



**CAPE COD REGIONAL TRANSIT AUTHORITY**

**Cape Cod Regional Transit Authority  
ADA Guidelines  
Modified September, 2016**

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## **Purpose**

The Americans with Disabilities Act of 1990 mandated that Americans with disabilities have equal access to public transportation as well as places of “public accommodation”.

In conformance with the Americans with Disabilities Act (ADA), the Cape Cod Regional Transit Authority (CCRTA) offers a complimentary paratransit service to individuals with disabilities on Cape Cod who cannot use the CCRTA fixed route public transportation system. This service is known as ADA Paratransit Service.

## **Scope**

By statute, complementary paratransit must provide a level of service that is comparable to that provided by the CCRTA fixed route system.. Not all people with disabilities are eligible for ADA complementary paratransit services. Only those who are unable to access their fixed route system are eligible.

## **Background**

This service has eligibility requirements and service perimeter characteristics (including fares, trip time restrictions, and reservation requirements). The CCRTA ADA paratransit service is a door-to-door, origin to destination, ride by appointment service for certified individuals. It is important to understand that under the ADA, paratransit functions as a "safety net" for people whose disabilities prevent them from using the regular fixed route system. It is not intended to be a comprehensive system of transportation that meets all the needs of persons with disabilities.

## **Paratransit Services**

### **Service Description**

CCRTA’s ADA Paratransit Service provides origin-to-destination transportation to ADA Paratransit eligible individuals who are unable to use accessible fixed route service due to their disabilities. CCRTA’s ADA Paratransit is a shared-ride program, meaning that multiple individuals’ trips are grouped together in an effort to meet all trip requests and improve efficiency.

The ADA Paratransit Service program:

- Operates in compliance with FTA ADA regulations;
- Is an origin-to-destination transit program for ADA paratransit eligible customers;
- Is a shared-ride program;
- Provides service that is comparable in travel time to the fixed route system, including transfers and wait times;
- Operates on the same days and during the same hours, within three-quarters of a mile of our fixed route system.

## **Eligibility Criteria for ADA Complementary Paratransit**

The ADA lists three types of individuals with disabilities who are eligible for ADA complementary paratransit.

In addition, there are three categories of eligibility that the transit industry uses to classify riders. The following individuals with disabilities are eligible for ADA complementary paratransit:

1. Any individual who, as the result of a physical or mental disability, is unable to board, ride, or disembark from any accessible vehicle in the fixed route system without the assistance of another individual (excluding the operator). This individual is unable to independently navigate the system.
2. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device; however, no accessible vehicle is available on the fixed route at that time.
3. Any individual who has a specific disability- related condition which prevents the individual from traveling to a boarding location or from a disembarking location associated with the fixed route. This individual is unable to get to or from his transit stop or station because of his disability or his disability prevents him from negotiating environmental barriers. The condition must prevent the person from using the fixed route system. Conditions that make getting to the fixed route bus stop "more difficult" do not grant eligibility. Second, architectural barriers (such as no curb cuts) are not under the control of CCRTA and environmental barriers (such as distance, terrain, and weather) do not, when considered alone, confer eligibility. If, however, travel to or from a boarding location is impossible when these factors are combined with the person's specific impairment- related condition, conditional paratransit service will be provided to eligible passengers.

## **How to Apply for ADA Paratransit Certification**

To register for ADA Paratransit Service, an application must be completed and approved by the CCRTA Administration Office. Applications are available at the CCRTA office, 215 Iyannough Rd, PO Box 1988, Hyannis, MA 02601 or call (508) 775-8504 x 200 or email to [info@capecodrta.org](mailto:info@capecodrta.org) applications can be downloaded from the CCRTA web site at <http://www.capecodrta.org/ada.htm> .

## **Paratransit Application Information**

- Part 1 of the application requests personal and general information on the applicant such as name, address and phone number etc.
- Part 2 is the required professional verification which includes a submittal of proof of a qualified disability.

Once the completed application is submitted, CCRTA has up to twenty-one days to review and evaluate the application, make a determination of eligibility and send the applicant a written notice of eligibility. For those applicants found eligible the applicant will need to take their certification letter to the Hyannis Transportation Center in Hyannis, where they will be provided with a CCRTA ADA Statewide Transit Access Photo ID which is universally accepted on all public transit systems in Massachusetts. The applicant will be registered for the paratransit service for a maximum of 5 (five) years at one time. Before the end of the certification period, a new application will be sent to the customer and a completed application must be submitted to the CCRTA Administration Office prior to

the expiration date for the service to continue uninterrupted.

### **Types of eligibility**

Once a transit agency has determined that an individual is eligible, a rider's eligibility can be classified in one of three ways:

1. Unconditional - the rider needs paratransit for all trips.
2. Conditional - the rider needs paratransit for some trips but can use fixed route service for other trips.
3. Temporary - eligibility is short-term for the length of time the rider is unable to use fixed route.

Eligibility may be unconditional or conditional depending on circumstances. For example, perhaps an individual who uses a wheelchair can get to and from her bus stop independently in most cases but is unable to do so in the snow. That individual may then be eligible for paratransit only when there is snow on the ground and not when the ground is clear of snow and thus, eligibility is considered conditional.

Conditional eligibility can also be offered on a trip- by-trip basis to an individual with a disability who can get to some stops or stations but not others. Perhaps a person who uses a wheelchair can get to stops that are fully accessible but other stops lack sidewalks or curb cuts. Then he/she will be eligible for paratransit services for trips that would include the inaccessible stops. If he/she has a trip that would only include accessible stops and clear paths of travel, he/she would be expected to ride on the fixed route.

An individual can be paratransit eligible based on a permanent or temporary disability. An individual with temporary eligibility has a temporary disability which falls into one of the three eligibility categories listed above, but their eligibility is short term. This person's eligibility will expire once the temporary disability ends and he/she is able to once again use the fixed route.

### **Eligibility Appeals**

In the event that you are denied eligibility for ADA services, you may file an appeal. All appeals must be filed within 60 days of the denial. Denied applicants may present evidence and arguments in person and/or in writing to an official from the paratransit service who was not involved with the initial decision to deny eligibility.

All appeals decisions must be in writing and state the specific reasons for the decision. The decision should be made within 30 days of the completion of the appeals process. If the decision is not made within 30 days, you will be provided service beginning the 31<sup>st</sup> day, unless and until an adverse decision is rendered on the appeal. All appeals must be submitted in writing to CCRTA, P.O. Box 1988, Hyannis, MA 02601.

### **Eligibility Expiration/Reapplication**

CCRTA may request any customer to reapply at any time based on health conditions or after legal or policy changes, among other reasons, but must give 90-day minimum notice of expiration in writing.

These requests cannot be arbitrary, discriminatory, or unreasonably frequent.

### **Visitor eligibility**

CCRTA is required to provide services to visitors (for up to twenty-one days per year) who are able to present documentation that they are paratransit eligible. Many of our guests are visiting Cape Cod for the summer so for those guests who plan to stay beyond the initial twenty-one day period, we require that you provide proof from your home paratransit service provider documenting your eligibility. In the event that this documentation is not easily obtainable, a visitor can also become eligible by providing documentation of your place of residence and documentation of your disability (a letter from your doctor or rehabilitation professional).

### **Service Area**

ADA Paratransit Service transportation is provided within 3/4 of a mile of the fixed public route including pockets of land contained in those areas. The eligible ride is not dictated by the residency but by the origin of the destination and route guidelines. Riders should bear in mind that it is highly likely your ride will be shared with other passengers and you should allow time in your planning for additional stops for those other passengers.

### **Scheduling a Trip or Reservations**

To schedule a trip or make a reservation, contact the CCRTA Operations Center at least one day before the trip is needed at (508) 385-1430 or (800) 352-7155 or TTY (800) 439-0183.

Have your trip information ready when you call and give the Customer Service Representative the addresses for pick-up and drop-off and requested travel times.

Reservations are taken Monday through Sunday from 8:00 a.m. until 5:00 p.m.

When you call to make your reservation for a trip, the Customer Service Representative will confirm that we are going to be able to provide that trip for you based on the requested origin and destination being within ¾ of our fixed route system. If the trip is not within the ¾ of a mile of our fixed route system alternatives may be suggested. When scheduling a trip, the call taker will ask you if you have an appointment time. You should allow enough time to get from the vehicle to the actual appointment.

If you have to be at work or have a medical appointment at 9:00, but need fifteen (15) minutes to get to your desk or get signed in, the appointment should be 8:45.

Our schedule is affected by traffic and the promptness of other passengers so it is difficult for us to predict an exact time. Please be prepared for the vehicle to pick you up between fifteen (15) minutes prior to, and fifteen (15) minutes after, your scheduled pick-up time.

Your Personal Care Attendant (PCA) may accompany you on any ADA trip free of charge. When applying for ADA eligibility please indicate that you will have a PCA. You and your PCA must have the same origin and destination.

You may also bring a companion who will be charged the same fare as you. You and your companion must have the same origin and destination.

Tell the Customer Service Representative that you will be accompanied by a companion and/or a PCA at the same time you call to make your reservation.

Recurring daily or weekly trips to the same location, at the same time, can be booked as a subscription. Once you have called to arrange your subscription trips, you will not have to call continually to schedule these trips.

Same day changes and/or reservations are not guaranteed.

Reservations can be made up to two weeks in advance for single trips and one year in advance for subscriptions.

- *To avoid the morning surge of telephone calls, try to make reservations between the hours of 10:00 a.m. to 3:00 p.m.*

Please inform the call taker of any modification requests you may need (e.g. driver to handle your fare, need to be allowed to eat on the bus due to a medical condition, five minute warning call etc.).

The response time regulation allows CCRTA to negotiate trip times with eligible passengers up to thirty minutes before and thirty minutes after the requested appointment and/or return time.

### **What Information a dispatcher/scheduler will need**

When a you call to schedule a trip, you must give the dispatcher/scheduler the following information:

- You are calling to schedule an ADA trip.
- Your name.
- The date you wish to travel.
- Where and when you would like to be picked up from the origin to destination within 3/4 mile of the public transportation routes.
- Where and when you would like to be dropped off from the origin to destination within 3/4 mile of the public transportation routes.
- The time you wish to return, if a return trip is needed.
- Any special assistance that is needed or other considerations (e.g. driver to handle your fare, need to be allowed to eat on the bus due to a medical condition, five minute warning call etc.).
- Whether or not a PCA and/or companion will be traveling with you.

### **Cancelling a Trip**

If your travel plans change, call the CCRTA Call Center as soon as possible to cancel your ride. The CCRTA Cancellation Line is available 24 hours-a-day, 7 days-a-week at 800-352-7155 Option 1.

Your failure to cancel your ride with a minimum of a two hour notice of the schedule pick up time, or no-show or late cancel at the door the day of your trip will be considered and counted as a no-show

(see no-show policy).

No-shows and late cancellations that are beyond the customers control will not be counted. Your return trip will not be cancelled unless otherwise arranged with our Call Center.

It is important to understand that repeated No-Shows will result in the loss of riding privileges (See No-Show Policy).

## **“No Show” & Late Cancellation Policy**

### **General Policy Statement on No-Shows**

The Cape Cod Regional Transit Authority understands that because ADA complementary paratransit service requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. CCRTA also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way, can lead to suspension of service. The following information explains CCRTA’s no-show policy.

### **Definitions - “No-Show”**

If a customer books a trip and fails to board the vehicle within five minutes of the arrival of the vehicle, as long as the driver arrives within the pick-up window, the customer will be charged with a No-Show.

### **Pickup Window**

The pickup window is defined as “from 15 minutes before the scheduled pickup time to 15 minutes after the scheduled pickup time”. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of five (5) minutes within the pickup window for the rider to appear.

### **Late Cancellation**

A late cancellation is defined as either: a cancellation made less than two hours before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window. When a trip is cancelled within two hours of the scheduled window, it deprives other passengers of same day opportunities, taking away the ability to serve a greater number of passengers.

### **Examples of No-Shows**

A No-Show occurs when:

- There has been no call by the customer (or the customer's representative) to cancel the scheduled trip time.

**AND**

- The vehicle arrives at the scheduled location within the thirty minute window

**AND**

- The operator cannot reasonably see the customer approaching the vehicle after waiting five minutes.

A No-Show may also be charged when:

- The driver arrives and you cancel your ride.
- You arrive to take the ride as the driver is leaving.

If the passenger No-Shows at their home, the passenger should expect to find a door hanger that indicates that the driver was there to provide a trip for them. A tally of each week's No-Shows recorded by CCRTA will generate a post card that is mailed to the passenger's home. If the passenger feels that a No-Show should be excused, they should contact CCRTA at the regular phone number as soon as possible.

**Missed Trips**

CCRTA does not count as no-shows or late cancellations any missed trips due to our 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

**No-Shows Due to Circumstances Beyond a Rider's Control**

CCRTA does not count as no-shows or late cancellations situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken, such as:

- Medical emergency
- Family emergency
- Sudden illness or change in condition
- Mobility aid failed.
- Late connecting transportation: late transfer trip, train, etc. Caused the customer to miss the trip.
- Appointment cancelled/delayed for reasons that are not the customer's fault.
- Acts of god: flood, earthquake, etc.

Riders should contact the CCRTA Call Center at (508) 385-1430 when experiencing no-shows or late cancellations due to circumstances beyond their control.

### **No-Shows/Late Cancellations that are not excused**

No-Shows or Late Cancellations are not excused when the trip is missed for one of the following reasons:

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

### **Late Cancellation**

A Late Cancellation occurs when a passenger cancels a trip less than two hours before the scheduled trip for reasons that are not beyond the passenger's control. However, repeated failures (five trips per month) to take scheduled trips, regardless of the reason, are subject for review. When a trip is cancelled within two hours of the scheduled window, it deprives other passengers of same day opportunities, taking away the ability to serve a greater number of passengers.

Trips can be canceled twenty four hours a day by calling the regular CCRTA phone number.

### **Policy for Handling Subsequent Trips Following No-Shows**

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

### **Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations**

CCRTA reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider's account.

Each verified no-show or late cancellation consistent with the above definitions counts as one penalty point. Riders will be subject to suspension after they meet all of the following conditions:

1. Accumulate five penalty points in one calendar month
2. Have booked at least twelve trips that month
3. Have "no-showed" or "late cancelled" at least five percent of those trips

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month. CCRTA will notify riders by telephone after they have accumulated four penalty points and would be subject to suspension should they accumulate one additional penalty point that month consistent with the criteria listed in this section of the policy above.

All suspension notices include a copy of this policy, information on disputing no-shows or late cancellations, and how to appeal suspensions. The first violation in a calendar year triggers a warning letter but no suspension.

### **Sanction for Excessive No-Shows and/or Late Cancellations**

CCRTA wants our customers to take the trips they request. However, repeated failures to take scheduled trips as outlined above will result in suspension of services according to the following schedule:

- First Violation – Warning letter and you will be notified in writing of a requirement to confirm your next four one-way trips (or two round trips)
- Second violation: Seven (7) day suspension
- Third violation: Fourteen (14) day suspension
- Fourth violation: Twenty One (21) day suspension
- Fifth and subsequent violations: Twenty Eight (28) day suspension

### **Policy for Disputing Specific No-Shows or Late Cancellations**

Riders wishing to dispute specific no-shows or late cancellations must do so within five business days of receiving suspension letters. Riders should contact the CCRTA Office at (508) 775-8504, Monday through Friday from 8:30 a.m. to 4:30 p.m. to explain the circumstance, and request the removal of the no-show or late cancellation.

### **Right of Appeal:**

Anyone affected by the No-Show Policy and/ or disagreeing with the eligibility determination that you received, is entitled to request an appeal. Any request for an appeal must be made in writing and must be mailed within sixty (60) days of the date of the suspension or eligibility determination letter. All appeals must be submitted in writing to CCRTA Mobility Manager, P.O. Box 1988, Hyannis, MA 02601. If you disagree with the decision made by the Mobility Manager, you may appeal that decision in writing to the Administrator of CCRTA. Your written request for appeal must be received by the Administrator within ten calendar days after the date of the written decision of the Mobility Manager.

Persons submitting written appeals to the Mobility Manager and the Administrator shall be provided written notification of the decision and the reasons for the decision. CCRTA will provide ADA service to the individual pending the determination on appeal.

### **Fares**

CCRTA is allowed by Federal Law to charge a rider up to twice the regular, non-discounted fare that would be charged for a comparable fixed route trip at the same time of day. CCRTA has set their one-way fare at \$2.50. ADA Para-transit passes are available for individuals with disabilities (see below). Companions are charged the same fare as the paratransit eligible individual they are accompanying.

A personal care attendant who is assisting a paratransit rider receives a free fare.

### **Payment of Fares**

The current price for an ADA trip is \$2.50 per one way trip. If the passenger's ADA eligibility card shows that they require a Personal Care Attendant (PCA), the PCA will not be charged a fare. The CCRTA bus driver is responsible for collecting and must account for all fares in the transportation of passengers.

If a dispute arises concerning the payment of fares, the driver shall contact the dispatcher immediately and if necessary, request the assistance of the Supervisor. All fares shall be in exact denomination. The driver shall not make change for passengers.

The schedulers shall notify the passenger at the time the reservations are made of the fare category for ADA and the expected trip fare. Fares can be paid in cash or Paratransit Pass for the provided service (Charlie cards can only be used on the CCRTA fixed route service.).

### **Purchasing of Tickets**

ADA Paratransit Passes (20 rides for the price of 15) are available for purchase at the CCRTA Administrative Offices located at the Hyannis Transportation Center, 215 Iyannough Road, Hyannis, MA 02601 and can be purchased in the form of credit card, debit card, check, cash, or money order.

### **Restrictions**

- All trips must be made within 3/4 of a mile of the fixed route service. The service may be used for shopping, medical appointments, employment, education, social functions, etc.
- There is no eating or drinking on the vehicle unless the passenger has a medical condition that requires it.
- Smoking is not permitted.
- The use of devices with audible external speakers is not permitted.
- Disruptive behavior, including offensive language, or damaging CCRTA buses/property are all prohibited and may result in loss of ridership privileges.

Riders should bear in mind that it is highly likely your ride will be shared with other passengers and you should allow time in your planning for additional stops for those other passengers.

### **Hours and Days of Service**

ADA service days and hours are based on the CCRTA fixed route services. Please call and speak to a Customer Service Representative at 800-352-7155 who will advise you of the days and hours of operation. Service information is also available on the CCRTA web site at <http://www.capecodrta.org>.

### **CCRTA Holiday schedule:**

Please note that the CCRTA Call Center is closed and there is no Paratransit service on the following holidays:

- New Year's Day
- Martin Luther King Day
- Presidents' Day
- Patriot's Day
- Columbus Day
- Thanksgiving
- Christmas

### **Capacity Constraints**

There are no capacity constraints on the ADA routes. Eligible customers are not denied services for eligible trip requests. Under the ADA, you cannot be denied a ride because the CCRTA's capacity has been exceeded. In these situations, CCRTA will contract with other services to handle the overflow, including taxi and wheelchair accessible services. If an alternate vehicle is provided for a paratransit ride in lieu of regular paratransit vehicle, the rider is still only charged the normal paratransit fare.

### **Riding the Cape Cod Regional Transit Authority's Paratransit Service**

Currently, CCRTA operates ninety (90) Americans Disabilities Act (ADA) Paratransit accessible vehicles in its fleet. All public routes are also serviced by these ADA accessible vehicles. Each vehicle is equipped with the minimum of three wheelchair positions and equipment, designated priority seating, stanchions and the public address systems. All CCRTA buses are funded through Federal, State and local funding.

All CCRTA routes, both fixed route and paratransit service are covered by ADA accessible vehicles. All drivers are trained on proper wheelchair lift and securement usage. If a vehicle is removed from service due to an inoperative wheelchair lift, a spare vehicle will be used in its place.

### **Use of the Lift**

Drivers will deploy the lift to allow passengers using wheelchairs or mobility devices/aids to board as well as upon request by passengers who cannot board using stairs (such as customers with walkers and other mobility aids) due to their disability. *This includes permitting standees on the lift.* Persons who do not use wheelchairs, but wish to use the lift to board or de-board the vehicle must inform the dispatcher/scheduler when scheduling transportation appointments.

Passengers use a wide variety of non-traditional mobility devices, including scooters, wheelchairs with as many as six wheels, larger and heavier wheelchairs, and wheeled walkers. CCRTA is obligated to accommodate them if, essentially, they fit on the vehicle and do not obstruct the aisle or pose a "direct threat" to the safety of others on the vehicle. Mobility aid is defined as belonging to any class of three or more-wheeled devices used indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

CCRTA passengers may enter the wheelchair lift either forwards or backwards.

### **Wheelchair & Mobility Device Securement**

CCRTA requires wheelchairs to be secured on board the vehicle by the driver. All wheelchairs must be secured in the vehicle in the designated area. In addition, it is CCRTA policy that mobility devices are secured, and if the passenger refuses to permit his or her chair be secured; CCRTA may deny service. CCRTA requires that all wheelchairs are secured in a forward facing position. However, in the event a passenger is willing to have his or her mobility device secured, but the device cannot be secured, the passenger will not be denied transportation because their device or scooter cannot be secured. However, if the driver explains to the passenger that the mobility device is not able to be secured, CCRTA may allow the passenger to make the choice as to whether or not ride.

### **Seatbelts**

Passengers on all ADA transportation vehicles are required to use the seatbelts including wheelchair passengers. All vehicle-installed seatbelts for a passenger's wheelchair or scooter will be properly secured by the driver to prevent the risk of injury to the passengers. Seat belts and shoulder harnesses shall not be used in lieu of a device which secures the wheelchair or mobility aid itself.

### **Child Safety Seats**

CCRTA requires all children less than six years of age or weigh less than forty pounds to be secured in a child safety seat. Passengers must provide the safety seat and secure the safety seat in the bus.

### **Passenger Assistance**

As necessary or upon request, the driver may assist customers in using the lift or ramp to enter the vehicle. All drivers and their supervisor(s) are trained in the proper use of the equipment as well as sensitivity towards individuals with disabilities. Drivers may provide passenger assistance techniques and will provide passenger assistance, if requested, in boarding or disembarking the vehicle, such as guiding the passenger to the bus, lending a steady arm for balance in boarding the vehicle, finding a seat or securing a wheelchair.

Drivers are not allowed to enter a passenger's home. Drivers are required to always stay in visual contact with their bus. Drivers will not provide assistance that involves bearing weight, including lifting or carrying passengers. The driver may refuse service if the passenger cannot safely travel to and from the vehicle without the driver lifting or carrying the passenger. Individuals who need extensive assistance in traveling should arrange for a Personal Care Attendant to accompany and assist them. CCRTA does not provide Personal Care Attendants.

All wheelchair passengers must make sure that their pick-up and drop-off locations are wheelchair accessible. Our drivers cannot maneuver steps or other non-accessible locations.

- The driver is not allowed to make two trips to your door.
- The path to and from your outside door must be clear of all debris including ice and snow.

### **Service Animals**

All service animals are permitted to accompany individuals with disabilities on CCRTA vehicles. A

service animal is defined as “any guide dog, signal dog, or other animal individually trained to work or perform task for an individual with a disability.” The passenger is responsible for controlling and maintaining the service animal so that it does not jeopardize another passenger’s trip. The driver is not responsible for handling a service animal. Any service animal that displays vicious or disruptive behavior towards the driver and other passengers may be excluded.

### **Portable Oxygen and other Mobility Aids**

Individuals with disabilities are permitted to travel with a respirator/compressor or portable oxygen supply. The driver will ensure that the equipment is properly secured to prevent any disconnections. Information about the use of this equipment must be provided to the dispatcher when scheduling services.

### **Carry-On Packages**

Drivers will handle a limited number of packages (**up to six parcels**) or equipment. It is suggested that you bring only what you, or someone traveling with you, can safely carry on and off the vehicle. The driver will assist with the boarding and disembarking from the vehicle.

### **Making Reasonable Accommodations**

Reasonable accommodations for passengers who request them may be used unless CCRTA demonstrates that the making of the modification would fundamentally alter the nature of the service, program or activity. For example, CCRTA has a no eating or drinking on the bus policy, however the modification in the policy would allow an individual who has a medical condition who needs to eat on a particular schedule. Customers requesting an accommodation should notify CCRTA in advance whenever possible but in the event that a decision is needed immediately, they should request from the driver an accommodation who will obtain guidance from a dispatcher or Supervisor when necessary.

### **Interior Stop Announcements**

All CCRTA fixed route bus drivers make stop announcements to help orient individuals with visual impairments and other disabilities as to their location along the route.

### **Personal Care Attendants (PCA) & Companion Riders**

A PCA is a designated or employed individual to help the eligible ADA rider meet his or her personal need. There is no fare for a PCA. When an ADA passenger travels with a PCA, the individual may still bring a companion and additional individuals. These passengers will be provided transportation service also, if seating space is available. The fare is the same as the ADA passenger (\$2.50 for ADA) for a one-way trip.

### **Rules on Bus-Service Refusal**

CCRTA will refuse to provide service to an individual with a disability who engages in violent, seriously disruptive, or illegal behavior, using the same standards for exclusion that would apply to any other person who acted in such a fashion. However, CCRTA will not refuse to provide service to an individual with a disability solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees or other passengers but which does not pose a direct threat.

Also, transportation may be refused or suspended or a PCA may be required when the passenger:

- Impacts the quality of life for another passenger.
- Requires direct medical attention to prevent the spread of communicable disease.
- Requires direct medical attention for open wound or unsupported injuries.
- Is repeatedly incontinent.
- Is repetitively not prepared or available when the vehicle arrives for pick up.
- Requires assistance after disembarking or cannot be left alone at the drop off location. A caregiver, PCA or family member will make that determination.

Drivers shall exercise discretion to allow a passenger to board when he/she is intoxicated but appears capable of caring for himself/herself and is neither aggressive nor likely to annoy or assault other passengers. If the passenger does not meet this criteria, he/she may be refused transportation. Once aboard, the driver will not move the vehicle until the passenger is seated. If the passenger is too intoxicated to be seated or to exit safely, the driver notifies the Dispatcher for assistance.

CCRTA has the right and responsibility to remove a passenger who is objectionable, offensive, dangerous or annoying others.

- An objectionable person may be one who is unruly or boisterous or may interfere with CCRTA business or disrupt the bus schedule.
- An offensive person may be one who consistently uses vulgar or insulting language or one who causes discomfort to other passengers.
- A dangerous person is one whose conduct creates a hazard to the safe operations of the vehicle or who poses a risk to the safety of the Driver or other passengers.
- An annoying person is one who, through his/her own fault, fails to comply with the reasonable rules or regulations or one whose conditions or conduct creates a reasonable anticipation of annoyance or disturbance.

The right or responsibility is not affected by the fact that the passenger has paid a fare or that another passenger has promised to look after them.

### **Health and Cleanliness Standards**

Passengers are expected to maintain cleanliness and health standards that do not jeopardize the health of other passengers, bus drivers, supervisors, or themselves. If passengers are unable to comply with those standards the Drivers shall notify the Dispatcher and complete an incident report: that report shall be referred to a responsible health and/or welfare agency for assistance in compliance.

### **Passenger Preparation**

Passengers are responsible for preparation for their trips. For reserved or recurring trips, the passenger should be prepared to board the vehicle fifteen minutes prior to their scheduled pick up time.

Drivers will not accept responsibility for delivering unaccompanied children less than 12 years to any point on a route. Drivers are to notify dispatchers immediately for assistance if this action occurs.

### **Out-of-Town Visitors**

Out-of-Town Visitors will be eligible for ADA Paratransit Services if they are eligible to use the ADA Paratransit provided by their home system. Visitors must provide proof of residence outside of Barnstable County, and ADA Paratransit certification from their home system. If a visitor's home system does not provide ADA Paratransit certification, other documentation is required to justify the individual's claim to eligibility (such as a doctor's letter). Absent such documentation, transportation will be provided only twenty-one days of ADA Paratransit service annually. Individuals intending to use the service for more than twenty-one days will be required to apply for certification with CCRTA.

### **Information in Accessible Formats**

Transportation information is available to individuals with disabilities in formats, (i.e. large print or Braille formats for individuals with vision impairments) at (508) 775-8504 x 200. Please call the following number for the Telecommunications Device for the Deaf (TTY) Services at (800) 439-0183.

### **Compliments and Complaints**

Cape Cod Regional Transit Authority welcomes your feedback and encourages customers to contact us with your compliments and complaints. All complaints are investigated and responded to within ten business days.

Please contact us at:

Cape Cod Regional Transit Authority

215 Iyannough Road, P.O. Box 1988

Hyannis, MA 02601

Telephone number: (508) 775-8504, (800) 352-7155

TTY: (800) 439-0183

E-mail: [info@capecodrta.org](mailto:info@capecodrta.org)

### **Complaint Resolution Procedure**

To ensure that all passengers receive safe, reliable, and satisfactory transportation services, CCRTA established a complaint resolution procedure to manage all transportation related complaints and issues. The CCRTA's intent is to handle all complaints in a timely manner and to the satisfaction of the CCRTA and the customer.

### **Complaints or Incidents**

- All customer complaints and incidents are recorded in the complaint tracking software, printed out and referred to a CCRTA Customer Service Representative.
- Complaints and incidents involving agency consumers are reported to the agency.
- The Customer Service Representative will work to resolve the complaint or issue with the CCRTA customer.
- If the Customer Service Representative is unable to resolve the complaint or issue, or determines that it is of a more serious nature the customer is referred to a manager.
- If the manager is unable to resolve the complaint or issue the customer is referred to the

CCRTA Administrative Office.

- Complaints received are investigated and when possible resolved. Information pertaining to the complaint is shared with the CCRTA Administrator.
- If the complaint is not resolved, the complaint or issue is referred to the CCRTA Administrator.

### **Actions**

It is the practice of CCRTA to take immediate action on all complaints and incidents that are received and to process them in the following manner.

- All complaints and incidents both verbal and written are documented. After an acceptable resolution is reached, the complaint tracking software is updated and the documentation is filed.
- If it is determined that the complaint or issue is related to the safety or the efficient transportation of the customer, the customer is moved immediately to another Transportation Provider.
- Customers are moved to another provider if the Transportation Provider is unable to provide CCRTA with an acceptable defense to the complaint or issue that was reported.
- CCRTA reviews previous complaint history of the Transportation Provider or customer and any mitigating circumstances which may apply and all actions that violate the Transportation Provider Performance Standards.
- Further actions may be taken by CCRTA that include:
  - a) Targeted auditing of a specific Transportation Provider, which may include active transportation monitoring in the field, Desk Audits, or other appropriate actions.
  - b) Conducting a full customer survey for the customers assigned to the Transportation Provider.
  - c) Formal contract notices and actions may be issued.
- Full investigations of any complaint or issue may be conducted if deemed appropriate.
- Customers have the right to appeal adverse resolutions to the Deputy Rail and Transit Administrator, Massachusetts Department of Transportation.



# Cape Cod Regional Transit Authority

## Americans with Disabilities Act Complaint Form

<b>COMPLAINANT CONTACT INFORMATION</b>		
<b>Name and Address</b>		<b>Phone</b>
<b>INCIDENT INFORMATION</b>		
<b>Location of incident</b>		
<b>Date and Time of Incident</b>	<b>Street Location of Incident</b>	
<b>Description of Incident</b>		
<b>Result of Incident</b>		
<b>WITNESSES</b>		
<b>Witness #1 Name and Address</b>	<b>Work Phone</b>	<b>Home Phone</b>
<b>Witness #2 Name and Address</b>	<b>Work Phone</b>	<b>Home Phone</b>

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Date