

# High Point Transit System ADA Paratransit Rider's Guide



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## About ADA Paratransit

The Americans with Disabilities Act (ADA) was signed into federal law in 1990. It prohibits discrimination against persons with disabilities in the areas of employment, public services such as transit, public accommodations, private services, and telecommunications.

ADA requires all federally-funded public transit operators to provide a special service to eligible disabled individuals whose disabilities prevent them from using accessible public transit. This special service, called “paratransit service”, is required by the ADA to complement fixed-route public transit service. For this reason, it operates at similar times and in similar areas as fixed-route transportation (defined by ADA as a minimum of  $\frac{3}{4}$  of a mile on either side of existing public, non-commuter fixed-route transit).

ADA also requires transit operators to establish specific eligibility criteria for users of paratransit service and that there be no trip priorities given (e.g. medical versus recreation).

### *-ADA SERVICE AREA*

Dial-a-Lift ADA complementary paratransit service currently operates within the  $\frac{3}{4}$  mile corridor around the existing fixed bus routes. Please note that as with fixed route services, schedules can change between days of the week and hours of the day due to weather, holidays or other factors.

### *-SHARED RIDE*

Although paratransit provides a wonderful service to those in need, it does not work for everyone in every situation any more than fixed-route works for everyone. Due to the nature of the shared ride system, paratransit passengers may be required to wait for pickup or arrive early at their destination. Flexibility is key for you as a transit rider. As it is a shared ride service, you will often have to make several stops en route to your destination. Individuals requiring direct trip to or from their destination are encouraged to consider other options such as a volunteer driver or taxicab.

## **Eligibility**

### *-PROCESS*

You must first determine if you live within or can come within the ADA service area. Our ADA service area is anywhere within the  $\frac{3}{4}$  mile corridor around the existing fixed routes.

The application that is submitted must be filled out completely to be considered for approval. Dial-a-Lift has twenty-one (21) days from the date of receiving a completed application to get it processed and approved. You will be notified by mail if you are eligible.

Individuals who can access Hi tran’s regular fixed route bus service may not be eligible for Dial-a-Lift service. Individuals applying for this service must be unable to access the fixed route services due to conditions which prevent them from getting to/from a Hi tran fixed

route bus stop and/or conditions which prevent them from being able to get on, ride, or get off an ADA accessible, ramp-equipped, kneeling vehicle.

Simply having a disability does not guarantee eligibility.

An individual for whom performing these tasks is inconvenient or uncomfortable is not a definition for needing this service.

There are four (4) types of certification granted to eligible Dial-a-Lift clients:

- **Unconditional Certification**—the individual has a disability or health condition that always prevents the use of Hi tran’s fixed route buses and Dial-a-Lift service is provided for all trips.
- **Conditional Certification**—the individual can use or learn to use Hi tran’s fixed route buses but their disability or health condition prevents some travel on the bus. Dial-a-Lift may be provided on trips where the individual is unable to take the bus.
- **Permanent Certification**—the individual has a permanent disability and/or health condition that will not improve so they will not need to reapply.
- **Temporary Certification**—the individual has a specific short-term disability or health condition that prevents them from using Hi tran’s fixed route buses.

**Eligibility for High Point Transit System Paratransit services (Dial-a-Lift) is granted for a period not to exceed three (3) years, unless an individual is granted permanent certification.**

To enable us to accurately determine your eligibility for this service, **please complete the application as completely and accurately as possible.** The application has two parts and both must be completed and turned into the Dial-a-Lift office. Incomplete applications will be returned to the applicant. The questions are meant to determine the circumstances under which you can use fixed route or Paratransit (Dial-a-Lift) services.

Upon request, this letter and application are available in large print, and other alternative formats.

Part “A” should be filled out by the applicant or the applicant’s representative. This should be completely filled out and signed by the applicant or if the applicant is less than 18 years of age or unable to sign, the applicant’s guardian or anyone who assisted in completing the form.

Part “B” is the Professional Verification Form. The applicant should complete the authorization for release of information form and then send the release form and Part B to a professional familiar with the applicant’s disability. Professionals include, but are not limited to, the following:

Family Physician	Rehabilitation Specialist	Occupational Therapist
Independent Specialist	Psychiatrist	Licensed Social Worker
Physical Therapist	Ophthalmologist	Psychologist

Registered Nurse                      Orientation & Mobility Therapist/Neurologist  
Case Manager/Social Worker      Pediatrician                              Nurse Practitioner

The selected professional must complete Part "B" and return the entire application either directly to the applicant or to the Dial-a-Lift office.

The completed application will be processed within 21 days of receipt. You will then be notified in writing of your eligibility status. If we determine that you are able to use Hi tran fixed route bus service, and are therefore ineligible for Dial-a-Lift, we will notify you of the reason(s) for this determination.

#### *-APPEALS*

Applicants can appeal any eligibility decision made by Dial-a-Lift that limits your ability to use ADA Complementary Paratransit service. For example:

- You were found "Not Eligible" for ADA Complementary Paratransit
- You were found "Conditionally Eligible" and disagree with the eligibility conditions you were given or you think the conditional status is wrong.

Appeals should be made within 60 days from the date of the letter notify you of the eligibility decision. All requests for an appeal can be made in writing should be mailed to:

ADA Complementary Paratransit Appeals Board  
City of High Point Transit System  
716 W MLK Drive  
High Point, NC 27262

#### *-RECERTIFICATION*

Recertification of eligibility is required every three years (or less with a temporary disability). We do however understand that some conditions do not change over time.

It is very important that you keep your eligibility information up to date to ensure emergency contact and other information is available. Please contact us if you have a change in the following:

- Your address
- Your telephone number
- The type of mobility device you are using

**\*\*Note:** Even though an individual is certified under ADA complementary paratransit, if the origin or destination is outside the ADA service area (3/4 of mile of a bus route), this would be a demand response trip and would fall under the policies and procedures of demand response. If you would like a copy of the demand response ride guide please go to our website at [www.highpointnc.gov/transit](http://www.highpointnc.gov/transit) or contact the Dial-a-Lift office at 336-887-1183.

## **SCHEDULING A RIDE**

### **-HOW TO SCHEDULE A RIDE**

You must schedule your paratransit rides in advance. Dial-a-Lift will accept reservations no more than seven (7) days in advance and no less than 5:00 p.m. the day prior to the requested trip date.

If you would like to schedule a trip on a Sunday for Monday or on a holiday for the next day, please call 336-887-1183 between 8am-5pm. Please leave a detailed message with your name, requested time, address of origin, address of destination, appointment time, and a callback number.

- If your pick-up window will start before 9am on the following day, individuals will be called back by 8pm the evening before advising them of their pick-up window.
- If your pick-up window will start after 9am on the following day, individuals will receive a call back the same day but at least two (2) hours before, advising them of their pick-up window.

### **-PICK-UP WINDOW**

At the time you call, you will be given a range of time for pick up. This is called your pick-up window. This thirty (30) minute span is when you can expect your pick-up to occur. You are expected to be ready to board the vehicle within five (5) minutes when the operator arrives at any point within the window. Passengers should be ready to depart Ten (10) minutes before their scheduled pick-up time and be available for travel when the vehicle arrives. Drivers are instructed to wait until the beginning of the scheduled pick-up time and will not leave before. Paratransit operators will wait 5 minutes for a rider to board the vehicle when arriving within the 30-minute ready-time window. If a rider does not board the vehicle within the 5-minute wait time, the operator will mark the rider as a No-Show and will depart the location. Paratransit is not required to call the rider when the vehicle arrives or before leaving the pick-up location; riders are expected to be ready to board the vehicle upon its arrival. When your vehicle arrives, you are required to present the exact fare or a ticket. Please note: The operator cannot take you to your requested destination without the required fare.

### **-MAKING RESERVATIONS**

When calling to schedule a trip, please be prepared to give the following information:

- Your name
- The day and date you would like transportation
- Your appointment time
- The exact address of where you are going
- If you will have a personal care attendant (PCA) or companion going with you

#### **Please note:**

- Dial-a-Lift does not provide emergency or same day trips.

- Changes cannot be made to any trips on the day of your scheduled ride. This includes time of travel or changes to addresses.
- Dial-a-Lift is a shared ride service and exact pick-up and drop-off times cannot be guaranteed.
- Dial-a-Lift is a shared ride service and does not guarantee that drivers will be able to wait on passengers to “drop-off” or “pick-up” something.

Dial-a-Lift representatives will do their best to accommodate the times that you desire; however, alternate times may be offered. Early booking helps our scheduling. If you book your trip early, you still may be contacted to adjust your pick-up window to accommodate other riders. Dial-a-Lift is an equal rights service and it is against the law to give priority to one trip over another for any reason.

Dial-a-Lift is a shared ride program, and representatives may negotiate the times of your trip by one hour. For example, if you would like to be picked up at 10:15 a.m. and that pick up window is not available, we may offer you a trip where the pick-up window starts as early as 9:15 a.m. or as late at 11:15 a.m. You will never be given a pick up window that will make you late for an appointment.

Once your trip has been scheduled please do the following:

- Please write down the pick-up window you are given when you schedule your trip(s).
- You should get the name of the person to whom you spoke.

#### -Cancellation Policy

Riders should contact Dial-a-Lift to cancel their ride with as much advance notice as possible, but at least one (1) hour before the beginning of their pick-up window. When trips are not canceled at least one (1) hour before the beginning of the pick-up window, the trip will be considered a late cancel (See no show policy).

Cancellations will be taken 5am-6pm, Monday-Friday and 8am-5pm on Saturday.

- If you are calling to cancel before 8:00am, Monday-Friday, you will only be allowed to cancel trips for the same day.
  - if you would like to cancel for multiple days, you would need to call back between 8am-5pm, Monday-Friday.

-SUBSCRIPTION/STANDING ORDER—Subscription trips can be requested after 30 days of using Dial-a-Lift. During the thirty (30) day trial, the client will not have any no shows, or late cancellations. Subscription trips will be given based on the client going to the same location, at the same time, on the same day every week for a minimum of 90 days. Once the 30 day period is over, a client may request a

subscription and it will be considered based on existing subscription trips, available trip capacity and the ADA requirement that capacity be maintained for demand trips with no trip denials. A subscription trip can be cancelled if the trip is repeatedly cancelled and not taken by the client for a period of 90 days. The rider will then be required to call and schedule demand trips. Once a subscription trip has been set up, Dial-a-Lift will automatically schedule your trip and pick you up without the need for you to make an individual reservation for that trip. It is important to remember when you have a standing ride or subscription to call and cancel if you will not be able to take your ride for any reason. Excessive cancellations, late cancellations and/or no shows will result in termination of subscription trips. Clients will then be required to call and schedule demand trips on a weekly or daily basis.

### **USING DIAL-A-LIFT**

#### **-VEHICLE ARRIVAL**

When your operator arrives for your pick-up during your scheduled window, he/she will wait no more than five (5) minutes for you to begin boarding the vehicle. If you are not ready to leave within five minutes of the vehicle's arrival, the operator will be required to move on to their next pick-up and you will be marked a no show for that trip.

#### **-WILL-CALL**

When you are not sure what time you will be ready for a trip, you can schedule a "will-call" trip. This means that you will contact the Dial-a-Lift office at 336-887-1183 when you are completely done and ready to leave. The first available van will be dispatched to do your return trip. Dial-a-Lift has one hour to get passengers picked up when they call for a will-call return trip. Wait times can vary and will depend on previously scheduled trips, previously requested returns, time of day, traffic, location from which the passenger is calling, etc. Having gone to the store and having frozen foods or ice cream will not influence how long your return might take.

Please do not contact the office until you are **completely done and ready to leave**. Please do not contact the office again after your initial call unless you have been waiting at least 40-45 minutes on your return ride.

Drivers are not required to go inside past the first set of interior doors to look for passengers. Please be specific about your location and make sure you are where you can see the van and the driver can find you.

#### **-TRIP LENGTH**

Dial-a-Lift is a shared ride program and travel time can vary depending on the number of trips being taken. Rides are scheduled to try and ensure that your time on board is no more than an hour. Usually much less time is required to complete the

trip. Sometimes extenuating circumstances do occur where some trips may exceed this one hour standard.

### -DOOR TO DOOR

Dial-a-Lift is considered door-to-door service. This means the driver will get out of the vehicle and escort the passenger from or to the door threshold of a residence, building or main lobby of a public building. Door service cannot be provided for those individuals whose pick-up or drop-off locations would cause the driver to lose sight of the vehicle. Drivers may never enter a rider's residence.

### -PERSONAL CARE ATTENDANT/ COMPANIONS

Passengers who cannot travel independently or enter/exit a facility should be accompanied by a Personal Care Attendant (PCA). You may bring a Personal Care Attendant (PCA) to assist you. A PCA is someone designated specifically to help the eligible passenger with his/her personal needs. PCAs may always ride at no charge. The "personal needs" being met by the PCA may or may not involve any aspect of the eligible passenger's trip. The presence of a PCA shall not relieve the Dial-a-Lift operator of their responsibility for the rider during transport. You must notify Dial-a-Lift when you schedule your trip if you plan on bringing a PCA along on your trip(s).

You may also bring one additional rider along with you on your Dial-a-Lift trip(s) as long as they are traveling to and from the same locations as the eligible passenger. This additional passenger does not need to be eligible for the service and is considered a companion. Fares for companions are the same as for passengers. You must notify Dial-a-Lift when you schedule your trip if you plan on bringing a companion along on your trip(s).

### CAREGIVER RESPONSIBILITY

An attendant or caregiver must be present at the pick-up/drop-off point for riders who cannot be left alone. If a responsible attendant or caregiver is not present when the driver arrives to pick-up or drop-off these passengers, it can seriously disrupt the driver's schedule. Continued absences of an attendant or caregiver can result in suspension and/or termination of service.

### RIDING THE VAN

#### -INCLEMNET WEATHER

- The decision if Dial-a-Lift will run on a bad weather day is generally made early in the morning and is posted on channel 8 (FOX 8), the transit system website, and the transit system Facebook and Twitter pages. If you are unsure if Dial-a-Lift is running, you can call 336-887-1183 as early as 5:00 am, Monday-Friday, 8:00 am on Saturday.

- If Dial-a-Lift operates and your pick-up/drop-off is closed due to weather, it is the passenger's responsibility to contact the office to cancel the trip(s). Dial-a-Lift does not monitor closings of other locations.
- If service has already begun and the weather gets bad creating hazardous road conditions, Dial-a-Lift can decide to stop service without guaranteeing passengers a return trip.
- If the path to the doorway is not clean of snow or ice that would create a hazard for the driver to maneuver, for safety reasons drivers will not come to the door.
- If you do not need transportation and you have a scheduled trip, please remember to call at least one (1) hour before your pick up window to cancel. If you cancel your trip too late or not at all, it will be marked as a Late Cancel or No Show, respectively.

#### -BOARDING THE VAN

Any person who is not able to climb steps into a bus may request to use the lift platform or ramp when boarding. For stability, handrails are provided on both the lift device and the steps.

#### -TRANSPORTING CHILDREN

ADA eligible children must pay the regular paratransit fare. Children, under 8 years old and 80 pounds are required by law to use an appropriate child safety seat that must be provided by an adult.

#### -FARES

The one-way fare for travel is payable at time of boarding the van. The fare is \$2 each way. Operators are not required to provide change.

#### -PAYING ROUND TRIP

Dial-a-Lift riders are expected to pay the required fare each time they board the Dial-a-Lift vehicle. Passengers who have extreme physical or mental disabilities that limit their ability to handle paying fares will be permitted to pay for their round trip when they board the first vehicle. This should be set-up with the office before the trip is taken.

#### -LOST AND FOUND

Dial-a-Lift accepts no responsibility for personal items left on a vehicle. Passengers may call to find out about personal items they may have left on the vehicle. If recovered, Dial-a-Lift will hold personal items for 30 days prior to disposal.

### -LIFE SUPPORT EQUIPMENT

Passengers who need to use oxygen, respirators, or other life support equipment may do so as long it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the vehicle and be managed by you or your Personal Care Attendant.

Once on board, the portable oxygen tank must remain upright and ride in a secure location, for example, in the passenger's lap or in front of the passenger on the floor between seats. Oxygen tanks may not be stored in vehicle aisles.

Passengers requiring medication or oxygen at regular intervals on board should be advised that travel time on the transit vehicle are subject to delays that may result in a customer's on-board time being longer than anticipated. Transportation is subject to unpredictable conditions such as traffic delays and mechanical problems.

We cannot be held responsible for the administration of medications. The administration of medication when in a vehicle is the customer's responsibility. Any customer requiring assistance in the administration of medication or oxygen while on the vehicle must travel with a PCA or companion. Should the administration of medications or oxygen become necessary while on the vehicle, we will contact emergency medical assistance to administer the required medication at the customer's expense. Repeated incidents in which medication schedules disrupt or delay other passengers may result in the evaluation of the individual's suitability to use transit services.

### -SERVICE ANIMALS

A service animal is defined by the ADA as an animal that is individually trained to perform tasks for people with disabilities, such as guiding people who are visually impaired, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure or performing other special tasks. Service animals are working animals...not pets.

Service animals are welcome and ride free-of-charge. When scheduling a trip, passengers must notify Dial-a-Lift that a service animal will be riding. A disruptive animal will be treated like a disruptive passenger. Passengers must be in control of their service animal at all times, and must sit on the floor or in the passenger's lap. Service animals may not occupy a passenger seat.

### -CHANGE OF ADDRESS

Please contact the office, if your address, phone number and/or other personal information changes. If you do not change your address and a driver is dispatched to

the wrong address, the trip will be considered a no-show and Dial-a-Lift will not guarantee transportation from the new address on the same day.

-GATED COMMUNITIES

If a pick-up location is within a gated community, it is the customer's responsibility to arrange entry for the vehicle. When you schedule a trip, please confirm the gate code. Any changes should be reported to the Dial-a-Lift office.

If a vehicle is unable to enter the pick-up area or the customer fails to meet the vehicle outside of the community, the customer's trip will be designated as a no-show.

Please note that some gated communities may have designated pick-up/drop-off location(s). Please check with Dial-a-Lift office staff when you are scheduling a ride.

-WHEELCHAIR/MOBILITY AID SECUREMENT

For your safety, your wheelchair will be secured to our vehicle via a four-point tie-down system. We may refuse to transport you if you will not allow your wheelchair to be properly secured or if you have items (groceries, boxes, etc.) that impair the driver's ability to properly secure your wheelchair.

-UNATTENDED PASSENGERS

Passengers determined as unable to be left unattended (based on age, cognitive limitations or request of responsible party) may schedule rides and ride unattended; however, arrangements must be made to have a responsible party meet the vehicle at each location.

The driver will only wait five (5) minutes for the responsible party to meet the vehicle. If no one arrives, the driver will notify the Dial-a-Lift office, and staff will attempt to notify the emergency contact person for the passenger. If contact is made, depending on how long it will be before a responsible person arrives, will determine if the driver can wait or return to the drop off location at the driver's earliest convenience. If no contact is made, the driver will continue on their route with the passenger on board. It will be at the convenience of the driver, as to when the passenger will be returned to the drop off location.

If there is no contact made with responsible party once the driver has completed the route for the day, he/she will be returned to the bus yard (716 W. MLK Dr, High Point, NC). The responsible person will be required to pick up the passenger at the bus yard and must show proper identification.

The police may be notified to assist in locating a responsible party.

-EATING, DRINKING, AND SMOKING

Dial-a-Lift requires that passengers refrain from eating, drinking, and smoking while on the vehicle. Exception: Passengers who have a medical condition which requires the intake of food or drink (i.e. diabetics) may eat or drink on board the vehicle if doing so is required to help prevent the onset of a serious medical condition.

-STRONG SCENTS

Passengers are requested to not wear strongly scented personal care products while on board. This helps to ensure that vans are accessible for all passengers especially those with chemical sensitivity or an environmental illness.

-BATHROOM ACCIDENTS

Many of us have had times in our lives where we became ill in public. At Dial-a-Lift, we realize this kind of thing happens. Should it happen to you on board the vehicle, please discretely notify the driver of the situation so that they can make arrangements to get you home quickly and return the vehicle to a clean state.

However, consistent problems of this nature cannot be accepted. If this should happen to you, Dial-a-Lift will suggest steps be taken to control the situation.

Dial-a-Lift vehicles are not permitted to make stops along your scheduled route of travel to allow you to use a restroom. Please make the proper precautions prior to departure to ensure you will be able to make your entire trip without incident.

In addition, Dial-a-Lift service will be denied to any person who poses a potential public health threat. The existence of excrement on clothes or on hands poses the potential for the spread of diseases like shigellosis. Contact with other body fluids, such as blood or vomit, poses an HIV or hepatitis B or C threat. If the vehicle arrives for a pick up and the passenger or his or her clothing is soiled with feces, urine, vomit, blood or the passenger displays a draining sore or an open wound, which is not dressed in a manner that prevents seepage of bodily fluids, service will be refused.

In the case of a refusal of service, the driver shall seek prior approval from a supervisor or dispatcher before refusing service to any individual. If the supervisor or dispatcher determines that a potential threat to public health exists as described above:

Service will be refused, a No-Show will not be recorded, and the Assistant Supervisor for Dial-a-Lift will give the person a letter explaining the reason for the refusal of service.

## Reasonable Modification Policy

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the High Point Transit System's (HPTS's) Paratransit and Fixed Route services will not discriminate against individuals with disabilities on the basis of their disability in its programs, services, or activities.

HPTS will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in programs, services, and activities. This also includes qualified sign language interpreters, electronic documents or documents in large print, and other forms of communication accessible to people who have speech, hearing, or vision impairments.

HPTS will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its services. For example, individuals with service animals are welcomed at HPTS's offices; even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication or a modification of policies or procedures to receive services through the HPTS's Paratransit or Fixed Route services, should contact the Transit Manager at **336.883-3074** or by e-mail at **hitran@highpointnc.gov** within 7 days before the scheduled event or need.

The ADA does not require HPTS to take any action that would fundamentally alter the nature of its programs or services or impose an undue hardship. HPTS will not place a surcharge on individuals requesting auxiliary aids/services or reasonable modifications of a policy that is not also extended to persons without disabilities.

Complaints that a program, service, or activity of HPTS's transit program is not accessible to persons with disabilities should be directed to the Transit Manager at **336.883-3074** or by e-mail at **hitran@highpointnc.gov**.

Per federal guidelines as of July 13, 2015, the High Point Transit System (HPTS) will consider requests for reasonable modifications as follows:

- The individual requesting the modification will describe what they need in order to use the service
- The individual requesting the modification is not required to use the term “***reasonable modification***” when making a request
- Whenever feasible, requests for modifications will be made and determined in advance before HPTS is expected to provide the modified service
- When a request for modification cannot practicably be made and determined in advance (because of a condition/barrier at the destination of a Trans-AID or Fixed Route trip; of which the individual with a disability was not aware until arriving), operating personnel will make a determination of whether the modification should be provided at the time of the request.
- Request for modification of policies and practices may be denied only on one or more of the following grounds:
  - Granting the request would fundamentally alter the nature of HPTS’s services
  - Granting the request would create a direct threat to the health or safety of others
  - Without the requested modification, the individual with a disability is able to fully use HPTS’s services for their intended purpose
  - In determining whether to grant a requested modification, HPTS will be guided by the provisions of the United States Department of Transportation 49 CFR Appendix E to Part 37.169

## **Comments and Complaints**

Dial-a-Lift personnel are available to assist customers/clients with scheduling, to resolve problems and to provide information about the service. Questions, compliments, suggestions, and complaints should be directed by phone, letter, e-mail, or via our online Customer Feedback Form at [www.highpointnc.gov/transit](http://www.highpointnc.gov/transit) to Dial-a-Lift. Phone inquiries can be made by calling 336-887-1183. Letters should be sent to:

Dial-a-Lift

716 W Martin Luther King Jr. Dr.  
High Point, NC 27262

Complaints should be reported as soon as possible after the incident to ensure proper handling. When filing a complaint, please provide the following information:

- Explanation of incident or complaint
- Your name, address, and phone number
- Date, time and location of the incident
- The vehicle's number and/or driver's name

Dial-a-Lift personnel will make every attempt to address your concerns. If you are not satisfied with the response given to you by Dial-a-Lift personnel you may speak with the Transit Manager at 336-883-3424.

## **PASSENGER RESPONSIBILITIES**

*Passengers have a responsibility to:*

- Inform Dial-a-Lift of address changes, phone number changes, or any other information regarding accessibility needs.
- Be ready and waiting at the beginning of your pick-up window. The vehicle is only allowed to wait five (5) minutes and passengers must be ready to board the van as soon as the driver arrives, within the window.
- Call to cancel unneeded trips to avoid “no-shows”.
- Provide the exact address for each destination, each time you call, to schedule a trip(s).
- Maintain wheelchairs or other mobility aids in safe condition.
- Maintain acceptable standards of personal hygiene.
- Make sure you are completely done and ready to leave when you call for a return trip home. Be where you can see the van or the driver can find you.
- Not eat, drink or smoke on the van.
- Not physically or verbally abuse another passenger or driver.

Passengers who violate these rules are subject to penalties up to and including termination of service.

### **DRIVER RESPONSIBILITIES**

- Treat all riders with courtesy.
- Wear a uniform with a name badge
- Operate the vehicle and lift in a safe manner, and safely secure wheelchairs on the vehicle.
- Collect the fare listed on their schedules.
- Go only to the destinations listed on the manifest or as notified by office staff.
- Offer assistance to riders including:
  - Go to the door to make sure you know they have arrived.
  - Offering passengers a steadying arm or other appropriate guidance or assistance.
  - Help individuals in wheelchairs maneuver onto/off of the lift.
  - Ensure all riders are appropriately secured.

### *PASSENGER ASSISTANCE:*

#### **Dial-a-Lift Paratransit operators are allowed to:**

- Maneuver your manual wheelchair if you need assistance from outside your door to the vehicle
- Lend a steady arm if you need assistance
- Assist you on and off the vehicle's lift or steps.
- Secure your wheelchair or scooter in the tie-down area.
- Provide directions or act as a sighted guide to/from vehicle if you are visually impaired
- Fasten seatbelts (at request only).
- Contact dispatch staff and 911 in case of emergencies.

#### **Dial-a-Lift Paratransit operators are not responsible for:**

- Assisting passengers in and out of buildings. If you need help, please make sure that someone is available to assist you at your pick-up and drop off points.
- Booking and canceling trips – please call the office.
- Operating or pushing your powered mobility device (for example, power wheelchair or scooter).
- Operating or pushing your equipment or shopping cart up or down stairs or steep inclines.
- Crossing residential thresholds
- Lifting or carrying riders
- “Bumping” passengers in wheelchairs down/up steps, and/or doorways.

### **Please do not make these requests of drivers**

**THINGS TO REMEMBER WHEN USING DIAL-A-LIFT**

- When calling to schedule trips, you should have the exact address to which you are going. Please let the person you schedule with know if an additional person(s) will be going with you.
- Dial-a-Lift is a shared ride service and exact pick up or drop off times are not guaranteed. We do not guarantee that drivers will be able to wait on passengers beyond the five (5) minute waiting period.
- Passengers are not given a specific pick up time but are given a pick-up window that is fifteen (15) minutes before or fifteen (15) minutes after the negotiated scheduled time. Drivers will only wait five (5) minutes for passengers after arriving within the window for a pick up or return.
- Dial-a-Lift has one hour to get passengers picked up when they call for a will-call return trip. The wait time on will-call return trips will depend on previously scheduled trips, previously requested returns, the time of day the passenger calls for a return, and the location from which the passenger is calling.
- Drivers are not required to go inside buildings to look for passengers so please be specific on your location when calling for a return trip and be where you can see the vehicle.
- Passengers should have exact fare or ticket when riding. Drivers are not required to make change and will keep your bill if you don't have exact fare. Your change will be returned to you as soon as possible. Passengers should pay the \$2 fare to each driver individually per trip.
- Cancellations can be made between 5a.m.-7p.m. Monday-Friday & 8a.m-5p.m. on Saturday. Cancellations cannot be made with the driver and need to be called into the office at (336) 887-1183 as soon as possible, but no later than sixty (60) minutes before the beginning of the negotiated pick up window.
- Schedule changes can only be made between 8am and 5pm Monday-Friday and left on the answering machine on Sunday between 8am and 5pm for trips the following day or beyond. Schedule changes cannot be made the same day. Schedule changes cannot be made with the driver; they must be called into the office at (336) 887-1183. Dial-a-Lift does not make same day trips.
- When locations are closed like school, work, workshops, Adult Daycares, etc. it is the passenger/caretaker's responsibility to call and cancel scheduled trips.
- Passengers/caretakers are responsible for notifying Dial-a-Lift of address and telephone number changes.

- In general, passengers are not allowed to eat or drink on vehicles. When bringing food on the vehicle to take to your destination, please make sure containers are secure and all trash is put in the trash can. Smoking on vehicles is never allowed.
- When shopping, passengers can only transport the number of bags they can carry in one trip to the van and will not interfere with other passengers.

**Paratransit No Show Policy**

Effective Date: May 19, 2016

The following represents Dial-A-Lift's No-Show policy. This policy was developed within the parameters of the American's Disabilities Act using examples of the best practices from other transit agencies. The purpose of this process is to deter and/or address chronic no-shows in order to improve Dial-A-Lift's efficiencies and effectiveness.

The American's with Disabilities Act states:

“The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA paratransit eligible individuals who establish a pattern or practice of missing scheduled trips.”

In developing this policy, Dial-a-Lift has attempted to present a policy which allows staff to continue to minimize the current no-show and cancellation rates, while balancing the needs of our passengers.

**Definitions:**

- Advance Cancel:** When the passenger schedules transportation with Dial-A-Lift and either notifies Dial-A-Lift that the service is no longer needed or contacts Dial-A-Lift to change the trip. The cancellation must be made on or before the day prior to the date of service.
- Same Day Cancel:** When the passenger schedules transportation with Dial-A-Lift and either notifies Dial-A-Lift that the service is no longer needed. The cancellation must be made at least one (1) hour prior to the beginning of the passenger's pick-up window.
- No Show:** When the passenger fails to board the vehicle when it arrives within the 30 minute pick up window and has waited 5 minutes to pick up a passenger, and the passenger decides not to use the service, does not come out ready to depart within the 5 minute waiting period or is not at the pickup site and has not called Dial-A-Lift to cancel his or her trip at least one hour before the beginning of their pick up window.

**Emergencies**

We understand emergencies do occur. Should you encounter an emergency/crisis situation, which causes you to miss your transportation appointment, you should contact Dial-A-Lift as soon as possible to notify them of your serious circumstances. Taking these proper steps may prevent your trip from being recorded as a “no show”

and prevent any possible service suspensions. Missed trips which occur for reasons beyond an individual's control or are due to service related problems are not considered "no shows".

If a passenger is assessed a no-show, and they feel it was assessed in error, the passenger may file an appeal by calling Dial-A-Lift. The passenger should state why they feel the no-show determination is in error. The appeal will be reviewed and a decision will be rendered with-in five (5) business days. The passenger will be notified by telephone or in writing of the final decision.

### **Consequences**

Length of suspensions are limited to a reasonable period of time for ADA eligible individuals who have no-showed, late cancelled, or cancelled at the door **20 percent** of their scheduled trips for a 30-day period, within a minimum of 10 trips. For individuals who schedule 10 or fewer trips in a 30-day period; no-show, late cancel, and/or cancel at the door **40 percent** of the scheduled trips, the service will be subject to suspension. Initially the passenger will receive a warning letter to attempt to modify the behavior. If the problem continues, a progressive suspension length will be as follows:

- 1<sup>st</sup> suspension—7 days.
- 2<sup>nd</sup> suspension—14 days
- 3<sup>rd</sup> suspension—21 days
- 4<sup>th</sup> and all other suspensions—30 days

Before suspending service, the passenger will be notified in a letter proposing to suspend service. All suspensions will go into effect ten (10) calendar days from the date of the letter notifying the passenger of service suspension. Notice of suspension will include the dates of all valid no-shows. Service will continue to be provided while any appeal is pending. The information will also be documented in the passenger's file.

If a passenger no shows a pick-up and has made arrangements for additional trip(s) for the day, the additional trip(s) will NOT be automatically cancelled unless our Dial-a-Lift staff is notified by the passenger or a representative of the passenger.

If any customer no-shows the "going" trip on two consecutive days, staff will automatically cancel all trips until contact is made with the customer to confirm service is still needed.

Dial-A-Lift has created this no-show policy in order to continue to provide cost-effective transportation to the individuals who need and want it. No-shows waste limited resources and endanger Dial-A-Lift's ability to provide public transportation.

Any questions regarding this no-show policy can be answered by calling Dial-A-Lift at (336) 887-1183.

**RELATED TRANSPORTATION INFORMATION**

- All reservations must be made by 5:00 pm the day before; you may request as far ahead as 1 week
- Your passenger service representative will confirm your trip information with you. It is important to listen closely and verify that your trip information is correct.
- For both your and Dial-A-Lift's benefit, there is a 30 minute pick-up window. The pick-up window begins 15 minutes prior to your negotiated, scheduled time and extends 15 minutes after your negotiated, scheduled time. (Example: your negotiated, scheduled pick-up time is 9:00 a.m.; your window is from 8:45 a.m. to 9:15 a.m.). We ask that you please be ready and watching for your vehicle at the agreed pick up location during this window.

Should you have any questions regarding this information, please feel free to contact a Dial-A-Lift passenger service representative.

**PASSENGER'S RIGHT TO APPEAL AND APPEAL PROCESS**

Anytime Dial-A-Lift must suspend a passenger's service, that passenger has the right to appeal Dial-A-Lift's decision.

Should a passenger wish to appeal Dial-A-Lift's decision to suspend service, the following process must be followed by the passenger and Dial-A-Lift:

1. Upon receiving Dial-A-Lift's letter notifying them that their service will be suspended, the passenger must complete a Service Suspension/Termination Appeal Form and return the form(s) within 5 business days. The appeal should be sent to Dial-A-Lift ATTN: Appeals Board.
2. If a Service Suspension/Termination Appeal Form cannot be completed within the 5 days, the passenger must call Dial-A-Lift staff at (336) 887-1183 and a staff member will complete this form over the telephone.
3. Upon receipt of the completed Service Suspension/Termination Appeal Form, Dial-A-Lift, will respond to the passenger's appeal within 5 business days. All appeals will be reviewed by the Appeals Board. The passenger will continue to receive service while the suspension is under appeal, with the exception of issues of safety.



## City of High Point Transit System Policy

### Dial-a-Lift Program Violent and Disruptive Behavior

**Effective April 1, 2010**

#### **SECTION 1. Purpose**

On occasion, behavior of certain passengers has been disruptive or even dangerous. For the safety and well-being of our passengers and employees, violent and/or disruptive behavior will not be tolerated on Dial-a-Lift vehicles. Such conduct includes, but is not limited to: physical or verbal abuse; threats or fear of physical or verbal abuse; unlawful harassment, including unwelcomed verbal, nonverbal, or physical behavior having sexual or racial connotations; unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating vehicle-riding rules, including smoking in the vehicle, eating or drinking without medical indication, or defacing equipment. All passengers are expected to control themselves in an orderly manner.

#### **SECTION 2. Suspension from Service**

Non-violent disruptive behavior by a passenger will result in the following periods of suspension from the use of the Dial-a-Lift program.

<b>Occurrence</b>	<b>Suspension Time</b>
First	7 days
Second	30 days
Third	60 days
Fourth	Permanent Suspension

Violent behavior by a passenger will result in a minimum 30-day suspension of service for the first occurrence. Future violence will result in permanent suspension of service.

Actions of passengers with mental or cognitive impairments are given proper consideration. In the case of a passenger with a mental or cognitive disability we may

suggest or mandate that a Personal Care Attendant accompany the passenger on each trip.

If the passenger's behavior warrants it, Dial-a-Lift reserves the right to immediately and/or permanently suspend a passenger's riding privileges.

### **SECTION 3. Notification**

Dial-a-Lift users suspended from the program under this policy will be notified if possible by phone, letter, or in person depending on the occurrence, and given the opportunity to appeal the decision.

### **SECTION 4. Appeals**

Anytime Dial-a-Lift must suspend a passenger's service, that passenger has the right to appeal Dial-a-Lift's decision.

Should a passenger wish to appeal Dial-a-Lift's decision to suspend service, the following process must be followed by the passenger and Dial-a-Lift:

1. Upon receiving Dial-a-Lift's letter notifying them that their service will be suspended, the passenger must complete a Service Suspension/Termination Appeal Form and return the form(s) within 5 business days. The appeal should be sent to Dial-a-Lift ATTN: Appeals Board.
2. If a Service Suspension/Termination Appeal Form cannot be completed within the 5 days, the passenger must call Dial-a-Lift staff at (336) 887-1183 and a staff member will complete this form over the telephone.
3. Upon receipt of the completed Service Suspension/Termination Appeal Form, Dial-a-Lift, will respond to the passenger's appeal within 10 business days. All appeals will be reviewed by the Appeals Board. The passenger will continue to receive service while the suspension is under appeal, with the exception of issues of safety.

Dial-a-Lift users may appeal a suspension. A suspension remains in effect pending the appeal. Appeals must be presented in writing, postmarked no later than five (5) business days after receiving notice to

ADA Complementary Paratransit Appeals Board  
City of High Point Transit System  
716 West MLK Drive  
High Point, NC 27262.

Letters must state reason why suspension of service should be pardoned. The decision of the Appeals Board shall be made as soon as practical and shall be final.

## **Title VI Notice to Public**

The City of High Point Transit System hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related acts and statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding High Point Transit System programs has a right to file a formal complaint with High Point Transit System. Any such complaint must be in writing and submitted to the High Point Transit System Title VI Compliance Officer within one hundred eighty (180) days following the date of the alleged occurrence.

For more information regarding the civil rights program, please contact:

Title VI Compliance Officer  
High Point Transit System  
716 West MLK Drive  
High Point, NC 27262  
(336) 883-3424

### **If You Need An Interpreter**

We provide free interpreter services to help you conduct your transit business. These interpreter services are available whether you talk to us by phone or in the transit office. Call us at (336) 889-7433 and state the language you speak. The customer service representative will put you on hold and an interpreter will be contacted to help with your call. If your business cannot be completed by phone, we will make an appointment for you at the transit office and arrange for an interpreter via telephone or in person at the time of your visit.