



City of Sandusky Department of Planning
222 Meigs Street, Sandusky, OH 44870
(419) 627-5715

Sandusky Transit System ADA Paratransit Service Policy and Procedures

Effective August 2017

It is the policy of the City of Sandusky and the Sandusky Transit System (STS) to provide complementary ADA (American with Disability Act) paratransit service to those individuals determined to be ADA paratransit eligible as define in CFR 49 Section 37.

1. SERVICE DESCRIPTION

Transportation services are provided by ADA compliant vehicles and ADA trained professional drivers. Drivers are not trained to provide medical assistance and they do not provide personal care attendant services.

Service Hours and Days

Service is provided Monday through Saturday throughout the year, except for City of Sandusky announced holidays. STS is closed on: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. STS does not provide service on Sundays.

Trips can be scheduled for pick-up as early as 6:15 a.m. and as late as 9:30 p.m., Monday through Saturday by calling (419) 627-0740. Customer Service reps are available Monday through Friday 8:00 a.m. – 4:00 p.m. to scheduled trips. (see How To Schedule A Trip)

Service Area and Fares

The Paratransit Service Area is defined as the area within 3/4 of a mile on either side of a fixed route and the interior corridor. The fare for services within this Service Area is \$3.00 per one-way trip. **Published fares are subject to change.**

Driver Responsibilities

- STS provides door to door service.
- The driver will come to the front door of a residence or pick-up location.
- The driver will attempt to notify passengers of arrival by ringing the doorbell or knocking on the door.
- The driver will assist passengers in boarding and exiting the van.
- The driver will assist the passenger to the door of his/her destination.
- The driver will assist passengers up or down ramps at residence and/or destination.
- The drivers are authorized to only make one trip with groceries or other items to the customer's front door.
- Drivers may not lift anything more than 20 lbs.
- Drivers may not provide assistance getting in or out of the wheelchair.

- Drivers may not provide assistance in getting ready for the trip.
- Drivers may not provide assistance with medication or oxygen.
- Drivers may not provide personal care for individuals who cannot be left unattended.
- Drivers may not enter a customer's residence, enter gates or enclosed personal property areas.
- Drivers may not lose sight of the STS vehicle when assisting customers or attempting to locate a customer.
- Drivers must ensure the safety of the ADA van and its passengers; this includes items such as avoiding unpaved roads, exposing the vehicle to hazards and any other questionable situations.

2. CERTIFICATION PROCESS

Certification of Eligibility

STS utilizes the certification criteria as established CFR 49, Section 37, ADA Guidelines as listed below:

- An individual might qualify if they have a disability that prevents them from boarding, riding, or disembarking from any vehicle on the fixed route system that is accessible to such persons.
- An individual might qualify if they have a disability that allows them to independently board, ride, or disembark from any vehicle on the fixed route system which is accessible to such persons, except when such a vehicle is not available on the needed route(s).
- An individual might qualify if they have a disability or impairment related condition prevents him/her from getting to and from a fixed route location.

A copy of the application form may be obtained at the STS office located at 222 Meigs Street, the STS Depot located at 1230 N. Depot Street, or from the STS Transit website www.ci.sandusky.oh.us/transit, or by calling STS at (419) 627-0740.

An application must be filled out and signed by applicants; as well as the section that will require confirmation and signature of a medical professional (Physician, Therapist, Nurse, Social Worker, or O&M Specialist).

Determination of Eligibility

Upon receipt of a complete application, STS ADA Review Committee will make a determination of eligibility within 21 days or less. The client will be informed in writing of the determination.

If the applicant disagrees with the findings, he/she may make a written request for an appeal of the decision. The request for appeal must be sent to STS in writing and will be reviewed by the general manager.

ADA Paratransit Service will be granted to the individual during the appeal process and final determination.

Renewal of Certification Process

Certification of all ADA-eligible clients will need to be renewed every five (5) years unless shorter based on the eligibility certification.

Clients/Visitors with ADA Certification visiting other Transit agencies

A client who is ADA certified with STS may request a visiting letter to another Transit agency showing their eligibility. STS will provide a written letter of eligibility. A week in advance of the client's travel, the client will need to call their certification coordinator and ask to have eligibility information faxed/emailed to the other agency.

An out-of-town visitor with certification eligibility may have their certifying agency send STS their eligibility information at least one week in advance. Visitor's privileges are valid for 21 consecutive or non-consecutive days per year.

3. HOW TO SCHEDULE A TRIP

Requests

Requests for service can be made by calling STS no later than 4:00 pm the day before service is needed, however advance reservations are encouraged.

Customers may call the STS service reservation and information line at (419) 627-0740. Reservations are taken from 8:00 a.m. through 4:00 p.m., Monday through Friday. Reservations will also be taken 8:00 a.m. through 4:00 p.m. on Saturday, Sunday, and closed holidays via a telephone recording system. Reservations made on Sunday will be confirmed on Monday, or the next day of service.

Scheduling and Riding STS

STS transportation is a shared ride system and clients will ride with other STS clients. Clients are picked up and dropped off based on time and distance and not necessarily in the order that the customers boarded the van.

The van may arrive for pick-up as early as fifteen (15) minutes before or as late as fifteen (15) minutes after the requested pick up time. Customers should be ready anytime during this 30-minute window. Whenever possible, STS will attempt to notify customers if the van will be late.

Clients may request any pick-up time within STS service hours. However, if the requested pick-up time is not available, the STS may offer an alternative pick-up time within one (1) hour of the originally requested time.

STS schedules the client(s) pickup time approximately 45 minutes prior to the requested drop off time. The STS may suggest alternative pick-up times in order to accommodate client's arrival time.

Back-to-back trips must be scheduled at least thirty (30) minutes apart from drop off to next scheduled pickup.

In some locations such as major medical buildings and shopping areas, STS has designated specific pickup and drop off locations that the customer must use.

Subscription Bookings

Clients that schedule the same time and destination on multiple days each week may utilize subscription bookings for their weekly appointments. Due to ADA restrictions, only a limited number of customers may qualify for subscription trip bookings.

Personal Care Attendant / PCA

A PCA is someone who is designated or employed to help a passenger meet his or her personal needs. The PCA rides for free when traveling with the client. The need for a PCA must be indicated on the application form. PCAs must be picked up and dropped off at the same address as the ADA client. PCAs must be scheduled at the same time you call in to schedule your trip.

Guests / Companions

A companion is anyone who travels with an ADA eligible STS client. A companion will be charged the same fare rate as the STS client. A companion must be picked up and dropped off at the same address as the STS client. A client may travel with both a PCA and a companion. Additional companions may accompany the customer if space on the van permits. Companion(s) transportation must be requested at the same time the client schedules the trip with STS.

Children

Children six (6) years of age or younger ride free, when accompanied by a parent or guardian. Children age 8 years or younger or under 4'9" tall are required to use an approved child safety seat. Parents must provide the child safety seat. STS has the right to refuse to transport any child that is not properly secured.

Tickets

Tickets may be purchased for use on the ADA Paratransit Service. Tickets \$.50 each and sold in books of 20 for \$10.00. Tickets may be purchased at the Sandusky City Building Finance Department.

Fare Collection

STS charges a one way fare for each trip, the fare is required to be paid when the customer boards the vehicle. Cash or tickets are the only accepted fare. No change will be provided.

4. NO-SHOW/CANCELLATION PROCEDURES

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

No Show Due to Operator Error or Circumstance's Beyond a Rider's Control

STS does not count as no-shows or late cancellation 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 5 minutes

STS 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 the STS operations center 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.

Suspension's Policies for a Pattern or Practice of Excessive No Shows and Late Cancellations

A demonstrated pattern of no-shows (as defined above) is seriously disruptive to STS ADA service. Three or more no-shows in any 30-day period may prompt a review, and

should the number of no-shows within the control of the rider represent ten percent (10%) or more of scheduled trips; it may be considered grounds for service suspension. Service suspensions for a pattern of behavior generally are imposed for a specified length of time, and only after the customer has been previously warned. The suspension will begin on a specific date, after the customer has been informed in writing of the pending suspension and the basis for it, and has had an opportunity to appeal the pending suspension.

Service Suspension for Violent, Seriously Disruptive and/or Illegal Conduct

Service will immediately be suspended up to 30 days or until an appeal hearing is held for Riders who engage in violent, seriously disruptive or illegal conduct.

Those actions included, but not limited to, are:

- threats of physical harm to other passengers, Operators or other service personnel
- physical assault or battery on Operators or other passengers
- verbal abuse, intimidation or altercation with Operators or other passengers
- unlawful harassment of the Operator and, or other passengers, including but not limited to unwelcome verbal, non-verbal or physical behavior having sexual or racial connotations
- unauthorized use of or willful damage to vehicle equipment
- repeatedly violating riding rules, including smoking on the vehicle, standing while the vehicle is in motion, eating or drinking on the vehicle without valid medical reason, defacing equipment or refusing to comply with other service requirements specified in the policies included in this document
- any other criminal conduct defined in and/or prohibited by law

Such behavior may be reported to the law enforcement agency in whose jurisdiction the incident occurred. A STS staff member will contact the Rider to investigate the reported situation or incident. If STS determines the Rider's behavior to be violent, seriously disruptive or illegal, suspension of the Rider's ADA Paratransit service will continue for the remainder of the suspension period and the Rider will receive by mail a written notice with a detailed explanation of the reasons for the suspension.

Disruptive behavior, which is determined to be due to a disability of the Rider, may not result in suspension. If it is determined, that the Rider's behavior poses a significant, potential threat of harm to other passengers or the STS Operator, STS may require the Rider to travel with a Personal Care Assistant (PCA). If such disruptive behavior continues and the required PCA is unable to prevent further instances of such behavior so that the Rider continues to present a potential safety problem, service for the Rider may be discontinued.

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 STS operations center at (419) 627-0740, Monday through Friday from 8:00 a.m. to 4:00

p.m. to explain the circumstance, and request the removal of the no-show or late cancellation.

Policy for Appealing Proposed Suspension's

Riders wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Riders must submit written appeal requests within 15 business days of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from STS ADA Paratransit Service on the date listed on the suspension notice. All suspension appeals follow STS's appeal policy.

5. WHEELCHAIRS AND MOBILITY DEVICES

STS vans are designed to carry clients utilizing wheelchairs and other power driven mobility devices such as scooters and walkers. Motorized and non-motorized mobility devices may be transported on STS vehicles. There is a weight limit of 600 pounds that maybe lifted on the lift. If the mobility device and the client can be safely lifted and secured on the van, the client can be transported. If the weight of the mobility device and the customer exceeds the safe operating limits of the wheelchair lift the client's trip may be denied for safety reasons. STS uses specially designed securement straps to secure wheelchairs and other motorized and non-motorized mobility devices. The vehicles are designed to utilize four (4) straps: two in the front and two in the back. All four straps must be secured to the mobility device prior to moving the vans and are required for the safe operation of the vehicle and the safety of the client. A three-point lap belt and shoulder belt system is also used for the safety of the client. The lap belt system is required, but the shoulder belt system is optional.

For safety reasons, STS reserves the right to deny transportation to any client that refuses to use the lap belt system or refuses to allow the driver to properly secure the wheelchair or mobility device with the securement straps.

6. ADDITIONAL INFORMATION

Additional information may be obtained from the STS offices as listed below.

Customers with hearing disabilities should call Ohio Relay at 800-750-0750.

This document is available on the web at www.ci.sandusky.oh.us/transit. This policy may also be obtained in other formats by contacting STS offices below:

Sandusky STS Transit
1230 N Depot Street
Sandusky, OH 44870

City of Sandusky, Attn: Transit
222 Meigs St.
Sandusky, OH 44870