

Hood River County Transportation District Americans with Disabilities (ADA) Complementary Paratransit Plan

Adopted by Board Resolution – June 2018

INTRODUCTION

The Americans with Disabilities Act of 1990 (ADA) requires that public entities that operate non-commuter fixed route transportation services also provide complementary paratransit service for individuals whose disabilities make them unable to use the fixed route system. In addition, public entities subject to the ADA regulations must develop and administer a process for determining if individuals who request service meet the regulatory requirements for eligibility.

Essentially, the ADA requires that Paratransit service be “comparable” to the fixed route service in terms of service levels and availability. There are six (6) service criteria that are used to evaluate ADA Paratransit service comparability to the fixed route. These criteria only represent the minimum service standards and can be exceeded if the local governing body so chooses. The six (6) basic criteria for determining ADA comparability to fixed route service are as follows:

1. Availability in the same area served by the fixed route;
2. Available to any ADA Paratransit eligible persons at any requested time on any particular day in response to a request for service made the previous day;
3. ADA Paratransit fares that are no more than twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day on the fixed route system;
4. There can be no trip restrictions or priorities based on trip purpose;
5. Service must be made available to eligible persons on a next day basis; and
6. There can be no constraints on the amount of service that is provided to any eligible person. Specifically, there can be no operating practice that significantly limits the availability of service to ADA Paratransit eligible individuals.

ADA Paratransit service must be provided to all individuals who are unable, because of their disability, to use the fixed route system, some of the time or all of the time. The criteria for determining eligibility are also regulated by the ADA and HRCTD ADA Paratransit Services must have a documented process in place to determine if an individual qualifies for ADA service.

Definitions:

Common Wheelchair: A mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. A "common wheelchair" does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied.

Intercity/Commuter Service: Vehicle is operated along a prescribed route according to a fixed schedule. Service is predominantly in one direction during peak periods, with limited stops, and routes of extended length, usually between the central business district and outlying suburbs. Or characterized by limited route structure, limited stops, and coordinated relationship to another mode of transportation. Disability: A physical or mental impairment that substantially limits one or more major life activities.

Fixed Route Service: Vehicle is operated along a prescribed route according to a fixed schedule.

Mobility Aid/Non Wheelchair Mobility Device: A device used by a person with a mobility impairment to assist with mobility but does not meet the requirements of a "common wheelchair" as defined by ADA. These include but are not limited to canes, crutches, walkers and "segways" when used by a person with a mobility related disability.

Fixed-Route Deviation Service: A system that permits user-initiated deviations from routes or schedules, and is considered a demand response service, also referred to as deviated fixed route or flexible route service.

Securement Equipment: Equipment used for securing "common wheelchairs" against uncontrolled movement during transport. Securement Station: Space specifically designed to secure and stabilize "common wheelchairs" on transit vehicles. Service Animal: Animal that is trained to perform a task or tasks for people with disabilities.

Background

Hood River County Transportation District (HRCTD) is tasked with providing public transit services in Hood River County, Oregon. HRCTD also receives grant funds to provide some commuter services outside the County boundaries.

HRCTD has been providing general public Dial-A-Ride and deviated fixed-route transit service within Hood River County for over 25 years. In 2017, the HRCTD Board adopted a 10-year Transit Master Plan (TMP). The TMP recommended that HRCTD transition from Demand Response transit to Fixed Route transit within the City of Hood River.

HRCTD is transitioning from Demand Response to Fixed Route transit in the City of Hood River on June 11, 2018. Service outside the $\frac{3}{4}$ mile City of Hood River ADA area (attachment A); will continue to be served with general public Dial-A-Ride and deviated fixed route services.

Public Participation Process

CAT held an extensive public involvement process in 2017, as part of the Transit Master Plan, to develop fixed-route and ADA services in Hood River. ADA/Dial-A-Ride concerns that came out of these meetings surrounded the service transition and helping seniors & person with disabilities understand their options. The Board approved the submittal of a mobility management grant to ODOT in early February to address these issues. Subsequent information on fixed-route, ADA and Dial-A-Ride services was provided to the community beginning in February 2018 of this year. CAT Board and staff have continued an on-going conversation with the Gorge Community Health providers & the Aging in the Gorge groups about changes and transition. Both organizations supported CAT's proposal 18 week demonstration proposal for weekend fixed-route & ADA services beginning May 25th.

The Board held an initial public meeting at their May 9th meeting on service changes (including ADA/DAR changes), fare changes and stop placement – the meeting was advertised in the local paper and on our website. On May 18th CAT provided an open house at the Community College in Hood River which was advertised to existing riders, on the radio and posted in various businesses around town. The open house provided opportunity for the public to address service changes (including ADA/DAR); fare changes & stop placement. Input from the open house was used to inform implementation of ADA services. On May 19th CAT had an information table at the 4th Annual Gorge Culture Fest – information on service changes, fare changes & stop placement was made available for individuals who stopped by the booth. All the comments received to date on the proposed changes have come from non-ADA eligible riders who are concerned about their access to Dial-A-Ride services after the transition.

Staff continues to meet with current riders & agencies about the transition. Conversations have focused around Brokerage clients, DAR, & ADA eligibility and how the process can ensure a smooth & seamless transition between services. (Please see Implementation process below).

The HRCTD Board will hold a public hearing on the Draft ADA Paratransit Plan on June 8th. It has sent copies of the ADA Plan to key stakeholders for input.

Description of HRCTD System

Beginning May 26, 2018

CAT will contract with Gray Line of Portland to provide an 18-week demonstration weekend fixed-route ADA accessible trolley service within Hood River. (Map attached) Riders may request a route deviation within $\frac{1}{4}$ mile. by calling Gray Line between 8:00 am and 5:00 pm the day prior to desired trip. The rider will be assigned a pick-up time. Vehicles operating on route deviation service will be unable to wait for a passenger who is not at the designated stop on time. Transfers to or from the Columbia Gorge Express service to Portland will occur at the Port Transfer site.

Beginning June 11, 2018

CAT will provide the following week day services. Map attached.

Upper Valley and Cascade Locks Deviated-Fixed Route – CAT provide deviated fixed-route services from Upper Valley to Rosauers; and from Cascade Locks to the Port Transfer site (Barman). Riders may request a route deviation within the area designated on the map. by calling CAT at (541) 386-4202 between 8:00 am and 5:00 pm the day prior to desired trip. The rider will be assigned a pick-up time. Vehicles operating on route deviation service will be unable to wait for a passenger who is not at the designated stop on time. Transfers to or from the City Fixed-Route, ADA & Dial-A-Ride services will occur at Rosauers or the Port Transfer site.

The Dalles Intercity Fixed-Route – CAT will provide intercity services between The Dalles & the Hood River Port Transfer site. Transfers to or from the City Fixed-Route, the Columbia Gorge Express or Hood River ADA & Dial-A-Ride services will occur at the Port Transfer site.

Hood River City Route – CAT will provide a circulating fixed-route in the City of Hood River. Key transfer points to other HRCTD services will occur at Rosauers & the Port Transfer site. CAT will provide ADA complementary transit services within $\frac{3}{4}$ of a mile of the fixed-route (map attached) to individuals who because of a disability cannot access the fixed-route.

General Guidance and Procedures for ADA Compliant Fixed-Route

Recruitment and Employment: As stated in the transit systems personnel policies, the agency is an Equal Opportunity Employer and fully complies with ADA in its recruitment, hiring and continued employment practices.

Facility and Vehicle Accessibility: The transit system administrative facility, passenger facilities and vehicles shall meet or exceed the requirements of 49 CFR Parts 27, 37 and 38 and the State of Oregon. All vehicles purchased for intercity, fixed-route and deviated route service will be accessible.

Maintenance of Accessible Features: Accessibility features on vehicles, including lifts, wheelchair securement devices and public-address systems, will be maintained in operative condition.

The preventive maintenance program of HRCTD provides for regular and frequent maintenance checks of these features as well as preventive maintenance as recommended by the equipment manufacturers. In addition, the lift must be cycled as part of each pre-trip inspection. [Note: Lift cycling as part of the pre-trip inspection is not required by ADA but is recommended by HRCTD as a way to comply with the federal ADA requirement that transit systems have regular and frequent lift checks, sufficient to determine if lifts are actually operative]. Drivers are required to report lift failures as they occur. Vehicles with inoperative lifts will be taken out of service to be repaired or replaced as soon as possible.

Boarding: Drivers and scheduling practices will provide adequate time for a passenger with a disability to board and/or disembark the vehicle, which includes adjusting the schedule if necessary to accommodate slower passengers and waiting for passengers to be seated before moving the vehicle. It is the responsibility of the driver to determine the safest location for passenger boarding based on conditions and individual needs upon arrival at the pick-up site. The passenger and/or their guest escort or attendant will maneuver the passenger and mobility aid to the vehicle. Only a properly trained transit system employee can operate the lift, secure the “common wheelchair” on the lift and in the securement station.

Use of Accessibility Devices by Persons with Disabilities Not Using a Wheelchair: A person with a disability who is not using a wheelchair or other seated mobility aid may use the lift to board or alight the vehicle upon request.

Priority Seating: With the exception of the wheelchair securement stations, the transit system does not require any passenger to sit in designated seating. However, this does not supersede the transit system’s right to require any passenger who has caused a disruption in the safe travel of other passengers and/or driver to be required to sit in a specific area of the vehicle as a condition of transportation. Priority seating for people with disabilities is designated by permanent signage in each vehicle. In cases where a person with a disability requests use of priority seating that currently occupied by another passenger, the driver will ask that passenger to allow the person with a disability to use of the seat.

Driver Assistance: Drivers will make themselves available for assistance to persons with disabilities to enter, exit and secure themselves on the vehicle. Assistance will be provided upon request of the passenger. Drivers will leave their seat to assist a passenger with using the vehicle ramp, lift and/or securement systems. Drivers will use the accessibility-related equipment and features on their

vehicles. .

Securement: Securement of the “common wheelchair” class of mobility devices is the responsibility of the driver and drivers will be trained in the proper operation of all securement equipment based on manufacturer specifications. HRCTD policy states drivers should not allow a passenger to ride if they are not secured properly unless the securement system will not accommodate the common wheelchair. If the tie-down system is not compatible for the common wheelchair the passenger is using, the driver will still make an attempt to safely secure the wheelchair. If the wheelchair cannot be secured because of the wheelchair design, the passenger still has the right to ride the vehicle. Drivers cannot deny a passenger a ride based on the inability to secure the common wheelchair. However, drivers must warn the passengers of the danger of riding in a non-secured wheelchair. Passengers who refuse to allow their wheelchairs to be secured may be denied service. Drivers must secure wheelchairs in the designated securement area only, even if the passenger wants their mobility device to be secured in a non-designated area. HRCTD will treat all riders equally. Seat belts and shoulder harnesses are recommended for passengers riding in the secured wheelchair station. Yet, not required unless required for all passengers.

Non-Standard Mobility Devices: Mobility devices that are not common wheelchairs will be accommodated to the extent that the ADA-compliant lift and securement areas can safely do so. However, these devices are the responsibility of the individual passenger, and must be secured in a manner that does not interfere with the safe operation of the vehicles and the transport of other passengers.

Accommodation of Portable Oxygen: Individuals are allowed to travel with respirators and portable oxygen supplies on board, consistent with applicable U.S. Department of Transportation rules on the transportation of hazardous materials. Transfer to Fixed Seating: All passengers using seated mobility devices have an option of transferring to fixed seating once on board the vehicles. Drivers may recommend, but never require, users of seated mobility devices to transfer to fixed seating.

Service Animals: In compliance with 49 CFR Part 37, the transit system allows trained service animals to accompany passengers with disabilities. The driver will not ask for proof of the qualifications of the animal, but may ask what tasks the animal has been trained to perform. However, any animal which is not under the passenger’s control or which becomes a threat to other passengers may be restricted from riding.

Alighting: It is the responsibility of the driver to determine that the location for passenger alighting is safe. However, the driver will allow a passenger who uses the lift to disembark at any stop, unless the lift cannot be deployed, the lift will be damaged if deployed, or conditions at the stop would present unsafe conditions for all passengers. The driver will only unsecure the “common wheelchair” and operate the lift to return the passenger to the ground level. The passenger and/or their guest, escort or attendant must maneuver the passenger mobility aid once it has completely exited the vehicle.

Staff Training: All drivers and transit system staff are trained to proficiency in use of accessibility equipment, the operating policies related to each of the service requirements described, and in properly assist and treat individuals with disabilities with sensitivity. Mechanics are also trained to properly maintain lifts and other accessibility equipment.

Announce Stops: All drivers and transit system staff will announce time point stops and where multiple routes are served operators will provide verbal, external route identification announcements. Operators will also announce all stops or specific stops if requested by the customer. Rider Information- Alternative Formats: All printed informational materials are made available in accessible formats upon request, for example, large print for persons with low vision or audio for blind persons, as well as accessible electronic formats.

Complaint Procedure: All complaints of discrimination on the basis of disability will be promptly and objectively investigated by the HRCTD Executive Director and forwarded to the Board of Directors. Corrective or disciplinary action will be taken for behavior prohibited by this policy, up to and including termination of employment.

Modification of Policy: If a passenger requires modification of any of these policies to accommodate their disability, they may request such a modification by contacting the Executive Director at (541) 386-4202 or P.O. Box 1147 Hood River, Oregon 97031. The transit system will work with the individual to find an accommodation solution.

Additional Information: For additional information about HRCTD ADA Paratransit, visit CATransit.org or call the CAT Office (541) 386-4202. To schedule a paratransit ride, call (541) 386-4202

Guidelines and Procedures for HRCTD ADA Compliant General Public Dial-A-Ride or Deviated Fixed Route

Deviation Parameters: Upon request by a passenger (all passengers are eligible not just people with disabilities) using a designated deviated fixed-route (Weekend Trolley Service, Upper Valley Service or Cascade Locks service), HRCTD will deviate as outlined on the attached maps).

Deviation Request Procedures: Riders may request a route deviation by calling HRCTD between 8:00 am and 5:00 pm the day prior to desired trip. The rider will be assigned a pick-up time.

Riders will be required to travel to the curb outside of their trip origin in time for their scheduled pick-up. Vehicles operating on route deviation service will be unable to wait for a passenger who is not at the designated stop on time.

Passenger Assistance: Route deviation services will be provided on a curb-to-curb basis. HRCTD drivers will assist riders with disabilities in boarding and disembarking from vehicles and in securing their mobility devices. All drivers who operate HRCTD services are proficiently trained in passenger assistance and sensitivity towards persons with disabilities.

Fares: Fares charged for ADA Paratransit will be no more than twice the fixed route adult fare. ADA fares can and will be adjusted when and if the fixed route fares change.

Eligibility Certification: There is no eligibility certification process for the deviated fixed-route services the deviation option is open to the general public not just persons with disabilities.

Guidelines and Procedures for HRCTD ADA Complementary Service

Six service criteria are included in the ADA regulations for complementary paratransit. The following is a description of how the HRCTD complementary paratransit service meets or exceeds the six service criteria:

Interim Service Area: The HRCTD service will provide ADA paratransit to origins and destinations within $\frac{3}{4}$ of a mile of the fixed-route service in Hood River.

Areas inside the County but outside the ADA designated area will be served by general public Dial-A-Ride or a deviated fixed-route (see Attachment B for area designations).

ADA Eligibility Requirements: A passenger interested in riding CAT ADA Paratransit will submit a completed application to CAT. Within 21 days of receipt of the completed application, the application will be reviewed, and a decision made. The completed application may include a medical professional attesting to the passenger's disability and that such disability would prevent the passenger's ability to independently use the fixed route transit or access a fixed route transit bus stop. The application is included as Attachment D.

Reservations: Next-day service is provided on HRCTD Paratransit for requests made any time during the preceding day prior to 5:00 p.m., Monday through Friday. Reservations are taken by calling 541-386-4202 on Monday through Friday during the normal business hours of 8:00 a.m. until 5:00 p.m., except on designated holidays or weekends. Reservations can be made up to two weeks in advance.

On days when the offices are closed, and no reservations can otherwise be made and when the following day is a service day, an answering machine or similar recording device is available to patrons for scheduling or canceling reservations. At opening of next business day, all messages will be checked and calls returned to confirm reservations or cancellation.

Subscription Service Policy: Passengers who use the HRCTD Paratransit service to make regular trips (daily, weekly, etc.) can qualify for a standing reservation service through the Dispatch office. These reservations allow passengers to not have to call and schedule each recurring trip. The ADA does not allow more than 50% of its service to be "subscription" in nature. HRCTD will take subscription requests on a first come first serve basis. If a passenger makes a standing reservation and has 5 no-shows – the HRCTD no show policy will apply (Attachment C). Trips missed by the individual for reasons beyond his or her control (including, but not limited to, trips that are missed due to operator error) shall not be a basis for determining that such a pattern or practice exists.

Fares: Fares charged for ADA Paratransit will be no more than twice the fixed route adult fare. ADA fares can and will be adjusted when and if the fixed route fares change.

Service Days and Hours: Paratransit service will be provided during the same time period as the Hood River City fixed route system, which will operate Monday through Friday 7:00am to 6:00pm. Service is not provided on major holidays on fixed route or complementary paratransit service.

Trip Purpose: HRCTD will accept and handle all ADA eligible trip requests on an equal basis. HRCTD will not prioritize or restrict trip purposes for paratransit riders.

Capacity Constraints: ADA eligible trips will not be limited because of capacity constraints. No waiting lists will be maintained, and the number of trips provided to an individual will not be restricted.

Reservation times may be negotiated within one hour of the requested pickup time.

System capacity will be continually monitored and evaluated to determine the need for modification of resources, such as number of drivers, number of support staff, and number of vehicles. System capacity is 2.5 passengers/hour. System performance is measured by the number of passengers/hour the system is carrying, the number of trip denials, and the number of late pickups the system is experiencing.

Types of Paratransit Service: HRCTD complementary paratransit service for ADA eligible users will be origin-to destination service within the service area. This includes:

- Paratransit feeder service to a deviated or intercity fixed route, where such service enables the individual to use the fixed route bus system or a deviated fixed-route for part of the trip;
- Coordinated paratransit service with other 5310 or 5311 programs and with commercial bus lines, such as Greyhound and with the Columbia Gorge Express.
- Service from a person's home to their requested destination.

Pick Up Time: Passengers will be given an approximate time of pick up when scheduling an appointment. HRCTD is a federally subsidized, shared ride system and cannot offer exact pick up or drop off times. Drivers strive to maintain prompt schedules to ensure that all rider reservations are honored. Passengers are asked to allow a 30-minute window of time for arrival. For example, if passengers have a pick-up scheduled for 2:00pm, the Driver may arrive between 1:45pm and 2:15pm. Passengers must be ready to board the vehicle when the Driver arrives within the 30-minute window. Drivers are instructed to wait at the place of pick up for five minutes before departing from the pick-up location. There may be times when traffic, road conditions and/or weather conditions may delay arrival.

Return Trips after Appointment: When arranging for transportation, passengers will be asked to schedule a return time if necessary at a pre-arranged location.

Attendant and Companion Policies: Personal care attendants (PCA) will be permitted to accompany ADA eligible riders on ADA eligible trips at no charge. HRCTD will require that passengers state the need for a PCA when they request ADA eligibility certification. All riders must have the same origin and destination as the ADA-eligible rider.

Additional companions will be allowed to accompany an ADA eligible complementary paratransit passenger on their ADA eligible paratransit trip on a space available basis. The PCA is not considered to be a companion or guest. Companions/guests are required to pay the applicable paratransit fare.

Origin-to-Destination Assistance Policy: It is the policy of HRCTD to provide complementary paratransit services within the designated ADA service area. Transportation service is provided by ADA accessible buses. Drivers are trained to provide minimal assistance only. Drivers are not trained to provide medical assistance.

Transfers: Generally, trips within the City of Hood River will not require a transfer. Some transfers will be required from destinations outside the City. In most cases, transfer points for these services are timed to allow for riders to transfer without waiting between buses. However, in a case where a rider cannot be left unattended and must transfer between two vehicles to complete their trip, the CAT driver will wait with the rider until the rider can be safely transferred. This requirement for attended

transfers does not apply when an agency is dropping off a rider to be picked up and taken outside Hood River County.

No Show Definition and Policy: HRCTD Paratransit maintains a no-show policy and is included as Appendix B. This policy requests that passengers be ready to be transported within the scheduled 30-minute pick-up window. A HRCTD No Show occurs when all four of the following circumstances have occurred:

1. The customer (or the customer's representative) has scheduled ADA paratransit service.
2. There has been no call, or online cancellation by the customer or his/her representative to cancel the scheduled trip one or more hours before the start of the pick-up window.
3. The paratransit vehicle has arrived at the scheduled pickup point within the scheduled pick up time.
4. The driver has waited at least five (5) minutes beyond the scheduled pick up time, but the customer has failed to board the vehicle or refuses a trip.

Packages: Passengers are expected only to bring what they can safely carry on their own in one trip or with assistance of a personal care attendant (PCA).

Lift and Securement Use Policy: In accordance with ADA regulations, HRCTD Paratransit will provide service to all individuals using mobility devices that fit within the capacity of the lift being used. Currently HRCTD has common wheelchair lifts with a design load up to 600 pounds and the platform can accommodate wheelchairs measuring no more than 30" by 48".

Passengers are advised that drivers are not permitted to operate a scooter or electric wheelchair onto the lift. The passenger is responsible for getting onto the lift with minimal driver assistance for these devices.

Use of the securement system on HRCTD Paratransit vehicles will be a required condition of service. All wheelchairs and mobility devices must be secured to the passenger's satisfaction before transport. When transporting passengers using mobility devices, HRCTD Paratransit can suggest but not require passengers transfer to a van/bus seat. The passenger, in this case, has the final decision as to whether a transfer is appropriate given the passengers' particular disability.

As the regulations require, a passenger who cannot enter the vehicle using the stairs or ramp, but who does not use a wheelchair, will be allowed to enter the vehicle using the lift. HRCTD Paratransit does not provide wheelchairs or other mobility devices.

Accommodating Other Mobility Devices, Life Support Equipment or Service Animals: HRCTD will permit the use of a lift for Segway or other personal transportation devices when used as a mobility device by eligible customers as long as it does not exceed the capacity of the lift utilized including the user, per 49 CFR §38.

All paratransit passengers will be permitted to travel with service animals trained to assist them.

Use of Portable Oxygen/Respirator Equipment: As required by the ADA, persons using our transportation service may bring respirator, portable oxygen, and/or other life support equipment on board our vehicles, as long as they do not violate the law or rules relating to the transportation of hazardous materials. All equipment must be small enough to fit into our vans safely without obstructing the aisle and/or blocking emergency exits.

Other Assistance: All material made available to applicants and passengers of HRCTD complementary paratransit service will be provided in accessible formats upon request. For visually-impaired customers, phone calls will be made in addition to letters referenced in this document. Mobility training will be made available upon request.

Visitor Policy: Individuals who are visitors from another area or region do have access to the use of complementary paratransit service provided by HRCTD Paratransit. A visitor will be asked to provide documentation stating that they are ADA paratransit eligible in the area in which they reside in order to utilize the service. This service is available for a total of 21 days during any 365-day period. If a visitor exceeds any combination of 21 days within a 365-day period, then that individual would be required to submit the HRCTD Transit ADA application.

Appeals Process: Applicants whose requests for certification are denied have the right to appeal. Such appeal must be submitted within sixty (60) days from the date of certification denial. The appeal will be considered by the ADA Eligibility Certification Review Board made up of three (3) persons. The Review Board members will be appointed by the HRCTD Board and will not include the employee who made the initial determination. At least one of the Review Board members will have a familiarity of the disability in question. If more than 30 days passes following the completion of the appeals process and the Board has not rendered a decision, the applicant will be provided complementary paratransit service until a decision is finalized. The Review Board's decision will be provided to the appellant in writing and will include the reasons for the decision. For more information, contact HRCTD at (541) 386-4202.

Implementation Plan for ADA Services

1. Between May 1st and June 11th active Dial-A-Ride riders in our database will be contacted. They will be told about the implementation of Fixed-Route services and the transition from Dial-A-Ride to ADA complementary service which will begin June 11th. (Begun – ongoing)
2. Beginning May 1st Agencies and individuals who are likely to be ADA eligible will be told of the changes and informed of the process required to register. CAT staff will work with these agencies to ensure all clients are registered in a timely manner. (Begun – process on-going)
3. May 21st CAT will send the ADA plan to ODOT for review.
4. Beginning the week of May 21st all riders calling for same day rides will be told of the service changes and that as of June 1st - CAT will begin to enforce their current policy on ride scheduling. Current policy is that an individual must schedule ride by 5pm the previous day – not currently enforced.
5. Beginning the week of May 21st Current riders will also be made aware of the changes and the differences between ADA and Dial-A-Ride services. (Letter attached). They will be told that if they are interested in being ADA eligible to complete an eligibility form. All riders who request an eligibility form will be processed through the approval process described above. All riders will also be informed of new fixed-route service and encouraged to try out the services. They will also be offered an opportunity to schedule a “bus buddy” to help them with their first trip.
6. May 23rd the ADA Plan will be provided to all interested Stakeholders
7. Beginning May 24th CAT will begin distributing route, fare & ADA service information and tabling at key venues around town (e.g. Farmer’s Market; shopping centers, retirement communities, hospitals, clinics, doctor’s offices, library, City Hall, County Court house) and at key sites around Hood River County and The Dalles).
8. Beginning May 26th, deviated fixed-route services will begin with weekend fixed-route service in Hood River

9. June 8, 2018, the HRCTD Board will hold a public hearing on the District's Draft ADA Plan – the plan will be adopted with any changes through resolution and sent to ODOT – June 8th
10. June 11th the fixed-route service with ADA Complementary Paratransit Service will begin.
11. All existing riders, who have not yet registered for ADA eligibility will be able to continue to book Dial-A-Ride rides through CAT until August 2018. Additional resources have been allocated by the Board to ensure services are in place to meet the demand. During this time CAT will provide individual outreach and assistance to facilitate the transition of these riders to fixed-route, or ADA eligibility services in Hood River. During this time, and per the requirements of ADA - all certified ADA riders will receive priority for all trips that begin and end within the $\frac{3}{4}$ mile ADA area.
12. CAT will provide ODOT information on any compliance issues or concerns during the six-month implementation period. Recommended changes to the ADA plan will be provided to ODOT for review in November 2018. The Board will approve any changes to the plan in January 2019.

Attachments

Attachment A: ADA Complementary Paratransit Area

Attachment B: Deviated Fixed-Route & Dial-A-Ride Service Area

Attachment C: No Show Policy

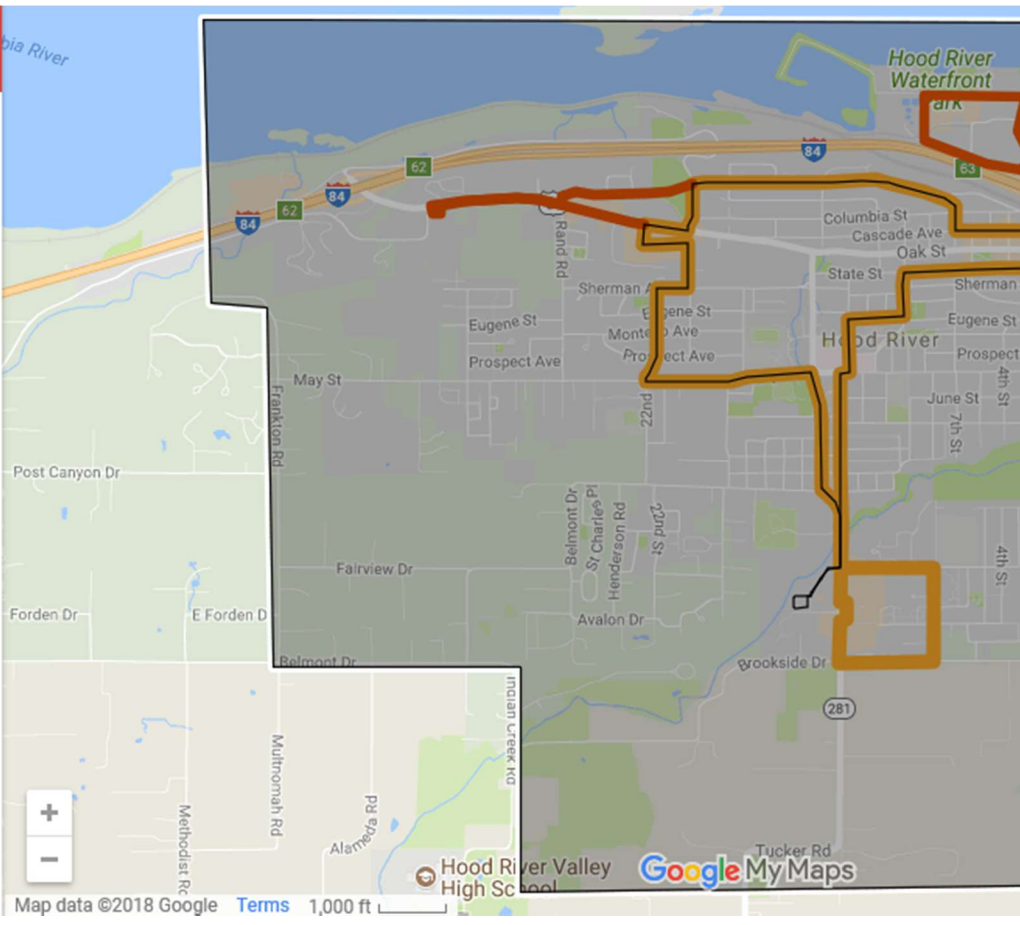
Attachment D: Eligibility Form

Attachment A: ADA Complementary Paratransit Area

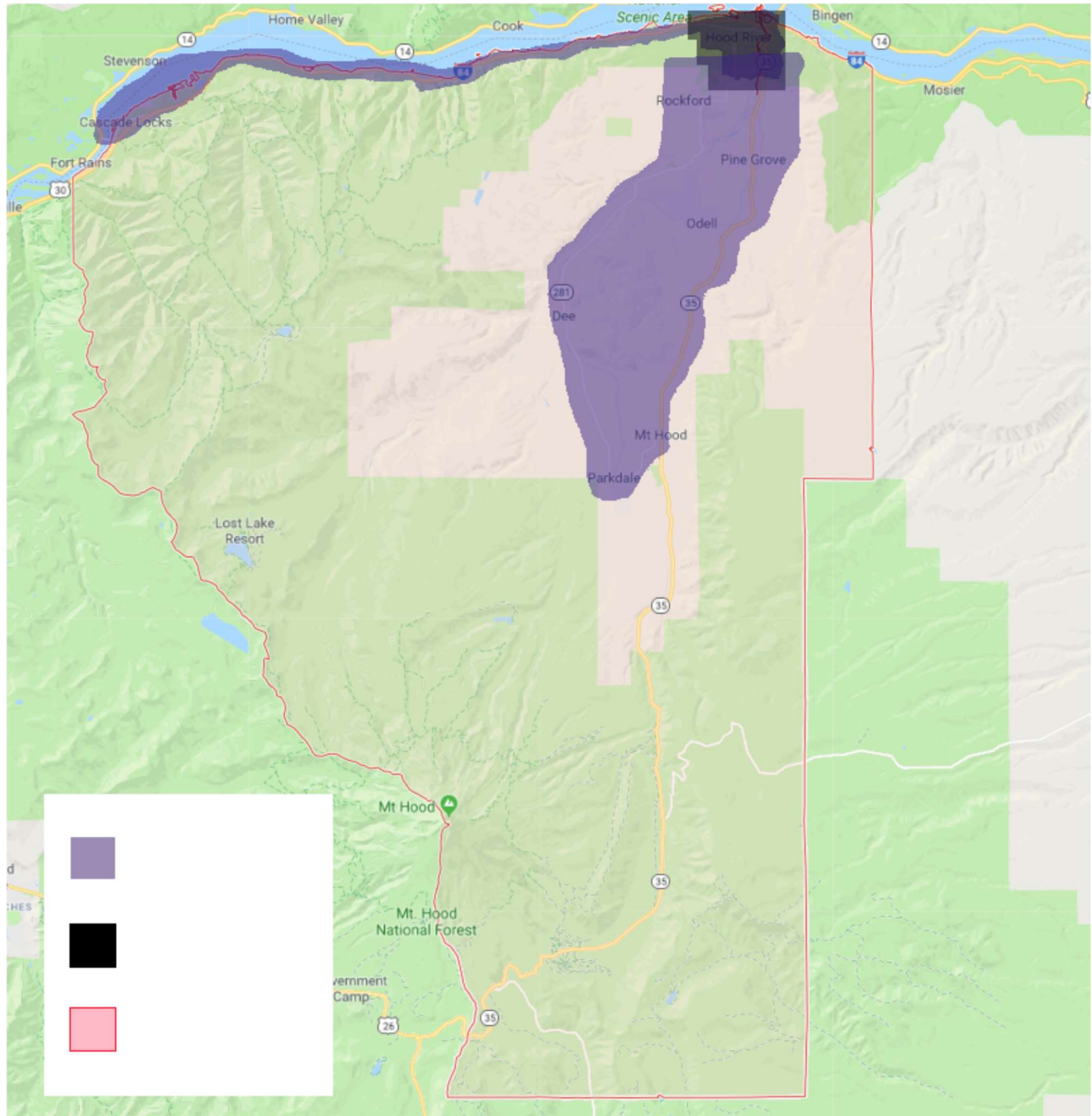
← ADA Area

name
ADA Area

description
3/4 Mile ADA Area



Attachment B: Deviated Fixed-Route & Dial-A-Ride Service Area



Attachment C: No Show Policy

Columbia Area Transit provides origin to destination Dial-A-Ride service to passengers while complying with the Americans with Disabilities Act (ADA) regulations for Paratransit services. To encourage responsible trip scheduling and use, the ADA allows public transit systems to establish and enforce a No-Show policy. The No-Show policies and procedures CAT were developed in accordance with the Federal Transit Administration (FTA) guidelines for ADA complementary Paratransit service.

Policy

It is the policy of CAT to record each customer's no-shows and apply appropriate sanctions when customers establish a pattern or practice of excessive No-Shows. The policy is necessary in order to recognize the negative impact No-Shows have on the service provided to other passengers.

Procedures

Scheduling Trips: CAT schedules pick-up and return trips separately. In accordance with FTA Regulations, CAT assumes all scheduled return trips are needed unless notice is given by the passenger or their representative. If a passenger is a No-Show their first trip of the day, CAT will not automatically cancel subsequent trips of the day. This is consistent with FTA regulations. If, however, the passenger does not need the subsequent trip(s), they should cancel them as soon as possible out of courtesy for other riders.

CAT will not strand passengers who have been transported to their destination, but are not there when they are scheduled for their return trip. Upon notification that the passenger is ready for their return trip, a vehicle will be sent as soon as possible; however, no pick-up window will be guaranteed.

Definitions

A No-Show is a trip that has not been canceled at least two (2) hours prior to the scheduled pick-up time. If a passenger fails to board the vehicle within five (5) minutes of the arrival of the vehicle, as long as the driver arrives within the pick-up window, the passenger will be charged with a No-Show. A No-Show occurs when:

- There has been no call by the passenger (or the passenger's representative) to cancel the scheduled trip time AND
- The vehicle arrives at the scheduled location within the 30-minute window AND
- The operator cannot reasonably see the customer approaching the vehicle after waiting five (5) minutes AND the Dispatch office is notified.
- At this time, Dispatch will verify that the operator is at the correct location.

A No-Show may also be charged when:

- The driver arrives and the passenger cancels his/her ride.
- The passenger arrives to take the ride as the driver is leaving.

If the passenger has a No-Show, the passenger will be notified by either post card sent to the mailing address on file, or by email (only by request) within the next five (5) business days. The post card will notify the passenger of how many No-Shows have occurred in the last 30 days. If the passenger feels that the No-Show should be excused, they should contact CAT at the reservation phone number as soon as possible.

No-Shows for reasons that are beyond the passengers control will not be counted. Examples of excused No-Shows include, but are not limited to:

- Illness
- Sudden turn for the worse in someone with a variable condition
- Accidents
- Family emergency
- Personal Care Attendant who did not arrive on time to assist the rider
- Passenger's appointment ran long and did not provide opportunity to cancel in a timely way
- Passenger's mobility aid failed
- LATE connecting transportation: late transfer trip, train, etc. caused the passenger to miss the trip
- APPOINTMENT CANCELED/DELAYED for reasons that are not the passenger's fault
- ACTS OF GOD: Flood, earthquake, etc.
- STAFFING ERROR: Staff did not note the cancellation request or passenger just realized that staff scheduled the trip inconsistently with the passenger's request
- Another person canceled passenger's appointment
- Bus arrival past the scheduled pick up window

Repeated failures to take scheduled trips, regardless of the reason, are subject for review.

Trips can be canceled 24 hours a day by calling the regular CAT phone number.

No-Shows that are not excused

No-Shows are not excused when the trip is not canceled at least two (2) hours prior to the scheduled pick-up time and is missed for one of the following reasons:

- Passenger didn't want to travel today
- Passenger changed their mind about using appointment
- Passenger didn't know that he/she had a ride scheduled or was supposed to call to cancel
- Passenger got another ride
- Passenger told someone else he/she was not planning to travel (driver, facility, etc.) or someone else booked the ride for him/her

- Passenger does not want to ride with specific driver or passenger, or on a specific vehicle Pattern or

Practice of Excessive No-Shows

A pattern or practice involves intentional, repeated or regular actions that are not isolated, accidental or singular incidents.

Calculation Method to Determine No-Shows and/or Late Cancellations

At the end of each month, those passengers who have been recorded as having five (5) or more No-Shows will be reviewed to identify the passenger's trip and No-Show history as well as their frequency of travel. Each No-Show will be verified as being correct before sanctions or suspensions are proposed.

Those passengers whose No-Show rate is more than five (5) and in excess of the average No-Show rate for the month may have sanctions or suspensions imposed if the No-Shows are determined to constitute a pattern. Excused occurrences are not part of the calculation.

The formula for determining the average No-Show rate is:

$$\text{Total trips per month/No-shows} = \text{Average No-show rate for the month} \text{ Sanction for}$$

Excessive No-Shows

CAT wants customers to take the trips they request. However, repeated failures to take trips as scheduled, regardless of the reason, are subject for review.

If a passenger is determined to have an excessive No-Show rate, he/she will be notified in writing (or email by request) of a requirement to confirm the next four (4) one-way trips or two (2) round trips. If during the subsequent calendar month the passenger has a No-Show rate of 10% or more again, he/she will be required to confirm the next eight one-way trips (or four round trips).

Sanctions will be imposed no sooner than seven (7) days after the notice has been sent. The notice will include the start date for the sanctions. When the passenger reserves trips, the reservations staff will remind him/her to confirm their trip the next day and that failure to do so will result in the trips being automatically canceled. If CAT does not receive a confirmation call from the passenger within an hour of the start of the pick-up window, both legs of the trip will be canceled. The sanction will be lifted once the required confirmation calls have been completed.

If the pattern of excessive No-Shows continues to a third consecutive month, CAT will temporarily suspend service for a period of up to seven (7) calendar days. Before CAT temporarily suspends service, the passenger will be notified and provided ample opportunity (not to exceed 30 calendar days) to make alternate arrangements. Transportation to and from Medical appointments may be provided at the discretion of CAT.

If a passenger is subject to sanction or suspension, the passenger will be sent, by the fifth day of the month, a letter (or email by request) notifying him/her of the sanction or suspension and what it means. The letter or email will provide a summary of the verified occurrences and information about appeals.

Notification of sanctions or suspensions will be made at least seven (7) days prior to the start of any sanction or suspension.

Suspensions will be made in a progressive manner with the first suspension being one or two days or up to one week, and subsequent suspensions being twice the original suspension.

Suspension of Service Appeals Process

Passengers may appeal a suspension decision by notifying CAT's (Lead Dispatcher/Ops Manager) who will contact the passenger within five working days of receiving the notification to schedule a meeting time to hear the appeal.

CAT service shall be provided to the passenger during the time that the appeal date is being determined, to attend the appeal hearing, and until the appeal is resolved. If the person refuses to attend the appeal hearing, CAT service shall be suspended until either an appeals hearing is completed, or for seven (7) calendar days, whichever is shorter.

Attachment D – HRCTD ADA Paratransit Eligibility Application

ADA ELIGIBILITY APPLICATION

CAT provides complementary paratransit to eligible people living in or visiting the City of Hood River. CAT complementary paratransit services are operated by Hood River County Transportation District (HRCTD).

Through our Complementary Paratransit services, CAT provides an equivalent accessible transportation option to people who are unable to use the fixed-route bus service because of a disability. CAT provides rides, from origin to destination, within the city limits of Hood River – services outside the City of Hood River are provided through Dial-A-Ride or a deviated fixed-route system and do not require certification.

Existing brokerage clients do not require ADA Eligibility Certification if they are riding under a brokerage ride. If they want to use ADA services beyond those approved by the brokerage, they must go through the ADA eligibility certification process to use these services.

Transportation services are accessed by completing this application and being certified through CAT, or if you are visiting from another area, by providing documentation of ADA certification from a transportation service in another area of the country.

Who should apply for ADA services?

- ☐ People who have a physical, mental or cognitive disability that are a barrier for them to get to, get on, ride, transfer or otherwise use fixed route services.

How to Apply:

- Complete this application and **sign the Applicant Agreement/Release of Information** section.
- If you haven't ridden a CAT bus before, please have your doctor, rehabilitation specialist, or other qualified health care provider complete and sign the professional verification section.
- Send or email the completed application to:

ADA Coordinator
Columbia Area Transit
P.O. Box 1147
Hood River, Oregon 97031

If you have a **physical or functional disability, as defined by the Americans with Disabilities Act (ADA), which limits you from using fixed-route accessible buses**, you may be eligible for CAT Paratransit service. The information obtained in this certification process will be used to determine your eligibility. Hood River County Transportation District's CAT and CAT staff are bound by Federal HIPAA regulations and cannot share this information with anyone unless you ask us to share it.

This application must be **filled out completely**, including, if required, the verification of eligibility by a qualified professional. Incomplete applications will be returned to applicants.

Step 1: Complete the General Information Section

NAME:

Last _____ First _____ MI _____

ADDRESS:

Street _____ City _____ State _____ Zip _____

PHONE:

Home _____ Work _____ Cell _____

DATE OF BIRTH:

___/___/___

EMERGENCY CONTACT:

NAME: _____ PHONE #: _____

ADDRESS: _____

Step 2: General information

1. Are you a current CAT Dial-A-Ride Rider? _____ YES _____ NO
2. Please describe the area where you live (e.g., flat, very steep hill, long, gradual hill, etc.) Are there sidewalks? _____

Current Riders (Only answer if you are a current rider)

1. What is the most difficult part of riding CAT today? _____ Not Applicable or please fill in response _____

- 2. Can you get to the bus by yourself (without help from the Bus Driver):
 YES NO Sometimes Not Applicable
- 3. Can you board the bus by yourself (either walking or with the LIFT)?
 YES NO Sometimes Not Applicable
- 4. Do you know the closest bus route to your home? YES NO
- 5. Have you gotten training on how to ride a fixed-route bus? YES NO
- 6. If no, would you like to have someone to train you on how to ride? YES NO

All Applicants

- 1. If vision-impaired, are you able to travel a distance of 200 feet without assistance?
 YES NO Sometimes Not Applicable
- 2. Are you able to travel a distance of 3 blocks (1/4 mile) without assistance over different types of terrain?
 YES NO Sometimes Not Applicable
- 3. Are you able to climb three 12-inch steps without assistance? YES NO
 Sometimes Not Applicable
- 4. Are you able to cross the street in an area that is not controlled by a traffic light or stop? YES
 NO Sometimes Not Applicable
- 5. Are you able to cross traffic light-controlled intersections or at a stop sign? YES
 NO Sometimes Not Applicable
- 6. Are you able to give your name, address, and telephone number upon request? YES
 NO Sometimes Not Applicable
- 7. Are you able to recognize local destination or landmark? YES NO
 Sometimes Not Applicable
- 8. Are you able to deal with unexpected situations or unexpected changes in routine? YES
 NO Sometimes Not Applicable

9. Are you able to safely and effectively travel through crowded and/or complex facilities? _____ YES
_____ NO _____ Sometimes _____ Not Applicable

Step 3: Specific Disability

1. Do you believe you have a physically disability that would prevent you from using a fixed-route bus stop?
_____ YES _____ NO

2. If yes, has that disability been verified by a medical doctor? _____ YES _____ NO

3. If yes, please tell us about your disability or describe how that disability prevents you from using a bus that has a fixed stop? _____

4. If no, do you believe you have a mental or cognitive disability that would prevent you from using the bus
_____ YES _____ NO

5. If yes, has that disability been verified by a medical doctor? _____ YES _____ NO

6. If yes, please tell us about your disability or describe how that mental or cognitive disability prevents you from using a bus that has a fixed stop?

7. Do you use any of the following assistive devices? (Check all that apply)

___ Manual wheelchair—passenger is able to transfer to a seat

___ Passenger is not able to transfer to a seat without assistance

___ High Wheelchair

___ Long Wheelchair

___ Electric Wheelchair

___ Power Scooter

___ Walker (foldable)

___ Cane

___ Crutches

___ Guide Dog

___ Oxygen



APPLICANT AGREEMENT AND RELEASE

I agree that, if I am certified for CAT Paratransit service, I will pay the exact fare, if required, for each trip. I agree to notify the office of any changes in my status which may affect my eligibility to use the service. I also understand that failure to adhere to the policies and procedures will be grounds for revoking my application and the right to participate in the program.

I understand and agree to hold CAT harmless against all claims or liability for damages to any person, property, or personal injury occurring as a result of my failure to equip or maintain the safety of the adaptive equipment or certified guide/service animal that I require for mobility. I have read and fully understand the conditions for service outlined in the Rider’s Guide and agree to abide by them.

I hereby authorize the release of verification information and any additional information to CAT for the purpose of evaluating my eligibility to participate in the Program.

I certify that the information provided in this application is true and correct.

Signature

Date

If someone assisted you in completing this application, please provide their information and their signature below.

NAME: _____ DAYTIME PHONE #: _____

ADDRESS:

Street _____ Apt. # _____

City _____ State _____ Zip _____

Signature

Date

A CAT ADA Coordinator will review your application and may ask you additional questions. If you are a current rider and were not initially asked to fill out the Health Care Professional Eligibility Form with your application, CAT staff may ask you to provide this as part of the evaluation of your application.

Health Care Professional Verification of Eligibility

ALL INFORMATION FOR VERIFICATION OF ELIGIBILITY MUST BE FILLED IN BY A QUALIFIED HEALTH CARE PROFESSIONAL.

PERSON COMPLETING VERIFICATION: _____

PROFESSIONAL TITLE: _____

AGENCY AFFILIATION: _____

CERTIFICATION ID# _____

BUSINESS ADDRESS: _____
Street Ste. #

City State Zip

BUSINESS PHONE NUMBER _____

What is the medical diagnosis that causes the disability?

Is this condition: Temporary _____ Permanent _____

If temporary, what is the expected duration? _____

Dates of Duration

I verify that the information provided above for verification is true and correct to the best of my knowledge.

Signature of Qualified Professional

Date

Attachment E –HRCTD Eligibility Appeal Process

HRCTD will carefully review each application to ensure that only qualified persons are approved. Upon completion of review, a letter of certification or denial will be mailed. If your application for paratransit service was denied, you have the right to appeal this decision.

To appeal the decision, you will need to submit your request in writing, sixty (60) days within receipt of the denial letter.

Appeals may be mailed to:

**HRCTD c/o CAT
PO Box 1147
Hood River, Oregon 97031**

Or email at info@catransit.org

Your appeal will be heard by an ADA Appeals Board. The ADA Appeals Board consists of individuals who are not involved in the initial certification process. Their decision is made independently of the ADA Certification Process.

Upon receipt of your letter, HRCTD will set up a meeting with the ADA Appeals Board. You will be notified by mail of the date and time of this meeting. You will have the opportunity to submit any additional information and written evidence and/or arguments to support your qualifications for service. You may bring a representative with you to this meeting.

You will be notified of the Appeals Board's decision in writing within thirty (30) days of the hearing. The Board's decision is final.