

ADA Paratransit Service Policies & Procedures

Corre Caminos

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Table of Contents

I. GENERAL.....	3
A. Goal.....	3
B. Policy.....	3
C. Purpose.....	3
D. Objectives.....	3
II. OPERATIONS.....	3
A. General.....	3
B. Service Area.....	4
C. Response Time.....	4
D. Fares.....	5
E. No Trip Purpose Restrictions.....	5
F. Hours and Days of Service.....	5
G. No Capacity Constraints.....	6
H. Complimentary Passes.....	7
I. Inclement Weather.....	7
J. Lost and Found.....	7
III. ELIGIBILITY AND CERTIFICATION PROCEDURES.....	7
A. General Eligibility.....	7
B. Trip-By-Trip Eligibility.....	8
C. Eligibility for Visitors and Out-of-Area Residents.....	8
D. Application Process.....	9
IV. PASSENGER RESPONSIBILITIES.....	10
A. General Passenger Condition.....	10
B. Requesting Service.....	12
C. Riding ADA Paratransit Service.....	12
D. Transportation of Children.....	13
E. "No Shows" and Cancellations.....	13
F. Accommodation of Wheelchairs.....	14
G. Personal Care Attendants and Companions.....	14
H. Service Animals and Accommodation of Animals.....	14
I. Carry-On Packages.....	15
V. PUBLIC INVOLVEMENT.....	15
A. Goal.....	15
B. Public Hearings.....	15
C. Focus Groups.....	15
VI. PUBLIC INFORMATION DISSEMINATION.....	15
A. Goal.....	15
B. Accessible Formats.....	15
VII. APPEAL PROCEDURES.....	15
A. Goal.....	15
B. Appeal Procedure.....	16

Exhibit A – [CITY] Bus System Map16

ADA Paratransit Service Policies and Procedures

I. General

A. Goal

It is the goal of Corre Caminos, through its ADA paratransit service, to design, implement and maintain an efficient and effective transportation system for persons with disabilities who are "ADA paratransit eligible."

B. Policy

It is the policy of Corre Caminos that no otherwise qualified person shall, solely by reason of his/her disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by Corre Caminos that receives or benefits from federal financial assistance.

C. Purpose

The ADA paratransit service was developed to provide safe and efficient transportation within the Grant County and Luna County areas to persons with disabilities who are "ADA paratransit eligible."

D. Objectives

The specific objectives of the ADA paratransit service are:

1. To provide origin to destination or, based on special need, door-to-door, demand response transportation on specially equipped vehicles designed to accommodate persons with disabilities.
2. To maintain a trained staff for the operation and control of the service.
3. To provide on-going mechanisms for persons with disabilities to provide input on ADA paratransit service, policies and procedures.
4. To provide all public information tools on Corre Caminos services in accessible formats.

II. Operations

A. General

ADA paratransit service is provided in accordance with the six service criteria established by the U.S. Department of Transportation for ADA paratransit operations:

service area, response time, fares, trip purpose restrictions, hours and days of service and capacity constraints.

B. Service Area

ADA complementary paratransit service shall be provided to origins and destinations within ¾ mile of fixed route service and within the core service area (see Exhibit A).

1. ADA Service Safety and Road Requirements

- Roads must be paved or graveled, meet minimal local county maintenance standards
- Be regularly maintained by the local jurisdiction, including snow removal
- Have sufficient drainage during heavy rains or during periods of flash flooding
- Be of sufficient width for 2 large vehicles to operate side to side either direction
- Have overhead clearance of at least 12’
- Have within reasonable distance from pick up/drop off location a wide point or pullout that would facilitate turning around a 40’ vehicle*
- Locations where lift service is required must have a flat level surface to ensure safe lift deployment

The Transit Operations and/or Facilities Director will make the final determination as to roads meeting the standards listed above.

*If a smaller, shorter in length bus regularly is utilized on a particular route, the width of the turnaround point may be relaxed by management for flexing on that route.

C. Response Time

Two types of service will be available: subscription and reservation.

Subscription service will be offered for any trip that occurs every week, originates and terminates at the same scheduled location, at the same hour each day. Requests for subscription service must be made at least one day prior to the first trip, and may be made up to 14 days in advance. The number of subscription service trips accepted shall not exceed 50 percent of the total trips scheduled by all passengers unless there is non-subscription capacity.

Reservation service shall be available for any trip. Requests for reservations must be made at least one day prior to the desired trip time, and may be made up to 14 days in advance.

Requests for service shall be accepted from 8:00 a.m. to 4:00 p.m. on the day prior to the service day, Monday through Friday. Reservations for service on Monday shall be received by 4:00 p.m. on Friday, or the day after a holiday shall be received by 4:00 pm on the business day prior to the holiday. All return trips must be scheduled regardless of whether the passenger knows the exact return time or not. Passengers should estimate the return time, and call the office as soon as possible if they will not be ready at the scheduled time.

Trips shall be scheduled to begin no more than one hour before or after the desired departure time. The trip shall be scheduled so as to arrive at the pick-up location within a 30-minute time frame (see Riding ADA Complementary Paratransit Service, on page 11).

D. Fares

The fare for a trip charged to an ADA paratransit eligible user of the complementary paratransit service shall not exceed twice the non-discounted fare that would be charged to an individual paying full fare on Corre Caminos' fixed-route system. Thus, the sum of \$1.50 per one-way trip shall be charged all certified passengers. Payment of the fare must be in cash and in the exact amount. Fares shall be paid at the time of boarding.

Personal care attendants ride free. Companions pay the same fare as the ADA paratransit eligible individual they are accompanying.

Agencies scheduling rides for their clients on the ADA complementary paratransit service may be charged a different, negotiated per trip fee. Normally, these fees are billed to the agency on a monthly basis. Such fare payment arrangements shall be documented on the bus operator's daily trip log.

E. No Trip Purpose Restrictions

Trips for any purpose will be accommodated and will not be prioritized by trip purpose. Passengers will not be asked to provide information regarding their trip purpose, other than location.

F. Hours and Days of Service

The ADA complementary paratransit service shall operate from 6:30 a.m. to 5:30 p.m. Monday through Friday. These are the same days and hours that fixed route service operates.

Service is not offered on the following holidays:

New Year's Day

Martin Luther King Jr. Day

Spring Holiday

Memorial Day

Independence Day

Labor Day

Veterans Day

Thanksgiving Day and the day after

Christmas Eve

Christmas Day

New Year's Eve

G. No Capacity Constraints

Corre Caminos will not constrain capacity by: 1) restricting the number of trips an individual will be provided; 2) maintaining waiting lists for access to the service; or 3) any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.

The following performance data will be collected and monitored by Corre Caminos for the purpose of establishing whether capacity constraints exist:

1. Number of missed calls on the trip reservation line. Missed calls will be measured by the amount of reservation calls that roll over and go to voicemail.
2. Number of trip denials or missed trips. Trip denials include rides that are accepted outside the hour scheduling window. Declined round trips will be counted as two (2) denials when one leg of a round trip cannot be scheduled within the hour window and the requester declines the round trip.
3. Number of late pick-ups. A pick-up is considered late when the bus arrives after the pick-up window.
4. Number of trips with excessive lengths. Excessive trip length is defined as a trip that takes longer than the trip would take on a fixed route, including travel time to the bus stop, wait time for the bus, and travel time from the bus stop.

If, after analysis of the above performance data, Corre Caminos determines that there are swings in demand when administering its ADA paratransit service, Corre Caminos shall increase its capacity to respond to peaks in demand in a way that is comparable to dealing with changes in demand on the fixed route system.

ADA paratransit eligible persons shall have priority on the ADA paratransit service, and tracking for capacity constraints shall be done separately for ADA paratransit eligible persons and others who may use the service.

H. Complimentary Passes

Whenever Corre Caminos makes an error that greatly inconveniences a passenger, a complimentary pass, good for one free ride, may be issued to the passenger. Circumstances that may warrant the issuance of a complimentary pass include:

1. Vehicle arrival past the pick-up window
2. Passenger was inadvertently left off the schedule
3. Passenger was stranded on a broken vehicle
4. Other incidents as approved by the Corre Caminos general manager

I. Inclement Weather

In the unlikely event of service cancellation due to inclement weather, Corre Caminos personnel shall attempt to contact all scheduled passengers at the telephone numbers listed on the ADA Paratransit Service Eligibility Application.

J. Lost and Found

Corre Caminos will not be responsible for items left on vehicles. However, if found, the item(s) will be held for 30 days. If the item is not claimed within 30 days, it may be donated to a local charitable organization.

Passengers attempting to locate lost items should call the Corre Caminos office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip.

III. Eligibility and Certification Procedures

A. General Eligibility

To receive ADA paratransit service, individuals must be certified "ADA paratransit eligible," per the Americans with Disabilities Act of 1990, to include:

1. Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

2. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of time, when such a vehicle is not being used to provide designated public transportation on the route.
3. Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.

Generally the following four tests are applied when determining an applicant's eligibility:

1. Does the individual's disability prevent him/her from getting to and from a bus stop at the point of origin or destination?
2. Can the individual board, use and disembark the vehicle at the bus stop?
3. Can the individual recognize the destination and disembark the bus?
4. If the passenger's trip requires transfers, are the paths of travel between routes accessible and navigable by the individual?

B. Trip-By-Trip Eligibility

While there are some passengers who are eligible to ride ADA paratransit service for all their transportation needs, most passengers are certified for service on a trip-by-trip basis. In other words, passengers who may normally be able to ride Corre Caminos' fixed-route service may be eligible for certain trips on the paratransit service. Examples include:

1. An impairment-related condition that makes the person severely sensitive to cold or hot temperatures
2. A person unable to maneuver a wheelchair through snow
3. An individual with cognitive disabilities who must use a route other than the one he/she has learned or been trained to ride
4. An individual who must travel an alternate route due to circumstances, where this alternate route is inaccessible to persons with disabilities

C. Eligibility for Visitors and Out-of-Area Residents

Visitors to the Luna and/or Grant County area who present documentation that they are ADA paratransit eligible in the jurisdiction in which they reside shall be allowed to use

the Corre Caminos service. If a visitor does not present such documentation, Corre Caminos may require the visitor to present documentation of his/her place of residence and, if the individual's disability is not apparent, of his/her disability. Corre Caminos will not require a functional assessment.

Corre Caminos shall make the service available to visitors for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service.

The location of an applicant's residence is not a factor in determining eligibility. Persons living outside the service area can be certified for the ADA paratransit service. However, only trips with both an origin and destination inside the service area will be provided.

D. Application Process

The applicant shall return the completed ADA Paratransit Application to the Corre Caminos office. To be considered complete, all of the information requested on the application must be entered and the application must be signed by the applicant. In addition, the Professional Verification Form must be completed and signed by a health care professional.

Corre Caminos will attempt to make a determination from the information included in the ADA Paratransit Application. Should Corre Caminos be unable to make a determination based upon the information provided, it may request clarification from the applicant or the professional who completed the Professional Verification Form.

If a determination still cannot be made, Corre Caminos may require applicants to submit to a functional assessment to determine if they can use the regular fixed-route bus service. Corre Caminos will pay the cost of the functional assessment as well as provide transportation to and from the appointment at no charge.

Corre Caminos will normally make a determination regarding eligibility within 21 days of receipt of a complete ADA Paratransit Application. Should Corre Caminos fail to make such a determination within the 21-day period, the applicant will be "presumed eligible" until such time a determination has been made.

When applications are approved, applicants will be notified by mail they have been certified to use ADA paratransit service for three years, if they have a permanent disability; or for a shorter, specified time if the disability is temporary. Certified passengers may begin using service immediately following notification.

At any time during a passenger's three-year certification, Corre Caminos may require the certified passenger to submit a new ADA Paratransit Application if there is sufficient cause to believe the passenger's condition has changed making the person no longer "ADA paratransit eligible."

Applicants who are deemed ineligible for ADA paratransit may appeal by following the procedure established in Section VIII, Appeal Procedures. Applicants denied service may reapply for the service at any time.

All passenger information will be kept confidential by Corre Caminos unless a release is required by law or court order.

IV. Passenger Responsibilities

A. General Passenger Condition

All passengers must be able to sit in a bus seat or wheelchair in order to be transported.

Any passenger whose medical condition is such that the passenger is incoherent or requires immediate medical attention to sustain life may be denied service. ADA paratransit service is to be considered a "common carrier" and does not perform ambulance or emergency service.

If the driver reasonably believes a passenger's physical condition or conduct is hazardous, or if a passenger possesses weapons, instruments or equipment that are reasonably believed to be dangerous, service may be terminated immediately. The passenger will be notified of his/her right to appeal the termination and Corre Caminos will hear the appeal as soon as reasonably possible.

Our transit agency is committed to provide safe, accessible, timely and professional services for our customers. We can provide such a service only when our passengers respect and follow certain safety and courtesy rules. Therefore, we thank you, the passengers boarding our vehicles, for adhering the rules listed below:

All passengers must be able to sit in a bus seat or wheelchair in order to be transported.

Any passenger whose medical condition is such that the passenger is incoherent or requires immediate medical attention to sustain life may be denied service. ADA paratransit service is to be considered a "common carrier" and does not perform ambulance or emergency service.

If the driver reasonably believes a passenger's physical condition or conduct is hazardous, or if a passenger possesses weapons, instruments or equipment that are reasonably believed to be dangerous, service may be terminated immediately. The passenger will be notified of his/her right to appeal the termination and Corre Caminos will hear the appeal as soon as reasonably possible

Please follow the driver's instructions at all times. All vehicles are radio equipped and have marked emergency exits. In the event of an emergency, follow the driver's instructions.

Please pay fares or show a valid pass to the driver when boarding. We accept exact change for fares only. No refunds. No passengers will be allowed to board without paying.

For your safety, please do not stand from your seat while the vehicle is moving. Wait until the vehicle has come to a complete stop and the driver informs you that it is safe to exit. Do not sit or stand in areas other than those designated for sitting or standing. Seats designated for senior citizens or persons with disabilities are to be surrendered at the drivers' request.

Harassment of the driver or of fellow passengers will not be tolerated. This includes but is not limited to verbal or physical abuse, threats, or physical contact.

Please be courteous while riding the vehicle. No fighting, horseplay (pushing, shoving, running, jumping, throwing objects, etc.), or abusive language. Lewd or offensive conduct and indecent exposure will not be tolerated. No spitting inside or from the bus. Do not defecate, urinate, or release other bodily fluids on the bus or the bus stop facilities. Persons with personal hygiene standards that are determined to be a health hazard to other passengers will not be allowed to board.

DO NOT distract the bus operator. Musical instruments, radios, and other electronic devices are not to be played on the bus, except through headphones. The volume must be low enough that the person next to you cannot hear.

Please maintain control of your packages and possessions. Though Corre Caminos is not responsible for lost or stolen property, report losses to the driver or office. For Safety reasons, no passenger will be allowed to board the bus with more packages or baggage than can be tucked underneath the seat below the passenger and/or than the passenger can hold and maintain control of in their arms.

No smoking, eating, chewing tobacco or drinking on the bus.

Weapons, open alcoholic containers, illegal drugs are not permitted on buses. Corre Caminos reserves the right of the driver to ask to see the contents of a package if he or she suspects a package may contain an open container of alcohol. Illegal drugs are not permitted on the bus at any time. Any person found in possession of such drugs will immediately be reported to law enforcement. Hazardous, flammable, and toxic materials are not allowed on the bus.

Service animals accompanying individuals with disabilities are welcome. Pets are allowed on the bus as long as they are in an approved sealed container.

Do not project items, arms, or any other part out of the window. Do not throw any object from the bus.

Any Refusal to comply with these rules may result in the driver instructing the passenger to exit the bus. Corre Caminos reserves the right to suspend or terminate riding privileges of clients who violate these rules.

B. Requesting Service

A request for service must be made at least one day or up to 14 days prior to the desired trip time. In order to schedule a trip, one must speak (either in person or via telephone) with Corre Caminos who will require the following in scheduling a trip:

1. Name
2. Phone Number
3. Pick-Up Address
4. Destination Address
5. Desired Pick-Up Time
6. Desired Drop-Off Time (Appointment Time)
7. Number of Passengers
8. If Round Trip, Approximate Time of Return Trip

Passengers can schedule service by calling Corre Caminos at 575-388-3180 from 8:00 a.m. to 4:00 p.m. the business day prior to service. Reservations received after 4:00 pm will be taken for the next available date. Reservations for service on Monday shall be received by 4:00 on Friday, or the day after a holiday shall be received by 4:00 on the business day prior to the holiday.

C. Riding ADA Paratransit Service

Paratransit passengers shall be ready to go ten (10) minutes before the scheduled pick-up time. Corre Caminos makes every effort to arrive as close to the scheduled pick-up time as possible. However, Corre Caminos may arrive up to ten (10) minutes before or twenty (20) minutes after the scheduled pick-up time.

Example: If you schedule a 9:30 a.m. pick-up, the vehicle may arrive between 9:20 a.m. and 9:50 a.m.

This thirty (30) minute window (of ten (10) minutes before to twenty (20) minutes after the scheduled time) is called the “pick-up time window.” Drivers, after arriving within the pick-up window, will wait up to five (5) minutes. Any passenger who is not at his/her scheduled pick-up point and ready to go by that time will be considered a “no show” and the driver will leave to pick up other riders. *The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.*

If a passenger knows that he/she will be detained during a medical appointment, the passenger shall call Corre Caminos at 575-388-3180 as soon as possible. When the passenger is ready, he/she shall call Corre Caminos and the next available van will be dispatched to pick up the passenger.

Service may not be rendered if the vehicle cannot access the origin or destination location or if the location does not provide safe passage for the vehicle or safe access to

the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

Drivers are not permitted to enter a passenger's home under any circumstance.

Drivers are not permitted to maneuver a wheelchair up or down more than one step. This rule is provided for the safety of the passenger and the driver.

Drivers are not permitted to lift passengers.

Passengers must pay their fares upon boarding the bus. Failure to do so may result in no service for that trip and the recording of a "no show" or cancellation (see Section IV, E, "No Shows" and Cancellations).

If all other passengers on the vehicle are required to wear seat belts, ADA paratransit service passengers shall also be required to wear seat belts. A physician's statement of a passenger's physical inability to wear a seat belt may waive this requirement.

Commented [MSOffice1]: Enter seatbelt policy here

Profanity or abusive conduct shall not be permitted and may result in suspension or termination of service.

Eating or smoking is not allowed on Corre Caminos vehicles. Drinking is permissible only from a container with a snap-on lid.

D. Transportation of Children

The minimum age for a child to travel alone aboard ADA paratransit service vehicles is 12 years of age. Children under the age of 12 must have an adult accompany them during transport. Only the Corre Caminos transit manager may grant exceptions.

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E. "No Shows" and Cancellations

If riders are unable to keep the scheduled appointment time, they should notify Corre Caminos at least two hours prior to the scheduled pick-up time. Failure to do so may result in the recording of a "no show." A record of all "no shows" will be maintained at the Corre Caminos office.

Riders will be suspended for seven days for no-shows if the following criteria are met:

1. No-shows represent 10 percent or more of their scheduled trips, AND
2. The rider has three or more no-shows.

Only no-shows under the passenger's control will be counted against the rider. The passenger will be given an opportunity to appeal the suspension before the suspension takes effect.

F. Accommodation of Wheelchairs

A wheelchair is a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. Corre Caminos will accommodate wheelchairs unless the wheelchair is too wide or heavy to be accommodated by the lift or the wheelchair will block the aisle.

All wheelchairs and other mobility devices must be secured to the floor of the vehicle using the securement equipment. The drivers will make every effort not to damage wheelchairs with the securement straps and hooks. Service will be provided even when the wheelchair cannot be secured to the driver's satisfaction.

G. Personal Care Attendants and Companions

A personal care attendant (i.e., someone designated or employed specifically to help the eligible individual meet his/her personal needs) may ride with the eligible individual at no cost. The personal care attendant must board and alight at the same stops as the passenger.

Passengers are guaranteed a seat for at least one companion. Additional companions will be scheduled on a space-available basis. Companions pay the same fare as the ADA paratransit eligible individual they are accompanying. Companions must board and alight at the same stops as the passenger.

A companion (e.g., friend or family member) does not count as a personal care attendant unless the eligible individual regularly makes use of a personal care attendant and the companion is actually acting in that capacity.

As part of the initial eligibility certification process, an individual must indicate whether he/she travels with a personal care attendant. If someone does not indicate the use of an attendant, then any individual accompanying him/her would be regarded simply as a companion.

H. Service Animals and Accommodation of Animals

Animals other than service animals as described below are allowed to ride only if they are in a secured pet travel carrier.

Service animals may accompany the rider on-board the vehicles. Under USDOT ADA regulations, a service animal means a guide dog, signal dog, or other animal that is required to aid the owner and that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. The service animal must be under the control of the passenger at all times.

I. Carry-On Packages

Drivers will help passengers take lightweight items off the vehicle and set them on the curb. If additional assistance is required, this assistance may be rendered on a case-by-case basis.

V. Public Involvement

A. Goal

Corre Caminos is committed to providing on-going mechanisms to involve the public in decisions regarding its services, policies and procedures.

B. Public Hearings

Public hearings will be held on an as-needed basis to obtain input from persons with disabilities on such topics as proposed service changes, proposed fare increases, and other similar topics.

C. Focus Groups

Focus groups made up of persons with disabilities and representatives from agencies serving the needs of persons with disabilities will be held on an ad hoc basis to deal with specific service and policy issues that require in-depth discussion.

VI. Public Information Dissemination

A. Goal

Corre Caminos is committed to providing information about its services, policies and procedures to the public in accessible formats for persons with disabilities.

B. Accessible Formats

Corre Caminos shall provide a TTY number (or make use of an operator-assisted RELAY service) so that persons with hearing or speech impairments may communicate with and receive information from Corre Caminos staff.

VII. Appeal Procedures

A. Goal

Corre Caminos has adopted the following appeal procedures as the mechanism for resolving complaints relative to ADA paratransit services, policies and procedures.

The following administrative procedure has been established to ensure prompt and equitable resolution of appeals of any person with a disability who has been denied eligibility for ADA paratransit service or has been notified of a pending service termination or suspension.

B. Appeal Procedure

An applicant/passenger who wishes to appeal an eligibility determination, service suspension or termination must address an appeal, in writing, to Corre Caminos within 60 days of the denial of the application or the notification of suspension of service. The appellant will be entitled to be heard in person and to have necessary support, such as a sign interpreter, or may choose to be represented by another person.

The appellant will be notified in writing of Corre Caminos' decision as soon as possible. Corre Caminos will not provide paratransit service to the individual pending the determination on appeal. If a decision has not been made within 30 days of the completion of the appeals process, Corre Caminos will provide paratransit service from that time until and unless a decision to deny the appeal is issued.