



PARATRANSIT POLICY
AND
PROCEDURES MANUAL

Revision April 25, 2022

Revision History

| <u>Date</u> | Changes Made – By Whom |
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| August 10, 2015 | - Revised from Previous Version – Unknown |
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| April 25, 2022 | <ul style="list-style-type: none"> - Updated Table of Contents to have sections labels match with what is labeled on the document. - Updated Address of GET Administrative Office to submit applications for ADA Paratransit Service - Updated Visitor Policy to include statement that visitor applications are processed the same day. - Updated Scheduling section, changed time frame for destination changes and scheduling trips to a day in advance. - Updated Passenger Assistance Section, number of packages is limited to what passenger, and applicable PCA/guests, can control. - Changed name of section Greeley Evans Transit Grievance/Complaint Procedure to include the title ADA - Updated Contact information to file ADA Grievance/Complaint replacing Public Works Director with City Title VI Office. - Updated Appendix Location of Grievance Form - Updated Appendix B – Greeley Evans Transit ADA Grievance Form to reflect respective changes - LKP |

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Introduction

The Greeley Evans Transit (GET) ADA Paratransit Policy and Procedures Manual is designed to inform Americans with Disability Act (ADA) Paratransit eligible consumers about GET's special transportation service called "GET Paratransit". All GET paratransit customers should review this manual carefully and refer to it whenever questions arise. For additional information, please contact the GET's ADA Supervisor at (970) 350-9289, during the hours of 8:00 a.m.-5:00 p.m., Monday through Friday.

GET Paratransit Service

GET paratransit service is designed to meet the requirements of the Americans with Disabilities Act (ADA). GET Paratransit is a shared ride public transportation service for people whose disabilities prevent them from using accessible fixed-route service.

GET Paratransit is available only to customers whose functional and/or cognitive limitations prevent them from using some or all of the regular fixed-route service. The ADA is a civil rights law, not a transportation law, or a social program. The ADA does not attempt to meet all of the transportation needs of people with disabilities. Instead, the ADA is intended simply to provide individuals with the same public transit opportunities as persons who can access the fixed route system.

Description of Service

GET Paratransit is a pre-scheduled service door-to-door transportation system. Drivers may enter a lobby of a public facility to announce their presence for visually impaired riders. For those persons living at a multiple unit residency the driver may contact passengers at their door provided that the driver maintains reasonable sight of the bus.

Persons who are deemed ADA eligible are provided non-emergency transportation for travel beginning and ending within the $\frac{3}{4}$ mile corridor of the GET bus routes.

Eligibility Standards

GET Paratransit is available to persons who are deemed eligible in accordance with the Americans with Disabilities Act of 1990, as amended. Those persons are eligible for paratransit service if there is some part of the regular bus route system which they cannot use or navigate because of a disability.

An individual is eligible if he or she has a permanent, temporary, or intermittent disability as described below and if the regular bus route system cannot provide service to a particular individual for a particular trip.

There are two categories into which eligible persons are placed according to their degree of disability.

The GET Paratransit office will review and determine the eligibility of applicants. Following eligibility determination, GET Paratransit will then notify applicants of their status by letter.

Those who are denied eligibility or are deemed eligible for temporary or conditional service will be provided with a reason or reasons the eligibility determination was made. The individual who wishes to contest the decision has sixty (60) calendar days from the determination to make a written appeal with the GET Transit Manager at 101 11th Avenue, ms# 35, Greeley, Colorado 80631 and can be represented by an individual of his or her choice.

CATEGORY 1 – Person has a disability and needs additional assistance

Category 1 consists of those individuals who are not independently able to board, ride, or disembark an accessible regular bus route system. Even with assistance provided by the bus operator and the vehicle's accessibility equipment, this individual would not be able to utilize the regular bus route system. Examples of persons included in this category may be those with mental and visual impairments who cannot navigate (recognize destinations or understand transfers) the bus system.

CATEGORY 2 – Environment

Category 2 consists of those eligible individuals who are independently able to board, ride, or disembark the regular bus route system, but the interaction of the individual's disability and environment prevents the individual from reaching the boarding or destination location. Persons included in this category would be those with cognitive impairments who cannot navigate the system. Additionally, those patrons who must use a wheelchair and cannot reach the bus stop due to lack of curb cuts or sidewalks are also eligible for this category.

There are three (3) basic ADA status conditions applicable to Categories 1 & 2.

1. Unconditional Status is assigned to persons who are determined unable to ever independently use GET fixed route buses even with training.
2. Temporary Status is assigned to persons who are determined capable of using accessible GET fixed route buses but cannot do so at present, either because of a temporary disability or condition.
3. Conditional Status is assigned to persons who are able to use GET fixed route buses most of the time, but would under certain circumstances, and for certain trips, be prevented from independently using GET buses.

Application and Certification

To apply for the GET Paratransit program, the prospective user must complete an application identifying his or her mobility impairment. Applications for GET Paratransit service are available at the GET Administrative Office located at 101 11th Avenue, Greeley, Colorado 80631. Applications may also be obtained via the GET website, www.greeleyevanstransit.com, by telephone at (970) 350-9290, by mail, or e-mail to get@greeleygov.com.

The application packet includes an explanation of the eligibility certification process, application form, and medical release form. The GET Paratransit evaluator will review each application and certify new riders or recertify current riders according to the ADA requirements. Only those persons who qualify as ADA paratransit-eligible will be able to use GET Paratransit.

In the event there is a question of ADA eligibility, GET will provide transportation at GET expense to a Certified Occupational Therapist.

Determination Notification

Each applicant is sent a letter of notification concerning eligibility determination within twenty-one (21) days of receipt of a completed application. If a determination of eligibility has not been made within twenty-one (21) days following the submission of a completed application, the applicant will be treated as eligible and provided service until and unless the individual is determined ineligible for services. In cases of a denial, a temporary and or a conditional determination the notification will specify the reasons for denial and explain the appeals process.

Recertification

All GET Paratransit riders are subject to recertification in accordance with ADA guidelines and upon notification from GET. Each GET Paratransit Identification Card will contain the expiration date of the client's certification. In order to assist the rider and avoid delays in service, each rider should request a recertification form from the GET Paratransit office no later than one month before the expiration date.

GET Paratransit Identification Card

Persons who are certified as eligible for GET Paratransit service will receive an identification card to be used when telephoning for service and when boarding GET Paratransit vehicles. **The card may also be used as identification for service on other systems in other cities.**

The identification card may include the GET logo along with the ADA paratransit provider's phone number; identification number of the rider; name, and the expiration date of the individual's eligibility; the requirement for a personal care attendant (PCA), if any.

Personal Care Attendant (PCA)

A Personal Care Attendant (PCA) is someone designated or employed specifically to assist the paratransit eligible individual in meeting their needs. A PCA may be a friend, family member or a paid employee of an ADA paratransit eligible person. The personal care attendant serves as an aid to the rider. The need for a PCA shall be made by the applicant at the time of eligibility certification or at the time the need for a PCA arises. The personal care attendant may assist the eligible rider with mobility, behavioral, or cognitive limitations.

GET requires that space for the PCA must be reserved at the same time and to the same destination that the customer has reserved for their ride. The PCA may accompany the ADA eligible rider at no charge.

Guests (Companions)

The customer may take along a companion in addition to the PCA. A family member or friend is regarded as a companion accompanying the customer, and not a PCA, unless the eligible customer regularly makes use of a PCA and the family member or friend is acting in that capacity. GET requires that space for the companion must be requested at the same time and to the same destination that the customer has reserved for their ride. The fare for the companion

will be the same as the fare for the ADA paratransit eligible customer. Additional guests accompanying the customer will be allowed on a space-available basis only.

Visitor Policy

GET Paratransit will honor certifications from other transit systems. An individual from out-of-town requesting service must present proof of his or her certification. A letter or an identification card from their regular provider will suffice. Once this information is received, the processing of the visitor application will be completed the same day.

If the individual does not have certification but claims that he or she is ADA paratransit eligible, the GET Paratransit Supervisor will request proof of permanent residency and if a disability is hidden, medical documentation. With documentation, the GET Paratransit Supervisor will assume that the individual is eligible and allow him or her to ride for a period of twenty-one (21) calendar days. The person will be required to make a request of ADA paratransit eligibility certification if he or she plans to use the service for longer than twenty-one (21) calendar days. The individual will be allowed to utilize the service during the period when the certification is being processed, provided that the period does not exceed the twenty-one (21) calendar day limit.

Securement - Seat Belt Use

GET Paratransit customers are required to use seat belts or securement devices at all times. Refusal to use seat belts or the appropriate securement system will result in the suspension of service. Additionally all mobility devices must be secured while the bus is in motion.

Mobility Aids

All wheelchairs and their users can be transported by GET Paratransit as long as they and/or their mobility device do not exceed the capacity of the equipment.

Service Animals

Customers may travel with service animals trained to assist them. Service animals include guide dogs used by persons with vision or hearing impairments, as well as dogs or eligible animals that provide aid to customers. The customer must inform the scheduler that they are traveling with a service animal when they make their ride reservation. The customer is responsible for the care and supervision of their service animal. A service animal is the full responsibility of its owner, who shall be in control of the animal the entire duration of the trip. Vicious or aggressive behavior constitutes a direct threat to the health or safety of others. A service animal may be prohibited from GET Paratransit services if the animal poses a direct threat to the health or safety of the user/owner, other passengers, or GET employees; or demonstrates aggressive behavior towards other passengers or other service animals; or disrupts the GET driver from safely performing his/her duties. The owner will also be financially responsible for any injuries or property damage which may be sustained by GET passenger(s) or employee(s) that are caused by the service animal. Service animals are not allowed to sit on the seats.

Oxygen and Medical Equipment

Customers may also travel with portable oxygen or other equipment, provided that the equipment does not violate rules concerning transportation of hazardous materials and is safely secured during travel.

Public Health and Safety

Customers with medical conditions that pose health and safety risks to other passengers must take appropriate actions to reduce the risk of cross contamination while using GET services. These conditions may include but are not limited to; open sores, bodily fluids or said ointment on medical devices, equipment, bandages or clothes. Any areas of concern must be addressed immediately by customer or services may be denied. This includes but is not limited to laundering/sterilizing medical devices, equipment, bandages and clothes, as well as, covering open wounds or bandages where bandages are stained by bodily fluids or ointment.

Service Area

Service is provided to all residents of the City of Greeley, Garden City or Evans who are deemed ADA eligible in accordance with the ADA regulations on eligibility. However, the door to door of each trip is to be within the $\frac{3}{4}$ of a mile corridor which surrounds the GET regular fixed route.

Appendix B provides a map of Greeley, Garden City, Evans service area with an outline of the GET Paratransit corridor.

Individuals who do not live within the GET Paratransit service area may apply for service. These individuals must be responsible for their travel in and out of the service corridor to receive service. Place of residence does not enter into a determination of ADA paratransit eligibility.

Days and Hours of Service

GET paratransit service is provided six days a week, with the exception of New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day. The GET Office will be open Monday-Friday from 7:30 a.m. until 5:30 p.m., and Saturdays from 8:00 a.m. until 3:00 p.m. The GET scheduler will be available for accepting requests during these office hours.

However, if you have service related questions or problems with your ride; you may call the dispatcher at (970) 350-9290 during service hours. Dispatcher phone lines are open: Monday through Friday 6:00 a.m. – 8:00 p.m. and Saturday 8:00 a.m. – 6:00 p.m.

OFFICE HOURS

Monday through Friday 7:30 a.m. – 5:30 p.m.

Saturday 8:00 a.m. – 4:00 p.m.

Sundays Closed

SCHEDULING REQUESTS ACCEPTED

During Office Hours

PARATRANSIT HOURS OF SERVICE

Monday-Friday 6:00 a.m. – 6:45 p.m.

Saturday 6:30 a.m. – 5:45 p.m.

CALL-N-RIDE HOURS OF SERVICE

Monday-Friday 6:45 p.m. – 8:45 p.m.

Saturday 5:45 p.m. – 8:45 p.m.

Sunday 7:30 a.m. – 1:30 p.m.

HOLIDAY SCHEDULE

There is no service on:

New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

SCHEDULING INFORMATION

GET Paratransit Scheduler (970) 350-9290

Reservations, Scheduling, and Cancellations

Scheduling

Scheduling procedures are as follows:

To reserve a trip, go to www.greeleyevanstransit.com/booking 24 hours and fill out the online form. An alternative solution is to call (970) 350-9290 during business hours. You may leave a brief message on the voicemail about your trip request and your call will be returned in the order it was received. When you call, be prepared to inform the scheduler of your name, desired appointment time, exact address, and destination points, along with the time of return pick-up time. You are required to inform the scheduler of any personal care attendant (PCA), guest(s), or service animal accompanying you.

Scheduling requests for service can be made the day before the trip is to be taken and/or up to fourteen (14) days in advance. Riders should make reservations as early as possible and give the scheduler specific times to be picked up for return trips. The passenger should also inform the scheduler of whether there will be additional persons riding with them, including a personal care attendant. GET Paratransit cannot provide same day service or a same day change in time of service.

GET will attempt to schedule your ride for the time you have requested. However, the scheduler may alter your time, (with a variation of one hour before or after), to allow for other passengers traveling to a similar area to be on the van. This allows for cost and organizational efficiency.

Although there is not a limit on the number of trips you may request in one day within the fourteen (14) day period, there can be a limit of four (4) individual trips (or two round trips)

allowed per telephone call depending upon call volume. Therefore, at times if you wish to schedule more than four individual trips (or two round trips) you must make another phone call to GET Paratransit. This is to ensure fairness.

Riders are required to be at their designated location ten (10) minutes prior to their scheduled pick-up time. The van may arrive in a time window of up to ten (10) minutes prior to and/or up to twenty (20) minutes after the time scheduled for the pick up. Drivers will wait five (5) minutes from the time the van arrives within the allowed window. If the rider does not arrive within the five (5) minute period, the driver will inform the dispatcher that the rider is a “no show”. The driver must then continue on his or her schedule. The missed trip will be regarded as a no-show unless there are extenuating circumstances.

GET requests that cancellations be made no less than twenty-four (24) hours prior to the scheduled pick-up time.

There are no restrictions on trip purpose and all requests for trips are accepted and handled on an equal basis. Changes to the destination must be made within a day of the scheduled trip. Your trip is not guaranteed if it is not scheduled a day in advance.

Subscription Service

The ADA limits the amount of subscription service that can be offered by GET Paratransit. As a result, requests for subscription service may be limited. Exceptions to the above rules may be made in special cases as approved by GET Management Team

Fares

According to the American with Disabilities Act, a fare of up to two times the regular fixed route rate may be charged. However, GET Paratransit currently charges a flat rate fare of \$3.00 each way per trip. The fare applies to all persons, except a personal care attendant (PCA) accompanying an eligible rider. Fares are required to be paid prior to boarding the vehicle; exact fare is required. Service can be refused or denied if the fare is not paid before boarding. Tickets may also be purchased from GET Paratransit to use in place of cash at the same fare of \$3.00 each way per trip.

Besides the personal care attendant, one guest is also allowed per ADA eligible rider at a charge of \$3.00 each way per trip if a seat is available. (See definition of guest.) If space is available, additional guests may accompany the rider at \$3.00 fare each way per trip per person. This determination may be made on a trip by trip basis.

Passenger Assistance

GET Paratransit drivers will provide door-to-door service for eligible riders. Drivers will not perform any task which may cause injury to him/herself or the passenger.

Passengers must provide their own PCA; if needed. GET Paratransit will not provide PCAs for passengers.

As on fixed route, all children under the age of five (5) must be accompanied by an adult. That adult will be charged the fare of \$3.00 each way per trip, unless serving as a PCA for that child.

Passengers are responsible for all packages they bring on the vehicle and are limited to the number of packages that they can carry and secure in their seat. This number can include the number of packages the customer's PCA or guest can control.

The provision of mobility aids is solely the responsibility of the passenger. The transit system will not provide any mobility aids.

GET Paratransit complies with the Americans with Disabilities Act (ADA) by accommodating all wheelchairs and mobility aids as long as they do not exceed the equipment's limitations.

No Shows

Purpose for Establishing a No Show Policy

To encourage responsible trip scheduling and Paratransit use, the Americans with Disabilities Act (ADA) provides that public transit systems establish and enforce a No Show policy. GET's ADA Paratransit Passenger No Show policy is part of an effort to bring our customers more efficient paratransit service, and to be up-to-date with Federal Transit Administration findings and best practices.

No Shows are recorded each time a paratransit customer makes a late cancellation, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip.

No Shows and late cancellations result in wasted trips that could have been scheduled for use by other paratransit customers.

Sporadic customer no shows, late cancellations, and cancellations at the door are an expected cost of doing business for a paratransit system. However, excessive no shows, late cancellations, and cancellations at the door adversely affect the efficiency and effectiveness of service and significantly add to the cost of providing ADA complementary paratransit service.

Definitions

Advanced Cancellation - when the customer (or the customer's representative) calls and cancels a specific scheduled trip at least 2 hours prior to the pick-up window. Early morning trips scheduled for pickup before 6:15 AM are to leave a cancellation message with the answering service or use the automated system to cancel the trip before 5:30 AM.

Late Cancellation - the customer (or the customer's representative) does not call to cancel a specific scheduled trip at least 2 hours prior to the pick up window (other than early morning trips as identified above). Late cancellations will be treated as No Shows.

Cancel at Door - when the vehicle arrives at the location designated for a specific scheduled trip within the 30-minute pick up window and the customer (or the customer's representative) notifies the driver at that time that they no longer need the scheduled trip. These are considered No Shows.

- The driver is not responsible for cancelling any other trips booked for that day. Customers (or the customer's representative) must call GET to cancel other trips.

No Show - a No Show is defined when all of the following criteria have occurred:

- There has been no call by the customer (or the customer's representative) to cancel the scheduled trip 2 hours or more before the pick-up window. AND
- The vehicle arrives at the scheduled pick up location within the 30-minute pick up window. AND
- The driver cannot reasonably see the customer approaching the vehicle within 5 minutes. AND
- The dispatch office is notified. At this time, dispatch will verify that the operator is at the correct location.

Late cancellations and cancellations at the door will also be treated as No Shows.

GET schedules pick-up and return trips separately and assumes all scheduled return trips are needed unless notice is given by the customer or their representative. If a pick-up trip is a No Show, GET will not automatically cancel the return trip. A No Show on the return trip will count as a second No Show for the day. A pattern or practice of No Shows may result in a suspension of service privileges.

No Shows Beyond a Passenger's Control

Trips cancelled for reasons that are beyond the customers control will not be considered No Shows. This includes missed trips resulting from sudden illness, family or personal emergency, transit connection delay, appointment delay, extreme weather conditions, operator error, paratransit lateness, or other unforeseen reasons for which it is not possible to call GET to cancel in time or to take the trip as scheduled. Although no shows will not be issued for reasons beyond the customer's control, the customer should always make every effort to cancel scheduled trips in a timely manner. It is the customer's responsibility to provide the reasoning for not canceling a trip. Contact should be made with GET as soon as reasonably possible. Lack of any contact will result in a No Show being issued. Repeated failures to take scheduled trips, regardless of the reason, are subject for review.

Pattern or Practice of No Shows

Penalties will be assessed for a pattern or practice of No Shows. A Practice of No Shows is considered when No Shows total 7.5% or more of a customer's total trips in a rolling 30-day period, and may result in a penalty. Penalties increase each period that the customer exceeds the No Show occurrence policy.

| Trips booked per period and not cancelled in advance | Number of No Shows per period = Violation |
|---|--|
| 1 - 20 | 2 |
| 21-40 | 3 |
| 41-60 | 5 |
| 61 or more | 6 |

Penalties will be assessed when customers exceed the maximum number of No Shows allowed for their level of service in a 30-day period. Customers should not consider the maximum number of No Shows as a justification for not calling when a trip is not needed.

An ongoing **Pattern of No Shows** that falls below the maximum number indicating a practice of No Shows may also be penalized. For example, a customer with more than 60 one-way trips per month who regularly No Shows every Friday afternoon may not exceed 8 No Shows in a month, but has an obvious pattern and may be penalized.

No Show Notifications and Penalties

Customers will be notified of every no show in writing, and will receive a warning after two No Shows. Customers will receive a No Show notice postcard in the mail or an e-mail notice for any day they have No Shows. The postcard or e-mail message will list the date, time, and location of the missed or late cancelled ride. Excessive No Shows and late cancels may result in suspension of service, as shown in the table below.

| Consequences for an Established Pattern or Practice of No Shows | | |
|---|--|---|
| 1 st Violation | Letter of Warning and/or Phone Contact | Subscription Service Subscription Service removed at 4 th violation. |
| 2 nd Violation | 2 Day Suspension | |
| 3 rd Violation | 5 Day Suspension | |
| 4 th Violation | 10 Day Suspension | |
| 5 th + Violation | 30 Day Suspension | |
| Violation history covers a 12-month floating period. | | |

A violation occurs when a customer exceeds the No Show threshold in a rolling 30-day period. Once a violation has occurred, a new 30-day period begins the next day. No Shows may accumulate toward a new violation while a violation is in process or in appeal.

Loss of subscription service takes effect with 4 violations in a floating 12-month period, and will not be removed until the customer has 3 consecutive months without any No Shows or late cancellations.

If a customer should exceed the No Show threshold, they will receive a suspension letter or email, proposing to suspend service within two weeks and outlining the appeals process. Suspension of service privileges will be postponed pending completion of the appeals process.

Appeal Process

A customer (or a customer's representative) may file a verbal or written appeal for an individual no show issued by contacting GET.

Designated GET staff will review the information provided by the customer (or the customer's representative) and make a decision to either uphold the individual no show or to excuse it within ten business days.

If the No Shows have accumulated to a point where a suspension will be activated, the customer (or the customer's representative) may file a verbal or written appeal for a review of all No Shows by contacting GET. Service will continue while the outcome of the appeal is decided.

If the customer is not satisfied with the review by GET, they may request a formal review by GET's Transit Manager. A review will be scheduled and a decision made within ten business days.

Passenger Conduct and Responsibilities

Passengers who use our transit system must be courteous and considerate both to drivers and other passengers.

Drivers are responsible for the welfare and behavior of all passengers while on board the agency's vehicles. Likewise, passengers are expected to follow the driver's instructions regarding same.

The following behavior is inappropriate and will not be tolerated on agency vehicles.

Category 1 Violations (grounds for suspension)

1. Carrying of Weapons
2. Fighting
3. Possession of Illegal Drugs
4. Having Open Containers of Alcohol on Vehicle

Category 2 Violations (verbal warning followed by written warning)

1. Drinking and/or Eating (unless medically required)
2. Use of Tobacco Products
3. Foul and/or Unacceptable Language
4. Lack of Good Personal Hygiene
5. Horseplay
6. Bothering Other Passengers
7. Listening to Electronic Devices without Headphones

GET Paratransit will not tolerate a rider who violates any or all of the above. Violation of Category 1 violations will result in immediate and permanent suspension of that rider. The rider may contest this refusal of service and may appeal in accordance with the guidelines outlined below. In the interim, the rider will be suspended from utilizing GET Paratransit until the decision of the appeal process. Violation of Category 2 violations will result in a verbal/written warning. Three warnings will result in the suspension of that rider. The rider may contest this refusal of service and may appeal in accordance with the guidelines outlined below. In either instance, the rider will receive written notification from the GET Paratransit ADA Supervisor of the suspension and if his or her appeal fails, they will be refused service.

Appeal Process for Suspensions

The ADA Supervisor will make a complete investigation of the reasons for suspension. GET will notify the rider in writing of the basis of the determination within ten (10) business days of the

receipt of the appeal or after the hearing in person. The written notification will include the procedures which may be utilized to appeal the decision if unfavorable to the rider.

For Category 1 violations, service **will not** continue while the appeal is heard.

For Category 2 violations, service **will** continue if an appeal is filed.

CONTACTS FOR APPEAL PROCESS

Greeley Evans Transit
Attention: ADA Supervisor
101 11th Ave, mail stop 35
Greeley, CO 80631

(970) 350-9289(Voice/TDD)

Greeley Evans Transit ADA Grievance/Complaint Procedure

GET Paratransit solicits and welcomes input from passengers regarding the quality of our transportation, including;

- Service Delivery
- Driver Conduct
- Condition of Vehicles
- Suggestions for Improvement of Service

The purpose of the Greeley Evans Transit ADA Grievance/Complaint Procedure is to inform clients who request transportation and/or are provided transportation by Greeley-Evans Transit of their rights and obligations in the Greeley-Evans Transit Grievance/Complaint Procedure.

This procedure shall be considered as a voluntary compliance mechanism to provide the opportunity for residents of Greeley & Evans to appropriately correct physical facilities, programs, services, and or activities for compliance with ADA Act of 1991 and various Federal and State transit regulations.

The right of a person to a prompt and equitable resolution of their grievance/complaint file hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with any other agency. Use of this procedure is not a prerequisite to the pursuit of any other remedies.

Complaint Process

- A. Complaints must be communicated in writing within ten (10) calendar days after the alleged violation on the Greeley-Evans Transit Grievance/Complaint Report Form (see **Appendix B**), which will be referred to as the "Report", by the client.
- B. An authorized representative of the client can complete the Report for the client if necessary.

- C. The client can file a report by calling and explaining in full detail the nature of the complaint to either of the following staff members:
1. Greeley-Evans Transit supervisor or manager or designee; or
 2. City of Greeley ADA and Title VI Coordinator.

The staff member who receives the complaint will fill out the Report on behalf of the client. Once the Report is completed by the staff member who received the complaint, a copy of the Report will be sent to the client as proof of submission of the report.

If the Report is completed by the Greeley-Evans Transit office, a copy of the Report must be sent to the City of Greeley ADA and Title VI Coordinator's Office.

- D. Once the Greeley Evans Transit Office has received a copy of the Report, the office must submit a written response to the Report to the Office of Title VI Coordinator within seven (7) calendar days. The response should include documentation of the facts involved and, if applicable, any corrective action that will be taken to ensure that the problem does not occur again.
- E. Once the Director of Public Works has received the Report and the response from the Greeley Evans Transit Office, the Director of Public Works will have fourteen (14) calendar days from the receipt of these documents to review, do further investigation as necessary (which may include but is not limited to a review of documentation, a meeting with the complainant, and a meeting with appropriate staff members) and render a written decision.
- F. A copy of the Director of Public Works' decision will be submitted to the complainant and to the Greeley-Evans Transit office.
- G. If the complaint response does not meet the satisfaction of the complainant, the complainant may file a written appeal of the response to the Greeley City Manager within fourteen (14) calendar days of the date of the Director of Public Works' decision. A copy of the appeal shall be sent to the Director of Public Works. If the complainant requires assistance to file the written appeal, such assistance may be received by calling the office of the Public Works Director.
- H. Upon filing of the appeal, the Director of Public Works shall forward to the City Manager a copy of the original complaint, a copy of the complaint response, and any supporting documentation. The City Manager will have fourteen (14) calendar days from the receipt of these documents to review, do further investigation as necessary (which may include but is not limited to a review of documentation, a meeting with the complainant, and a meeting with appropriate staff members) and render a written decision as to whether or not he or she is in agreement with the complaint response.
- I. The City Manager's written decision will be deemed a final decision of the City of Greeley. A copy of the decision shall be sent to complainant, to the Public Works Director, and to the Greeley-Evans Transit Office.
- J. If the decision of the City Manager sets forth recommended changes, the Director of Public Works or his/her designee shall develop a written plan for implementation of the recommended changes. Such written plan shall be sent to the City Manager for approval.

Rules of the Road for GET Paratransit

Passengers shall:

- Buckle up or be buckled up if in a wheelchair
- Be ready on time for scheduled pick up
- Inform the Driver of Special Health Problems if Applicable
- Comply with Fare Policy
- Secure Carry-on Items and Packages
- Remain Seated Until Vehicle Stops
- Allow Driver to Open and Close Doors
- Abide by Driver's Instructions

The Driver:

- WILL assist a rider into, and out of the van (Door-to-Door)
- WILL NOT wait longer than five (5) minutes for any rider to appear for their scheduled pick-up
- WILL NOT take articles into a rider's residence
- WILL NOT move a passenger in a **mobility device up or down steps**
- WILL NOT leave the **van unattended, out of sight**
- WILL NOT transport any rider who is too ill to sit up and be secured in their seat, vomiting, or bleeding.
- WILL first notify the dispatcher of the rider's condition and then, if necessary, advise medical authorities of whether the rider needs medical attention or that the rider must remain at the medical unit until he or she is well enough to travel on the GET Paratransit vehicle.

Important Points to Remember

- GET Paratransit is a limited, transportation service for persons with disabilities who, because of a physical or mental disability, find it impossible to use regular public transit.
- GET Paratransit eligibility does not include persons who find it uncomfortable or difficult to get to or from bus stops.
- Only those persons who qualify as ADA paratransit-eligible will be able to use GET Paratransit.
- The physician who verifies the applicant's disability should consider the presence of a disabling condition, not the applicant's age or economic status.
- Paratransit eligibility is a transportation decision, not a medical one. A doctor's letter certifying disability will no longer be the sole criteria for riding GET Paratransit. GET will determine paratransit eligibility in conjunction with documentation from doctors, physical therapist evaluations, and the GET Paratransit Application.

Transit System and/or Passenger Responsibilities

GET Paratransit is responsible for providing clean, on-time, reliable, safe, and efficient service.

Please be advised that GET Paratransit is not responsible for passengers' items left on the vehicles.

GET Paratransit has made a commitment to abide by the policies detailed in other sections of the service policy. GET Paratransit will abide by all applicable federal, state and local laws and regulations.

GET Paratransit provides for insurance coverage on all vehicles at the legally mandated level.

GET Paratransit also provides for sufficient procedures to maintain an alcohol and drug free work place. (Federally Mandated)

GET Paratransit is committed to keeping all vehicles and equipment properly maintained and in safe working order.

Safety

GET Paratransit drivers are properly licensed and receive regular training.

GET Paratransit provides wheelchair tie-downs and safety restraints on its vehicles.

Passengers are to be seated and wear seat belts when the vehicle is in motion. All passengers in wheelchairs shall be safely secured when the vehicle is in motion.

Drivers will perform daily pre-trip inspection on vehicles to insure that both the vehicle and safety equipment are in working order.

GET Paratransit is committed to the safe operation of its vehicles, including the safe boarding and de-boarding of passengers.

Emergency Procedures

GET Paratransit will not provide service on days when the agency is closed due to weather or other disaster related events.

If an accident or on-vehicle emergency occurs, the driver will;

- Remain Calm
- Come to a Complete Stop in a Safe Location
- Orderly Evacuate the Vehicle if Warranted, Assisting passengers who are Mobility Limited
- Maintain Control of the Passengers
- Notify the Dispatcher as soon as possible, from a safe location
- Call for Emergency Response Assistance if Necessary
- Have the Dispatcher Notify GET ADA Supervisor and City of Greeley Safety and Risk Supervisor.

If an accident or on-vehicle emergency occurs, the passengers will;

- Remain Calm
- Follow the Driver's Instructions
- Maintain Proper Vehicle Conduct During the Incident
- Inform the Driver if They or Another Passenger Becomes Ill, is Injured or is in Distress while on the Vehicle.

Non-Discrimination

GET Paratransit will not directly or through contractual or other arrangements, discriminate on the basis of race, color, creed, gender, national origin, or disability in the provision of services, program benefits, or employment. The system provides fully accessible transportation for persons with disabilities.

Closing Statement

GET Paratransit strives to provide the most efficient and comfortable service possible. We value our riders and hope that their positive experiences with GET Paratransit will attract additional riders.

GET has as part of its mission to ensure comparable transportation service to those who are deemed ADA eligible. This is a great task; one which needs community involvement and support. We have joined with various social service agencies to provide a higher standard of service for the Greeley and Evans communities, and we welcome any additional assistance that could be provided.

For additional information on how to get more involved with the GET Paratransit please call or write:

Greeley-Evans Transit ADA Supervisor
101 11th Avenue, ms#35
Greeley, Colorado 80631
(970) 350-9289

PLEASE NOTE THAT THIS DOCUMENT IS BASED UPON THE 1990 AMERICANS WITH DISABILITIES ACT, AS AMENDED, AND GUIDANCE BY FEDERAL AND STATE AGENCIES. ALL RULES AND REGULATIONS ARE SUBJECT TO CHANGE.

Definitions

DESTINATION – Where the GET Paratransit rider is traveling to when picked up by the GET Paratransit vehicle.

DOOR-to-DOOR – Rider will meet the driver at the main door, main level, or first floor of a building for an escort to the bus. This may include a short flight of stairs (2-5 steps), so long as the driver remains within sight of the vehicle. There is an exception for people with visual disabilities. For safety and security reasons, drivers are not to leave sight of buses by entering private homes and buildings, using elevators or navigating multiple levels of stairs. Drivers may enter a lobby of a public facility to announce their presence for visually impaired riders.

GUEST – An ADA ineligible person who rides with an eligible person to the same location. The guest will pay the regular fare.

INTERMITTENT DISABILITY – An intermittent disability that affects the rider differently each day. Weather, health conditions, etc. cause the rider's disability to increase or decrease in severity on a daily basis. Some days the rider may be able to ride the fixed-route bus, while on other days, they may require paratransit services.

MEDICALLY NECESSARY TRIP – A medically necessary trip is defined as a trip for those riders who are suffering from an illness that requires them to travel for treatment several times a week. An example of this would be a rider who is on kidney dialysis.

ORIGIN – Riders pick up point for the GET Paratransit vehicle.

PERMANENT DISABILITY – A permanent disability is one that the rider lives with consistently which prevents him or her from riding the fixed route bus.

PERSONAL CARE ATTENDANT (PCA) – A person who is needed to assist the rider while he or she is in transit. This person may provide mobility assistance, cognitive assistance, or similar types of assistance. This person may be a friend, family, or a paid attendant. Each rider is allowed one (1) PCA. GET Paratransit should be informed of the need for a PCA at the time of application or when the need occurs. There is no charge for a required personal care attendant.

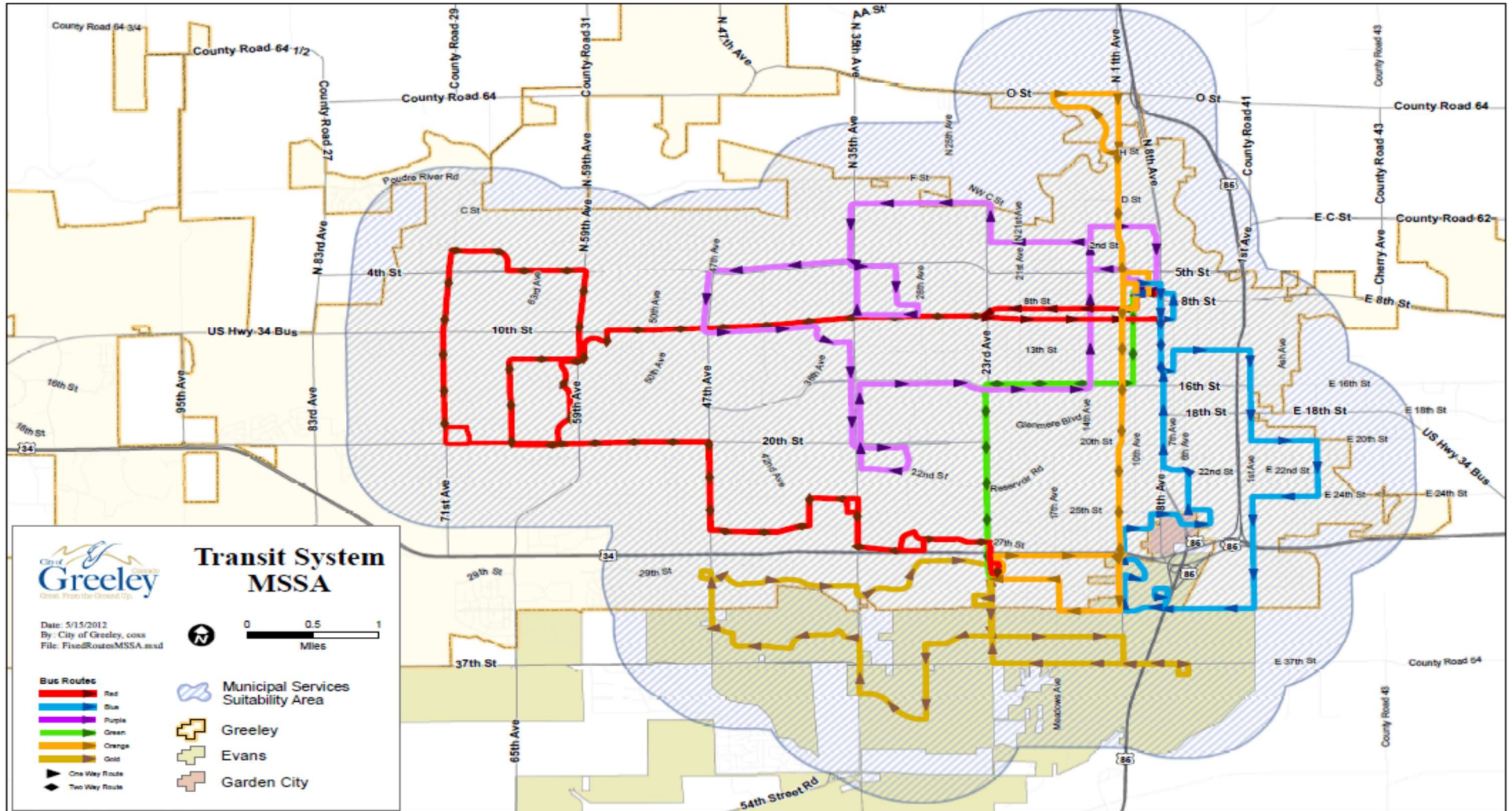
SUBSCRIPTION SERVICE – Subscription service is the practice of providing repetitive trips over an extended period of time without requiring that individual's call to request each trip. Requests for subscription service may be limited to specific trip purposes and for no more than fourteen (14) days in advance.

TEMPORARY DISABILITY – A temporary disability is one that is limited in the length of time it will affect the rider. Examples of this type of disability would be a broken leg or other injuries or illnesses deemed by their doctor to be limited to a specific amount of time.

TRIP – A trip on the GET Paratransit is from origin to destination. This is considered one trip. A route which takes a rider from their home to the doctor, then back home again is considered two trips.

VISITOR – A visitor is an ADA paratransit eligible individual who resides outside of the Greeley Evans Transit service area.

Appendix A



Appendix B

Greeley Evans Transit ADA Grievance Report Form City of Greeley Transit Services Division 101 11th Ave, Greeley, Colorado 80631

This form is to be used for filing grievances of potential Transit Service non-compliance with ADA Act of 1991, Federal, or State transit regulations regarding physical facilities, programs or activities. For concerns regarding transit performance, such as a late bus, please utilize the yellow GET Customer Service Card.

Please submit grievances to either of the following:

Michelle Johnson, Transit Manager, 970-350-9281;

E-Mail: Michelle.Johnson@Greeleygov.com

Will Jones, City of Greeley ADA and Title VI Coordinator, 970-336-4029;

E-Mail: ADATitleVIcoordinator@Greeleygov.com

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|--|--|
| Name of Person Making Report: | Home Telephone Number: |
| Address: | Work/Cell Telephone Number: |
| Date & Location of Problem: | |
| . | |
| Description of Problem: | |
| . | |
| . | |
| . | |
| . | |
| . | |
| . | |
| . | |
| (use reverse side if more space is needed) | |
| Office Use Only | |
| Signature of Person Making Report & Date: | Name of Person Making Report: |
| Copy of Report Mailed to Complainant & Date (if applicable) | Report Received at GET by (staff) & Date: |
| Report Copy Sent to City Title VI Office & Date (if applicable) | Transit Response Date: |
| City Title VI Office Decision Date and Printed Name: | City Title VI Office Decision Sent to Complainant: ____ City Title VI Office Decision Sent to Transit: ____ |
| Appeal Filed Date: | City Manager Decision Date: |
| City Manager Decision Sent to Complainant: ____ City Manager Director Decision Sent to Public Works: ____ City Manager Director Decision Sent to Transit: ____ | |
| Notes:. | |

