

Park County Windrider Transit

ADA Complementary Paratransit Service Policies & Procedures



Park County Public Transportation Provider

Park County Transit Office
414 East Callender Street
Livingston, MT 59047

September 2017

INTRODUCTION and CONTACT INFORMATION

Windrider Transit provides free public transit services within the City of Livingston limits. We offer a fixed-route service, Monday through Friday, from 6:30 a.m. to 6 p.m. The same route is served six times per day. As required by the Americans with Disabilities Act, we also provide Paratransit Dial-A-Ride (DAR) service, which is an appointment-based, shared-ride specialized public transit service for people who have disabilities or other conditions that might make it difficult for them to utilize our fixed-route service. DAR operates up to $\frac{3}{4}$ of a mile from our fixed bus route.

Our 13-passenger bus is ADA compliant and equipped with lifts.

This guide provides information for DAR passengers. If you cannot find an answer to a question or would like further clarification, please contact our Transit Coordinator at 406-922-5683 or transit@parkcounty.org. Office hours are generally 11:00 a.m. to 3:00 p.m. Monday through Friday.

Transit Coordinator Office: 406-922-5683
Physical Address: 414 East Callender Street
Livingston, MT 59047

COMMENTS AND COMPLAINTS

Thank you for being a valued Windrider Transit customer. We strive to make your riding experience safe, pleasant and as convenient as possible. Please do not hesitate to let us know how we're doing. Of course we love compliments, but complaints are critical as they alert us to the need to address problems and improve service.

You can register your comments or complaints by phone or through our website at the Transit Department web page "Contact Us" button or via email at transit@parkcounty.org.

Windrider Transit does not discriminate on the basis of race, color, national origin, sex, age, disability or other protected class. If you wish to file a discrimination complaint, forms are available at the Windrider Transit office, in all buses and via an electronic link on our website at www.parkcounty.org (Transit Department tab).

APPLICATIONS AND APPEALS

Application

To apply for Paratransit DAR service, please complete and submit an application form. Applications are available at the Windrider Transit office, from Windrider Transit bus drivers or you may download one from our website at www.parkcounty.org (Transit

Department tab). Instructions for completing and submitting the application are included with the form.

Once you submit the completed application, please allow 15 calendar days for eligibility determination and identification card processing. Applications are reviewed and approved or denied by a two-person Eligibility Committee. If you are determined to be eligible, we will mail you an identification card. If you are determined to be ineligible, we will send you a letter with an explanation of why you were denied the service and how to appeal the decision. If you have not received an identification card or letter within 15 days of submission, please contact the Windrider Transit office to check on the status of your application.

Appeal Process

Denied applicants have 60 days to submit a written appeal to the Transit Coordinator. Applicants may also request an in-person meeting with the Transit Coordinator. Once an appeal is received, the Transit Coordinator will make a decision within 30 days and will notify the applicant in writing.

TYPES OF DIAL-A-RIDE SERVICES

Windrider Transit offers paratransit customers Paratransit DAR services. This is a federally-required service for people with disabilities or other conditions that typically make it difficult for them to use a fixed-route bus service. The service area is $\frac{3}{4}$ of a mile from our fixed-route.

- The service is always available the same days and times as the fixed route services, at no cost to the rider. Windrider Transit offers fixed-route city bus service in the City of Livingston.
- The service is appointment-based, which means passengers schedule rides in advance.
- It is an origin to destination service, which means passengers are picked up at their origin address and taken to their destination address, as long as they are within $\frac{3}{4}$ of a mile of the fixed-route service area.
- Rides are shared, which means there may be multiple passengers on the bus at the same time.
- Pick-up and drop-offs will occur based on the “flow” of the route rather than “first-on, first-off.”

PICK-UPS and DROP-OFFS

Paratransit DAR passengers are picked up and dropped off curbside, or at the door if needed. Drivers will always assist passengers on and off the bus.

- *Curb-to-curb* service means the bus driver will pick you up at the curb of your home (or other place of origin) and drop you off at the curb of your destination.

- *Door-to-door* service means the bus driver will meet you at the ground floor door of your home (or other place of origin) and upon arrival at your destination will escort you to the ground floor door of your destination. Please let the Windrider Transit Dispatch office know if you need door-to-door assistance. They'll discuss your situation with you to determine if drivers can safely meet you at your door. If necessary, an Windrider Transit staff person may make a visit to your home to assess the feasibility of providing you with door-to-door service. Please note the ability to safely provide door-to-door service may involve the absence or condition of stairs, ramps, doors, handrails, pathways, etc., as well snow and ice build-up during the winter months. It is the responsibility of passengers to make sure the pathway to their home is free of snow and ice. Bus drivers may determine conditions are unsafe for door-to-door assistance for a particular ride even if the service is generally available to you.

Drivers will not enter private homes for any reason.

- When dropping off or picking up passengers from businesses, medical facilities or other public buildings, drivers will assist passengers to go through the second door of a foyer. Drivers will not go beyond this point.
- If you need further assistance through the doors of your origin or destination you will be responsible for arranging for someone to assist you.

VEHICLE ARRIVAL TIMES

We will arrive as close to your confirmed pick-up time as possible. However, because DAR is a shared ride service and because road, railroad, traffic and weather conditions can be unpredictable, the vehicle may arrive up to fifteen (15) minutes before or fifteen (15) minutes after your scheduled pick up time.

Example: If you are scheduled for a 9:30 am pick-up, the vehicle will arrive between 9:15 am and 9:45 am.

Please be ready and waiting where you can see the vehicle arrive. **The driver will only wait three (3) minutes after arrival** at your curb (or door, if door-to-door service). If the driver has waited an additional three minutes, the driver will leave and the ride will be considered a "no show." If you miss your ride, we will not be able to send the vehicle back or send a second vehicle for you.

If the Windrider Transit bus arrives earlier than 15 minutes before your scheduled pick-up time, the 3-minute wait time will not begin until the 15 minute mark.

Example: Your pick-up time is 9:30 and the bus arrives at 9:10.
The driver will wait until 9:15 plus an additional 3 minutes.

CANCELLING RIDES and NO-SHOWS

If you are unable to make your scheduled ride, please call the Dispatch Office as soon as possible to cancel. Please note: drivers cannot make cancellations or schedule changes for you.

A trip may be cancelled up until one (1) hour before the scheduled pick up. Cancellations after that will be considered a “no show.”

Be sure to cancel your scheduled return trip at the same time, if applicable. Your return trip will not be cancelled automatically, and if you don’t cancel it will also be considered a “no show.”

What is a “no-show?”

- You fail to cancel your trip at least one (1) hour before your scheduled pick-up time.
- You fail to meet the vehicle at your designated pick-up location.
- You are not ready to go within the pick-up time period of fifteen (15) minutes before to fifteen (15) minutes after your confirmed time. *Remember, the driver will only wait for 3 minutes after the vehicle arrives.*

Excess “no-shows” and cancellations

An excess of “no shows” or cancellations within a 30-day period will result in the loss of DAR service for thirty (30) days. When determining how many “no shows” or cancellations are too many, Windrider Transit will consider multiple factors, including the proportion of “no shows” to total rides and extenuating circumstances.

If you have been suspended from the program, you have the right to request an appeal of the decision. Appeals must be filed in writing within sixty (60) days of the date of the letter of suspension and should be addressed to the Transit Coordinator.

FARES

No fares are charged to ride the Windrider bus or for paratransit DAR services.

ASSISTING PASSENGERS USING MOBILITY AIDES

Steps

Drivers are not allowed to assist passengers using mobility aides up or down steps. When steps exist to get into or out of the door of an origin or destination, passengers are responsible for arranging for assistance from someone else.

Ramps

Drivers will assist passengers using mobility aides to use ADA complaint ramps when available. However, if a ramp does not appear to be ADA compliant, the driver may refuse to assist a passenger to use it until Windrider Transit management examines the ramp to determine if it meets ADA regulations. If you need assistance to use ramps and you know there is a ramp at your origin or destination that you think may not be up to code, please let the Transit Office know as soon as possible before scheduling your ride so they can arrange to have someone look at it. Alternatively, you may meet the driver at the curb, or arrange assistance up and down the ramp from someone other than the Windrider Transit driver.

Note: In general, ADA compliance requires ramps not exceed twelve (12) inches of length for every inch of increase in height. There are also some requirements about the type of surface, landings, handrails, etc. A summary of ramp standards is available upon request.
Maximum Size of wheelchair

A wheelchair is a mobility aide belonging to any class of three (3) or four (4) wheeled devices, usable indoors, design for and used by individuals with mobility impairments, whether operated manually or powered. A “common wheelchair” is such a device which does not exceed thirty (30) inches in width and forty-eight (48) inches in length measured two (2) inches above the ground, and does not weigh more than six-hundred (600) pounds when occupied. This is the maximum size of wheelchair Windrider Transit can transport.

Power Wheelchairs or Scooters

Passengers must be able to safely operate their own power wheelchair or scooter. Drivers are not allowed to operate or control anyone’s power mobility device.

PERSONAL CARE ATTENDANTS

If you need the assistance of another person while you wait for the bus or upon reaching your destination, it is your responsibility to make those arrangements.

OXYGEN TANKS

If you use supplemental oxygen, the tank must be portable. You must be able to carry the tank into the vehicle by yourself or have it securely fastened to your mobility aide. Drivers cannot assist with oxygen tanks.

SERVICE ANIMALS

Service animals are always welcome. The passenger must have the service animal fully under control at all times so as not to disrupt other passengers, driver or the schedule. Drivers will not assume any responsibility for service animals. If you schedule your ride, please let the dispatcher know if you will have a service animal with you.

Windrider Transit does not allow pets or comfort animals on vehicles.

SEATBELTS

Use of seatbelts is encouraged but not required for passengers in Windrider Transit vehicles. Passengers should stay seated until the bus comes to a complete stop and the doors open.

All passengers using a wheelchair or scooter must allow the driver to secure the device to the vehicle using the 4-point restraint system installed for this purpose. Passengers may choose, but are not required, to use a shoulder and/or lap belt if provided.

PACKAGES and OTHER CARRY ON ITEMS

The number of packages or other items a passenger may have on board is limited to what the passenger can safely carry onto the vehicle in one trip. Drivers have discretion as to how much they can carry to assist passengers.

All items must be small enough to be placed in the storage area of the vehicle or out of the aisles. No big boxes, bulky items or large bags that would be considered a 'household move' are permitted.

SMOKING and ALCOHOL

No alcoholic beverages, smoking or use of e-cigarettes are allowed on the bus.

DISRUPTIVE PASSENGERS

Windrider Transit may suspend or refuse service to any individual whose behavior and/or actions are deemed violent, disruptive, and/or illegal or cause interruption to service. Drivers may ask disruptive passengers to get off the bus at the nearest safe location. If the person refuses to get off the bus, the driver will contact Dispatch to call law enforcement for assistance.

HOLIDAYS

Windrider Transit does not operate on the following holidays:

New Year's Day
Martin Luther King Day
President's Day
Memorial Day
4th of July
Labor Day
Columbus Day
General Election Day (bus service *may* run services to polls)
Veteran's Day
Thanksgiving Day
Christmas Day