

# GO Plus Paratransit System Information and Policies



*GO Plus is a service of GO Transit*

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Effective: June 15, 2016 - Revised: January 1, 2019, August 26, 2019, July 14, 2020

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## **SECTION I: PARATRANSIT SERVICE DESCRIPTION**

### **A. Service Background**

GO Transit offers paratransit service programs to individuals with disabilities, seniors, and low-income workers. The paratransit service is called GO Plus. 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 GO Plus is to provide mobility options and to fill gaps where no other means of transportation exists.

All of GO Plus's paratransit services are provided by a contractor. The contractor utilizes demand-response sedans and accessible 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 Running, Inc and Oshkosh 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. GO Plus's core paratransit service program was established to comply with the ADA; however, a broad funding partnership allows GO Plus 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 GO Plus's ADA paratransit programs. Some of the ADA standards cited in this document do not apply to non-ADA paratransit programs.

### **B. Paratransit Programs**

GO Plus'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.

*ADA* – This ADA-required program provides demand response ramp-equipped van or sedan service within the City of Oshkosh to ambulatory and non-ambulatory riders with disabilities. 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.

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 GO Plus or visit [www.rideGOtransit.com](http://www.rideGOtransit.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 GO Plus 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).

<b>Program</b>	ADA W/C	ADA	Senior Dial-a-Ride	Access to Jobs	Rural Programs
<b>Card Color</b>	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 GO Plus 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**

GO Plus's ADA paratransit services offer three different levels of service: basic, premium, and after-hours. Basic service is a curb-to-curb service. The rider is responsible for travel to the vehicle for pick-up at the origin and away from the vehicle at the destination. Once near the vicinity of the vehicle, the driver will assist with loading, securement, and unloading. Additional assistance is provided when needed by the rider due to physical barriers (e.g., sidewalk construction or adverse weather) or the nature of the rider's disability (e.g., a rider with visual disabilities may require driver assistance to the door). Basic service is never through a door. The basic service fare is only available during GO Transit bus hours. See "Fares" section below.

Premium service occurs when driver assistance is requested beyond basic at the origin and/or destination. Premium service includes service when the vehicle is left unattended for a substantial amount of time or when the vehicle is out of driver's sight. Premium service does not include assistance up or down more than two stairs or transfers (e.g., assistance from mobility device to bed) or up floors in a building. If premium service includes assistance through a door, it is limited to a facility's common area or reception desk. As a general rule, driver assistance will not last longer than five (5) minutes away from the vehicle. The premium service fare is only available during GO Transit bus hours.

After-hours service includes trips provided when GO Transit's bus service is not in operation. This includes observed holidays and Sundays. This service is not required by the ADA.

GO Plus currently offers 24/7 paratransit service. The provider schedules all available vehicles during the daytime and periods of peak demand based on advanced scheduled trips. There are fewer vehicles available during late night/early morning service times, so advanced scheduling is required to ensure service.

## Fares

Service/Program	One-Way Fare*	Card Color	Resident Served
Basic	\$3.00	Yellow & Green	City
Premium	\$4.00	Yellow & Green	City
After-hours	\$6.00	Green, Yellow, and Brown	City
Senior Dial-a-ride	\$4.50**	Brown	City
Rural Under 60	\$7	Red	Rural Winnebago County
Rural Over 60	\$7	Blue	Rural Winnebago County
Access to Jobs	\$4.00	Orange	City
<p>*A \$1.00 Convenience Fee will be added to the one-way fare for trips that were not scheduled by 4:30 pm the day prior to the trip. This fee does not apply to return trips from medical facilities.  **After-hours fare applies when bus service is not available.</p>			

**Note: Fares are subject to change.**

Agency tickets can be used as payment for all rides authorized by the Lakeland Care District, Community Care, State of Wisconsin's non-emergency medical transportation broker, 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. Agency tickets must be purchased from GO Transit.

### 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; level of service needed (basic or premium); accompanying companion(s), if needed; accompanying equipment (e.g., oxygen tank and respirators); and desired arrival time.

Riders must reserve trips by 4:30 pm the day prior to the trip. 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. The 24/7 availability of service applies to trips scheduled in advance.

There are two types of advanced reservation: next day and subscription. Next day service includes trips scheduled by 4:30 pm the day prior to the trip. Subscription service is defined as trips that are scheduled in advanced and set up for a rider to occur on a regular basis (daily, weekly, or monthly).

Return trips from medical appointments (known as will-calls) cannot 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.

When unforeseen events out of the rider's control prohibit advanced scheduling (unscheduled medical appointments, will-calls, etc.), GO Plus allows same day service requests. Same day service is defined as a ride that was not scheduled by 4:30 pm the day prior to the trip or within the same day it is needed by the user. Same day requests include an additional convenience fee. Vehicles must serve all advanced scheduled trips first, so same day service requestors may experience longer wait times and may need to adjust pick-up or drop-off times according to driver availability.

## **SECTION II: SERVICE POLICIES**

Each year, GO Plus'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 by 4:30 pm the day prior to the trip.

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 is provided, but should only be requested 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 may be contacted by GO Plus. If the trips could have been scheduled in advance, riders are reminded of the importance of advanced scheduling.

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 not expired) 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. Wheelchair Capacity**

Go Transit vehicles can safely accommodate wheelchairs up to 30" wide, 48" long and up to 600 pounds when occupied. GO Transit per ADA/FTA regulations may decline to carry a wheelchair/occupant if the combined weight exceeds that of the lift/ramp specifications or if the carriage of the wheelchair is demonstrated to be inconsistent with legitimate safety requirements.



## **H. Driver Assistance**

If needed, drivers are able to assist all riders when boarding and alighting vehicles, including securement. Under premium service (see “Fares” section), drivers can provide extra assistance through the first door at the origin or destination. Premium service does not include transfers (e.g., assistance from mobility device to bed); assistance up floors in a building; or attendant-type services. If premium service includes assistance through a door, it is limited to a facility’s common area or reception desk. As a general rule, driver assistance will not last longer than five (5) minutes away from the vehicle.

GO Plus drivers do not provide assistance when there is a direct threat to the health or safety of the driver and/or passenger and may deny transport. This includes unsafe assistive equipment or environmental factors, like travel across terrain when there is risk to safety. Drivers will assess whether a particular level of assistance constitutes a direct threat on a case-by-case basis.

Any assistive equipment, including, but not limited to, a wheelchair or power mobility device, must be in working order and safe to transport. Below are a few conditions that may qualify the device as unsafe to transport:

- Wheels, axle or other parts are loose/broken
- Tires are flat
- Batteries display leaks or there is insufficient/no charge

If a rider’s mobility device breaks down while in transit, drivers will make every effort to transport the rider to a safe place.

## **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, GO Plus 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, GO Plus 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. GO Plus 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, GO Plus requires that the individual apply for eligibility through the ADA certification process.

#### **L. Medical Equipment**

GO Plus 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. Medical equipment, like oxygen tank and mobility device, do not count toward the carry-on limit.

#### **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 GO Plus's ADA paratransit service, users must become ADA certified by completing an application. GO Plus uses the information contained in the application to determine if the applicant's impairment causes an inability to board, ride, or disembark from GO Transit's buses. This includes permanent and temporary disabilities.

### **A. Application Materials**

Application materials and other information for GO Plus's paratransit services are available in print form at the GO Transit office (926 Dempsey Trail). Applications are also available for download on GO Transit's website, [www.rideGOtransit.com](http://www.rideGOtransit.com).

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

### **B. ADA Paratransit Eligibility Process**

GO Plus determines eligibility upon review of a completed application form containing information regarding the applicant's functional ability related to bus usage. GO Plus reserves the right to require a medical professional's opinion and/or a functional assessment prior to determining eligibility. GO Plus, 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 GO Transit 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 GO Transit 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 who cannot 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 GO Transit & GO Plus. 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 GO Transit/GO Plus property, vehicles, or while boarding 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 (ADA 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 vehicle 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.

GO Plus does not count as no-shows [or late cancellations] any trips due to our contractor's error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required five minutes
- Long hold times that prevent callers from canceling trips by telephone in a timely manner

GO Plus does not count as no-shows [or late cancellations] situations beyond a rider's control, such as:

- Medical emergency
- Family emergency

GO Plus's paratransit provider will maintain records of no-show incidents and forward the records to GO Plus as warranted.

Each no-show will count as one occurrence.

The first and second occurrence of no-show will trigger a phone call. A third occurrence of no-show within a rolling 30-day period will trigger a written notice. An additional occurrence beyond the first 3 no-shows within a 30-day period will result in a 7-day suspension of service, if it results in a percentage of 10% of scheduled rides or higher. If the percentage threshold of 10% of scheduled rides has not been reached, another written notice will be provided.

Any further occurrences within a 6 month period after an initial 7-day suspension which also attain the 10% or higher threshold will result in progressive sanctions; a 14-day suspension, followed by a 21-day suspension of GO Plus service. Repeated instances within the 12 month period following the 21-day suspension may result in additional suspension(s) or termination of GO Plus service.

All suspension notices include a copy of this policy, information on disputing no-shows and how to appeal suspensions.

Suspensions typically begin on Sundays.

## **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 or e-cigarette use 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.

### **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 GO Plus 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 GO Plus'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 and the proposed sanction. If the basis of the suspension involves no-shows, the individual will also be notified about the appeals 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 service eligibility is denied through the application process or service is suspended due to a no-show policy violation, the following appeals process must take place.

As listed in the written notification, the individual will have sixty (60) days to appeal the decision. Through written correspondence, the person may request a personal appearance to present written and oral information and arguments. Failure to respond is considered a default finding and the denial or suspension will be sustained. The appeal should be in writing and addressed to: Transportation Director, 926 Dempsey Trail, Oshkosh, WI 54902. The

Transportation Director will review the appeal and make a final determination within thirty (30) days). GO Plus's review may involve consultation with the City Attorney's office.

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 GO Plus's final determination. The individual will have ten (10) days to appeal this decision. This appeal should be in writing and addressed to: 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.

## **G. Complaints**

GO Transit strives to provide safe, affordable, and dependable transportation to all users. If for any reason the service does not live up to these expectations, passengers are encouraged to register a complaint with GO Transit. A thorough and prompt investigation of all complaints shall be conducted by GO Transit.

### **Complaint Process:**

- 1) All complaints will be documented at the source (driver, dispatch, director, supervisor, etc). If the complaint alleges an ADA or Title VI violation, the FTA Region VI Office is notified.
- 2) The complaint will then be submitted to the Operations Supervisor (fixed-route) or Transit Operations Manager (paratransit) for review and action. Paratransit complaints are forwarded to the applicable contractor for review and response.
- 3) The Operations Supervisor (fixed-route) or Transit Operations Manager (paratransit) will investigate the nature of the complaint both with the customer and the alleged offender. If the complaint involves a contracted service, the contractor's supervisor will assist with the investigation.
- 4) The Operations Supervisor (fixed-route) or Transit Operations Manager (paratransit) will contact the customer with the results of the complaint if follow-up is requested/warranted. Response and other info is documented.
- 5) A copy may be submitted to the Director of Transportation.



## **SECTION VI: PARATRANSIT PERFORMANCE MONITORING**

GO Plus 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. GO Plus 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. GO Plus monitors trip records from all ADA trips to track on-time performance. The ultimate goal is for all trips to be served on-time. GO Plus sets a minimum level of performance of 85 percent on-time. Will-call trips and other non-ADA trips are not included in this standard. When on-time performance falls below 85 percent, GO Plus 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. GO Plus's standard is for 95 percent of calls to be answered within 3 minutes and 99 percent answered within 5 minutes. GO Plus 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 have occurred.

### **C. Overall Customer Satisfaction**

To determine customer satisfaction, GO Plus 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**

GO Plus'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. GO Plus monitors the following to ensure adequate capacity: trip denials, no-shows, advanced reservations, customer complaints, trip lengths and vehicles used.

## **SECTION V: GO TRANSIT'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.

GO Transit drivers are trained to safely secure wheelchairs. GO Transit 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. GO Transit also strongly encourages but does not require users in mobility devices to use the provided lap and shoulder belts. GO Transit drivers also assist with the use of ramps and securement devices, as necessary.

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. GO Transit does not provide assistance when safety to drivers or passengers is at risk.

GO Transit 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, GO Transit will accommodate the individual's request to the best of its ability.