



# Fixed Route Deviation Policy

## Contents

ADA Plan.....	<b>Error! Bookmark not defined.</b>
Days/Hours of Operation .....	4
Fares.....	4
Holiday Closures.....	4
Approved Equipment.....	5
Mobility Device Brakes .....	5
Portable Oxygen Use.....	5
Securement Policy .....	6
Stop Announcements.....	6
Personal Care Attendants .....	6
Service Animals .....	6
Adequate Scheduled Time for Boarding and Disembarking - Boarding Assistance .....	7
Maintenance of Lifts or Ramps.....	7
Priority Seating.....	7
Reserved Seating.....	7
Notification of Policy.....	7
Dial-A-Ride (Para transit) .....	<b>Error! Bookmark not defined.</b>
Visitor Certification .....	9
Abusive or Disruptive Behavior.....	10
Suspension of Service .....	10
Administrative Appeals Process for Individuals Denied Eligibility.....	11

## Fixed Route Deviations

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is civil rights legislation which requires that persons with disabilities receive transportation services equal to those available on the fixed route service.

Amador Transit is committed to providing equal opportunity for persons with disabilities. This commitment includes complying with the Americans with Disabilities Act of 1990 (ADA) and the Rehabilitation Act of 1993 including Section 37.173 of DOT's ADA regulations requiring transit operators to train their personnel to properly assist and treat individuals with disabilities with sensitivity and to operate vehicles and equipment safely. This includes training personnel to use the accessibility equipment and to accommodate the different types of common wheelchairs.

### *Policy*

It is the policy of Amador Transit to provide quality transportation service within *our* area of operation. This service will be provided without discrimination against any person including any person with a disability. Discrimination on the basis of disability against any person by Amador Transit employees will not be condoned and will not be tolerated.

It is the policy of Amador Transit that, when viewed in their entirety, services, programs, facilities, and communications provided by Amador Transit, directly or by a contracted service provider, are readily accessible and usable to individuals with disabilities to the maximum extent possible. 49. CFR 37.105

***Travel Training:*** Amador Transit offers free travel training for anyone who may feel unsure about riding the bus. The training is customized to meet each person's needs such as reading the schedule, making transfers, boarding the bus, etc.

### *Consequences of Non-Compliance*

All complaints of discrimination on the basis of disability will be promptly and objectively investigated.

Corrective or disciplinary action will be instituted for behavior prohibited by this policy.

## Days/Hours of Operation

Amador Transit fixed route system: Monday-Friday: 5:30 a.m. – 6:30 p.m. Trips must be scheduled by 4:30pm the day prior to the trip to be guaranteed. Same day or late requests will be granted if the schedule permits.

## Fares

	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
<b>Local Routes Per Trip</b>	Jackson & Sutter Creek (Shuttle)	Ione, Plymouth, & Hwy. 88 to Tabeaud Rd.	All areas above Hwy. 88 & Tabeaud Rd.
General Fare	\$1	\$2	\$3
Reduced Fare	\$1	\$1	\$2
Unlimited Ride Day Pass	\$6	\$6	\$6
Summer Break Youth Pass	\$40	\$40	\$40
Reduced Fare Monthly Pass	\$40	\$60	\$80
Full Fare Monthly Pass	\$75	\$100	\$120
Dial-a-Ride/Fixed Route Deviations	\$2	\$3	\$4
Expanded New Dial-a-Ride Only Area	N/A	\$3	\$4
<b>Sacramento Route</b>	<b>General</b>	<b>Senior/Disabled</b>	<b>Student</b>
General Adult	\$7.00	\$4.15	\$3.50
with Sac RT Pass	\$4.50	\$2.75	\$2.75
Amador to Rancho Murieta	\$4.00	\$2.50	\$2.50
with AT Pass	\$1.50	\$1.50	\$1.50
Rancho Murieta to Sac	\$3.00	\$1.65	\$3.00
with Sac RT Pass	\$.50	\$.25	\$.25

## **Holiday Closures**

Amador Transit- fixed route service does not run on New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Friday after Thanksgiving, and Christmas Eve and Christmas Day.

## **Approved Equipment**

In order to accommodate a wheelchair or power scooter on an Amador Transit vehicle it must meet the following standards:

- The equipment must have three (3) or more wheels.

- The measurement of the equipment must fit safely in the vehicle securement area, including footrests and backpacks.

- The equipment must not weigh more than 800 lbs. when occupied.

- Walkers must be collapsible and stored between seats.

- Equipment must be in good working order, with batteries charged, tires inflated, brakes working, footrests attached, and all parts secure. (49 CFR 37.3)

Segway or similar electrically motorized personal transportation devices are allowed on Amador Transit when used as a mobility device by a person with a disability. The passenger may board with the device but may not use the device as a seat when aboard an Amador Transit vehicle.

## **Mobility Device Brakes**

When occupying a lift or securement area, it is recommended that passengers apply the brakes on their mobility devices; however, they are not required to do so. With power chairs or scooters, it is recommended that the power switch be turned to the "off" position. Again, this is not mandatory.

## **Portable Oxygen Use**

Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies as long as it does not violate laws or rules related to transportation of hazardous materials. Equipment must not obstruct the aisle. 49 CFR 37.167(h)

## **Securement Policy**

Operators will use front and rear tie-downs to secure mobility devices. Operators will secure mobility devices at the strongest parts of the device; however, the passenger can indicate the most optimal tie-down spot. The mobility device will be secured front facing unless otherwise requested by the passenger. Drivers will assist passengers with securement systems, ramps, and seatbelts; however, drivers cannot assist riders using power chairs or scooters with the operation of their equipment. Amador Transit cannot refuse to transport someone whose mobility device cannot be satisfactorily restrained provided that mobility device fits within the definition described in Section 3. (49 CFR 37.165)

## **Stop Announcements**

Stops at major intersections, transfer points, and destination points will be announced on fixed route buses. Transit operators will announce other stops upon request. (49 CFR 37.167 (a-c))

## **Personal Care Attendants**

A Personal Care Attendant (PCA) may ride with you at no charge. A PCA is someone who travels with, and helps, a rider with their personal needs. Passengers must provide their own PCA if they need one. The Dial a Ride Application form should include a space that gives the applicant the opportunity to indicate whether or not they will be accompanied by a PCA.

Guests and companions may ride with passengers on Amador Transit Dial a Ride. Guests and companions must pay regular fare. A companion is anyone who rides with a passenger who is not designated as a PCA. (49 CFR 37 (d))

## **Service Animals**

A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability. The use of a service animal must be identified on the ADA application. In order to ride Amador Transit:

- The animal must be on a leash or in a container, remain under control of the owner, and behave appropriately.
- Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container.
- The animal must remain at your feet or on your lap. It may not sit on a vehicle seat.
- The animal must not be aggressive toward people or other animals.
- You are responsible for any damage caused by the animal. (49 CFR 37.167 (d))

## **Adequate Scheduled Time for Boarding and Disembarking - Boarding Assistance**

Amador Transit will provide adequate time to allow passengers with disabilities to safely board and disembark the vehicle. Operators shall position the bus to make boarding and de-boarding as easy as possible, and minimize the slope of the ramp. Bus operators shall provide assistance to passengers upon request. Amador Transit staff will periodically review on-time performance data and/or passenger complaints to determine if schedule adjustments are warranted.

## **Maintenance of Lifts or Ramps**

Bus operators must test the lift or ramp during the pre-trip inspection. Break down of accessibility equipment must be reported immediately to dispatch. A vehicle with an inoperable lift or ramp must be removed from service as soon as possible and cannot be returned to service until repaired. If there is a lift or ramp failure, a replacement vehicle must be dispatched if the next trip to the destination of any passenger using a mobility device is scheduled in more than 30 minutes. If the next trip to the destination of any passenger using a mobility device is scheduled in 30 minutes or less, a replacement vehicle may be dispatched if available. (49.CFR 37.163)

## **Priority Seating**

Upon request, bus operators shall ask – but not require – passengers to yield priority seating at the front of the bus to seniors and persons with disabilities. Drivers are not required to enforce the priority seating designation beyond making such a request.

## **Reserved Seating**

Mobility device securement areas on buses are reserved. Passengers using common mobility aids shall be boarded if the securement areas are not otherwise occupied by a mobility device, regardless of the number of passengers on the bus. Bus operators are required to ask passengers sitting in the securement areas to move to other available seats or to stand.

## **Notification of Policy**

Amador Transit will notify the public of the Fixed Route Deviation policy on the website and in the riders guide.

## **Fixed Route Deviation Eligibility**

***Eligibility Requirements:*** A person may qualify for Amador Transit's Fixed Route Deviation service if he or she has a functional disability or disabling health condition that prevents him or her from independently using our buses some or all of the time. 49 CFR 37.123

*Presence of a disability or a disabling health condition by itself does not automatically make a person eligible for Fixed Route Deviation service. The ability to ride our buses is the basis for eligibility.*

Applications will be reviewed by Amador Transit based on the following eligibility qualifications. A person is eligible for Amador Transit's Fixed Route Deviation service if he or she:

- is unable to board, ride, or exit a lift-equipped bus without assistance, OR
- needs to use a lift but it cannot be deployed safely at a bus stop, OR
- has a disability that prevents travel to and from a bus stop under certain conditions, AND
- is certified to use Amador Transit Dial-A-Ride and/or Fixed Route Deviation service.

### ***Presumptive Eligibility***

Amador Transit will respond to applicants in writing within 21 days of receiving an application. If the applicant does not receive an answer within 21 days, the applicant shall be treated as eligible and provided services until an answer is received. Applicants are eligible for service from the date a completed application is received until they are deemed not to meet eligibility requirements.

### ***Determination in Writing***

Amador Transit's determination concerning eligibility will be in writing. If the determination is that the individual is ineligible, the determination will state the reason(s) for the finding.

### ***Documentation of Eligibility***

Amador Transit will provide documentation to each eligible individual stating that he or she is ADA Paratransit Eligible. i.e. Fixed Route Deviation and Dial-A-Ride"

### ***Re-certification Process***

Amador Transit may require re-certification of the eligibility of ADA paratransit eligible individuals at reasonable intervals, or as needed.



## Visitor Certification

Visitors are eligible for 21 days of service in a 365-day period beginning on the first day the service is used by the visitor. For additional days of service, the individual is expected to register under Amador Transit eligibility procedures. For individuals who reside outside the Amador Transit service jurisdictions, Amador Transit shall certify an individual with a disability as a visitor when providing documentation of residence and a statement that because of their disability they are unable to access the fixed route. (49 CFR 37.121)

**Categories of Eligibility:** Amador Transit’s Fixed Route Deviation applicant's eligibility may be classified as conditional, unconditional, or temporary. These categories are defined and mandated by the Americans with Disabilities Act (ADA) regulation.

Category Type	Description	Type of eligibility
Category 1	A person with a visual, physical, or cognitive disability who cannot independently ride transit.	Unconditional
Category 2	Prevented by disability or combination of disability and architectural barriers from getting to the boarding area.	Conditional
Category 3	Prevented from using fixed route during a certain amount of time.	Temporary

**Service Area:** Amador Transit Fixed Route Deviation service is provided within ¼ of a mile of Amador Transit’s fixed-route Jackson-Sutter Creek Shuttle service. Route deviations may be made for ADA eligible riders within ¼ of a mile from all other Amador Transit fixed-route service, except for commuter routes. 49 CFR 37.131 (a)

**Origin to Destination Service:** Based on the functional ability of the rider at the time of application, the driver will provide one of the following types of trips 49.CFR 37.129

Curb to Curb	Customer taken from curb of pickup to curb of destination.
Door to Door	Customer taken from door of pickup point to door of destination.
Door Though Door	Customer taken from point of pickup into the door of the destination.

**Trip Scheduling:** Fixed Route Deviation trips may be scheduled from 14 days before the desired trip date and are guaranteed if made at least 24 hours in advance. Reservations will be accepted the day of the trip, provided that there is room in the day’s schedule to accommodate them. Rides will be curb-to-curb unless previously arranged.

**Trip Cancellation:** Fixed Route Deviation trips must be canceled before 4:30 p.m. the day before the scheduled trip or they may be considered a “no-show.”

**No-Show Policy:** The definition of a No-Show is an inability to find a passenger at the specific pick-up location or a passenger refusal of the trip at the door.

Riders who schedule Dial-A-Ride or Deviated Fixed Route service trips and repeatedly no-show or have excessive late cancellations may be suspended from both services. If a trip is missed, the return trip is automatically cancelled. Suspensions will not be imposed for circumstances that are beyond a riders control such as sudden personal emergencies, sudden or worsening illness, inability to get through on phone lines, late arrival of the vehicle, or disruptive behavior caused by a disability.

## Capacity Constraints

Amador Transit shall not limit the availability of complementary Fixed Route Deviation to ADA eligible individuals by any of the following:

- Restrictions on the number of trips an individual will be provided;
- Waiting lists for access to the service; or
- Any operation pattern or practice that significantly limits the availability of service to ADA eligible persons, such as, but are not limited to:
  - A substantial number of significantly untimely pickups for initial or return trips;
  - Substantial numbers of trip denials or missed trips;
  - Substantial numbers of trips with excessive trip lengths; or operational problems attributable to causes beyond the control of the entity including, but not limited to, weather or traffic conditions affecting all vehicular traffic that were not anticipated at the time a trip was scheduled.

## Abusive or Disruptive Behavior

Service will immediately be denied on a long-term or indefinite basis to passengers who engage in violent, seriously disruptive, or illegal conduct directed at other riders or Amador Transit staff. Such conduct includes, but is not limited to: threats or fear of physical or verbal abuse, unlawful harassment including unwelcome verbal, nonverbal or physical behavior having sexual or racial connotations, unauthorized use of equipment on the vehicle, voluntarily and repeatedly violating vehicle riding rules, including smoking in the vehicle, eating or drinking without medical indication, or defacing equipment.

### *Suspension of Dial-a-Ride and Fixed Route Deviation Service*

If a rider No-Shows three or more Dial-A-Ride or Deviated Fixed Route trips in a thirty day period, they may be suspended from Amador Transit for up to 14 days. Passengers accumulating six “no-shows” in a 90-day period may be suspended from service for up to 30 days. No-shows are tracked with our Trapeze dispatch software.

## Suspension of Service

A rider’s privileges may be suspended for any of the following infractions on any Amador Transit property, including vehicles, bus stops, or stations.

- Smoking on, or carrying a lit pipe, cigar, or cigarette within 20 feet from the vehicle.
- Discarding or dumping litter in places other than the recognized receptacles.
- Deliberately evading paying a fare.
- Consuming alcoholic beverages or in procession of alcoholic beverages.
- Eating or drinking without medical indication.
- Loud, raucous, unruly, harmful, or harassing behavior.
- Unauthorized use of equipment on the vehicle, or defacing equipment.
- Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle.

## **Administrative Appeals Process for Individuals Denied Eligibility**

Amador Transit requires that an applicant file a written appeal within 60 days of receipt of denial. Notification of denial will be in writing by the Amador Transit General Manager and will be sent within 30 days of determination by Registered Mail via the U.S. Postal Service.

Amador Transit will provide an opportunity to be heard and to present information and arguments to an Appeals Committee within 30 days of receipt of appeal. The Appeals Committee is comprised of:

1. Amador Transit General Manager
2. Amador Transit Mobility Manager
3. Chair of the Social Services Transportation Advisory Council (SSTAC)

Amador Transit will not provide paratransit service to the individual pending the determination of the appeal. However, if the Appeals Committee has not made a determination within 30 days of the completion of the appeals process, Amador Transit will provide ADA service from that time until and unless a decision to deny the appeal is issued.

Authorized By: