

BAY AREA RURAL TRANSIT (BART)

Americans with Disabilities Act (ADA) Complementary Paratransit Plan

Date Revised: December 20, 2018

Inception Date: April 18, 2016



Table of Contents

I. GENERAL

- A. Introduction
- B. Policy
- C. Objectives
- D. Public Participation and Information

II. OPERATIONS AND VEHICLES

- A. General – Service Criteria
 - 1. Response Time
 - 2. Fares
 - 3. Service Area
 - 4. Hours and Days of Service
 - 5. Trip Purpose
 - 6. Availability of Information, Reservations Capability and Stop Announcements
 - 7. Capacity Constraints and Monitoring
- B. Vehicle Selection, Maintenance and Accessibility

III. ADA PARATRANSIT ELIGIBILITY DETERMINATION, APPLICATION AND APPEALS PROCESS

- A. Eligibility Criteria
- B. Application Process
- C. Appeals Process

IV. PASSENGER RESPONSIBILITIES

- A. General Passenger Condition
- B. Requesting Service
 - 1. Trip Reservation
 - 2. Negotiating a Pickup time
 - 3. Subscription Service
 - 4. Reasonable Modifications
 - 5. Trip Denials
 - 6. Cancellations
 - 7. 'No Shows'
- C. Riding Complementary ADA Paratransit Service
 - 1. Pickup Time Window
 - 2. Driver Assistance
 - 3. Accommodations of Wheelchairs
 - 4. Ramp/Lift and Securement Use
 - 5. Personal Care Attendants (PCA)

V. MISCELANEOUS

- Visitor Policy
- Medical Equipment
- Service Animals and Accommodation of Animals
- Carry-on Packages
- Inclement Weather
- Lost and Found

VI. COMPLAINT PROCESS

- How to File a Complaint
- Complaint Form
- Complaint Log
- Sample Correspondence Letters

VII. ATTACHMENTS

- Tip Denial Log
- No-show Policy
- Reasonable Modification Policy
- Employee Training Information
- ADA Paratransit Application Information

I. GENERAL

A. Introduction

DOT regulations and transportation-related provisions of the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973, as amended and 49 CFR Parts 27, 37, 38 and 39 set specific requirements for transit providers to ensure that individuals with disabilities are not excluded from, denied the benefits of, or subject to discrimination. The ADA applies to almost all providers of transportation service, whether private or public, and whether or not an entity receives Federal financial assistance.

The Americans with Disabilities Act of 1990 (ADA) requires public entities that operate non-commuter fixed route transportation services also provide complementary paratransit service for individuals whose disabilities make them unable to use the fixed route system.

ADA requires that paratransit service be “comparable” to the fixed route service in terms of service levels and availability. In addition, the regulations require public entities subject to the ADA regulations develop and administer a process for determining if individuals who request service meet the regulatory requirements for eligibility.

The **Bay Area Rural Transit ADA Complementary Paratransit plan** is designed to inform ADA paratransit consumers about **Bay Area Rural Transit’s** special transportation service. This document includes policies and procedures, rules and regulations, and guidelines for use of the complementary paratransit system, along with answers to many questions about the program.

All **Bay Area Rural Transit** paratransit customers should review this manual carefully and refer to it whenever questions arise.

For additional information, please contact the **Bay Area Rural Transit** ADA Coordinator, Pat Daoust at 715-682-9664, Ext. 101 or p.daoust@bartbus.com.

B. Policy

It is **Bay Area Rural Transit’s** policy to provide safe and efficient complementary paratransit transportation to persons with physical, cognitive, or other disabilities.

As such, no person shall, solely by his/her disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by the **Bay Area Rural Transit**.

C. Objectives

Complementary paratransit service meets the specific objectives of the ADA requirements by:

1. Providing demand-response “origin-to-destination”¹ transportation on specially equipped accessible vehicles designed to accommodate persons with disabilities.

¹ “Origin-to-destination” service means providing service from a passenger’s origin to the passenger’s destination. A provider may provide ADA complementary paratransit in a curb-to-curb or door-to-door mode. When an ADA paratransit operator chooses curb-to-curb as its primary means of providing service, it must provide assistance to those passengers who need assistance beyond the curb in order to use the service unless such assistance would result in a fundamental alteration or direct threat.” §37.3

2. Maintaining a trained staff for the operation and control of the service. For more information see the attached *Employee Training Information*.
3. Providing on-going mechanisms for persons with disabilities to provide input on **Bay Area Rural Transit's** complementary paratransit service.

D. Public Participation and Information

Per the ADA, there needs to be a process for public input and ability to comment regarding any changes in any of CTS services. Also, providers of ADA paratransit service must provide for ongoing participation in the operation and assessment of associated services by individuals with disabilities.

Bay Area Rural Transit Commission's (TAC) helps to fulfill these requirements.

Bay Area Rural Transit's TAC represent a broad cross section of individuals, social service provider groups, non-profit organizations, and local, state, and federal agencies within the city and county. The role of the TAC is to promote and facilitate individual, group, and agency involvement in the planning and implementation of effective coordinated public transportation within the county.

TAC member duties include:

- Advocate for transit dependent individuals
- Strengthen public relations and community education for **Bay Area Rural Transit**
- Assist as feasible with resolution to customer service issues
- Provide community insight for the development of service policies
- Assist with fund development for **Bay Area Rural Transit**

II. OPERATIONS AND VEHICLES

A. General – Service Criteria

U.S. Department of Transportation ADA regulations requires **Bay Area Rural Transit**, as a provider of complementary paratransit, to provide riders with disabilities and riders without disabilities, an 'equivalent' level of service with respect to:

- ✓ Response Time
- ✓ Fares
- ✓ Service area
- ✓ Hours and Days of Service
- ✓ Trip purposes
- ✓ Availability of Information and Reservations Capability
- ✓ Capacity constraints

Response Time

The elapsed time between a request for service and the provision of service is the same for riders with and without disabilities.

Bay Area Rural Transit will schedule and provide paratransit service to any ADA paratransit certified individual as close to the request time on a particular day in response to a request for service made the previous day.

Reservations may be taken by **Bay Area Rural Transit** staff. Advance reservations may be made up to 7 days in advance of an individual's desired trip(s). If requests for service are made with

less than the next day notice, **Bay Area Rural Transit** staff will schedule the trip at the closet time possible. BART also provides subscription service to meet customer needs for advance reservation requests.

Fares

ADA fares can be no more than twice the amount charged for a full fare on the fixed route. Personal Care Attendants (PCA's) can travel with eligible clients for free, but must have the same origin/destination. Companions/guests can travel with an eligible client for the same amount charged to the ADA eligible rider.

See the **Bay Area Rural Transit** website for information on its fare structure.
<http://www.bartbus.com/fares-and-passes.html>

Service Area

Riders with disabilities may request trips in the same area or areas as other riders. **Bay Area Rural Transit** offers a fixed route service and complementary paratransit service. Fixed route buses will deviate from the fixed route for eligible ADA paratransit riders only.

See the **Bay Area Rural Transit** website for service area information.

Days and Hours of Service

Riders with disabilities are able to request trips on the same days and during the same hours as other riders. The service hours are listed on the **Bay Area Rural Transit** website.
<http://www.bartbus.com/bus-schedules.html>

Trip Purpose

Since the fixed route service can be used for any trip purpose, so must the complementary paratransit service. There also can be no prioritization based on trip purpose; for example, medical trips cannot be given priority over recreational trips. **Bay Area Rural Transit** does not prioritize eligible paratransit trips based on trip type or trip purpose.

Availability of Information, Reservations Capability and Stop Announcements

Availability of Information - **Bay Area Rural Transit** provides riders with disabilities the same access to the same information and reservation system as other riders.

Reservations Capability - Contact **Bay Area Rural Transit** staff if you need information in alternate formats that are not currently provided. (e.g. large print, audio, or accessible electronic files for riders with vision disabilities).

Wisconsin Relay Service, 7-1-1 is a free service state of Wisconsin resource that assists with communication needs.

- <http://www.wisconsinrelay.com> provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind and speech disabled.
- <http://www.wisconsinrelay.com/features> provides Spanish relay service.

Stop Announcements – Vehicle operators are mandated to announce transfer locations, major stops on the fixed route bus system routes along the route sufficient to permit individuals with

visual impairments or other disabilities to be oriented to their location. **Bay Area Rural Transit** drivers and operators shall announce any stop on request of an individual with a disability.

Capacity Constraint and Monitoring

Bay Area Rural Transit ensures the level of service available to riders with disabilities is the same for riders without disabilities. To ensure service equivalency, **Bay Area Rural Transit** monitors trip denials, frequency of being wait-listed, and telephone hold times.

Performance data will be collected and reported in a ***Trip Denial Log*** for the purpose of establishing whether capacity constraints exist.

B. Vehicle Selection, Maintenance and Accessibility

Vehicle Selection - **Bay Area Rural Transit** fixed route service is in compliance with ADA in terms of providing accessible vehicles and ensuring new stops are accessible.

Maintenance - All vehicles in the **Bay Area Rural Transit** fleet must be properly maintained including the operative condition of all accessibility features available to individuals with disabilities. These features include lifts, ramps, securement devices, signage, and systems to facilitate communication. All accessibility features will be repaired promptly.

In the event of an inoperative device or impaired accessibility feature, the vehicle will be removed from the assigned route until all repairs are complete. If the device or accessibility feature occurs or is noticed during the middle of a shift, the vehicle must either be repaired or removed from the route prior to the start of the next service day.

Accessibility - All of **Bay Area Rural Transit's** routes are accessible for mobility devices and disabled individuals.

Drivers shall pick up and disembark disabled passengers including mobility devices at all designated bus stops unless the lift or ramp cannot be deployed, the lift will be damaged if deployed, or temporary conditions preclude the safe use of the stop by all passengers.

In the event of an unsafe disembark location the driver shall temporarily use the next closest corner or safe bus stop to disembark the passenger as to not cause any damage to the lift or to harm the passenger.

III. ADA PARATRANSIT ELIGIBILITY DETERMINATION, APPLICATION AND APPEALS PROCESS

A. Eligibility Criteria

All individuals determined to be ADA paratransit eligible have a civil right to obtain the levels of service and associated provisions of the ADA paratransit service as outlined previously.

Per the ADA, paratransit eligibility is functionally based and not determined by the type of disability or mobility aid used. A person's eligibility can be decided on a trip by trip basis, which is determined by specific conditions in conjunction with the disability (weather, distance, passenger amenities available, etc.). Consequently, a person can be determined to be *unconditionally* eligible, *conditionally* eligible, *temporarily* eligible or ineligible for paratransit services.

Eligibility as defined by the ADA is as follows:

- Persons who have a specific impairment-related condition that prevents them from getting to or from a fixed route stop.
- Persons who cannot use the fixed route service because the route(s) needed for a particular trip is/are not accessible (all **Bay Area Rural Transit** vehicles are lift equipped and therefore all routes are accessible).
- Persons, who, because of a disability, are unable to independently board, ride or disembark from an accessible fixed route vehicle.

Disabilities can be permanent as well as temporary and must be considered accordingly.

Contact the **Bay Area Rural Transit** ADA Coordinator, Pat Daoust at 715-682-9664, Ext. 101 or p.daoust@bartbus.com for an application.

B. Application Process

Public entities that provide complementary ADA paratransit service also need to establish a process for determining who is eligible to receive the service. Per the ADA, documentation of eligibility and associated conditions of eligibility if applicable must be provided to persons deemed eligible. An appeals process must also be made available for persons who are determined ineligible or only eligible under certain conditions. A separation of authority must be maintained between the individual making the initial determination and those individuals deciding the appeal.

Bay Area Rural Transit uses a functional approach to eligibility determination and certification. The Transit Director of **Bay Area Rural Transit** reviews each application based on recommendations and determines eligibility.

If a determination cannot be made by **Bay Area Rural Transit** the applicant will be required to have a licensed professional review the application, to determine eligibility based on **Bay Area Rural Transit's** criteria for eligibility. This type of medical professional could include: audiologists, chiropractors, registered nurses, medical doctors, mobility specialists, occupational therapists and psychologists.

The professionals may call upon additional medical personnel who have direct knowledge of the applicant. The physical and cognitive abilities assessment forms will be used by **Bay Area Rural Transit** to make eligibility determinations.

Applications for paratransit eligibility will be processed within **21** calendar days from submission of a completed application. During this time **Bay Area Rural Transit** will review the application, consult with other medical professionals, and make the certification determination. **Bay Area Rural Transit** will notify the applicant in writing of the determination decision. The letter will state that the applicant has been approved for service, the conditions of eligibility (if any) and if a PCA is approved for travel as well.

If the eligibility is determined, **Bay Area Rural Transit** will issue an identification card within **21** working days.

An individual who submits a complete application and is not notified of the eligibility determination decision within **21** days, will be granted provisional eligibility beginning on day 22, until a written decision is rendered to the individual.

There is no expiration date assigned to a person's eligibility (unless they were approved as temporarily eligible). Instead, **Bay Area Rural Transit** staff periodically reviews all applications and confirms the information as current over the phone.

Any individual denied eligibility may appeal this decision provided **Bay Area Rural Transit** receives notice within **60** days of the denial of an individual's application. See section titled *Appeals Process* for more information.

C. Appeals Process

Requesting an Appeal

Individuals found not eligible for **Bay Area Rural Transit** paratransit service or eligible but with specified conditions, and customers whose service is suspended, may request an internal administrative appeal of those decisions. This document outlines the steps for requesting an appeal and the procedure governing the appeal process.

Requests for appeal should be mailed or emailed to:

Pat Daoust, ADA Coordinator

Bay Area Rural Transit

P.O. Box 612

2216 6th Street East

Ashland, WI 54806

p.daoust@bartbus.com

Notification of Decision

The individual will be given no more than sixty (**60**) days to appeal the decision. The individual will be given an opportunity to be heard and present information at the scheduled appointment determined by the Bay Area Rural Transit ADA Coordinator. The ADA Coordinator has (**30**) days to review the appeal and make a decision.

IV. PASSENGER RESPONSIBILITIES

General Passenger Condition

All passengers must be able to sit in a vehicle seat or wheelchair in order to be transported.

Any passenger whose medical condition is such that the passenger is incoherent or requires immediate medical attention to sustain life may be denied service. Complementary paratransit service is to be considered a "common carrier" and does not perform ambulance or emergency service.

Rules of Conduct

The rules of conduct will assist in the safety and comfort of the riders and operator. Riders who violate rules of conduct are subject to penalties, up to and including suspension of service.

- ✓ No eating, drinking, or smoking on board.
- ✓ No abusive, threatening, or obscene language or actions.
- ✓ No physical abuse of another rider or the vehicle operator.
- ✓ No operating or tampering with any equipment while on board.

If the driver reasonably believes a passenger's physical condition or conduct is hazardous, or if a passenger possesses weapons, instruments or equipment that are reasonably believed to be dangerous, service may be terminated immediately.

The passenger will be notified of his/her right to appeal the termination and the **Bay Area Rural Transit** will hear the appeal as soon as reasonably possible.

Requesting Service

Trip Reservation

ADA requires that next day service be provided. Eligible ADA paratransit passengers can schedule service by calling **Bay Area Rural Transit** staff at (715)682-9664.

Please provide the following information:

1. Name
2. Phone Number
3. Address
4. Date of Birth
5. Pick-Up Address
6. Destination Address
7. Desired Pick-Up Time
8. Desired Drop-Off Time (Appointment Time)
9. Number of Passengers (including a Personal Care Attendant (PCA) or companion)
10. If Round Trip, Time of Return Trip
11. If a Mobility Device will be used

Bay Area Rural Transit can take reservation requests after hours by mechanical means (voice mail). A voice mail message does not confirm a scheduled ride. Individuals who request a trip using voice mail outside of business hours will be contacted by **Bay Area Rural Transit** staff to confirm the trip.

Riders are encouraged to call in advance to ensure confirmation of their preferred departure time. If requests for service are made with less than the next day notice **Bay Area Rural Transit** staff will schedule the trip at the closest available time.

Bay Area Rural Transit has no limitation on the number of trips per day or trips per person that can be made.

Negotiating a Pickup Time

Bay Area Rural Transit may negotiate pickup times with an individual, however **Bay Area Rural Transit** may not require an ADA paratransit eligible individual to schedule a trip to begin more than **one (1) hour** before or after the individual's desired departure time.

Subscription Service

Bay Area Rural Transit allows subscription service as part of the paratransit system. Subscription service may not absorb more than **fifty percent (50%)** of the number of trips available at a given time of day, unless there is non-subscription capacity.

Reasonable Modifications

Bay Area Rural Transit has established operating policies to ensure access to all services for persons with disabilities and provide for safe, efficient operations. **Bay Area Rural Transit** will make reasonable modification of existing policies and programs when such actions are necessary to ensure mobility and access to our services. **Bay Area Rural Transit** will consider all such requests unless the request would create a direct threat to the health or safety of others,

including passengers; the individual making the request is otherwise able to fully use the service without the modification; or making the modification would create an undue financial or administrative burden.

Trip Denials

Bay Area Rural Transit records *all* trip requests, regardless of whether the trip is denied.

To ensure a pattern or practice of a substantial number of trip denials is not occurring, **Bay Area Rural Transit** uses a ***Trip Denial Log*** to document and analyze all trip denials. Every attempt will be made to avoid trip denials.

Cancellations

All cancellations require a one (1) hour notification prior to the scheduled pick up time.

Riders should telephone the **Bay Area Rural Transit** office as soon as possible once it is determined that the rider no longer requires the scheduled pickup.

If a cancellation request is made outside of business hours, the rider should leave a voicemail message indicating the date and time the ride is being cancelled, along with a contact name and phone number.

A late cancellation is defined as either – a cancellation made less than one (1) hour before the scheduled pick up time, a cancellation made at the door or a refusal to board a vehicle that has arrived within the pick- up time window.

No Shows

For riders using complementary paratransit, a no-show occurs when the **Bay Area Rural Transit** arrives at the scheduled pickup location within the pickup time window and the driver waits a maximum of five (5) minutes, but the rider fails to appear.

No-shows due to **Bay Area Rural Transit** staff error or circumstances beyond a rider's control do not count as a no-show or late cancellation.

Transit agencies are able to establish a process for suspending service to individuals who are unduly disrupting operation with frequent no-shows. See copy of ***No Show Policy*** attached.

Riding Complementary ADA Paratransit Service

Pickup Time Window

The pickup time window is defined as **15 minutes** before the scheduled pick up time, to **15 minutes** after the scheduled pick up time. Riders must be ready to board the vehicle within the pickup time window. For riders using complementary ADA paratransit service, the driver will wait for a maximum of **five (5) minutes** within the pickup time window for the rider.

Driver Assistance

Service may not be rendered if the vehicle cannot access the origin or destination location, or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

Drivers must be properly trained in the use of accessibility equipment as well as sensitivity to people with disabilities.

Drivers are not permitted to do the following:

- ✓ Maneuver a wheelchair up or down any steps. This rule is provided for the safety of the passenger and the driver.
- ✓ Deny an individual transportation because a vehicle's securement system is unable to secure the mobility device.
- ✓ Provide a level of assistance that constitutes a direct threat to the health or safety of the driver.

Safety Tips

- Be sure the driver is ready to assist you before approaching the lift or ramp.
- Follow the instructions given by the driver.
- If you use a wheelchair, make sure it is properly tied down and the brakes are on.
- If you use a power wheelchair, turn off the power after it has been secured.
- Always wear your seatbelt.

Accommodations of Wheelchairs

All wheelchairs are required to be secured within the securement system to ensure that the wheelchair remains secured. However, **Bay Area Rural Transit** will not deny transportation to a wheelchair or its user on the ground that the device cannot be secured or restrained satisfactorily by the vehicle securement system.

Individuals using wheelchairs/mobility devices shall be transported in **Bay Area Rural Transit** vehicles if their wheelchair/mobility device meets the following criteria:

- Device must meet the definition in FTA 49 CFR 37.3: "A mobility aid belonging to any class of three or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.
- The wheelchair/mobility device and occupant combined weight does not exceed that of the lift specifications and the carriage of the wheelchair is demonstrated to be consistent with legitimate safety requirements.
- **Bay Area Rural Transit** does not permit riders who use wheelchairs to ride in places other than designated securement locations in the vehicle, proper wheelchair securement procedures must be used.
- The wheelchair/mobility device width must be compatible so as to fit on the ramp and within the securement area.

Vehicle ramps/lifts and kneelers are inspected daily. Regular preventative maintenance is performed on the ramp/lift on a scheduled basis. Vehicle Operators are instructed to report defects/failures in the ramp/lift immediately to dispatch.

Bay Area Rural Transit staff will promptly remove the vehicle with the malfunctioning ramp from service. Repairs to the ramp/lift are made promptly. The vehicle will not be returned to service until the ramp/lift has been repaired.

At any time, if an accessibility feature on a **Bay Area Rural Transit** vehicle is inoperable **Bay Area Rural Transit** will take reasonable steps to accommodate individuals with disabilities who rely on these features.

Persons with mobility disabilities may use devices other than wheelchairs to assist with locomotion such as canes, walkers, crutches etc. The devices will be accommodated on the same basis as wheelchairs.

Ramp/Lift and Securement Use

Drivers are instructed to deploy the ramp/lift when operating vehicles to provide accessibility for all riders. Drivers shall not refuse to permit a passenger who uses a lift/ramp to disembark from a vehicle at any designated stop, unless the lift cannot be deployed, the lift will be damaged if it is deployed, or temporary conditions at the stop, not under the control of the entity, preclude the safe use of the stop by all passengers.

Personal Care Attendant (PCA)

Personal Care Attendants (PCA's) can travel with eligible clients for free, but must have the same origin/destination. Companions/guests can travel with an eligible client for the same amount charged to the ADA eligible rider. Arrangements for additional companions should be made at the time of the reservation.

V. MISCELLANEOUS

Visitor Policy

Visitors to the area must be provided 21 days of service (in a 365-day period) when they provide documentation of ADA paratransit eligibility from another area. If a person is traveling from an area that doesn't have paratransit services they can be requested to provide documentation of their disability. If more than 21 days of service is needed, visitors can be required to go through the local eligibility process.

Medical Equipment

Bay Area Rural Transit shall not prohibit an individual with a disability from traveling with a respirator or portable oxygen supply. **Bay Area Rural Transit** allows riders to use the concentrators as needed while aboard the vehicle.

Service Animals and Accommodations of Animals

Under the Americans with Disabilities Act (ADA) of 1990, a *service animal* means a guide dog, signal dog or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

As such, it is the policy of the **Bay Area Rural Transit** to allow service animals to accompany their owner without restraint.

The ADA allows for the imposition of legitimate safety requirements that are necessary for the safe operation of paratransit service. The **Bay Area Rural Transit** may require use of a secured pet travel carrier for any animal that is a health or safety hazard regardless of the kind of training it has received and what function it serves for its owner.

Carry-on Packages

Drivers will help passengers take lightweight items off the vehicle and set them on the curb. If additional assistance is required, this assistance may be rendered on a case-by-case basis.

Inclement Weather

In the unlikely event of service cancellation due to inclement weather or other emergency, **Bay Area Rural Transit** personnel shall attempt to contact all scheduled passengers. BART also advises passengers to tune into local news stations for information regarding **Bay Area Rural Transit's** paratransit and fixed route service.

Lost and Found

The **Bay Area Rural Transit** will not be responsible for items left on vehicles. However, if found, the item(s) will be held for 30 days. If the item is not claimed within 30 days, it may be donated to a local charitable organization.

Passengers attempting to locate lost items should contact **Bay Area Rural Transit**. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip.

VI. COMPLAINT PROCESS

How to File a Complaint

Any person who believes she or he has been discriminated against on the basis of disability by the **Bay Area Rural Transit** may file an ADA complaint by completing and submitting **Bay Area Rural Transit's** ADA Complaint Form.

The complaint may be filed in writing to the following address:

Bay Area Rural Transit

Pat Daoust, Manager
2216 6th Street East
Ashland, WI 54806
Phone: 715-682-9664
Email: p.daoust@bartbus.com

Note: 49 CFR Part 37.17(b)(1) requires transit agencies to sufficiently publicize the process for filing a complaint (e.g. on a website or in a rider guide).

Bay Area Rural Transit investigates complaints received no more than 180 days after the alleged incident. **Bay Area Rural Transit** will promptly process complaints that are complete.

Once the complaint is received, **Bay Area Rural Transit** will promptly review it to determine if its office has jurisdiction. The complainant will receive an acknowledgement letter and/or email informing her/him whether the complaint will be investigated by our office.

Bay Area Rural Transit has 30 days to investigate the complaint. If more information is needed to resolve the case, **Bay Area Rural Transit** may contact the complainant.

The complainant has **10** business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within **15** business days, **Bay Area Rural Transit** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not an ADA violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 15 days after the date of the letter or the LOF to do so. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

BART - Complaint/Comment Form

Bay Area Rural Transit is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints.

Please submit this form electronically at p.daoust@bartbus.com or in person at the address below.

Bay Area Rural Transit

Pat Daoust, Manager
 2216 6th Street East
 Ashland, WI 54806
 Phone: 715-682-9664
 FAX: 715-682-5570
 Email: p.daoust@bartbus.com

You may also call Bay Area Rural Transit at (715)682-9664. Please make sure to provide us with your contact information in order to receive a response.

SECTION I: TYPE OF COMMENT (Choose One) – provide detail in ‘Comment Details’ below							
Compliment	Suggestion	Complaint				Other	
		Title VI:	<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> Nation Origin		
		ADA (Disability):	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
		Service:	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
		Other:	<input type="checkbox"/> Gender	<input type="checkbox"/> Religion	<input type="checkbox"/> Age		
			<input type="checkbox"/> Limited English Proficient LEP				
SECTION II: CONTACT INFORMATION							
Name:							
Rider ID (if applicable):							
Street Address:							
City, State, Zip code:							
Phone:							
Email:							
Accessible Format Requirements: (choose preferred format(s))	Large Print		TDD/Relay		Audio Recording		Other
Are you filing this complaint on your own behalf? If you answered “yes” to this question, go to Section IV.			Yes		No		
If not, please provide the name and relationship of the person for whom you are complaining:							
Please explain why you have filed for a third party:							
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes		No		
SECTION III: COMMENT DETAILS							
Transit Service (Choose one, as applicable) Bus/Paratransit/Shared-Ride Taxi							
Date of Occurrence:							
Time of Occurrence:							
Name/ID of Employee(s) or Others Involved:							

Vehicle ID/Route Name or Number:		
Direction of Travel:		
Location of Incident:		
Mobility Aid Used (if any):		
If above information is unknown, please provide other descriptive information to help identify the employee:		
Description of Incident: As applicable, explain as clearly as possible what happened and why you believe you were discriminated against. If more space is needed, please add additional pages.		
SECTION IV: FOLLOW-UP		
May we contact you if we need more details or information?	Yes	No
What is the best way to reach you? (choose one) If a phone call is preferred, what is the best day and time to reach you?	Phone	
	Email	
	Mail	
SECTION V: DESIRED OUTCOME		
What steps have you have taken to address the conflict or problem?		
What type of corrective actions took place?		
What remedy are you seeking?		
SECTION VI: ADDITIONAL INFORMATION		
Have you previously filed a complaint with this agency?	Yes	No
Have you filed this complaint with any other Federal, State or Local agency, or with any Federal or State Court?	Yes	No
If yes, to the question above, list all agencies contacted:		
Please provide information about a contact person at the agency/court where each complaint was filed. Name, Agency, Address, Phone, Email		

Please attach any documents you have which support the allegation. Then date and sign this form and send it to **Bay Area Rural Transit**:

Complainant Signature

Date

Print Your Name

List of Transit Related Civil Rights Investigations, Complaints and Lawsuits

Bay Area Rural Transit maintains a list or log of all Civil Rights investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

There have been **no** investigations, complaint and/or lawsuits filed against us during the report period.

There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

Note: Per FTA requirements, **Bay Area Rural Transit** retains copies of ADA-related complaints for at least one year and a summary of all ADA-related complaints for at least five years.

	Date (Month, Day, Year)	Complainant's Name/Address	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations					
1.					
2.					
Lawsuits					
1.					
2.					
Complaints					
1.					
2.					

**Sample Letter/Email
Acknowledging Receipt of Complaint**

Date

Ms. Jan Doe
1234 Main St.
Ashland, WI 54806

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the **Bay Area Rural Transit** alleging_____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 715-682-5570 or via email at p.daoust@bartbus.com.

Sincerely,

Pat Daoust, Transit Manager
2216 6th Street East
Ashland, WI 54806

Sample - Closure Letter

Notifying Complainant that the complaint is not substantiated

Date

Ms. Jan Doe
1234 Main St.
Ashland, WI 54806

Dear Ms. Doe:

The matter referenced in your complaint of _____ (date) against **Bay Area Rural Transit** alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of the Americans with Disabilities Act (ADA) had in fact been violated. As you know, ADA prohibits discrimination in any program receiving federal financial assistance.

Bay Area Rural Transit has analyzed the materials and facts pertaining to your case for evidence of the city's failure to comply with any of the ADA laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not be substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within (XX) calendar days of receipt of this final written decision from **Bay Area Rural Transit** and/or 2) file a complaint externally with the Federal Transit Administration at:

Federal Transit Administration, Region V
Office of Civil Rights
Attention: Title VI Program Coordinator
200 West Adams Street, Suite 320
Chicago, IL 60606

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Pat Daoust, Transit Manager
2216 6th Street East
Ashland, WI 54806

Sample – Letter of Finding (LOF)

Notifying Complainant the complaint is substantiated

Date

Ms. Jan Doe
1234 Main St.
Ashland, WI 54806

Dear Ms. Doe:

The matter referenced in your letter of _____ (date) against **Bay Area Rural Transit** alleging an Americans with Disabilities Act (ADA) violation has been investigated.

(An/Several) apparent violations of the ADA, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. **(If a hearing is requested, the following sentence may be appropriate.)** You may be hearing from this office, or from state or federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Pat Daoust, Transit Manager
2216 6th Street East
Ashland, WI 54806

VII. Attachments

Trip Denial Log

Date	Name	Rider ID #	Is the Rider Disabled? Yes/No	Trip Request		Origin	Destination	Reason for Trip Denial	Wait List? Yes/No	Trip Request		Origin	Destination	Reason for Trip Denial	Wait List? Yes/No
				Day	Time					Day	Time				



Notes: FTA C 4701.1

It is noted that **all** trip requests should be recorded, regardless of whether the trip is denied.

The purpose of this log is to track the characteristics of trip denials to help determine the underlying causes in order to take steps necessary to prevent future denials.

Examples of Trip Denials:

Counting the number of trip denials means accounting for **all** trips that the rider is unable to take because of the denial.

1. A rider requests a next-day trip and the transit agency says it cannot provide that trip.
2. A rider requests a next-day trip and the transit agency can only offer a trip that is outside the one-hour negotiating window (before or after the individual’s desired departure time). This represents a denial regardless of whether the rider accepts such an offer.
3. A rider requests a round-trip and the transit agency denies a rider the outbound portion of a requested round-trip and only offers a return trip. If the rider then elects not to travel at all, this represents two denials. However, if an agency denies a "going" trip and the rider accepts a return trip, then this is counted as one denial.

Bay Area Rural Transit - No-Show Policy

Transit Agency Instructions

FTA recommends that a transit agency's no-show policy include, at a minimum:

- General policy statement
- Definition of no-shows
- Description of minimum driver wait times within pickup windows
- Definition of late cancellations and how to cancel trips (optional)
- Examples of no-shows (and late cancellations) beyond a rider's control and how riders should communicate such instances
- Statement that no-shows due to transit agency errors do not count
- Statement that subsequent trips after a no-show will not be automatically cancelled, and that passengers need to cancel any trips they do not intend to take
- The transit agency's process to notify riders of recorded no-shows (or late cancellations)
- What constitutes a pattern and practice of excessive no-shows
- Time periods of potential service suspensions
- Instructions for appealing proposed suspensions

General Policy Statement on No-Shows

Bay Area Rural Transit understands that because some trips are required to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. **Bay Area Rural Transit** 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 **Bay Area Rural Transit's** no-show policy.

Definitions: No-Show, Pickup Window, and Late Cancellation

No-show

A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least **five (5) minutes**.

Pickup Window

The pickup window is defined as **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 [1 hour]² before the scheduled

² FTA permits transit agencies to consider late cancellations as no-shows for trips cancelled less than 1 or 2 hours before the pickup time provided to the passenger at the time the trip was reserved, and only under the same circumstances (i.e., not due to circumstances beyond the rider's control).

pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

Definition: No-Shows Due to Operator Error or to Circumstances Beyond a Rider's Control³

Bay Area Rural Transit 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 [5] minutes

Bay Area Rural Transit 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
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact **Bay Area Rural Transit** staff when experiencing no-shows or late cancellations due to circumstances beyond their control.

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.

At the first verified "no-show" or late cancellation, **Bay Area Rural Transit** will notify the rider via phone of the No-show Suspension Policy and discuss ways to minimize future no-shows or late cancellations.

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

Bay Area Rural Transit reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider's account. **Bay Area Rural Transit** reserves the right to suspend from services any rider who establish a pattern or practice of missing scheduled trips.

Each verified no-show (or late cancellation) consistent with the above definitions counts as [1] penalty point. Riders will be subject to suspension after they meet all the following conditions:

- Accumulate [3] penalty points in one calendar month
- Have booked at least [5] trips that month
- Have "no-showed" or "late cancelled" at least (10%) percent of those trips

³ Agencies using this sample as a template for their own no-show suspension policies are advised to first familiarize themselves with the content of ADA Circular, consult with the disability community to develop the variables, and ensure that the variables actually represent a pattern or practice of missing scheduled trips and a reasonable period of suspension.

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.

Bay Area Rural Transit will notify riders by telephone after they have accumulated **[3]** penalty points in one month and would be subject to suspension should they have verified “no-shows” of 10% of total booked trips.

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

Suspension Schedule⁴

Suspensions begin on Mondays. Violations result in the following:

- First violation: Triggers warning phone call
- Second violation: **3**-day suspension
- Third violation: **5**-day suspension
- Fourth violation: **15**-day suspension
- Fifth and subsequent violations: **30**-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 [15] business days of receiving suspension letters. Riders should contact the [name of complementary paratransit service] operations center at [telephone number], [day] through [day] from [time] a.m. to [time] p.m. to explain the circumstance, and request the removal of the no-show or late cancellation.

Policy for Appealing Proposed Suspensions

Riders wishing to appeal suspensions under this policy have the right to file an appeal request in-person, via phone, email or US mail within [15] business days of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from **Bay Area Rural Transit** on the date listed on the suspension notice.

All suspension appeals follow **Bay Area Rural Transit** appeal policy.

⁴ Per FTA 4710.1, a no-show suspension schedule cannot exceed 30 days.

Bay Area Rural Transit – Reasonable Modification Policy

1. Purpose

The purpose of the reasonable modification policy is to ensure that **Bay Area Rural Transit** offers equitable and effective opportunities and access to public transportation services for persons with disabilities and full compliance with the provisions of Title II of the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

2. Policy

Bay Area Rural Transit is committed to providing equitable access and opportunity to individuals with disabilities in all programs, services, and activities. **Bay Area Rural Transit** recognizes that in order to have equitable and effective opportunities and benefits, individuals with disabilities may need reasonable modification to policies, practices, and procedures. **Bay Area Rural Transit** will adhere to all applicable federal and state laws, regulations, and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities. **Bay Area Rural Transit** does not discriminate based on disability in admission to, participation in, or receipt of services and benefits under any transit program or activity. **Bay Area Rural Transit** will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate.

No individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of **Bay Area Rural Transit**, or be subject to discrimination by **Bay Area Rural Transit**.

3. Eligibility Criteria

An individual is eligible to request a reasonable modification consideration if that individual experiences a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such impairment; or been regarded as having such impairment¹.

4. Reasonable Modification

A reasonable modification is a change or exception to a policy, practice, or procedure that allows individuals with disabilities to have equitable access to programs, services, and activities. **Bay Area Rural Transit** will make reasonable modifications to policies, practices, and procedures when necessary to ensure access to transit services for individuals with disabilities, unless:

¹ Americans with Disabilities Act, Title 42, Chapter 126, Section 12102

- Making the modification would fundamentally alter the nature of the public transportation service.
- Making the modification would create a direct threat to the health or safety of others including passengers.
- The individual with a disability is able to fully use the transportation service without the modification.
- Making the modification would create an undue financial or administrative burden.

For the purposes of this section, the term reasonable modification shall be interpreted in a manner consistent with the term “reasonable accommodations” as set forth in the Americans with Disabilities Act title II regulations at 28 CFR 35.130(b)(7), and not as it is defined or interpreted for the purposes of employment discrimination under title I of the ADA (42 U.S.C. 12111–12112) and its implementing regulations at 29 CFR part 1630.

5. Requests for Reasonable Modification

Bay Area Rural Transit shall make information about how to contact **Bay Area Rural Transit** to make requests for reasonable modification readily available to the public. **Bay Area Rural Transit** shall follow these procedures in taking requests:

- Individuals (or their representatives) requesting modifications shall describe what they need in order to use the service.
- Individuals requesting modifications are not required to use the term “reasonable accommodation or reasonable modification” when making a request. **Bay Area Rural Transit** will determine if the request represents a reasonable modification and proceed in considering the request according to ADA guidelines and this policy.
- Whenever feasible, **Bay Area Rural Transit** requests that individuals make such requests for reasonable modification in advance if possible to allow time to consider the request and, if approved, to make the appropriate modification to affected policies, practices, and/or procedures.
- Where a request for modification cannot practicably be made and determined in advance, **Bay Area Rural Transit** personnel shall make a determination of whether the modification can be made at the time of the request. Operating personnel should consult with **Bay Area Rural Transit’s** management before making a determination to grant or deny the request.

Requests for accommodation may be made either orally or in writing. The reasonable modification process begins as soon as the request is received.

Reasonable modification request forms are by contacting **Bay Area Rural Transit** by phone or email.



Reasonable Modification Reque

The request can be submitted in any written format. Alternative means of filing a request, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or in advance.

6. Interactive Process

When a request for modification is made, **Bay Area Rural Transit** and the individual requesting the modification must engage in a good faith interactive process to determine what, if any modification shall be provided. The individual and **Bay Area Rural Transit** must communicate with each other about the request and the process for determining whether a modification will be made. Communication is a priority throughout the entire process.

7. Time Frame for Processing Requests and Providing Reasonable Modification

Bay Area Rural Transit will process requests for reasonable modification and then provide the modification, where appropriate, within thirty (30) business days. **Bay Area Rural Transit** recognizes, however, that the time necessary to process a request will depend on the nature of the modification(s) requested and whether it is necessary to obtain supporting information.

8. Granting a Reasonable Modification Request

As soon as **Bay Area Rural Transit** determines that a reasonable modification will be provided, that decision shall immediately be communicated to the individual. This notice will be in writing in order to maintain the required record for reporting purposes. However, upon request, alternative means of response will be provided.

In choosing among alternatives for meeting nondiscrimination and accessibility requirements with respect to new, altered, or existing facilities, or designated or specified transportation services, **Bay Area Rural Transit** shall give priority to those methods that offer services, programs, and activities to individuals with disabilities in the most integrated setting appropriate to the needs of individuals with disabilities.

9. Denying a Reasonable Modification Request

As soon as **Bay Area Rural Transit** determines that a request for reasonable modification will be denied, **Bay Area Rural Transit** will communicate the basis for the decision in writing to the individual requesting the modification. When requested, alternative means of response also will be provided. The explanation for the denial will clearly state:

- a. the specific reasons for the denial;
- b. any alternative modification that may create the same access to transit services as requested by the individual; and
- c. the opportunity to file an appeal relative to the **Bay Area Rural Transit's** decision on the request.

10. Appeal Process

Bay Area Rural Transit will follow its existing procedure for investigating and tracking complaints/appeals. Alternative means of filing an appeal, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or in advance.

11. Designated Employee

Bay Area Rural Transit shall designate one official within the organization responsible for processing reasonable modification requests and handling appeals. This individual is:

Pat Daoust, ADA Coordinator

Bay Area Rural Transit

P.O. Box 612

2216 6th Street East

Ashland, WI 54806

p.daoust@bartbus.com

12. Record Retention

Bay Area Rural Transit will maintain all records related to reasonable modification requests and denials for at least three (3) years.

Request for Reasonable Modification

Date:	
Submitted by:	
Cell Phone:	
Email:	

Submitted on behalf of: (please specify)

	Myself	
	Someone else (<i>insert name of rider</i>)	

Contact Information of Rider

Address	
Phone	
Email	

Please describe what modification the rider needs to use the transportation service: (if additional space is needed, please use the back of the form).

--

Does the person needing modification currently ride Bay Area Rural

Transit? Yes No

If yes, please describe the current riding experiences without this requested modification.

--

Submit this form via:

- 1) **Attention:** Pat Daoust
- 2) **Mail to:** Pat Daoust, 2216 6th Street East, Ashland, WI 54806
- 3) **Email to:** p.daoust@bartbus.com

Bay Area Rural Transit will process requests for reasonable accommodation and then provide the modification, where appropriate, within thirty (30) business days. **Bay Area Rural Transit** will communicate directly with the person requesting the modification. **Bay Area Rural Transit** recognizes, however, that the time necessary to process a request will depend on the nature of the modification(s) requested and whether it is necessary to obtain supporting information. If the modification is denied, an appeal process is in place.

Official Use Only

		Date Received:	
		Request Number:	
Notes:			
Approved/Denied: <i>(Specify)</i>			
Official Name:			
Date:			

Employee Training Information

Requirement

US DOT Regulations, specifically 49 CFR part 37, Appendix D states:

“Each public or private entity which operates a fixed route or demand responsive system shall ensure that personnel are trained to proficiency, as appropriate to their duties, so that they operate vehicles and equipment safely and properly assist and treat individuals with disabilities who use the service in a respectful and courteous way, which appropriate attention to the difference among individuals with disabilities.”

“Each transportation provider is to design a training program which suits the needs of its particular operation.”

Training

The following are examples of personnel training topics appropriate to different duties and responsibilities:

- *Drivers* – Properly operating all accessibility equipment and features; providing appropriate assistance to individuals with disabilities with boarding and securement; communicating effectively with individuals with different types of disabilities; and positioning the vehicle so that the lift or ramp can be deployed and used.
- *Vehicle Dispatchers* – Understanding all operating policies and procedures to effectively and properly assign and route vehicles, assisting drivers on issues that arise pertaining to accessible service and communicating effectively with individuals with different types of disabilities.
- *Vehicle Mechanics* – Maintaining all accessibility equipment on vehicles and keeping maintenance and repair records.
- *Managers and Supervisors* – Understanding all operating policies and procedures and supervising employees to ensure they provide proper and consistent levels of service to individuals with disabilities.

Refresher Training

In addition to the initial job training, **Bay Area Rural Transit** will provide regular refresher training for all appropriate employees. Such training includes, but is not limited to, a discussion of issues from riders or employees, information on new agency policies and procedures, and an overview of accessibility features in newly procured vehicles.

Training Records

Bay Area Rural Transit will maintain training records including information on employee and new hire policy receipt acknowledgement signature forms and records related to passenger assistance training, refresher training, etc.

Employee Acknowledgement

Receipt of Bay Area Rural Transit

ADA Policies and Procedures

I understand the **Bay Area Rural Transit's** ADA policies and procedures and I'm committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services according to the Americans with Disabilities Act (ADA), as protected by Title VI by the Federal Transit Administration.

I hereby acknowledge the receipt of **Bay Area Rural Transit's ADA** policies and procedures, including, but not limited to information on:

- ✓ Passenger Assistance
- ✓ Reasonable Modifications
- ✓ Accommodations of Wheelchairs
- ✓ Ramp/Lift and Securement Use
- ✓ Personal Care Attendants
- ✓ Service Animals
- ✓ Medical Equipment and Carry-On Packages
- ✓ Customer Service
- ✓ Disruptive Behavior
- ✓ Complaint Procedure and Form

Employee Name:	
Employee Signature:	
Date:	
Authorized Employer Representative:	
Date:	

Employee Training Record⁵

Employee Name:	
Employee Number:	
Date of Hire:	

Training Information			
Date:			
Training Description			
Source/Instructor			
Location		Hours:	
Certification? (Yes/No)		Expiration Date? (if applicable)	
Employee Signature:		Manager Signature:	

Training Information			
Date:			
Training Description			
Source/Instructor			
Location		Hours:	
Certification? (Yes/No)		Expiration Date? (if applicable)	
Employee Signature:		Manager Signature:	

Training Information			
Date:			
Training Description			
Source/Instructor			
Location		Hours:	
Certification? (Yes/No)		Expiration Date? (if applicable)	
Employee Signature:		Manager Signature:	

⁵ Add more pages, as needed.

Employee Training – Sign-In Sheet

Name of Training: _____

Date of Training: _____

Instructor: _____

Length (hours): _____

	Employee Name	Employee Signature	Manager Signature
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			

ADA Paratransit Application Information

BART ADA Application

Individuals interested in using BART's ADA service need to fill out an application and must meet the ADA criteria. BART transit personnel review all applications to determine eligibility for the service. Staff may consult the appropriate professional regarding your eligibility at any stage of the determination process if it is deemed necessary. Eligibility will be determined within 21 days of receipt of a completed application.



BART ADA
Application.docx

ADA Identification Card - Sample

	Bay Area Rural Transit	715-682-9664
	ADA Name here	Street Address Ashland, WI 54806
<i>This customer has qualified for special assistance under the Americans with Disabilities Act and may utilize the services provided by Bay Area Rural Transit and its subsidiaries as outlined in the informational brochures provided for public transportation.</i>		
Date Issued: February 20, 2018		Special conditions: none
		

	A.D.A. Identification
	Special conditions: none
	Expiration: Permanent
	

(Sample)
ADA Application – Approval Letter

Date

Mr. John Doe
1234 Main St.
Ashland, WI 54806

RE: Approval - Americans with Disabilities Act (ADA) Certification Application

Dear Mr. _____,

We have reviewed your application for the assistance of transportation services provided by the Bay Area Rural Transit system. We agree that your situation requires assistance when using the buses.

Bay Area Rural Transit uses the Ashland County Aging Unit to provide rides in the City of Ashland for the level of services that require special needs. This should be your primary call for rides. You should call to reserve a ride 24 hours in advance at 715-682-4414. If the Aging Unit is unable to help with your ride they may try to schedule your ride on a BART bus.

We are enclosing an identification card that you should use for ADA services. Your card does not expire, however you may be contacted in the future for re-evaluation. *All BART ADA identification card carriers MUST be prepared to show their identification card to the bus driver. Failure to produce your ADA Identification card requires the driver to charge the standard adult fare. There are no exceptions.*

All of our customers' safety is important to us. So please let the drivers know if at any time you have special needs.

In addition, your card should be honored if you visit another community for a few days. If you stay for an extended period of time you may be required to apply for this assistance from the transit system you are using in another area. Please check with that system for their policies.

We appreciate that you put your trust in the BART system and the Ashland County Aging Unit and hope we can make your experience a comfortable one.

Sincerely,

Pat Daoust, Transit Manager
2216 6th Street East
Ashland, WI 54806

Enclosed: ADA Identification Card

Cc: Ashland County Aging Unit

(Sample)
ADA Application – Denial Letter

Date

Mr. John Doe
1234 Main St.
Ashland, WI 54806

RE: Denial - Americans with Disabilities Act (ADA) Certification Application

Dear Mr. _____,

We have reviewed your application for the assistance of transportation services provided by the Bay Area Rural Transit system. We have determined that your condition does not impair your ability to use the BART buses without difficulty.

You may appeal this decision, if you disagree with our determination. You must send a written letter of appeal which includes the reason for your objection. Any letter of appeal must be sent to the Transit Manager at the following address;

Bay Area Rural Transit
Attn: Pat Daoust
P.O. Box 612
Ashland, WI
54806

Any letter of appeal must include any medical documentation to substantiate your reason for further review.

Sincerely,

Pat Daoust, Transit Manager
2216 6th Street East
Ashland, WI 54806

Cc: Ashland County Aging Unit



Bay Area Rural Transit
Public Transit
ADA Certification Application
 (Americans with Disabilities Act)



If you are at least 60 years of age – STOP – you do not need to complete this form.
You already qualify for the Senior rate.

VERIFICATION is required to certify that you qualify for ADA Bus services if you are under the age of 60 years. Evaluation of your request will begin as soon as the form is completed and received. The information obtained in this request will only be used by Bay Area Rural Transit (BART) for the provision of transportation services. Information will be shared with the Ashland County Aging Unit that provides ADA services on our behalf. Information WILL NOT BE shared with any other agency. Return the completed, signed form to BART, PO Box 612, Ashland, WI 54806. You will be notified of our determination within 14-21 days after we receive your request. If you have any questions, please call the BART Manager 715-682-9664.

1. Name *(please print)* _____ Date of Birth _____
 Address _____ Telephone # _____
 City/State/Zip _____ Work # _____

2. The limitation qualifying me is based on my inability to perform one or more of the following functions necessary for the effective use of mass transportation facilities without significant difficulty **(check all that apply)**.

board or alight from an auto, van and/or bus read informational signage
 stand in a moving bus hear announcements by driver
 Permanent Temporary (If temporary, expected duration _____)

3. How far can you walk without the assistance of another person?
 1 block 2-3 blocks 4-9 blocks

4. Is your ability to travel affected by extremes in the weather? Yes No

If yes, please explain: _____

5. Do you require a Personal Care Attendant? Yes No

6. Other effects of your limitations of which BART needs to be aware: _____

Description of Disability: (Use reverse side if necessary) _____

The following information will be used to ensure that an appropriate vehicle is utilized to provide your transportation and that an accurate analysis of your trip requests can be made by BART.

7. Do you use any of the following aids for MOBILITY? **(check all that apply)**

manual wheelchair electric wheelchair powered scooter
 cane crutches guide dog
 Walker segway

8. I hereby CERTIFY that the information given above is correct:

 Signature

 Date

9. If this REQUEST FOR CERTIFICATION has been completed by someone other than the person needing service that person must complete/sign the following:

Name (please print) _____ Telephone # _____
Address _____ Relationship to Applicant: _____
City/State/Zip _____
Signature _____ Date _____

10. In order for BART to evaluate the request, it may be necessary to contact a physician or other professional to confirm the provided information.

Please complete the following information and authorization form.

The following Physician Health Care Professional Rehabilitation Professional

is familiar with my DISABILITY and is authorized to provide required information to Bay Area Rural Transit to complete the REQUEST for CERTIFICATION:

Name (please print) _____ Dr. Name _____
Address _____ Phone Number _____
City, State & Zip _____
Signature of Person Requesting Certification _____ Date _____

<u>BAY AREA RURAL TRANSIT USE (only)</u>			
Date Received: _____	Date Processed: _____	(21 days max.)	
Applicant' Name _____	<input type="checkbox"/> approved	<input type="checkbox"/> not approved	
Certified by _____	Date _____	<input type="checkbox"/> permanent	<input type="checkbox"/> temporary (to: _____)
Mobility Manager Review Date: _____			
Review Action Letter Sent: _____	<input type="checkbox"/> ID Included		
Copy of Approval Sent to: Ashland County Aging _____	or Bayfield County Aging _____	or Price County Aging _____	
(Date)	(Date)	(Date)	

Return to:
Pat Daoust, Transit Manager
Bay Area Rural Transit
2216 Sixth Street East
P.O. Box 612
Ashland, WI 54806

Customer #:	_____
Date Entered:	_____
Initials:	_____

Direct questions to Pat Daoust, Manager: (715) 682-9664 Ext. 101

FORM B
Request for Certification of Americans with Disabilities Act (ADA)
Professional Review Certification

From: Bay Area Rural Transit (BART)

To: _____

_____ has authorized you to provide us with information regarding his/her eligibility for the BART's Americans with Disabilities Act, Transit Assistance program. Your confirming information will assist us in making evaluation of their need/request. Thank you for your cooperation in this matter.

Relationship to applicant: Physician Health Care Professional Rehabilitation Professional
 Condition causing disability: Permanent Temporary (expected duration _____)

If the person has a MOBILITY disability, is the person able to:

YES	NO	Occasionally
Walk 1 block without assistance of another person	<input type="checkbox"/>	<input type="checkbox"/>
Walk 2-3 blocks without assistance of another person	<input type="checkbox"/>	<input type="checkbox"/>
Walk 4-9 blocks without assistance of another person	<input type="checkbox"/>	<input type="checkbox"/>
Climb 3 steps without assistance of another person	<input type="checkbox"/>	<input type="checkbox"/>
Wait outside without support for up to 10 minutes	<input type="checkbox"/>	<input type="checkbox"/>

Use mobility aids? Describe _____

Does the person have an uncorrectable VISUAL IMPAIRMENT? NO YES Right Eye Left Eye Both Eyes

If the person has a COGNITIVE disability, is the person able to:

	YES	NO
Give address and telephone number upon request	<input type="checkbox"/>	<input type="checkbox"/>
Recognize a destination or landmark	<input type="checkbox"/>	<input type="checkbox"/>
Deal with unexpected situation or unexpected change in routine	<input type="checkbox"/>	<input type="checkbox"/>
Ask for, understand and follow directions	<input type="checkbox"/>	<input type="checkbox"/>
Safely & effectively travel through crowded and/or complex facilities	<input type="checkbox"/>	<input type="checkbox"/>

Any other effect of the disability of which BART should be aware? _____

Authorizing Professional:

Name (please print) _____ Office Telephone # _____

Address _____

City _____ State _____ Zip _____

Signature _____ Date _____

Return to:
Pat Daoust, Transit Manager
Bay Area Rural Transit
2216 Sixth Street East
PO Box 612
Ashland, WI 54806

Direct questions to Pat Daoust, Manager: 715-682-9664 Ext. 101