

Oshkosh Transit System Paratransit System Information and Policies



Oshkosh Transit System
926 Dempsey Trail
Oshkosh, Wisconsin 54902
www.oshkoshtransit.com
(920)232-5340

Table of Contents

SECTION I: PARATRANSIT SERVICE DESCRIPTION	3
A. Service Background.....	3
B. Paratransit Programs.....	3
C. Eligible Riders.....	4
D. ADA Levels of Service & Fares	5
E. Service Reservation and Scheduling.....	6
SECTION II: SERVICE POLICIES	6
A. Trip Scheduling/Reservations	6
B. User Card	7
C. Pick-up Window.....	7
D. 5-Minute Wait Time.....	7
E. Cancellations.....	8
F. No-Shows	8
G. Common Wheelchair.....	8
H. Driver Assistance	8
I. Prohibited Behaviors	8
J. Personal Care Attendants and Companions (applies to ADA paratransit services).....	8
K. Visitors & Reciprocal Eligibility	9
L. Medical Equipment.....	9
M. Trip Purpose	9
N. Carry-ons.....	9
O. Multiple Destinations	9
SECTION III: ADA PARATRANSIT ELIGIBILITY PROCESS.....	10
A. Application Materials.....	10
B. ADA Paratransit Eligibility Process.....	10
<i>Eligibility Criteria:</i>	10
<i>Type of ADA Eligibility:</i>	11
SECTION IV: RIDER POLICY	11
A. No-Shows (paratransit).....	12
B. Seriously Disruptive Behavior	12
C. Public Health Threats	13
D. Refusal to Comply with Safety Rules.....	13
E. Service Refusal Process	13
F. Appeals Process.....	14
SECTION VI: PARATRANSIT PERFORMANCE MONITORING	14
A. On-Time Performance	15
B. Phone System Access.....	15
C. Overall Customer Satisfaction.....	15
D. System Capacity	15
SECTION V: OTS's ACCESSIBLE BUS SERVICE	15

SECTION I: PARATRANSIT SERVICE DESCRIPTION

A. Service Background

Oshkosh Transit System (OTS) offers paratransit service programs to individuals with disabilities, seniors, and low-income workers. Paratransit is a demand response service where the vehicle does not follow a fixed-route or schedule. The service is origin to destination with the service area defined by each program. The goal of OTS's paratransit service programs is to provide mobility options and to fill gaps where no other means of transportation exists.

All of OTS's paratransit services are provided by a contractor. The contractor utilizes demand-response sedans and lift-equipped vans to serve the needs of ambulatory and non-ambulatory riders. The service is shared-ride, so a rider may share the vehicle with other users during their trip. The current provider is Cabulance, Inc and City Cab Company.

The Americans with Disabilities Act (ADA) requires federally-funded public transit systems to provide a complementary paratransit service for individuals with a disability whose condition prevents them from using the fixed-route bus service. OTS's core paratransit service program was established to comply with the ADA; however, a broad funding partnership allows OTS to offer paratransit service to users, areas, and service times beyond what is required by the ADA.

This document is designed to provide information regarding OTS's ADA paratransit programs. Some of the ADA standards cited in this document do not apply to non-ADA paratransit programs.

B. Paratransit Programs

OTS's paratransit system is comprised of several separate programs tailored to specific rider groups. The programs are funded by the City of Oshkosh, Winnebago County, rural townships, State of Wisconsin, Federal Transit Administration, and user fares. Program rules and eligibility are determined by the requirements of the funding sources used to establish each program. Below is a brief summary of each paratransit program.

Cabulance – This ADA-required program provides demand response lift-equipped van service within the City of Oshkosh to non-ambulatory riders with disabilities. There is no limit to the number of rides taken and trips cannot be denied based on trip purpose.

Dial-a-Ride ADA – This ADA-required program provides demand response transportation service within the City of Oshkosh to ambulatory riders with disabilities. The service is currently provided with sedans. There is no limit to the number of rides taken and trips cannot be denied based on trip purpose.

Senior Dial-a-Ride – This program provides demand response transportation service within the City of Oshkosh to riders age 60 and older (Dial-a-Ride). The service is currently provided with sedans. There is no limit to the number of rides taken and there are no restrictions for trip purpose. This program is not required or regulated by the ADA.

Meal Sites – This program provides City of Oshkosh residents with transportation to meal sites located within the City. The service is limited to rides to meal sites and can be used for no other purpose. This program is not required or regulated by the ADA.

Access to Jobs – This program provides transportation within the City of Oshkosh to low-income workers whose employment location is not served by a bus route or whose work hours occur after bus hours. This program can only be used for transportation to and from an employment site. When approved by the applicable case worker, eligible users can use the service to transport children to childcare. This program is not required or regulated by the ADA.

Rural Programs (Rural Under 60 & Rural Over 60) – These programs provide demand response transportation service within Winnebago County to riders with a certified disability (Rural Under 60) or age 60 and older (Rural Over 60). The service is available to rural residents of the County. Transportation is provided with sedans and lift-equipped vans. There is no limit on trip purpose; however, riders are restricted to only 10 rides per month. These programs are not required or regulated by the ADA.

For more information about each paratransit program, contact OTS or visit www.oshkoshtransit.com.

C. Eligible Riders

To become eligible, riders must complete an application and/or provide specific information related to the program. To qualify as disabled, individuals with disabilities must be ADA-certified by OTS as unable to use the bus routes. The ADA certification may be conditional or unconditional depending on the applicant’s abilities. See “Section III ADA Paratransit Eligibility Process” of this document for more information about ADA certification.

If the application is approved, eligible riders receive an ID card under most programs. The card is used to access the service and shown to the driver each time a ride is taken. Each program card has a unique color (see table below).

Program	Cabulance	Dial-a-Ride ADA	Senior Dial-a-Ride	Access to Jobs	Rural Programs
Card Color	Yellow	Green	Brown	Orange	Red and Blue

It is the rider's responsibility to keep the card's information current and riders must reapply if their card expires. If a rider's address or name changes, the rider should contact OTS to update this information. To remain eligible, individuals with disabilities are required to reapply for ADA certification every three years, Rural Program participants must reapply every year, and Senior Dial-a-Ride users need only apply once.

D. ADA Levels of Service & Fares

OTS's ADA paratransit services (Cabulance and Dial-a-Ride ADA programs) offer three different levels of service: basic, premium, and after-hours. Basic service is origin to destination service with the flexibility to accommodate individual passengers and destinations. Basic service occurs when a rider is served within OTS bus hours and requires no assistance from the driver. The passenger is responsible for travel to the vehicle for pick-up and away from the vehicle at the destination. Once near the vicinity of the vehicle, the driver will assist with loading, securement, and unloading. Premium service occurs when driver assistance is requested beyond basic, when the vehicle is left unattended for a substantial amount of time, or when the vehicle is out of driver's sight. Premium service is provided to floors other than the ground level, but does not include more than two stairs or transfers (e.g., assistance from mobility device to bed). As a general rule, driver assistance will not last longer than five (5) minutes away from the vehicle. After-hours service includes trips provided when OTS's bus service is not in operation. This includes observed holidays and Sundays.

OTS currently offers 24/7 paratransit service. The provider schedules all available vehicles during the daytime and peak demand. There are fewer vehicles available during late night/early morning service times.

Fares

Service	One-Way Fare	Card Color	Resident Served
Dial-a-ride ADA	\$1.50	Green	City
Cabulance - Basic	\$1.50	Yellow	City
Cabulance - Premium	\$2.50	Yellow	City
Senior Dial-a-ride	\$2.50	Brown	City
Cabulance and Dial-a-ride – After-hours	\$5.00	Green, Yellow, and Brown	City
Rural Under 60	\$6 or \$12 (if your township does not participate)	Red	Rural Winnebago County
Rural Over 60	\$6 or \$12 (if your township does not participate)	Blue	Rural Winnebago County
Access to Jobs	\$3.00	Orange	City

Note: Fares are subject to change.

Agency tickets can be used as payment for all rides authorized by the Lakeland Care District, Logisticare, and IRIS within the rules of the applicable paratransit program. The agency ticket covers basic or premium service for ADA programs. If needed by the member, agency tickets may also be used for rides provided after bus hours.

E. Service Reservation and Scheduling

Paratransit riders reserve trips by calling the service provider's dispatch number. Riders should be prepared to provide the dispatcher the following information: first name; last name; phone number; program used; how they intend to pay the fare; origin address; destination address; accompanying companion(s), if needed; accompanying equipment (e.g., oxygen tank and respirators); and desired arrival time.

Riders must reserve trips in advance (at least 24 hours in advance). Advanced service scheduling is required to allow the provider to meet all trips effectively. If most trips are not scheduled in advance, on-time performance and overall service effectiveness declines significantly.

There are two types of advanced reservation: next day and subscription. Next day service includes trips scheduled at least 24 hours prior to when the service is needed. Subscription service is defined as trips that are set up for a rider to occur on a regular basis (daily, weekly, or monthly).

Return trips from medical appointments (known as will-calls) and a few other return trips can not be scheduled. Will-calls are not scheduled because of the unknown duration of medical visits. Return trips from medical appointments are requested by the rider as needed and are usually served within 45 minutes of initial call. Return trips from the grocery store also fall under this category and can not be scheduled.

When unforeseen events out of the rider's control prohibit advanced scheduling (emergencies, unscheduled medical appointments, will-calls, etc.), OTS allows same day service requests. Same day service is defined as a ride requested just before or within the same day it is needed by the user.

SECTION II: SERVICE POLICIES

Each year, OTS's paratransit system provides over 100,000 rides to individuals with disabilities, seniors, and low-income workers. To ensure safe, efficient and effective service, the following policies have been established.

A. Trip Scheduling/Reservations

At a minimum, arrangements for a ride should be scheduled with the provider's dispatcher at least 24 hours in advance (for next-day or subscription service).

During periods of high demand, it may be necessary for dispatchers to negotiate pick-up times; however, individuals will not be required to schedule a trip more than one hour before or after the desired pick-up time.

Same day service should only be requested only during emergencies or when circumstances out of the rider's control would not allow for next-day advanced scheduling, including will-calls. Same day service is not held to the same performance goals as advanced scheduled service and can be denied if scheduled demand consumes system capacity. Riders that establish a pattern of same day service requests are contacted by OTS. If the trips could have been scheduled in advance, riders are reminded of the advanced scheduling policy.

If the amount of future subscription service demand limits the provider's capacity to meet next day service requests, subscriptions may be capped at 50 percent of all scheduled trips.

The provider's dispatchers assign drivers to trips to ensure maximum effectiveness of the paratransit system and meet all demand. The dispatcher will not assign any passenger exclusively to a specific driver or allow passengers to request specific drivers.

B. User Card

All eligible riders receive a paratransit program card after their application is processed. The card must be current (correct user address) and presented to the driver each time a ride is taken.

C. Pick-up Window

When your pick-up time is scheduled, the vehicle can arrive anytime within a 30-minute pick-up window, which is defined as fifteen minutes before and fifteen minutes after the scheduled pick-up time. For example, if your appointment is scheduled for 9:00 am, the pick-up window time frame is 8:45 am – 9:15 am. It is the rider's responsibility to be prepared to board the vehicle within the pick-up window.

D. 5-Minute Wait Time

Once the vehicle arrives for a pick-up, the driver will wait up to 5 minutes for a passenger. If the rider is not prepared to board, the trip will be counted as a no-show and the vehicle will be dispatched to another location. It is the rider's responsibility to have clear visibility of the area where a vehicle would arrive for pick-up. The rider should be prepared to approach the vehicle when it arrives,

unless driver assistance was requested when the ride was scheduled.

E. Cancellations

When a rider needs to cancel a trip, the cancellation should occur more than one hour prior to the scheduled pick-up time. A late cancellation (less than 1 hour) is considered a no-show (see “No-Shows” below).

F. No-Shows

A no-show occurs anytime the rider is not available to board a vehicle within 5 minutes after the vehicle arrives for a scheduled pick-up. The no-show definition includes rides that were not properly cancelled. Each no-show is documented and a pattern of no-shows may result in service suspension (see Section IV: Rider’s Policy below for more info about no-shows).

G. Common Wheelchair

ADA defines a common wheelchair as a 3 or 4 wheeled device that is no larger than 30 inches in width and 48 inches in length (measured two inches above the ground). When occupied, the device should weigh no more than 600 pounds. OTS bus ramps are designed to accommodate this wheelchair weight and size. However, some Cabulance vehicles can accommodate a combined person and chair weight of up to 800 pounds and slightly wider chairs. If the rider and his/her mobility device are beyond these capacities, the paratransit vehicles can not safely provide a ride. Riders that have questions about the weight and size of their wheelchair should contact OTS or the paratransit provider to determine if a ride can be provided.

H. Driver Assistance

Drivers are able to assist all riders with wheelchairs when boarding and alighting vehicles, including securement. Under premium service, drivers can provide assistance to floors other than the ground floor. Driver assistance limitations include: (1) assistance up or down more than two (2) steps; or (2) assistance transferring an individual in or out of a wheelchair.

I. Prohibited Behaviors

To ensure safety, our rider policy prohibits seriously disruptive behavior, public health threats, and refusal to comply with rules. If the prohibited behavior results from a disability, OTS may require that a personal care attendant ride with the individual to control the prohibited behavior.

J. Personal Care Attendants and Companions (applies to ADA paratransit services)

One personal care attendant (PCA) per ADA program user is permitted to ride free. One companion may accompany a program user, but must pay the same fare as the user. Additional companions may ride and pay a fare, if space is available for safe transport. PCAs and companions must have the same origin and destination as the program user. Arrangements for all additional companions must be made at the time of reservation. Program user must supply child safety seat for accompanying infants and small children.

K. Visitors & Reciprocal Eligibility

Visitors that have been certified as ADA eligible by another transit system (reciprocal eligibility) are automatically eligible for up to 21 days of service each year. If an individual claims eligibility from another system, but has no certification, OTS will honor the request on the presumption of eligibility. Visitors with disabilities from rural areas may qualify for presumption of eligibility with other proof of a disability. OTS will work with the provider to make this determination when visitors request service.

If the visitor plans to continue using the paratransit services beyond 21 days each year, OTS requires that the individual apply for eligibility through the ADA certification process.

L. Medical Equipment

OTS allows individuals to bring medical equipment such as respirators and portable oxygen tanks on board vehicles. Oxygen tanks should remain upright at all times and must be secured to the mobility device or held in an upright position.

M. Trip Purpose

The ADA prohibits restrictions or priorities based on trip purpose. All trips are served in the order received and as scheduled. ADA certified individuals will not be denied service based on trip purpose.

N. Carry-ons

Each eligible rider is allowed to carry-on up to four (4) carry-ons. This includes personal belongings and grocery bags.

O. Multiple Destinations

Each trip includes one destination. Brief stops at locations before the scheduled destination will not be allowed. If multiple destinations are needed, each section of the trip must be scheduled separately and the rider must pay a fare for each ride.

SECTION III: ADA PARATRANSIT ELIGIBILITY PROCESS

To become eligible for OTS's ADA paratransit service (Cabulance or Dial-a-Ride ADA), users must become ADA certified by completing an application. OTS uses the information contained in the application to determine if the applicant's impairment causes an inability to board, ride, or disembark from OTS's buses. This includes permanent and temporary disabilities.

A. Application Materials

Application materials and other information for OTS's paratransit services are available in print form at the OTS office (926 Dempsey Trail). Applications are also available for download on OTS's website, www.oshkoshtransit.com.

Notices and applications will be mailed to potential users of paratransit services upon request.

B. ADA Paratransit Eligibility Process

OTS determines eligibility upon review of a completed application form containing information regarding the applicant's functional ability related to bus usage. OTS reserves the right to require a medical professional's opinion and/or a functional assessment prior to determining eligibility. OTS, in accordance with Title III of the Americans with Disabilities Act of 1992, will determine eligibility no later than 21 days after receiving the completed application. This does not include time waiting for requests for more information from the applicant or the applicant's health care professional. Within the 21 days, a written response will be mailed to the individual notifying them of their eligibility status. If eligibility is denied, a reason for the denial will be included in the letter.

Eligibility Criteria:

Individuals meeting any of the following two criteria will be determined ADA paratransit eligible as defined by the Americans with Disabilities Act (ADA):

1. A person who cannot navigate the transit system without assistance. This includes an inability to board, ride, or disembark from a fully accessible OTS bus.
2. A person who, because of a disability, cannot travel to or from the bus stop due to, for example, distance, terrain, weather, safety, or other obstacles that impede them due to their disability.

All OTS buses are equipped with a ramp and other accessible features. All routes are served by accessible buses, so there is no eligibility based on inaccessible vehicles. If there is mechanical failure of a bus's accessible features, the vehicle is immediately replaced with a fully-functioning spare bus.

Type of ADA Eligibility:

1. Unconditional (all trips) – An individual with disabilities that can not use the fixed-route bus system under any circumstance.
2. Conditional or Trip-by-Trip (some trips) – An individual with disabilities that can be reasonably expected to make some trips by bus, but requires paratransit for trips under certain circumstances (e.g., deep snow or variable health condition)
3. Temporary Disabilities – An individual with disabilities that can not use the fixed-route bus system for a limited period of time.

Once the applicant is certified eligible, the applicant will receive a paratransit identification card, allowing the applicant use of the paratransit system. For people granted eligibility, the documentation of eligibility will include at least the following information items on the identification card:

1. User name
2. User address
3. An expiration date for eligibility
4. Any conditions or limitations on the individual's eligibility

For state and federal reporting purposes, individuals may be requested to provide the reason for the trip, but will not be denied service based on trip purpose.

For individuals determined not eligible for paratransit services, please see the Appeals Process listed in Section IV.

SECTION IV: RIDER POLICY

The purpose of the rider policy is to set guidelines for refusal or suspension of transportation services administered or provided by the Oshkosh Transit System (OTS). This policy covers all transportation services, including the fixed-route bus and paratransit system.

This policy applies to circumstances and/or behaviors that occur on OTS property, vehicles, or while boarding OTS vehicles.

Service may be refused, suspended, or conditioned due to the following circumstances and/or behaviors:

- Documented Pattern of No-Shows (paratransit)

- Seriously Disruptive Behavior
- Public Health Threats
- Refusal to Pay the Applicable Fare
- Refusal to Comply with Safety Rules

A. No-Shows (paratransit)

A no-show is defined as the act of a person, who, having scheduled a paratransit trip, changes his/her mind about making the trip but does not cancel the appointment, allowing the van to arrive but not boarding it. The definition also includes cancellations less than one hour before the scheduled pick-up time but does not include incidents like scheduling problems, late pickups and other operational problems of the provider. The provider will wait up to 5 minutes for each rider after arriving at the pick-up location.

OTS's paratransit provider will maintain records of no-show incidents and forward the records to OTS as warranted. For the first no-show incident, OTS will remind the person in writing of the importance of canceling when a scheduled trip will not be taken. (The written reminder will be mailed to the individual. To facilitate obtaining additional information, the reminder will include OTS's telephone number.)

If a person has a second no-show within a three-month period, OTS will send a letter to the person advising them that one more no-show that demonstrates a pattern of practice will cause a suspension of service for 30 days. A copy of the no-show policy will be attached to the letter. OTS will attempt a courtesy telephone call to the offending rider or proxy (from their ADA application) advising of the second no-show.

The third no-show within the three-month period will result in suspension of service for 30 days if a true pattern of no-shows is discovered through data provided by the contractor and rider. If appropriate, OTS may meet with the rider to discuss the pattern of no-shows. If the no-shows follow a pattern of practice, written notice of the suspension will be sent by OTS with an explanation of the appeals process.

Additional no-shows may result in longer term suspensions up to permanent suspension.

B. Seriously Disruptive Behavior

Service may be refused to customers who engage in violent, illegal, or seriously disruptive behavior. Seriously disruptive behavior includes, but is not limited to, the following:

Paratransit Service

- Getting out of a seat while a paratransit vehicle is in motion
- Leaving a paratransit vehicle while it is parked to pick-up or drop-off another customer
- Refusing to wear a seatbelt or refusing to exit the vehicle

All Service

- Disturbing a vehicle operator while the operator is driving
- Disturbing other customers
- Violent behavior
- Physically or verbally threatening vehicle operator, dispatcher or other customers
- Smoking while onboard a vehicle
- Damaging or destroying vehicle equipment
- Engaging in conduct or activity that is a danger to the customer, other customers, or the driver
- Offensive language

C. Public Health Threats

Service will be refused to any person who poses a potential public health threat. Examples of public health threats include, but are not limited to the following:

- The existence of excrement on clothes or on hands
- The existence of other body fluids, such as blood or vomit

D. Refusal to Comply with Safety Rules

A person that refuses to comply with posted safety rules or driver instructions may be refused service.

Riders must be able to physically board and alight from the bus. If an individual can not physically board or alight from a bus, the individual will need to acquire the resources needed to overcome their disabling condition, such as, a mobility device and/or personal care attendant.

E. Service Refusal Process

The vehicle operator has the authority to refuse service on the day of the violation. Violations of these rules will be reviewed by OTS staff for further action.

The Transportation Director, or his/her designee, is authorized to suspend or refuse the provision of service to individuals who: (1) violate OTS's no-show policy; (2) engage in violent, seriously disruptive, or illegal conduct; (3) pose a public health threat; (4) refuse to pay the applicable fare; or (5) refuse to comply with safety rules. The term of the suspension or refusal of service shall depend on the nature and seriousness of the prohibited conduct.

To the extent feasible, the individual shall be notified in writing. The written notification will state the specific basis for the proposed action, the proposed sanction, and the appeal process.

F. Appeals Process

The City of Oshkosh elects not to be bound by Chapter 68 of Wis. Statutes, in regard to the administrative appeals process.

If refusal of service is imposed permanently or temporarily, the following process must take place.

As listed in the written notification, the individual will have ten (10) days to appeal the decision (ADA applicants will have 60 days to appeal paratransit eligibility denial decisions). Through written correspondence, the person may request a personal appearance to present written and oral information and arguments. Conduct that is the result of a disability will be considered as part of the appeals process. Failure to respond is considered a default finding and the sanctions will be imposed. The appeal should be in writing and addressed to Mr. Christopher Strong, Transportation Director, 926 Dempsey Trail, Oshkosh, WI 54902. The Transportation Director will review the appeal and make a final determination within thirty (30) days. OTS's review may involve consultation with the City Attorney's office. OTS reserves the right to refuse service during the appeals process.

The individual will be notified in writing about the final determination, the reasons for it, and the sanctions imposed, if any. The individual can request an appeal of OTS's final determination. The individual will have ten (10) days to appeal this decision. This appeal should be in writing and addressed to Mr. Christopher Strong, Transportation Director, 926 Dempsey Trail, Oshkosh, WI 54902. The City of Oshkosh's Transit Advisory Board will review and make a final determination of the appeal at the next regularly scheduled Transit Advisory Board meeting.

If a decision is not made within 30 days of completing the appeals process, transportation is provided until and unless a decision to deny the appeal is issued.

SECTION VI: PARATRANSIT PERFORMANCE MONITORING

OTS is responsible for ensuring paratransit service performance complies with the Americans with Disabilities Act. Service oversight of the provider is completed through review of monthly trip records, on-site meetings, feedback received through the complaint and comment process, and periodic surveys of riders. In general, the ADA requires paratransit service provided to individuals

with disabilities to be comparable to what is provided to riders of the fixed-route bus system. OTS has developed standards based on regulatory requirements and nationally recognized guidance related to paratransit service. Below is a list of performance measures applicable to ADA paratransit service and established standards within each measure.

A. On-Time Performance

A paratransit vehicle is on-time if the vehicle arrives within a 30 minute pick-up window. This is defined as fifteen minutes before and fifteen minutes after the scheduled pick-up time. OTS monitors trip records from all ADA trips to track on-time performance. The goal is for 95 percent on-time performance. Will-call trips and other non-ADA trips are not included in this goal. When on-time performance falls below 95 percent, OTS will meet with the contractor to determine factors that impact on-time performance and corrective actions, if needed.

B. Phone System Access

The standard is to minimize call hold times. Our goal is for 95 percent of calls to be answered within 3 minutes and 99 percent answered within 5 minutes. OTS analyzes this measure by randomly monitoring the provider's phone access and documenting call hold times. Customer complaints are also used to determine if phone access capacity constraints occurred.

C. Overall Customer Satisfaction

Every two years, OTS surveys a segment of ADA paratransit riders. Riders are asked to rate their satisfaction with on-time performance, dispatcher courtesy, driver courtesy, driver sensitivity, vehicle cleanliness, and overall ride quality. The survey also allows customers to write in comments and provides valuable information about customer satisfaction over time. The results are reviewed with the provider to identify areas of improvement and areas of success.

D. System Capacity

OTS's paratransit system is prohibited from having any capacity constraints. Trip demand must be adequately served to provide equivalent access when compared to the fixed-route bus system. OTS monitors the following to ensure adequate capacity: trip denials; no-shows; advanced reservations; customer complaints; and vehicles used.

SECTION V: OTS's ACCESSIBLE BUS SERVICE

ADA paratransit programs are designed to provide transportation for individuals with disabilities that are unable to board, ride or alight from a bus; or when

environmental or architectural barriers prevent an individual with disabilities from getting to or from a bus route stop. When these conditions are not present, individuals with disabilities must utilize the fixed-route bus routes to meet their mobility needs.

The bus offers a cost-effective and accessible service. By presenting an ADA paratransit program card, individuals with disabilities receive a cash fare discount for all bus routes.

Each bus contains accessible features, including: kneeling capability (bus lowers to make the first step easier); a ramp for wheelchair boarding; on-board wheelchair securement areas; and stop announcements by drivers.

OTS drivers are trained to safely secure wheelchairs. OTS requires that all mobility devices such as wheelchairs and scooters be secured using the proper four (4) point securement devices on board all fixed-route buses. OTS also strongly encourages but does not require users in mobility devices to use the provided lap and shoulder belts. OTS drivers also assist with the use of ramps and securement devices, as necessary.

OTS does not provide assistance when safety to drivers or passengers is at risk. When a driver's or passenger's safety is at risk, OTS staff may recommend use of a personal care attendant or paratransit service for the user.

OTS will provide to its passengers, upon request, service materials including maps, applications and policies in an accessible format for disabled individuals. If an accessible format is unavailable, OTS will accommodate the individual's request to the best of its ability.