



South Shore Area ADA Demand Response Service Policies and Procedures



Table of Contents

OVERVIEW.....	3
ELIGIBILITY FOR DEMAND RESPONSE SERVICE.....	4
EVIDENCE OF ELIGIBILITY.....	4
APPLICATION FOR ADA DEMAND RESPONSE SERVICE.....	4
Applications by Persons Over 60.....	4
Applications by Veterans with the Service-connected Disability designation on their Veteran’s Health Identification Card.....	4
Applications by Persons with Disabilities who Meet TTD’s eligibility Criteria.....	5
APPEALS PROCESS.....	6
VISITORS WITH DISABILITIES.....	6
SERVICE HOURS AND AREA.....	7
USE OF SERVICE BY GENERAL PUBLIC.....	7
CHILDREN.....	7
FARES.....	7
TRIP RESERVATIONS AND CANCELLATIONS.....	8
To Schedule a Ride.....	8
Plan Carefully.....	9
Cancellations.....	9
Subscription Service.....	9
PENALTIES FOR NO-SHOWS.....	9
CARRY ON ITEMS.....	10
Mobility Devices.....	10
Use of Portable Oxygen.....	10
Other Carry On Items.....	10
SAFETY.....	11
Wheelchair Securement.....	11
Use of Safety Belts.....	12
Boarding Belts.....	12
Boarding Chairs.....	12
Boarding Directions on Lifts.....	12
Wheelchair Wheel Locks (“Brakes”).....	12
Walkers and Rollators.....	12
Caregiver Responsibility.....	12
SERVICE ANIMALS.....	13
DRIVER ASSISTANCE POLICY.....	13
PASSENGER BEHAVIOR.....	14
CONSEQUENCES OF MISCONDUCT.....	14
LOST AND FOUND.....	15
CONTACT.....	15

APPENDIX A –
I. TTD ELIGIBILITY CRITERIA FOR PERSONS WITH DISABILITIES.....16
II. DEFINITION OF ADA PARATRANSIT ELIGIBLE..... 20
APPENDIX B – TTD APPEALS PROCESS.....21
APPENDIX C – TTD COMPLAINT PROCESS..... 23

Please call (530) 541-7149 to request alternative formats (e.g., braille, audio recording).

OVERVIEW

The Tahoe Transportation District (“TTD”) ADA Demand Response Service (the “Demand Response Service”) is intended for those persons who are unable to:

- Travel to or from transit stops or stations within the service area
- Independently board, ride or exit fixed-route transit vehicles
- Otherwise independently “navigate the system,” e.g., a person who cannot ride the bus independently, recognize bus stops, understand how to complete bus trips, pay the fare, etc.

The Demand Response Service is intended to serve as a “safety net” for individuals who, because of their disabilities, are unable to use fixed route services.

“Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities [is an ADA paratransit eligible individual] ” (Title 49 Subtitle A Part 37.123).

Persons with disabilities who meet TTD’s eligibility criteria developed under the guidelines established by the U.S. Department of Transportation (“DOT”) Americans with Disabilities Act of 1990 (the “ADA”) and described in Appendix A are eligible for the Demand Response Service. Disability alone does not establish ADA paratransit eligibility or eligibility for the Demand Response Service. An applicant may be required to participate in an interview and/or functional assessment and information provided by the applicant may be shared with the individual(s) performing the functional assessment. TTD decisions regarding eligibility will be based solely on the applicant’s functional ability to access and use the fixed-route transit service. Individuals deemed eligible are considered “ADA paratransit eligible” and will be afforded all rights associated with the ADA complementary paratransit service criteria Federal Transit Administration (“FTA”) Title 49 CFR 37.131.

The Demand Response Service exceeds the minimum requirements by extending eligibility to persons over 60 years of age and veterans with a “Service-connected Disability” designation on their Veteran’s Health Identification Card.

Under DOT ADA regulations at 49 C.F.R. Section 37.121(a), “each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.” In general, the criteria for determining whether service is comparable includes:

- Service area
- Response time
- Fares
- No trip purpose restrictions
- Same hours and days of service

- No capacity restraints

The Demand Response Service is a shared-ride, “origin to destination,” transportation service. The Demand Response Service is public transportation and should not be confused with private transportation. Door-to-door service may be provided upon request. Drivers cannot provide door-to-door service if they cannot maintain visual contact with the vehicle.

The vehicles used for Demand Response Service require an obstruction-free approach and sufficient turn-around area. Under some conditions (e.g., ice and snow), the policy of door-to-door service will not be available to passengers. Alternate pick up and drop-off locations may be established because of obstructed driveways or other safety concerns.

ELIGIBILITY FOR DEMAND RESPONSE SERVICE

The following persons are eligible to use the Demand Response Service:

- Persons over 60 years of age;
- Veterans with a “Service-connected Disability” designation on their Veteran’s Health Identification Card; and
- Persons with disabilities who meet TTD’s eligibility criteria developed under the guidelines established by the ADA and described in Appendix A.

EVIDENCE OF ELIGIBILITY

All persons who use the Demand Response Service must prove eligibility when making reservations and when boarding the vehicle.

Persons over 60 years of age can prove eligibility by presenting a valid photo identification card (e.g., state issued ID card or driver’s license).

Veterans with a “Service-connected Disability” designation on their Department of Veteran’s Affairs-issued Veteran’s Health Identification Card can prove eligibility by presenting the Veteran’s Health Identification Card.

Persons with disabilities who meet TTD’s eligibility criteria can only prove eligibility by applying for, receiving and presenting a Demand Response Service identification card.

APPLICATION FOR ADA DEMAND RESPONSE SERVICE

In order to receive a Demand Response Service identification card, applicants must complete an Application for Demand Response Service. That application can be found by (1) contacting the Mobility Manager at 775-589-5509, or (2) visiting www.tahoetransportation.org/doing-business/mobility-management and clicking on the “Application for Demand Response Service” link.

Persons with disabilities who believe they meet TTD’s eligibility criteria must submit an Application for Demand Response Service and be certified as demand response eligible by TTD.

In order to be certified, Parts A, B, and C of the application must be completed and submitted to TTD. Parts A and B must be completed by the applicant. Part C must be completed by one of the following qualified medical professionals familiar with the applicant's disability and/or condition and current functional abilities to use regular fixed-route transit service:

- Physician (MD/DO)
- Physician's Assistant or Nurse Practitioner
- Registered Nurse
- Physical or Occupational Therapist
- Psychiatrist or Psychologist
- Rehabilitation Specialist
- Licensed Clinical Social Worker
- Ophthalmologist or Optometrist
- Other professionals who have received express prior approval by TTD

TTD will assign a category to persons with disabilities certified as meeting TTD's eligibility criteria. The eligibility category will be consistent with the person's ability to use the fixed-route service. There are three categories:

Unconditional – Person is not able to use accessible fixed-route transit service under any circumstances and is eligible for all trips on the Demand Response Service.

Conditional – Person is not able to use accessible fixed-route transit service in specific circumstances and is eligible to use the Demand Response Service under limited circumstances.

Schedulers will evaluate the person's eligibility for trip requests at the time of the reservation request. Schedulers will inform the person if the trip is deemed eligible based on conditions listed in their certification. If the trip is found not eligible, schedulers will inform the person about the availability of fixed-route service as a viable alternative.

Temporary Unconditional or Temporary Conditional – Person is not able to use fixed-route transit service at this time; however, the person may be able to use fixed-route transit service in the future. The person will be eligible for trips on the Demand Response Service either unconditionally or with conditions.

Those persons certified as requiring assistance of a personal care attendant (a "PCA") will have a PCA designation on the card.

Certified persons will need to complete a new Application for Demand Response Service and be recertified every three (3) years. Cardholders shall be responsible for recertification upon expiration. Persons with permanent disabilities only need to complete Part A of the Application for Demand Response Service in order to be recertified. Certification and recertification requirements may change.

Persons certified on a "temporary" basis will be required to recertify at the end of the temporary period of eligibility and must complete a new Application for Demand Response Service.

TTD will review submitted applications within 21 calendar days of receipt. Once an application is approved, TTD will contact the applicant to schedule an appointment to have a photo taken and receive the card. Applicants must bring a photo ID (e.g., driver's license or state issued ID card) to the appointment. TTD will provide Demand Response Service to and from TTD's office for the appointment. After the identification card is issued, TTD must be notified of any changes in address, phone number or disability.

Persons over 60 are not required to complete an Application for Demand Response Service, they can simply present a valid photo identification card (e.g., state issued ID card or driver's license) when boarding or purchasing a fare.

Veterans with the a "Service-connected Disability" designation are not required to complete an Application for Demand Response Service, they can simply present the Veteran's Health Identification Card when boarding or purchasing a fare.

APPEALS PROCESS

Applicants whose requests for certification are denied have the right to appeal pursuant to the process and procedures described in Appendix B. TTD will provide Demand Response Service to the individual during the appeal process.

VISITORS WITH DISABILITIES

Visitors to the region who cannot use the fixed-route system can use paratransit eligibility credentials from other transit agencies. If the visitor has been certified as ADA "paratransit eligible" by another public entity, TTD will honor the certification and the visitor may use the Demand Response Service for up to 21 days. It is recommended that the visitor call TTD in advance to have their information added to TTD's database of persons eligible for the Demand Response Service. If visitors have not been certified as "ADA paratransit eligible" by another public entity, but claim they meet TTD's eligibility criteria, they are entitled to "presumptive eligibility" and shall be allowed to use the Demand Response Service for 21 days. Visitors who are not certified by another transit provider and who claim presumptive eligibility may be requested to provide certain documentation such as residency and the nature of their disability.

The 21 days of service that shall be provided to visitors with disabilities are to be calculated as any combination of 21 days during any 365 day period beginning with the visitor's first use of service. For example, a person may visit two days a week. Eligibility would be extended in this case over an eleven week period of time, within which 21 days of Demand Response Service would be provided.

Visitors who require more than 21 days of service within a 365 day period are required to apply for local eligibility through the certification process. Visitors with disabilities shall be provided the same level of service as other eligible passengers and are subject to the same service policy requirements.

SERVICE HOURS AND AREA

The Demand Response Service operating hours are the same as the local fixed route operating hours. Service hours may vary on designated holidays. The Demand Response Service is available for trips beginning and ending within three-quarters (3/4) mile of any fixed-route within the City of South Lake Tahoe. The service area extends beyond the ¾ mile requirement to include Christmas Valley, Camp Richardson, Kingsbury, and Hwy 50 between Stateline and Cave Rock.

USE OF SERVICE BY GENERAL PUBLIC

A person not eligible for the Demand Response Service can only use it at times and places where a trip has already been scheduled. The Demand Response Service will not deviate more than one-half (1/2) mile from the pick up location for an ineligible passenger. If the request of a ineligible passenger will create a scheduling conflict for other trips, the request will be denied.

PCAs and companions must have the same origin and destination as the eligible passenger they are accompanying.

CHILDREN

Children under twelve must be accompanied by an adult. Children accompanying a certified rider may be considered a PCA or traveling companion.

FARES

The fare for a one-way trip by an eligible person is \$3.00. One companion may accompany an eligible person for a one-way fare of \$3.00. PCAs may ride for free with each passenger with a Demand Response identifiacard card with a PCA designation. The fare for a one-way trip by an non-eligible person is \$10.

Passengers are required to pay the fare at the time of boarding the vehicle. Please have the fare ready. Passengers must pay the exact fare and drivers cannot make change. Passengers who cannot pay the fare will not be allowed to board the vehicle. Only TTD fare cards and cash are accepted. **Checks, ATM or credit cards are not accepted.** For more information on fares or passes, please contact the dispatcher at (530) 541-7149.

TRIP RESERVATIONS AND CANCELLATIONS

To Schedule a Ride:

Please contact the dispatcher to schedule a reservation: (530) 541-7149. Schedulers will be available to take reservations between 4:00 a.m. to 8:00 p.m. daily. Reservations can be made up to seven (7) days in advance and must be made at least the day before the intended ride. Same day requests can be accommodated if space is available, but there are no guarantees. Cancellations can be made after hours by leaving a message.

NOTE: Please be aware that the Demand Response Service is busiest between 8:00-9:00 a.m. and 2:00-3:00 p.m. Monday-Friday. Between those times anticipate more passengers and more stops for pick ups and drop-offs.

If a requested time is not available, the dispatcher may offer a trip time up to one (1) hour before or one (1) hour after the requested trip time to accommodate all ride requests. If the passenger has an appointment the negotiated time will be before the requested time.

Passengers are encouraged to schedule a return trip when making a reservation. Waiting to schedule a return trip (i.e., will-call option) may result in additional wait time. A “will-call” is when a passenger books a pick up time but tells the scheduler that a “will-call” is needed for the return trip because the exact time is unknown. TTD’s goal is to accommodate “will-call” return trips within 90 minutes from the requested time. Passengers may request no more than one “will-call” for each scheduled one way trip.

Please be aware that if the pick up location is an apartment complex, nursing home, or similar location, the passenger must let the scheduler know if there are any special instructions or circumstances, such as security gates, apartment building number, or multiple entries to large institutions. Otherwise, drivers will pick up and drop-off at the main entrance or designated/predetermined locations. If the passenger fails to inform the scheduler of special instructions or circumstances and the trip is missed as a result, it will be recorded as a “no-show,” subsequently discussed.

The Demand Response Service has a 30 minute pick up window, so the vehicle may arrive 15 minutes before or after the scheduled pick up time. For example, if the pick up time is scheduled for 8:00 am, the vehicle may arrive any time between 7:45 a.m. and 8:15 a.m. (-15/+15). If the vehicle is more than 15 minutes late for the scheduled pick up time, please contact the dispatcher at (530) 541-7149. The vehicle will wait five (5) minutes after arrival at the designated pick up site. It is the passenger’s responsibility to be ready to board the vehicle at least 15 minutes prior to the scheduled pick up time. Passengers should meet the vehicle when it arrives. If a passenger misses the first leg of a trip, the second leg of the trip will not automatically be cancelled. If the second leg of the trip is no longer needed, the passenger must cancel the trip.

In summary, passengers are expected to provide the following when making a reservation:

- Passenger name
- Number of additional passengers (e.g., a PCA or companions)

- Pick up address
- Special instructions or circumstances (e.g., security gates, apartment building number, or specific locations at large institutions)
- Telephone number
- Date of ride
- The desired pick up time at the point of origin and appointment time if applicable
- Destination or drop-off address (exact location of destination, including telephone number if possible). Certain public locations have specific drop-off and pick up areas that will be observed
- The approximate pick up time for the return trip
- Special considerations (e.g., use of mobility device, service animal, visual impairment, etc.)

TTD's goal is to provide the greatest number of passengers with safe, prompt, efficient, and friendly service. Therefore, specific requests for the following cannot be honored:

- Specific drivers
- Specific seats
- A particular vehicle
- Rides with or without certain customers

Plan Carefully:

When scheduling reservations, please be prepared for the possibility of delays due to traffic, inclement weather, or other factors. Be aware of hours of operation at your destination to avoid waiting outside the building before or after business hours. Share appointment times with the scheduler so they can help determine the most efficient way to schedule a trip.

Passengers must be ready to board the vehicle at the scheduled pick up time. If the trip is to a physician's office or other medical appointment, please inform the office that you are using the Demand Response Service and ask how much time should be allowed for the appointment. **It is the passenger's responsibility to determine how much time to allow for an appointment.**

Cancellations:

Please contact the dispatcher immediately to cancel a reservation: (530) 541-7149. Reservations must be cancelled at least two (2) hours before the scheduled pick-up time otherwise it is considered a no-show and multiple no-shows may result in corrective action.

Subscription Service:

Subscription service is limited to passengers for trips that recur weekly to the same place at the same time. TTD offers subscription service on a space-available basis. Please call (530) 541-7149 for more information.

CORRECTIVE ACTION FOR NO-SHOWS

A pattern or practice of no-shows is inefficient and results in less passengers being able to utilize the Demand Response Service. Passengers may receive corrective action for no-shows and may lose their Demand Response Service privileges for a designated period of time.

A no-show is when a passenger does not cancel a scheduled trip within two (2) hours of the scheduled pick up time or the passenger is unavailable at the agreed upon pick up time window and location. The driver will verify the following conditions:

- The vehicle is at the correct pick up location within the 30-minute window (no more than 15 minutes before or after the scheduled pick up time)
- The vehicle has waited five (5) minutes for the passenger
- The driver has contacted the dispatcher to report a possible no-show
- The dispatcher confirms the scheduled pick up time and correct location with the driver; and
- The dispatcher has attempted to call the passenger at the telephone number on record.

Corrective action will be imposed if there is a pattern or practice of no-shows. A pattern or practice involves intentional, repeated or regular actions, not isolated or singular incidents. Passengers are subject to corrective action after they:

- Have ten (10) no-shows in a calendar month, **OR**
- Have no-showed 20% of scheduled trips in a calendar month

When a pattern and practice of no-shows is identified, a dispatcher will contact the passenger to review the no-show policy and the days and times of the no-shows. Should a second pattern and practice of no-shows be identified, TTD will send a warning letter and call the passenger to review the no-show policy and the dates and times of the no-shows. In the event that a passenger then continues a pattern and practices of no-shows, the passenger will be suspended from the Demand Response Service for fifteen (15) days.

Appeals Process:

Passengers suspended from the Demand Response Service have a right to appeal the suspension pursuant to the process and procedures described in Appendix B. TTD will provide Demand Response Service to the individual during the appeal process.

CARRY ON ITEMS

Drivers cannot assist passengers with carry on items.

Mobility Devices:

Passengers may carry on mobility devices such as wheelchairs, walkers and rollators. However, TTD Demand Response buses can only accommodate a mobility device which does not exceed 30 inches in width and 48 inches in length measured two (2) inches above ground, and does not weight more than 800 pounds when occupied.

Use of Portable Oxygen:

Oxygen bottles are allowed for passengers who require oxygen. The passenger must maintain control of the oxygen bottle. If the passenger cannot transport the oxygen bottle or maintain control of the bottle, the passenger must have a PCA to perform those functions.

Other Carry-on Items:

In general, carry-on items are limited to what can easily be contained and controlled by the passenger and and/or companion(s). Items too large or too numerous to be reasonably controlled, carried or handled by a passenger are prohibited. In general, packages with a combined weight of no more than 30 pounds are welcome. All items must be stowed out of the aisles or walkways, may not be placed in unoccupied seats and must remain within the passenger's immediate control. Shopping carts, etc. cannot be tied down elsewhere in the vehicle. Hazardous materials or firearms are prohibited from the buses and transit facilities.

SAFETY

A passenger may be subject to any reasonable accommodation requirement that will ensure the safety of themselves, other passengers and drivers. For example, a passenger may be asked to ride with a PCA if they are unable to safely board a vehicle. A PCA might be required if an individual is suspended for bad behavior, but in the presence of a PCA the individual's behavior improves.

Wheelchair Securement:

TTD owned buses accommodate wheelchairs, as defined by the ADA. This includes manual wheelchairs, power wheelchairs, and mobility scooters (both 3- and 4-wheeled). Mobility device users must be able to maneuver into and out of designated securement locations. TTD owned buses can accommodate wheelchairs up to 30 inches wide and 48 inches long, and can accommodate some larger ones that are able to maneuver into the seating area. However, certain less-maneuverable and very large devices may not fit on lifts, or inside vehicles. If a passenger is unsure if a wheelchair will fit, please contact the dispatcher at (530) 541-7149.

TTD owned buses with lifts can safely accommodate mobility device/user combinations of up to 800 lbs. Mobility devices exceeding the rated capacity of vehicle lifts may be denied access if they create safety or mechanical problems. Non-wheelchair users may use a boarding chair and ride the lift when necessary, due to disabilities that result in difficulty climbing steps. Wheelchairs may not be transported with seats in a fully reclined position.

All mobility devices must be secured to the floor of buses/vehicles during transportation. Passengers must not unsecure their mobility devices while the vehicle is in motion. Drivers will secure the wheelchair or scooter. Passengers who fail to comply with this policy may be denied transportation, in accordance with ADA regulations. Drivers will call their supervisors or dispatch to report the refusal and the refusal will also be captured and preserved on video.

TTD has a mandatory mobility device securement policy to ensure the safety of passengers and limit potential damage to mobility devices. Mobility devices must be secured to the bus during transport. If a wheelchair or scooter cannot be secured adequately because of its design, or if vehicle tie-down equipment is broken or missing, the passenger will be allowed to ride. The passenger will be informed that riding unsecured is a potential hazard to themselves and other passengers, and in the case of broken or missing tie-downs, what alternative transportation is available.

For safety, passengers using scooters (either 3- or 4-wheeled) or wheelchairs are strongly encouraged to transfer to a regular bus/vehicle seat whenever possible, as recommended by most scooter manufacturers. The scooter will then be secured in the wheelchair area. Manual wheelchairs should be folded and placed out of the aisle, or secured as needed. Power wheelchairs will be secured in the wheelchair space.

If both securement locations are occupied and there is a passenger in need, the driver will contact the dispatcher and advise the passenger when the next bus will arrive.

Use of Safety Belts:

On those vehicles equipped with seatbelts, all passengers, including wheelchair and scooter users are strongly encouraged to use lap and shoulder belts provided. The driver will assist with the belts as needed. Postural support belts attached to the wheelchair are usually not positioned correctly to restrain the occupant safely by themselves, and are not strong enough to withstand crash forces. The terrain and road conditions (e.g., snow and ice) in the Tahoe region make securement and use of lap and shoulder belts especially important.

Boarding Belts:

Passengers are strongly encouraged to use a boarding belt, which is a special, separate belt that is used to secure a passenger to their wheelchair while using a lift. Boarding belts are used to prevent serious injuries that could occur if a passenger falls from a lift or ramp. Drivers will apply the belt as needed.

Boarding Chairs:

Passengers who cannot climb vehicle steps and are also at risk of falling while standing on a platform lift may be asked to use a “boarding chair.”

Boarding Direction on Lifts:

Wheelchair and scooter users should board lift platforms with their back facing the vehicle (facing outward, not looking into the vehicle). This is important for properly maneuvering the passenger’s wheelchair, and for safety reasons as recommended by lift manufacturers. If a passenger is unable to board facing outward, or if they need to face inward for their own maneuverability reasons, they should alert the driver, who will contact the dispatcher or a supervisor for authorization to board facing inward.

If boarding inward-facing will be needed on future trips, the passenger should contact the dispatcher at (530) 541-7149.

Wheelchair Wheel Locks (“Brakes”):

Wheelchair and scooter users are required to set the wheel locks or power off the device when riding up or down on a lift and when secured in the wheelchair space.

Walkers and Rollators:

Walkers must be placed out of the aisles and cannot be used to sit on while riding in the bus/vehicle. Walker users must always sit in a regular bus seat. Rollators (4-wheeled walkers

with seats) must be folded and placed out of aisles. Rollators cannot be used as a seat while riding in the bus/vehicle. Rollator users must always sit in a regular bus seat.

Caregiver Responsibility:

TTD recommends that a PCA accompany passengers who are mentally or cognitively impaired or have severe memory problems. Passengers with cognitive impairments will only be allowed to use the Demand Response Service if the passenger exhibits safe behavior in the vehicle. An attendant or caregiver must be present at the pick up and drop-off points for passengers who cannot be safely left on their own at either the pick up or drop-off point. It is the responsibility of the passenger's caregiver or family to inform TTD of such passengers.

An adult accompanying a child is responsible for the child. If assistance is needed for a child, please bring someone along to assist you. Drivers are not permitted to carry children on or off the vehicle. Children under the age of eight or under 4 feet 9 inches tall, are required by law to use a child safety seat or other safety restraint system. Passengers are responsible for providing such safety equipment and for securing it and the child.

SERVICE ANIMALS

Under DOT ADA regulations, the definition of a service animal is an animal "individually trained to work or perform tasks for an individual with a disability." If an animal's only function is to provide emotional support or comfort for the rider, that animal would not fall under the regulatory training-based definition of a service animal. Pets and animals that are not service animals are not permitted on TTD buses or in transit facilities. TTD is committed to providing safe and comfortable service to all passengers, including passengers with disabilities who travel with trained service animals or service animals-in-training. Trained service animals may accompany passengers free of charge. The qualified medical professional completing Part C of the Application for Demand Response Service should indicate the passenger's need for a service animal. When scheduling a trip, please inform the scheduler of the service animal. Please review the rules and important responsibilities for service animals on buses and in transit facilities.

The owner is responsible for controlling and directing the service animal. Do not ask drivers or other riders to hold the animal's leash.

- Service animals must be leashed or harnessed and ride with their owner at all times.
- Service animals must be under the complete control of the passenger they serve at all times.
- Aggressive or dominant behavior will not be tolerated. This could include snarling, growling, at other people or other service animals, jumping up, represents a safety concern for other passengers and employees.
- Service animals must not block the vehicle aisle, path of travel, or doors.
- Service animals must not occupy passenger seats in vehicles or at transit facilities.
- Customers accompanied by service animals are expected to promptly clean up after their animals whenever necessary and without being requested. Animals must be clean and pest-free. Please respect the health and safety of other riders and service animals.

- Service animals that appear abused or mistreated will be reported to the appropriate organizations.

DRIVER ASSISTANCE POLICY

Drivers are not permitted to enter any home or go beyond the threshold (i.e., doorway) of any building. Drivers are required to maintain visual contact with the vehicle at all times. Drivers may enter into the main lobby of a business for the exclusive purpose of notifying a passenger that the vehicle is available for boarding, provided they are able to maintain line-of-sight contact with the vehicle at all times.

In locations where drivers cannot maintain line-of-sight with their vehicle and go to the door to notify passengers of the arrival of their ride, passengers may request telephone notification of the bus's arrival for that specific location. This request may require special arrangements with third parties and is subject to review so please contact the dispatcher at (530) 541-7149 to make the request.

Drivers must assist individuals with disabilities with the use of ramps, lifts, and securement systems. If it is necessary for the personnel to leave their seat to provide this assistance, they must do so. On a vehicle which uses a ramp for entry, the driver may have to assist in pushing a manual wheelchair up the ramp, particularly if the ramp slope is relatively steep. Drivers must ensure that passengers with disabilities are able to take advantage of the accessibility and safety features on vehicles.

Drivers are not permitted to maneuver a mobility device up or down stairs, or to physically lift passengers. Drivers are not permitted to carry objects or to load or unload passenger's carry-on items. It is the passenger's responsibility to load, unload and control all carry-on items. Passengers needing more assistance than the drivers are allowed to provide are encouraged to make other arrangements for assistance at their pick up and drop-off points.

Drivers are prohibited from carrying items when providing door-to-door service. Any passenger who may require assistance with carrying packages is asked to have a PCA or companion.

PASSENGER BEHAVIOR

TTD's policy is to provide the safest and most efficient service to all passengers. Passengers shall respect one another and drivers and shall avoid any behavior that threatens the safety and comfort of others, including the following:

- **Abusive Conduct** – Any abusive, offensive, or threatening act or behavior that adversely impacts the safety or security of the driver and/or the passengers, or invades the privacy rights of others such as touching another person in a rude, insolent or angry manner. Sexual harassment, verbal or physical, will not be tolerated. Examples also include profanity, screaming, hitting, etc.

- **Direct Threat** – Any act or condition that creates a significant risk to the health or safety of others that cannot be eliminated by a modification of policies, practices, procedures, or by the provision of auxiliary aids or services.
- **Electronic Equipment** – Customers may only operate audio or visual equipment that is silent.

CONSEQUENCES OF MISCONDUCT

Misconduct that is not the direct and immediate result of a passenger’s disability, such as abusive language that is the consequence of Tourette’s syndrome or socially unacceptable behavior brought on by a mental illness, shall be considered intentional misconduct. Consequences of intentional misconduct will be addressed as noted below after counseling with the passenger:

A passenger may be subject to any reasonable accommodation requirement that will ensure the safety of all passengers and drivers.

- A passenger may be required to ride with a PCA if behavior issues improve with the presence of a PCA.
- A passenger may be required to attend training or receive additional counseling in proper transit conduct.

The accommodation requirement may last for a time period sufficient to allow the passenger to learn appropriate behavior.

- The accommodation requirement may be permanent if the conduct is beyond the passenger’s control.
- If a passenger commits an act of misconduct that he or she has been trained to know is inappropriate, that act is considered intentional.

No passenger whose access to the Demand Response Service has been suspended for any reason shall lose his or her eligibility certification by reason of such suspension. Passengers will be notified in writing before TTD takes any of these steps. An eligible passenger whose service is to be suspended because of intentional misconduct has a right to request a hearing through the appeals process and procedures described in Appendix B.

LOST AND FOUND

Passengers are responsible for keeping track of personal belongings. If a passenger discovers that something was left on a vehicle, please contact the dispatcher at (530) 541-7149. The passenger will then be contacted if the item is located. The passenger will have 30 days to retrieve the item before it is donated to charity.

CONTACT

Your feedback is valuable and problems can only be resolved if the staff is aware of the issue, so please do not hesitate to call. If there are questions or complaints, please call TTD at (775) 589-5500. The process for filing complaints, and subsequent review, is described in Appendix C.

APPENDIX A

I. TTD ELIGIBILITY CRITERIA FOR PERSONS WITH DISABILITIES

There are two categories of eligibility: permanent (chronic condition) and temporary (acute). Any person who has a physical, mental, or psychological disability or incapacity of less than six months' duration that is covered in the eligibility criteria is considered to be in the temporary category, and his or her eligibility is limited to the duration of meeting the criteria. All other persons meeting eligibility criteria have chronic conditions.

Applications will remain on file as a medical record, not subject to public view. Applicants whose requests for certification are denied have the right to appeal pursuant to the appeals process in TTD's South Shore Area ADA and Demand Response Service Policies and Procedures.

EXCLUSIONS

The following conditions, alone, are not considered a disability: 1) pregnancy, 2) acute or chronic alcoholism or drug addiction, or 3) contagious diseases.

PHYSICAL DISABILITIES

SECTION 1

Nonambulatory Disabilities; Wheelchair: Impairments that, regardless of cause, confine individuals permanently to wheelchairs.

SECTION 2

Semiambulatory Disabilities; Mobility Aid: Impairments that require individuals to use a long leg brace, a walker, or crutches to achieve mobility.

SECTION 3

Semiambulatory Disabilities; Arthritis: Persons who, due to any cause, suffer arthritis which causes a functional motor deficit in any two major limbs (arms and/or legs).

American Rheumatism Association criteria may be used as a guideline for the determination of arthritic handicap. Therapeutic Grade III or worse and Functional Class III or worse and Anatomical State III or worse are evidence of arthritic handicap.

SECTION 4

Semiambulatory Disabilities; Loss of Limb: Persons who suffer amputation of or anatomical deformity of one hand or one foot (i.e., loss of major function due to degenerative changes associated with vascular or neurological deficits, traumatic loss of muscle mass or tendons and X-ray evidence of bony or fibrous ankylosis [a stiffness or "fixation" of a joint caused by fibrous

or bony tissue accumulating in a joint space] at an unfavorable angle, or joint subluxation [incomplete or partial dislocation of a joint or instability]); persons who suffer amputation of lower extremity at or above the tarsal region -- one or both legs.

SECTION 5

Semiambulatory Disabilities; Stroke: Cerebrovascular accident with one of the following occurring post-CVA:

- a. Pseudobulbar palsy (spastic weakness of the muscles enervated by the cranial nerves);
- b. Functional motor deficit in the arms or legs;
- c. Ataxia affecting extremities substantiated by appropriate cerebellar signs or proprioceptive loss.

SECTION 6

Semiambulatory Disabilities; Pulmonary Ills: Persons suffering respiratory impairment as defined by The Journal of the American Medical Association, "Guides to the Evaluation of Permanent Impairment, The Respiratory System."

CLASSES OF RESPIRATORY IMPAIRMENT:

Class III: Dyspnea does not occur at rest but does occur during the usual activities of daily living. However, the patient can walk a mile at his own pace without dyspnea although he cannot keep pace on the level with others of the same age and body build. Percent disability: 40-50.

Class IV: Dyspnea occurs during such activities as climbing one flight of stairs or walking 100 yards on the level.

Class VI: Dyspnea present on slightest exertion, such as dressing, talking, at rest.

SECTION 7

Semiambulatory Disabilities; Cardiac Illnesses: Persons suffering functional classifications of cardiac disease, Classes III and IV and therapeutic classification Classes C, D, and E as defined by Diseases of the Heart and Blood Vessels -- Nomenclature and Criteria for Diagnosis.

FUNCTIONAL CLASSIFICATIONS:

CLASS III: Patients with cardiac disease resulting in marked limitation of physical activity. They are comfortable at rest. Less than ordinary physical activity causes fatigue, palpitation, dyspnea, or anginal pain. For instance, inability to walk one or more level blocks or climb a flight of ordinary stairs.

CLASS IV: Patients with cardiac disease resulting in inability to carry on any physical activity without discomfort. Symptoms of cardiac insufficiency or of the anginal syndrome may be present even at rest. If any physical activity is undertaken, discomfort is increased.

THERAPEUTIC CLASSIFICATIONS:

CLASS C: Patients with cardiac disease whose ordinary physical activity should be moderately restricted and whose more strenuous efforts should be discontinued.

CLASS D: Patients with cardiac disease whose ordinary physical activity should be markedly restricted.

CLASS E: Patients with cardiac disease who should be at complete rest, confined to bed or chair.

SECTION 8

Semiambulatory Disabilities; Dialysis: Persons who in order to live must use a kidney dialysis machine.

SECTION 9

Visual Disabilities: This section includes only the legally blind.

- a. Those persons whose vision in the better eye after best correction is 20/200 or less; and
- b. Those persons whose visual field is contracted (commonly known as tunnel vision):
 1. to 10 degrees or less from a point of fixation; or
 2. the widest diameter subtends an angle no greater than 20 degrees.

SECTION 10

Hearing Disabilities: Deafness or hearing incapacity that may make an individual insecure in public areas because the individual is unable to communicate or hear warning signals. This section includes only those persons whose hearing loss is 90dba or greater in the 500, 1000, 2000 Hz. ranges.

SECTION 11

Disabilities of Incoordination: This section includes those persons suffering faulty coordination or palsy from brain, spinal, or peripheral nerve injury and persons with a functional motor deficit in any two limbs or who suffer manifestations which significantly reduce mobility, coordination, and perceptiveness not accounted for in previous categories.

DEVELOPMENTAL DISABILITIES

SECTION 12

Borderline Intellectual Functioning: Those persons, not psychotic, who are so developmentally disadvantaged from infancy or before reaching maturity that they are incapable of managing themselves and their affairs independently, with ordinary prudence, or of being taught to do so, and who require supervision, control, and care for their own welfare, or for the welfare of others, or for the welfare of the community; and any person who is unable, or likely to be unable, to physically or mentally respond to an oral instruction relating to danger and, unassisted, take appropriate action relating to such danger. This section includes only those persons with the following disorders who are participating in a state or federally funded or state-recognized program.

SECTION 13

Intellectual Disability: Refers to sub-average general intellectual functioning which originates during the developmental period and is associated with impairment in adaptive behavior (a general guideline is IQ which is two or more standard deviations below the norm). This section also applies to adults who by reason of illness or accident suffer an intellectual disability.

SECTION 14

Autism Spectrum Disorder: (1) A syndrome described as consisting of withdrawal, very inadequate social relationships, exceptional object relationships, language disturbances, and monotonously repetitive motor behavior; many children with autism will also be seriously impaired in general intellectual function; (2) this syndrome usually appears before the age of six and is characterized by severe withdrawal and inappropriate response to external stimuli.

PSYCHIATRIC DISABILITIES

SECTION 15

Individuals with significant psychiatric disabilities who cannot complete the tasks necessary to ride fixed route service independently. For example, some individuals with severe anxiety disorders may experience overwhelming physical and psychiatric reactions that prevent them from concentrating on and completing the tasks needed to independently use fixed route transit.

OTHER DISABILITIES

SECTION 16

Neurological Disorders: Neurological disorders are diseases of the central and peripheral nervous system. In other words, the brain, spinal cord, cranial nerves, peripheral nerves, nerve roots, autonomic nervous system, neuromuscular junction, and muscles. These

disorders include cerebral palsy, epilepsy, Alzheimer disease and other dementias, cerebrovascular diseases including stroke, migraine and other headache disorders, multiple sclerosis, Parkinson's disease, neuroinfections, brain tumors, traumatic disorders of the nervous system such as brain trauma, and neurological disorders as a result of malnutrition.

II. DEFINITION OF ADA PARATRANSIT ELIGIBLE

TTD's eligibility criteria was developed under the guidelines established by the U.S. Department of Transportation Americans with Disabilities Act of 1990 which defines "ADA paratransit eligible" as:

1. Any person with a disability who can use an accessible vehicle, but for whom any desired trip cannot be made because the fixed-route service he/she needs to use is not yet accessible. This category includes those persons who use wheelchairs, walkers or braces and others whose disabilities prevent them from utilizing an inaccessible vehicle or facility.
2. Persons, who because of the nature of their disabilities, cannot navigate a transit system that is otherwise accessible. This category includes persons who because of their disability cannot independently board, ride or disembark from an accessible vehicle. This is based on the assumption the individual will not and need not be able to operate a boarding system, such as a wheelchair lift, ramp or securement device. The presence of a traveling companion does not affect this eligibility.
3. Persons with impairment-related conditions that prevent them from getting to or from a boarding or disembarking location. This relates to an individual's particular functional disability. This eligibility requires functional evaluation of its application to a particular system and a particular trip. Examples of eligibility under this category include severe, chronic fatigue related to HIV infection and AIDS, heat sensitivity due to cardiovascular disease and hypothermia due to quadriplegia.

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

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

APPENDIX B TTD APPEALS PROCESS

The following process and procedures shall apply for appeals of eligibility certifications and passenger suspensions.

REQUESTS FOR HEARING

A hearing to appeal a decision will be held only after a written Request for Hearing is filed with the Transit Systems Program Manager.

- Requests for Hearing must be in writing and must contain the name, address, and telephone number of the person(s) requesting the hearing, and the name of the passenger if different from the requestor.
- Persons submitting a Request for Hearing are strongly encouraged to include a statement of the reason(s) why they believe the decision of eligibility or to suspend service is inappropriate.
- Requests for Hearings regarding a notice of eligibility must be filed within sixty (60) calendar days after a person has received written notice of eligibility or suspension and will be deemed filed when received by the Transit Systems Program Manager.
- Requests for Hearings regarding a notice of suspension must be filed immediately to stay the suspension and will be deemed filed when received by the Transit Systems Program Manager. Suspensions will be stayed pending the outcome of the appeal.

RESPONSIBILITIES OF THE TRANSIT SYSTEMS PROGRAM MANAGER AND REQUESTER

- The Transit Systems Program Manager will set the time and place of the hearing when the request is filed and will notify the requester. The time of the hearing will be within ten (10) days after the request is filed (excluding holidays).
- Hearings may be postponed or rescheduled only upon written request to the Transit Systems Program Manager and for good cause.
- The requestor may use the Demand Response Service to travel to and from the hearing.
- The requestor may waive his or her right to personally appear at the hearing and have the matter determined based solely on the record, but must do so by filing a written request with the Transit Systems Program Manager before the hearing.
- If the requestor waives his or her right to personally appear, the requestor may submit documents and other information to the Transit Systems Program Manager to be included with the record and considered in deciding the appeal.
- If the requestor fails to appear at the hearing, and gives no prior notice, the Transit Systems Program Manager will make a determination based on the available evidence, as appropriate.

ADA APPEALS COMMITTEE

Appeals will be considered by the ADA Appeals Committee which shall be comprised of three (3) persons: the Transit Systems Program Manager or his/her designee; a member of an appropriate social service agency; and a member of the disabled community familiar with the Demand Response Service. Individuals involved in the appeals process will sign confidentiality policy statements.

CONDUCT OF HEARINGS

The manner of conducting hearings is under the direction, control and discretion of the Transit Systems Program Manager. These guidelines govern issues, evidence, and documents:

- The issues to be decided at the hearing are limited to those set forth in the notice of eligibility or suspension and the Request for Hearing.
- Evidence commonly relied upon by reasonable, prudent persons will be heard and considered. Specifically, this includes statements (oral and written), documents and copies of documents, video and/or audio recordings, and official and business reports. Irrelevant, immaterial, redundant or unduly repetitious evidence will be excluded.
- A record of the hearing (electronic or otherwise) will be kept by the Transit Systems Program Manager.
- A verbatim transcript of the proceedings, if desired, must be arranged and paid for by the requester.

DECISIONS

All hearing decisions will be in writing. Decisions will be rendered at the conclusion of the hearing or as soon thereafter as a decision can be made. Within five (5) business days, the Transit Systems Program Manager will notify the appellant in writing of the decision and the reasons for the decision. If upholding eligibility TTD determination, the letter must describe the specific reasons for the decision.

APPENDIX C TTD COMPLAINT PROCESS

TTD seeks to provide a user-friendly method of resolving concerns fairly and efficiently. However, we can only resolve problems if we are informed, so please do not hesitate to contact us.

If you have a complaint about service, please contact the dispatcher at (530) 541-7149. Be prepared to provide your name, address, phone number and a detailed explanation of your complaint (e.g., date and time of incident, vehicle number, driver's name, etc.) This will allow staff to more completely investigate and respond to your complaint.

If the complaint is still not resolved to your satisfaction within ten (10) business days, you may submit the complaint in writing to TTD's Transit Systems Program Manager at P.O. Box 499, Zephyr Cove, NV 89448. You may request to meet personally with the Transit Systems Program Manager to discuss the problem and/or request a written response within ten (10) business days. The Transit Systems Program Manager has discretion to enlist the assistance of other resources, as appropriate, in resolving your problem, e.g., other TTD staff, the management and staff of contractor, etc. as appropriate. The decision of the Transit Systems Program Manager shall be final.