

Peoria Transit

Dial-A-Ride and ADA / Para-transit Service Policies:

- Adopted July 20, 2004
- Amended June 16, 2017

Policy on Eligibility:

(ADA / Para-Transit ONLY) Individuals must apply and have been determined eligible in order to receive ADA / Para-transit transportation services. Alternatively, individuals must apply to participate in the Valley Metro Regional Public Transportation Authority's eligibility determination process to receive complementary para-transit eligibility pursuant to the Americans with Disabilities Act.

Policy on ADA / Para-Transit Certification:

Trip requests will be scheduled for an individual who has a valid ADA eligibility number and expiration date; is an ADA eligible visitor from another region (for a minimum of 21 days without requiring certification by our regional ADA office); or has submitted a completed application, but has not received determination notification after 21 days of the application being deemed complete by the regional ADA office. Service can be restricted by eligibility type (conditional eligibility) and other ADA-required regulations.

While Peoria Transit will temporarily honor ADA certifications made by another transit system, it retains the right to require certification (or re-certification) of eligibility through the Valley Metro ADA Certification Office once 21 days of service have been provided to the visitor.

Policy on ADA / Para-Transit Appeals:

Applicants and certified users have access to an appeals process administered by Valley Metro Regional Public Transportation Authority. Persons may contest a denial of eligibility as well as trip conditions attached to a conditional eligibility determination. All appeals must be filed in writing within sixty (60) calendar days from the date of the post mark on the envelope containing the eligibility notification letter. Final decisions on all appeals will be made by the Regional ADA Appeals Panel. Written appeals must be directed to the following address:

Regional ADA Appeals Panel
c/o Valley Metro
302 N. First Avenue, Suite 700
Phoenix, AZ 85003

Trip denials or suspension from service are appealed directly with Peoria Transit. All appeals must be filed within fourteen (14) calendar days from the date of the service denial notification letter. Final decisions on appeals will be made by Transit Management.

Policy on Service Animals:

Persons with disabilities who use service animals are allowed to board with their service animal regardless of fare category. Operators may ask any passenger if their animal is a service animal and/or if the animal assists them with their disability, but may not require certification or identification for service animals. Passengers using service animals must keep their animals under control, and the animal must not pose a threat to other passengers. Failure to do so may result in the passenger being requested to exit the vehicle.

Policy on Caregiver Responsibility:

Some clients are mentally or cognitively impaired or have severe memory problems such that they cannot be safely left on their own at either the pick-up point or the drop-off point. It is the responsibility of the client's caregivers or family to clearly identify these clients to Peoria Transit so that we can inform the driver and take appropriate precautions.

However, the driver cannot act as an attendant for these clients. Cognitively impaired clients will be allowed to travel without an attendant only as long as they exhibit safe behavior in the vehicle. An attendant or caregiver must be present at the pick-up point and at the drop-off point for clients who cannot be left alone. If a responsible attendant or caregiver is not present when the driver attempts to pick-up or drop-off these clients, it can seriously disrupt the driver's schedule. When Peoria Transit encounters absences of an attendant or caregiver, service to the client may be suspended and the matter may be reported to an appropriate state, county or local agency.

Policy to Caregivers and Social Service Agencies:

This document was written for all clients and is phrased as if the client is reading the document. We know / understand that many caregivers will assume the responsibility of reading and understanding this information as well as making reservations and other arrangements for the client.

However, if the person you take care of will be transported without an attendant, it is very important that he or she be able to understand and follow basic client responsibilities.

Policy on Personal Care Attendants

For the purpose of this policy a Personal Care Attendant (PCA) is defined as: Someone (employee, family member or friend) designated or employed specifically to assist a client with a sensory, degenerative, physical and/or developmental disability meet his or her personal needs.

A Personal Care Attendant (PCA) is clearly meant to be someone whose services are required by the client. It is important to realize that the need for a PCA is not necessarily related to travel with Dial-A-Ride / ADA Para-Transit services. A PCA is often needed by individuals with sensory, degenerative, physical and/or developmental disabilities to assist with other activities of daily living, regarding physical challenges they must meet. Individuals may need a PCA for these activities but be fully capable of traveling on the transit vehicle with the assistance already provided by transit personnel. The need for PCA services can be intermittent or occasional and still be authorized. One PCA is authorized without fare; additional travelers are considered companions and must pay the appropriate companion fare.

Peoria Transit personnel provide assistance necessary to board, disembark, or stow personal belongings and may include assistance to and from the door as needed (case by case basis).

Dial-A-Ride / ADA Para-transit services are provided to Personal Care Attendants (PCA) traveling with an eligible client. A PCA must have the same origin and destination as the eligible client and are not charged a fare when accompanying an eligible client.

If a client has a sensory, degenerative, physical and / or developmental disability, which requires personalized care during transportation, or at the destination, the PCA may ride at no cost. Peoria Transit cannot provide or assume the duties of a PCA and space must be reserved for a PCA when the trip is scheduled.

Under certain circumstance transit management may strongly recommend a PCA for clients with lost sensory or motor functions to such an extent that they need assistance with personal care needs, behavior and/or general safety.

(ADA / Para-Transit ONLY) At the time of certification (or, if applicable, later), clients are required to notify the Valley Metro ADA Certification Office if he or she must travel with an attendant, and will be reminded to bring one along at the time the reservation is made. The same is true of service animals.

Policy on Companions

A companion is a friend, relative, or other person who is traveling with you, but is not coming along primarily to help you. You must make a reservation for your companion when you make your own reservation. Companions pay the same fare as the client to travel.

Policy on Transporting Bags / Packages:

Each client is allowed up to six packages (plastic grocery or shopping bags). Clients should make other arrangements for bags / packages exceeding six parcels. Excessive luggage and large boxes cannot be accommodated. Clients may be required to secure their packages at their seats, as storage space on the vehicle is limited. The maximum combined weight of all packages cannot exceed 50 pounds. Drivers are only allowed to load a maximum of six bags onto the vehicle. They are not required to carry packages to / from the vehicle. We encourage clients to use a safe and efficient means of transporting bags / packages, such as a portable folding two-wheeled shopping cart.

Note: For safety reasons, clients may not, transport more bags / packages than they can manage themselves.

Policy on Fares:

To receive service, clients and their guests must pay a fare upon boarding, but personal care attendants travel at no charge. Fares may be paid in cash, or with a Peoria Transit pass. Nonpayment of a fare upon boarding may result in a denial of service for that trip.

The City of Peoria establishes DAR and standard ADA fare structures. Premium non-ADA fares including, but not limited to, DAR +, and group service are determined by Peoria Transit Management.

Policy on Identification Cards:

To receive discounted / ADA fare service, upon boarding, clients may be asked to show a valid identification card issued by a government entity (state ID, Medicare / Medicaid, etc.), or another public transit system.

Policy on Shared Rides:

Peoria Transit is a "shared-ride" service. This means that other riders with different destinations may be picked up and dropped off along the way. Your trip on public transit may take longer than if you took a taxi or drove yourself.

Policy on Service Area:

Clients / qualified registrants are not entitled to service outside of the defined service area and/or the jurisdictional boundaries.

ADA / Para-Transit service operates during the same days and hours as Valley Metro fixed-route bus service. The service area extends 3/4 of a mile beyond the fixed-route service. Points of origin and destinations not within the 3/4-mile corridor are ineligible for ADA Para-transit service.

A trip may require more than one-hour from origin to destination due to the size of Peoria Transit's service area. However, we are committed to providing trips that are not excessive in length (time) and have adopted the standard that no trips will be more than twice the length (time) of comparable Valley Metro fixed-route service, including transfers and wait times.

Policy on Transfers:

When transferring to or from fixed-route service: Transfer slips are neither issued nor accepted. Monthly passes are not accepted by Peoria Transit. No discount is offered; transferring passengers pay full fares.

Policy on Scheduling:

Please have the following information available when making a reservation:

- Client name
- The exact street address (origin and destination)
- Names of complexes or subdivisions, as well as building, apartment, or suite numbers
- Easily identified pick-up points should be communicated, where applicable, such as a hospital, shopping mall, or doctor's office
- The appointment or the pick-up time (Remember to indicate if the customer is traveling with a Personal Care Attendant (PCA), a companions or a service animal)
- The return trip information

Reservation agents will route and schedule each trip request at the time the reservation is made. Ride confirmation and "ready times" will be given to the client. When at capacity, alternative times and/or days may be negotiated, or the trip may be denied. Clients should expect the transit vehicle within 30 minutes of the negotiated "ready time" and must board the vehicle within 5 minutes of arrival. A delay by the client in boarding more than five minutes after the "ready time" may result in a service denial / no-show.

ADA / Para-Transit clients should expect the transit vehicle within 30 minutes of the negotiated "ready time" and must board the vehicle within 5 minutes of arrival. ADA / Para-Transit clients can make a reservation for a trip from one to fourteen days in advance.

There is a limit of four (4) DAR trips that a client can book on any given service day. All four (4) trips can be reserved during one telephone call. Every effort will be made to accommodate the requested trip(s), however, please be aware that at times the requested trip(s) may not be available. In those instances where demand goes beyond the available service, the Peoria Transit reservation agent will attempt to provide you with an alternate time as close to the original requested time as possible.

Trip "negotiations" are permissible under the ADA. Clients requesting a specific pick-up time, that is not available, will be offered a pick-up time nearest to the requested pick-up time within one hour before and one hour after the requested pick-up time. If the client refuses, a trip provided within one hour before and one hour after the requested pick-up time, the declined trip will be considered a trip refusal. A client may still accept an alternate pick-up time that is more than one hour from the requested time. All passengers have the right to reject an alternative trip time. If your trip can be scheduled within 10 minutes of the requested pick-up time, there will be no call back from Peoria Transit to inform you of the pick-up time. Peoria Transit agents will call, when practical, in cases where the vehicle is delayed 15 minutes or more to inform you of the delay and estimate the time the bus will arrive after attempting to dispatch another vehicle. If a client gets a late trip and

requires additional time, the client may call to request a later return trip and the trip will not be charged as a no-show.

Peoria Transit clients may call at any time to ask for an estimated time of arrival (ETA). To get specific information on when the scheduled vehicle is expected to arrive, call (623) 773-7435. Please try to limit your calls to when the vehicle is more than 15 minutes late, because excessive calls for your ETA will overwhelm the phone system and the reservations agents.

Please remember that you are responsible for arranging for the vehicle to gain access to gated communities or secured complexes. A driver cannot be delayed trying to locate personnel to provide access to a complex.

Policy on Advanced and Subscription Reservation Service:

(DAR ONLY) Reservations will be accepted not later than 5:00 p.m. one business day before the ride date.

(ADA / Para-Transit ONLY) Reservations will be accepted as far in advance as fourteen days, but not later than 5:00 p.m. one day before the ride date.

Subscription Service is offered to Peoria Transit customers who have travel patterns to and from the same destinations, during the same days and hours, at least one day per week. Individuals who have schedules that change frequently are not eligible for subscription service.

Subscription service is offered Monday through Friday and is restricted to work, volunteer, medical and educational trips. When a person is approved for subscription service, it is necessary for that person to contact the scheduler to confirm the desired days and times of travel. Once a subscription schedule is confirmed by Peoria Transit, the client does not have to make any further reservation calls except to cancel any trip you do not plan to take.

Unfortunately, same day changes cannot be accommodated. Subscription service is offered as a convenience to our clients. Availability is based upon a first come / first serve basis. Subscription service is not required under ADA; therefore, certain restrictions may apply due to capacity constraints.

Note: Same day reservations cannot be accommodated. Peoria Transit does not operate on Saturdays, Sundays or on nationally observed holidays.

Policy on Changing Your Reservation:

Changes to reservations will be accepted not later than 5:00 p.m. one business day before the ride date. Requests for changes on the ride date cannot be accommodated. Please do not ask the driver to make changes to your trip, such as dropping you at a different address. Drivers are not authorized to make changes to the trips they are assigned.

Policy on Capacity Constraints:

At the time the reservation is made, clients may be notified if excessive demand exists for their particular requested trip time, and an alternative may be negotiated.

Operational problems attributable to causes beyond the control of Peoria Transit shall not be a basis for determining that a pattern or practice of capacity constraints exists. Examples include, but are not limited to, unanticipated delays caused by another client, weather, or traffic conditions affecting all vehicular traffic that were not anticipated at the time a trip was scheduled.

Policy on Cancellations, Lateness, and “No Shows”:

Clients must cancel unwanted trips at least two hours in advance. A documented pattern of untimely cancellation notice, “no shows,” or lateness for reasons within the client’s control may result in service denial on a long-term basis. (See Policy on Suspension of Service below)

Policy on Service Quality:

Schedules are designed to allow adequate time for clients to complete boarding or disembarking from the vehicle. Peoria Transit personnel provide assistance necessary to board, disembark, or stow personal belongings and may include assistance to and from the door as needed (case-by-case basis).

Policy on Wheelchairs, Scooters, Lift, and Securement Use:

Peoria Transit will transport clients whose wheelchairs meet the ADA-regulated definition of a common wheelchair. A common wheelchair is a wheelchair or other mobility device that does not exceed 30 inches in width, 48 inches in length and that does not weigh more than 600 pounds when occupied. Wheelchairs and their users shall be secured at all times during boarding, disembarking, and transporting operations.

There are many types of wheelchairs, and it is often difficult to identify the mainframe of a wheelchair.

Scooter-type devices have been shown to be unstable on wheelchair lifts and sometimes may exceed the weight and ADA allowable dimensions. Scooters can also be unstable once inside the vehicle. Clients traveling with scooters should adhere to the same safety procedures as those for wheelchairs. Clients who use scooter-type mobility devices who are capable of transferring to a vehicle seat are strongly encouraged to do so during transport.

Clients using wheelchairs or scooters must be secured, using a four-point tie down system at all times while riding in the vehicle. Failure to cooperate with safety related policies may result in loss of service. Mobility devices are strongly encouraged to back onto the wheelchair lift as prescribed by the manufacturer.

Note: Peoria Transit cannot transport customers with inoperative mobility devices.

Policy on Ambulatory Clients:

Clients unable to use the steps to enter the vehicle may use the lift standing to board the vehicle. Ambulatory clients who use the wheelchair lift must be able to stand without assistance to hold onto the handrails.

Policy on Open Sores and Wounds

For the purpose of this policy, an open sore or wound includes but is not limited to: a health / medically related opening which creates leaking or discharge of bodily fluid (Dialysis pick-line, colostomy bag, vomiting, diarrhea, etc.) or injury that causes an external break in body tissue. Wounds include abrasions, incisions, lacerations, punctures, and avulsions.

Wounds must be properly dressed and leakage / discharge must be controlled to prevent the threat of transmission of biohazards to transit personnel and other clients and prevent infection of the

wound. Transit personnel may ask clients if leakage / discharge or dressings are properly controlled / applied.

In some cases, clients may be required to exit the vehicle to address biohazard concerns.

Note: Peoria Transit personnel cannot be held responsible for dressing wounds and controlling bodily fluid leakage / discharge. This is the client's responsibility. Any client requiring assistance in properly dressing wounds and controlling bodily fluid leakage / discharge while on the vehicle will be strongly encouraged to travel with a PCA. Should dressing wounds and controlling bodily fluid leakage / discharge become necessary while on the vehicle, Peoria Transit personnel will contact emergency medical services (911) to administer the required aide at the client's expense. Repeated incidents related to improperly dressed / undressed wounds and uncontrolled bodily fluid leakage / discharge, disrupt or delay other Peoria Transit clients and place them at risk of transmission of infectious agents and may result in the evaluation of the individual's suitability to use Peoria Transit services.

Although universal contact precautions are taken, service is not guaranteed.

Policy on Medication and Transporting Other Life-support Equipment:

Clients may travel with respirators, portable oxygen, and other life-support equipment, provided such transport does not violate laws or rules related to transportation of hazardous materials.

Clients using such equipment are strongly advised to use medical transportation and/or travel with a personal care attendant and may not be allowed to carry additional oxygen tanks if transported in an unsafe manner.

Clients requiring medication or oxygen at regular intervals should be advised that travel time on transit vehicles could be up to twice the length of comparable Valley Metro fixed-route service, including transfers and wait times. Rides are subject to delays that may result in a client's on-board time being longer than 60 minutes. Public transportation is subject to unpredictable conditions such as traffic delays and mechanical problems.

Note: Peoria Transit personnel cannot be held responsible for the administration of medications. The administration of medication when in a Peoria Transit vehicle is the client's responsibility. Any client requiring assistance in the administration of medication or oxygen while on the vehicle must travel with a PCA. Should the administration of medications or oxygen become necessary while on the vehicle, Peoria Transit personnel will contact emergency medical services (911) to administer the required medication at the client's expense. Repeated incidents in which the administration of medication and/or oxygen disrupt or delay other Peoria Transit clients may result in the evaluation of the individual's suitability to use Peoria Transit services.

Policy on Accessible Origins and Destinations:

Service to or from inaccessible origins or destinations will be provided at the nearest curb or location where safe access exists. In this instance, a personal care attendant is strongly advised if additional assistance is needed.

In order for us to provide you with safe, on-time service, you must specifically designate a location and inform us where you will be waiting for your pick-up.

Peoria Transit has developed the following procedures to ensure safe vehicle movement and standardized connecting point guidelines:

Clients living in a large, multiple unit apartment complexes must meet the vehicle either at the curb closest to their unit address or at the curb closest to the main lobby or centralized building, unless instructed otherwise.

If the apartment complex is inaccessible to Peoria Transit vehicles, the client must meet the vehicle at the main entrance to the complex. Before any Peoria Transit vehicle can enter apartment complexes that are not easily accessible, the location must be inspected by a supervisor or senior transit personnel. If the facility has a guarded gate or limited access, the client should inform the security staff of the scheduled pick-up and return times. It is the client's responsibility to notify Peoria Transit of security procedures or access codes when the reservation is made and to arrange access for the vehicle. Peoria Transit vehicles cannot be delayed due to complicated access requirements.

A client traveling from a large office complex, medical facility, or other similar area must meet the vehicle at the curb closest to the main reception desk or main lobby entrance. Peoria Transit is committed to arriving within its pick-up / ready window. If the client is not at the proper pick-up location within the designated pick-up / ready window and the five-minute grace period has expired, the vehicle will depart and the client will be declared a "No-Show". Out of courtesy for other Peoria Transit clients who are scheduled on the same vehicle, the driver will wait no longer than a five-minute grace period. Clients must be ready to depart at any time during the pick-up / ready window described when reservations are made.

If a client has not boarded the vehicle within the five-minute grace period, the vehicle will depart. The dispatcher will not call the client by telephone to advise that the vehicle has arrived. Peoria Transit, however, will call by telephone any client that is Sight-impaired or hearing-impaired to notify them that the vehicle has arrived. It is the Client's responsibility to be at the curb or within viewing distance of the driver when the vehicle arrives.

Please note that for your and other client's convenience the Peoria Transit vehicles *cannot wait* while clients conduct business at their destination.

Policy on Access to Information about Peoria Transit Services:

This information will be made available in accessible formats as necessary to enable users to understand Peoria Transit's services and policies. Applicable policies will be reviewed by reservation agents when reservations are made.

Policy on Lost & Found Articles:

Lost and Found property is stored in a locked / restricted area to maintain accountability, safekeeping and security. Every reasonable effort is made to keep the property in the same condition in which it was recovered. Items may be mailed to the person on request, or returned in a manner deemed secure. Articles will be held for 10 days. To claim a lost article, please call (623) 773-7435. Clients are responsible for claiming lost articles.

Policy on Prohibiting Disruptive Behavior:

Service will immediately be denied on a long-term basis to clients who engage in violent, seriously disruptive, or illegal behavior.

Such behavior includes, but is not limited to: threats or fear of physical or verbal abuse; unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial

connotations; unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating bus riding rules, including smoking on the bus, not wearing a seatbelt, standing while it is in motion, eating or drinking, or defacing equipment; refusing to comply with other requirements specified in the policies above; or providing false information in order to qualify for ADA certification.

Note: The use of alcoholic beverages or riding under the influence of intoxicating drugs or alcohol is prohibited at all times.

Policy on Suspension of Service:

Clients must not engage in activities which misuse the system, unnecessarily using capacity that could otherwise go to clients who need transportation, and increase Peoria Transit’s service costs. Examples of misuse include, but are not limited to, failing to show up for scheduled rides (“no shows”), failing to board the bus immediately upon arrival (lateness), and providing late cancellation notice.

A suspension will be imposed as described below for a documented pattern within any 30-day period of misuse of system capacity within the client’s control. A sudden personal emergency, sudden or worsening illness, inability to reach Peoria transit’s phone lines, or a late driver shall not be considered within the client’s control.

Clients will be provided an opportunity to explain the reason for each occurrence in a call or postcard initiated by Peoria Transit. After the third incident (and if the client cannot be reached after three attempts via telephone or postcard), Peoria Transit will issue a written warning notice that the next violation will result in a denial of service.

Prior to any suspension, a written warning of the proposed suspension period and the reason(s) for it will be provided to the client. Clients who appeal the proposed suspension may continue to ride pending a decision on the appeal. (See Policy on Appeals above)

Suspension for Untimely Cancellation Notice, “No Shows,” and Lateness:

First Suspension:	7 days
Second Suspension:	14 days
Third (and subsequent) Suspensions:	30 days

Trip denials or suspension from service is appealed directly with Peoria Transit. All appeals must be filed within fourteen (14) calendar days from the date of the service denial notification letter. Final decisions on appeals will be made by Peoria Transit Management.

Written appeals must be directed to the following address:

City of Peoria
Transit Division
c/o Appeals Review
8401 West Monroe Street
Peoria, AZ 85345

Policy on Nondiscrimination and ADA Notice:

A high priority of the City of Peoria’s Transit Division is to ensure the transit program is administered and provided free of discrimination to all employees, job applicants, and program participants and program applicants.

Peoria Transit does not discriminate against any person because of sex, age, race, creed, color, disability, sexual orientation, religion, national origin, political affiliation or belief, or heritage. Furthermore, the City of Peoria specifically prohibits all forms of sexual and other unlawful harassment within Peoria Transit.

Policy on Suggestions, Comments & Complaints

Peoria Transit seeks to provide its clients with safe, reliable, and customer-friendly service. We look forward to working with you to provide the best service possible. If you have a suggestion, comment, or a complaint about our services, please call our **Transit Operations Supervisor** at (623) 773-7449 or write to:

**City of Peoria
Transit Division
8401 W. Monroe Street
Peoria, AZ 85345**

Specific details will help us thoroughly address your suggestions, comments, or complaints in an expeditious fashion.

Please remember to include the following information when calling or writing to us.

- Name, address, and telephone number
- Location, Day and time of experience, if applicable
- Vehicle number and/or driver's name / description, if applicable
- Dispatch / reservation agent's name, if concerning a telephone conversation
- Explanation of incident, suggestion, or comment

Complaints received by Peoria Transit will be logged and numbered. They will be processed and forwarded to the appropriate authorities for investigation. If the supervisor or other support staff is not available, the call will go to voice mail and a response will be provided by the next business day. Complaints received by letter will be dated and answered in seven (7) working days. If the appropriate information is provided, the investigation will be completed within seven (7) working days (excluding Saturday, Sundays and holidays) and the client will be contacted by telephone and/or letter advising you of the finding of the complaint.

If the investigation cannot be completed within seven (7) working days, the client will be notified of the delay and advised when to expect a follow-up call to address their concern.

ADA / Para-Transit complaints may be directed to Valley Metro Customer Relations at (602) 253-5000, or TTY (602) 261-8208 or via e-mail at csr@valleymetro.org.