



# **Americans with Disabilities Act Complimentary Paratransit Policies, Procedures and Guidelines**

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## **INDIGO's ADA SERVICE POLICY**

IndiGO provides public fixed route transportation services to ALL individuals and will grant equal IndiGO to public transportation for people with disabilities. It further recognizes that since the passage of the Americans with Disabilities Act, provisions have evolved which dictate the operations of its transit service. IndiGO is committed to adhering to all ADA regulations. A mutual understanding of responsibilities should exist between IndiGO and all passengers. The policies stated below apply to any and all fixed route passengers and may be enforced against any passenger, regardless of whether they fall within the definitions set forth in the ADA. The information provided below outlines each participant's role in providing for a safe and enjoyable trip.

### **DRIVERS MUST**

- Provide rides to customers with disabilities.
- Treat ALL passengers with dignity and respect.
- Offer assistance, but not lifting, with boarding and/or deboarding. Such assistance is limited to ensuring that the passenger can have IndiGO to transportation.
- Not assume an escort, medical personnel or family members will provide boarding assistance.
- Charge the same fare for a trip whether or not the customer has a disability or requires assistance.
- Not deny service because a disability is annoying, inconvenient or offensive to the driver or other customers.
- Not deny transportation to a rider whose wheelchair or mobility device is difficult to secure.
- Allow service animals to accompany their owners.
- Provide audible announcements of major stops and transfer points

## PASSENGER RESPONSIBILITIES

- Know whether or not your mobility aid is within ADA requirements.
- Know the size and weight of your mobility device with yourself in it because the maximum size and weight capabilities of lifts vary. IndiGO's lift platforms measure 34" wide and 51" long. While IndiGO may have some vehicles that are rated at more than 600 lbs., IndiGO cannot guarantee a specific vehicle for your route. Therefore, if you and your mobility device combined weigh more than 600lbs, then IndiGO cannot guarantee your ride on certain vehicles. Other vehicles may have ramps and/or lifts that can carry up to 800lbs. Therefore, in the event you and your wheelchair combined exceed 800lbs, IndiGO will not be able to accommodate you and you will have to make other transportation arrangements.
- Know how to contact IndiGO and receive service route schedules and information.
- Arrive at the bus stop at the correct time.
- Pay the proper fare.
- Just like all passengers on IndiGO vehicles, riders shall maintain appropriate, reasonable personal hygiene. If riders have open or seeping sores or are leaking bodily fluids, for health and safety reasons, IndiGO may refuse service until the situation has been contained or corrected.
- Keep service animals under control. This means that your animal must be properly leashed and/or harnessed and under the control of their handlers at all times. You are responsible for any damages or soiling by your animal. An animal may be prohibited from boarding an IndiGO vehicle if that vehicle causes a particular threat to the driver or other passengers. All other animals must be caged and under the control of the passenger.
- Comply with IndiGO's policy of securing ALL wheelchairs and mobility devices.
- Request lap/shoulder belts and securement for your wheelchair, if desired.
- Signal or ask the driver to stop the bus at the designated stop before you get there.
- Treat the driver and other passengers with courtesy and respect.

## ADDITIONAL IndiGO POLICIES

- Visual signage of the bus route will be displayed on the front and side of each bus
- Equipment and devices, such as oxygen, may be transported but must be under the care of the passenger.
- Aides riding the public fixed route must pay the correct fare.
- Drivers will adhere to flag stops, so long as it is determined to be a safe boarding/deboarding area.
- IndiGO cannot permit items whether it be wheelchairs, scooters, baby strollers, carts, bikes or packages, to block aisles or place other riders in danger.
- In the event that all wheelchair securement positions are filled, IndiGO will require that any wheelchair passengers may be denied service until the next available vehicle on the route.
- IndiGO drivers will ask non-ADA passengers to vacate preferred seating in order to accommodate an ADA passenger. However, if the passenger refuses to move, then IndiGO's drivers shall not be compelled to move the other passenger.
- Drivers are not permitted to assist passengers in using portable life-saving equipment such as portable oxygen equipment or portable respirators.
- So long as it is reasonable, IndiGO drivers will assist with the loading and unloading of packages. However, it is the responsibility of the passenger to maintain the packages and ensure they do not block the aisle or present risk to other passengers or the driver.
- All mobility devices MUST be secured and face forward or backward. Sideways facing shall not be permitted. IndiGO prefers that ALL passengers being secured in a mobility device be secured with seatbelt restraints as well. However, upon notice that a person's condition makes a lap belt more dangerous due to a passenger's condition, then the seatbelt requirement may be waved.
- So long as it is deemed safe, passengers with disabilities may request a reasonable accommodation from the driver, so long as the request does not undertake a fundamental alteration of service such as arranging specific vehicles for certain passengers.
- All IndiGO employees will be trained on the ADA
- If a lift is inoperable, IndiGO will hold the vehicle until it is deemed safe and operable by the maintenance department. Should the lift be inoperable and out of service for a long period of time (5+ days) and the agency is facing challenging circumstances delivering service, IndiGO has the right to put the vehicle in service with an inoperable lift. If a person with a disability is in need of the lift, IndiGO will find an alternative method of transportation.

## DISRUPTIVE PASSENGER POLICY:

- IndiGO may refuse service to any individual with a disability who engages in violent, seriously disruptive or illegal conduct or acts as a direct threat to the health or safety to others, using the same standards for exclusion that would apply to any other person who acted in such an inappropriate way. IndiGO will not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.
- In the event that a passenger violates this disruptive passenger policy, they shall be immediately asked to stop or correct the offending behavior. Police assistance may be sought if necessary. In the event that the customer refuses to cease the behavior, then they will be issued a letter detailing the incident. The letter will also outline IndiGO's "refusal to provide service" information. In the event the passenger has a guardian or service provider, then a copy of said letter will be provided to that person as well. Any such letter may be appealed pursuant to the process outlined in this policy.
- Examples of such behavior may include, but are not limited to, the following:
  - Failing to appropriately exit the vehicle at the appropriate stop or destination
  - Disrupting the driver when he/she is driving the vehicle
  - Making physical or verbal threats to drivers or other passengers
  - Damaging or destroying vehicle equipment or any employee's or passenger's property
  - Unfastening their wheelchair or mobility device while the vehicle is operating
  - Swearing, name calling and/or abusive language
  - Personal hygiene condition that results in a public health hazard or discomfort to other passengers

\*\*\*This policy pertains to undesirable pets that can cause discomfort to others.

## **IndiGO -ADA ELIGIBILITY POLICIES AND PROCEDURES**

### **OVERSIGHT OF THE PROCESS**

- Eligibility for IndiGO's ADA complementary paratransit service is determined by a certified rehabilitation counselor employed by the Office of Vocational Rehabilitation.
- All ADA eligibility policies and procedures have been approved by the Executive Director and Board of Directors as required by Penn DOT and the FTA.

### **APPLICATION PROCEDURES**

- Applications are available by calling IndiGO's Customer Service. All requests for ADA applications are logged in to the IndiGO eligibility database. The application contains a Part A (to be completed by the applicant) and a Part B (to be completed by a professional.) Applications must be submitted by mail – faxes are not accepted.

### **PUBLIC INFORMATION**

- A brochure explaining eligibility for IndiGO is included with the application packet and is available at key locations throughout the community and IndiGO buses.

### **ELIGIBILITY FOR OTHER IndiGO PROGRAMS**

- Requests for IndiGO ADA eligibility must be accepted and considered, regardless of the applicant's eligibility for any other IndiGO services including: Shared Ride, MATP, PwD.
- IndiGO will inform applicants of other transportation offerings within the coordinated system, offer to assist with applications as appropriate and provide mobility management counseling to ensure that individuals understand their options for the various types of trips they take. However, individual and trip eligibility for ADA Complementary Paratransit is not based on eligibility for any other program and must be granted based on the regulatory criteria.

## PCA ELIGIBILITY

- It will be the policy of IndiGO to grant PCA eligibility for all ADA eligible individuals, in recognition of the fact that any individual with a disability may require assistance with a daily life activity associated with an IndiGO ride at some point during the duration of their eligibility. There are no restrictions on who may serve as a PCA as long as they are age six or over and able to provide the necessary assistance during the trip or at the destination.
- The IndiGO ADA User Guide explains the distinction between a PCA and a companion and the advance reservation requirements when scheduling a ride.

## INCOMPLETE APPLICATION

- Applications received which are missing Part B, which are unsigned, have a substantial number of questions unanswered are returned to the applicant with written instructions. Returned incomplete applications returned are logged into IndiGO data base

## CONSIDERATION OF HOME ADDRESS

- An applicant's home address alone is not a basis for granting or denying ADA eligibility. The eligibility decision is based on independent functional ability to use the fixed route system, not proximity to a bus stop or place of residence. Any individual with a disability who lives within IndiGO's service area may apply. People who live or travel outside the ADA service area will be informed in writing of their personal eligibility and the requirement that all trips begin and end within the service area.

## VISITOR ELIGIBILITY

- Individuals who live outside IndiGO's service area may apply for visitor status to use IndiGO while in the area. No verification of disability is required if the applicant's disability is apparent. If it is a "hidden disability", verification from a health care provider must be presented in advance. Verification of ADA Complementary Paratransit eligibility from another transit system is also accepted. 21 days of eligibility within every 365 day period is provided to qualified visitors with disabilities.

## TIMELY DECISIONS

- It is the policy of IndiGO to make ADA eligibility determinations as promptly as possible, but within 21 days of the receipt of a completed application. Public information about the eligibility process includes this requirement. If an eligibility decision cannot be issued within 21 days, the IndiGO ADA eligibility coordinator will contact the applicant by phone on the 21st day and advise them of their presumptive eligibility and right to use the service until such time as the applicant is notified of his or her eligibility.



- IndiGO maintains a database for applications, including a mechanism to track the 21 day notification deadline.

#### NOTIFICATION OF DENIAL, CONDITIONAL OR TEMPORARY ELIGIBILITY

- Determination letters issued by IndiGO will include the specific reasons for denial, conditional or temporary eligibility in specific enough detail to permit the applicant to prepare for an appeal, if desired. Under no circumstances will it be sufficient to state “you have been determined able to use the bus.” Denial, conditional and temporary decisions and correspondence will be reviewed by the HR Director prior to mailing.
- Letters will also include information about the right to appeal, to be heard in person, and the appeal form, with the 60 day cutoff date section completed.

#### APPEAL PROCESS

- Individuals who have been determined ineligible, conditionally or temporarily eligible have the right to appeal the limitations based on their ADA eligibility. The right to appeal is explained in the determination letter, and the appeal process policy and request for appeal form is included with the determination letter. Applicants are required to make a request for an appeal in writing, but do not have to provide any additional written information if they choose not to.
- Upon receipt of a request for appeal, IndiGO will conduct an administrative review on the day the appeal is received. If there is sufficient information in the appeal to overturn the initial decision and grant full eligibility with the approval of the eligibility coordinator’s supervisor, IndiGO will issue a determination letter.
- IndiGO will have 20 days to consider the information and may consult with OVR by conference call during this time. IndiGO will notify the applicant of the next two hearing dates and of the opportunity to present their case to OVR in Person. If the applicant declines the hearing, IndiGO will make a decision on the information they have available.
- If, after initial review of the appeal, IndiGO’s decision is for anything less than full eligibility, the applicant is notified of the right to appear at either of the next two in person hearing dates. In person hearings are held on the second and fourth Wednesday of each month. If requested, transportation to the hearing will be provided for the applicant at no cost. The applicant has the right to decline the hearing, in which case the original decision of the committee will be final. If there is a hearing, the Committee will render a decision within 10 days. Failure to meet the deadline will result in presumptive eligibility for the applicant until such time as a decision is rendered.

## RECERTIFICATION

- It will be the policy of IndiGO to grant unconditional eligibility for a period of not less than two and not more than five years depending on the applicant and potential for a change in functional ability. 90 days prior to expiration, the applicant will receive a recertification form to complete and return to IndiGO. In most cases, there will be no requirement to provide additional information from a health care provider. If the recertification form is not received within 30 days of the expiration date the applicant will receive a reminder letter advising them that their eligibility will lapse if they fail to complete the recertification process.
- If there appears to be a significant change in functional ability that would result in conditional or denial of eligibility, IndiGO ADA eligibility coordinator may contact the individual and request additional information from professionals as necessary in order to make an accurate determination. If, as part of the recertification process, and applicant moves from unconditional to conditional eligibility, the new eligibility status will not take effect for 60 days to provide ample time for the applicant to appeal.

## **PERSONAL CARE ATTENDANTS (PCA) AND COMPANIONS IndiGO ADA COMPLEMENTARY PARATRANSIT SERVICE**

### **POLICY**

- It is the policy of IndiGO that each ADA eligible individual may be accompanied by one PCA and at least one companion as long as the origin and destination are the same as the eligible rider and an advance reservation has been made for the PCA and the companion. Additional companions will be accommodated on a space available basis.

### **DEFINITION**

- A PCA is anyone who provides the eligible rider with assistance with a daily life activity necessary to complete the trip or at the destination. There are no restrictions on who may serve as a PCA as long as they are age six and over and able to perform the necessary assistance. An ADA eligible customer may require a PCA for every trip, or only occasionally as needed.
- A companion is someone whose presence is desired but not required to complete the trip.

### **FARE**

- A PCA accompanying an ADA eligible rider pays no fare, and a companion pays the same fare as the eligible individual.

### **SCHEDULING**

- The eligible customer must advise the call-taker at the time of the reservation whether they will be accompanied by a PCA or a companion. The PCA and companion reservations are entered into the Ecolane system to ensure adequate seating. It is the responsibility of the customer to call to cancel a reservation for a PCA or Companion who will not be traveling as these seats can be used for other customers.

## IndiGO SEGWAY POLICY

### BACKGROUND

- A common Electric Personal Assistive Mobility Device (EPAMD) is known as a “Segway,” (manufacturer name) which is a two-wheeled gyroscopically-stabilized, battery powered, personal transportation device. Motorcycles, mopeds, motor scooters, motorized bicycles (electronic or gasoline-powered), and all other wheeled conveyances are not considered EPAMDs. A Segway is not a wheelchair and does not meet the American with Disabilities Act (ADA) definition of a “mobility aid” (a three or four-wheeled device that does not exceed 30 by 48 inches when measured at two inches above the ground). As such, ADA regulations regarding wheelchair lift use and securement do not apply to Segways. However, some individuals with disabilities may use a Segway as a personal mobility aid instead of a wheelchair or a scooter.
- On September 1, 2005, the U.S. Department of Transportation Federal Transit Administration issued a Disability Law Guidance which states that when a Segway is being used as a mobility device by a person with a mobility-related disability, then transportation providers must permit the person and his/her device onto a public transit vehicle and must permit the person to use the lift/ramp to board, subject to the transit operator's policies and procedures.
- Customers with disabilities who use an EPAMD as a medical mobility device may travel on designated IndiGO modes with this device at any time.

### PURPOSE

- This Policy establishes guidelines and instructs how Segways and other EPAMDs are to be accommodated on IndiGO buses, including those in operation on both IndiGO regional and local Marin service.
- Non-disabled persons will not be allowed to bring EPAMDs on IndiGO buses.
- Nothing in this policy prohibits IndiGO from taking additional steps to ensure the safety of staff, passengers, and the public.

### DEFINITIONS

The following definitions apply to this policy:

- An electric personal assistive mobility device, or EPAMD, is a self-balancing, non-tandem, two-wheeled device that is not greater than 20 inches deep, 25 inches wide, and 60 inches high; can turn in place; is designed to transport only one person; and has an electric propulsion system averaging less than 750 watts (1 horsepower), the maximum speed of which, when powered solely by a propulsion system on a paved level surface, is no more than 12.5 miles per hour. A Segway HT is one example of an EPAMD.

## POLICY STATEMENT

- IndiGO generally prohibits the transport of EPAMDs using the IndiGO bus system. An exception is made to permit persons with disabilities who use the device as a mobility aid to IndiGO the bus with their EPAMDs, subject to the terms of this Policy.

## GENERAL RULES FOR USE AND OPERATION OF EPAMDS

IndiGO allows EPAMDs to be transported on the bus subject to the following requirements:

- EPAMDs may only be transported on the bus by persons with disabilities who use the device as a mobility aid at any time, upon presentation of a Pennsylvania Reduced Fare Card.
- EPAMDs must remain “off” or in “Power Assist mode” at all times during boarding and transport on the bus. Passengers may not ride an EPAMD onto a bus lift.
- EPAMDs must be secured for transport on the bus. Riding, sitting or standing on device while on vehicle is prohibited.
- EPAMDs may not be operated while in the station, terminal or on platform.
- IndiGO personnel will not assist with loading/unloading or storing device.
- Any person bringing an EPAMD on an IndiGO transit vehicle must be able to physically load, stow and unload the device, or be accompanied by someone who will provide this assistance.
- A person shall not transport an EPAMD with willful or wanton disregard for the safety of persons or property.
- User must yield to pedestrians at all times.
- EPAMDs shall not be transported using the bus by anyone under the influence of intoxicating substances, including alcohol or drugs.
- EPAMD users must leave their device on the bus in case of an emergency that requires vehicle evacuation.
- The wheelchair securement area on IndiGO buses is open to persons with disabilities, and particularly to individuals using a mobility device or an EPAMD, on a first come, first serve basis. If both wheelchair securement positions are occupied, the customer will be instructed by the bus operator to wait for the next bus.
- If the device is occupying a wheelchair space and user does not possess a Reduced Fare Card, he/she must yield space to wheelchair user as required.
- All users must remain in control of their device at all times.

## ELIGIBLE CUSTOMERS

Persons with disabilities can ride upon presentation of a Pennsylvania Reduced Fare Card for Persons with Disabilities ID card. Such a customer may travel on IndiGO vehicles with an EPAMD during peak or off-peak hours, subject to policy conditions.

Law enforcement officers and emergency responders in uniform and with proper identification may bring an EPAMD on any IndiGO mode at any time, subject to policy conditions.

Children under the age of 14 bringing an EPAMD on an IndiGO vehicle must be accompanied by an adult (someone over the age of 18). An adult shall accompany only one child with an EPAMD at a time.

## EPAMD BOARDING

EPAMDs shall be boarded by persons with disabilities on any IndiGO bus as follows:

- The bus operator shall not board a customer with an EPAMD unless a wheelchair securement position is vacant.
- The bus operator will deploy the wheelchair lift so a customer may either pull or push the EPAMD onto the wheelchair lift and/or ramp.
- The EPAMD customer must, without assistance from the bus operator, maneuver the EPAMD onto the wheelchair lift and/or ramp with the EPAMD in the “off” mode.
- The customer must accompany the EPAMD on the wheelchair lift but may not ride the EPAMD on the lift. The customer may need to lower his or her head to avoid hitting the top of the door opening when the wheelchair lift and/or ramp is in motion.
- On reaching the bus interior, the customer must maneuver the EPAMD, without assistance from the bus operator, to the wheelchair securement area with the EPAMD in the “off” mode.

## EPAMD SECUREMENT

EPAMDs shall be secured on fixed-route buses generally as follows:

- The customer shall position the EPAMD in the wheelchair securement area.
- The straps available on the bus for the securement of a wheelchair are to be used to secure the lower portion of the EPAMD.
- To prevent the upper portion (lean steer frame and handlebar) of the EPAMD from moving, the customer must bring an additional “bungee” type securement strap to secure the upper portion to the handrail of the bus.

## DISEMBARKING THE BUS

- The EPAMD customer shall remove the securement straps from the EPAMD after the bus has stopped at the bus stop or destination.
- The EPAMD customer shall be responsible for pushing or pulling the EPAMD to the wheelchair lift and/or ramp area for handling the EPAMD on the wheelchair lift and/or ramp.
- The EPAMD customer may need to lower his or her head to avoid hitting the top of the door opening when the lift is in motion.
- The EPAMD must remain “off” until after the customer has pushed or pulled the EPAMD from the wheelchair lift and/or ramp.

## FARES

- This Policy and resulting use of an EPAMD shall not impact fares required for use of the bus system.

## **IndiGO MOBILITY DEVICE SECUREMENT POLICY**

- IndiGO requires that all common wheelchairs, and/or mobility devices, along with the individual be secured with all provided securement devices and seatbelts. All passengers are required to wear seatbelts.
- Those individuals whom do not want their wheelchair secured but are physically able to transfer to a seat will be asked to do so and to wear the appropriate seatbelt. The wheelchair, or mobility device, must then be either secured or folded and placed in a position as to not allow freedom of movement while the bus is in motion.
- Any individual with a common wheelchair or mobility device that can be secured, but refuses to allow the device to be secured, will have potential hazards explained to them. These hazards may include, but not be limited to, those that could result in damage or injury to themselves and/or their mobility device from not being properly secured while in transit should an accident or incident occur. They also may have future service declined to them.
- If a particular type of common wheelchair or mobility device cannot be secured, the individual will not be denied transportation. Instead, if the individual is physically able to, he/she will be asked to transfer to a seat and will be required to wear a seatbelt. If physically unable, he/she will be asked to remain in their mobility device and will be asked to be secured, at a minimum, with the shoulder harness seatbelt.
- In the event that medical circumstances prohibit securement, a reasonable accommodation request will be processed.



## **SHARED RIDE AND PARATRANSIT VEHICLE MISS/NO-SHOW POLICY**

- The Board of Directors, in keeping with the provisions of the Americans with Disabilities Act and the requirements for providing timely service adopts the following procedures for no-shows and misses by passengers- and operators- in the implementation of their ADA paratransit service. It is IndiGO's policy to record all missed trips and no show trips for all passengers in order to apply appropriate sanctions if it is necessary when customers establish a pattern of excessive no-shows.
- In addition to our drivers providing their best efforts to provide timely and efficient service, it is critical that passengers and their customers and riders are also on- time for the service. Timeliness is critical to ensure that IndiGO vehicles operate efficiently and that other riders obtain the best service possible to reach their destination in a timely fashion. Therefore, IndiGO has adopted the following policy to outline what the system defines as a "no-show" to provide methods of canceling trips and to outline sanctions for those patrons who habitually miss rides.

### **IndiGO'S POLICY REGARDING ON-TIME PERFORMANCE FOR PARATRANSIT OPERATIONS:**

- IndiGO makes it a policy that its on-time performance shall be 15 minutes prior to the scheduled trip or 15 minutes after the scheduled trip time. Therefore, passengers should schedule their trips in a manner that allows them to meet their vehicle within this window and in a manner that allows for the range of scheduling to meet their final destination.
- IndiGO will contact all scheduled passengers remind them of their trip. It is up to all passengers to understand the timeframe for a driver's arrival as established in this policy.

### **NO STRAND POLICY**

- IndiGO will never leave you stranded away from your home if you were scheduled for a paratransit ride that day. If you miss a return trip you should contact IndiGO at 724-465-2140 for assistance. If a passenger has been transported to his destination, you will not be stranded; however, IndiGO cannot guarantee a particular pick-up window.

## SCHEDULING AT INDIGO

- IndiGO schedules pick-up and return trips separately. IndiGO assumes that all return trips are needed unless canceled. In the event that you are a “no-show” for your first scheduled trip of the day, IndiGO will not automatically cancel subsequent trips for that day. If you do not need a return trip, you need to cancel that trip as soon as possible.
- If you have an appointment, be sure that the reservations agent knows of your appointment time so that they can schedule your trip appropriately. When advising your appointment time, be sure to allow yourself enough time to get from the vehicle to the actual appointment. Example: If you have to be at work or have a medical appointment at 9:00 a.m., but will need fifteen (15) minutes to get to your desk or to sign in, tell customer service that your appointment is at 8:45 a.m.
- Doctor's appointments are always late! When making return reservations, please schedule the return trip to leave yourself plenty of time to meet the vehicle on time.
- Customers who would like to cancel a trip must contact IndiGO directly at least one (1) hour before the scheduled pick-up time to avoid the trip being classified as a late-cancelled trip.

### DEFINITION OF MISS/NO-SHOW

- A “no-show” or “miss” occurs when:
- You fail to show up for your scheduled trip
- You fail to cancel 2 hours prior to your scheduled trip
- You are not ready within 5 minutes of the time you were given for pickup after the driver arrives.

IndiGO will not consider your trip a “miss” under various circumstances, including:

- Accidents
- Family emergency
- Personal care attendant did not arrive on time to assist the rider
- Illness that precluded the rider from calling
- Rider was inside calling to check on the ride status and was on hold for a long period of time
- Rides Mobility Aid failed
- Sudden turn for the worse in someone with a variable condition
- Transit Agency error
- \*additional definitions attached to the no show policy\*

“No Shows” are not excused when the trip is not canceled at least two (2) hour prior to the scheduled pick-up time and is missed for one of several reasons, including but not limited to:

- A passenger did not want to travel on that date
- A passenger received another ride
- Passenger did not contact IndiGO to advise them that they were not planning to travel
- Should you encounter an emergency situation, please contact IndiGO as soon as possible to alert transit staff of your circumstances. Taking these steps may prevent your trip from being recorded as a “no-show” and deter IndiGO from imposing any service suspensions.
- A miss will not be considered to affect a rider’s riding privileges when there are circumstances beyond a passenger’s control such as driver lateness or transit agency error. Additional factors such as illness, failure of a companion to arrive or additional factors may be considered as “beyond a rider’s control” for purposes of this “miss/no-show” policy In the event that a passenger knows ahead of their scheduled ride that they will be forced to “miss” a trip due to factors such as illness or other bona fide known reason, the passenger should contact IndiGO at to advise them of their circumstance.

## SANCTIONS

- IndiGO will impose sanctions for riders who have a pattern or practice of missing scheduled trips. Sanctions may include suspension from service for a period of time.
- In the event of sanctions due to a pattern or practice of missing schedule trips, or a “no show” that a rider disputes, an appeal may be filed to IndiGO’s Shared Ride Coordinator within thirty (30) days of the disputed “no show”.
- All appeals must be submitted in writing within thirty (30) days. Please include the time, date and pick up address if you are appealing a “no-show” ride that you are appealing.
- You may obtain forms for appealing “no-shows” on the IndiGO website at [www.IndiGObus.com](http://www.IndiGObus.com) or write to IndiGO at PO BOX 869 Indiana PA 15701

## DISRUPTIVE PASSENGER POLICY

- IndiGO’s passengers and employees are what makes providing the public service we provide each day possible. While IndiGO seeks to provide rides to all eligible passengers, it is mindful of the safety and security of its other passengers and employees. In keeping with IndiGO’s goals, the Board is publicly posting its policy on what happens when confronted with behavior that is not acceptable as well as the process and procedures for notifying passengers of service interruption and appeal rights.

## DISRUPTIVE BEHAVIOR

- When riding an IndiGO's Vehicle, customer conduct will not be accepted nor allowed that is violent, seriously disruptive, or illegal.
- IndiGO may suspend individual passengers and/or refuse service to an individual with a disability who engages in violent, seriously disruptive, or illegal conduct, using the same standards for exclusion that would apply to any other person who acted in such an inappropriate way.
- IndiGO will not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.<sup>1</sup> When faced with an incident involving violent, seriously disruptive, or illegal conduct, the vehicle's operator will complete an incident report detailing the situation and forward it to the Operations Supervisor at the conclusion of the shift. In cases of imminent danger or harm, the vehicle operator shall make the necessary report as in the case of any such incident on an IndiGO vehicle.
- With regard to considering a "direct threat" U.S. Department of Justice regulations state in 28 CFR Sec. 36.208. In determining whether an individual poses a direct threat to the health or safety of others, a public accommodation must make an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to ascertain: the nature, duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk.

## REFUSAL TO PROVIDE SERVICE

Examples of the violent, seriously disruptive, or illegal conduct resulting in "refusal to provide service" include but are not limited to the following:

- Disrupting the driver while he/she is driving the vehicle.
- Engaging in any conduct or activity that represents a danger to himself/herself, to other passengers or to the driver.
- Making physical or verbal threats to the driver or to other passengers. Such threats may be either verbal or written.
- Damaging or destroying vehicle equipment or any employee's or passenger's property.
- Getting out of the seat while the vehicle is in motion or while the trip is underway.
- Refusing to wear a seat belt.
- Smoking, consuming alcoholic beverages or any illegal substance while on board an IndiGO vehicle.
- Disrupting other passengers.
- Disrobing.
- Swearing, name calling and/or abusive language.

- Personal Hygiene condition, resulting in a public health hazard.

#### PROCESSING DISRUPTIVE BEHAVIOR:

If a customer engages in violent, seriously disruptive, or illegal conduct, the offending customer will:

- Immediately be asked by either the vehicle's operator or other member of the IndiGO's management staff to stop or correct the disruptive behavior. If the customer continues to engage in a violent, seriously disruptive, or illegal behavior, assistance will be sought as necessary; and
- Be issued a letter detailing the incident. The letter will also outline the subsequent "suspension of service" notification to the passenger and will include the reason for such determination. A copy of the letter will also be sent to the passenger's guardian, and/or the passenger's service provider. Despite this notification, the IndiGO's staff must be mindful of the critical importance of maintaining confidentiality concerning information about a passenger's identity, personal circumstances, disability status, etc.
- Further suspensions up to and including refusal of service will be determined at exclusive discretion of Director of Operations in the event that the suspension of service have not mitigated the disruptive situation.

#### APPEALS PROCESS

- Adequate documentation must be on file to support the decision that a cause for suspension has been identified and carefully investigated, and that action is warranted.
- When possible, if sanctions are imposed, the customer must be notified ahead of time in writing or in an accessible format.
- If an immediate sanction is imposed, a verbal notification must be swiftly followed by the required written or accessible format notice.
- The notice must identify the basis for the proposed action with specifics and describe the proposed sanction. It must notify the customer of his/her right to appeal and how to file an appeal.

Customers who are issued a “refusal to provide service” letter will have the right to appeal the suspension, as described below:

- The individual will have sixty (60) calendar days from the date of the notification letter to file an appeal with the IndiGO’s Shared Ride Coordinator. The information concerning the appeals process will be included in the correspondence sent to the offending customer, caregiver, guardian or advocate. IndiGO will provide transportation to the appealing party to and from the hearing free of charge.
- If during the ADA appeals process it has been determined the IndiGO has legitimately refused service to someone who has engaged in violent, seriously disruptive, or illegal conduct, either the Shared Ride Coordinator may choose to provide conditional service to him or her on actions that would mitigate the problem. For example, the Shared Ride Coordinator could choose to require an attendant as a condition of providing service it otherwise had the right to refuse.
- In evaluating the request, the Shared Ride Coordinator may hold a hearing and otherwise gather evidence regarding the claim and the proposed sanction. The passenger may have an opportunity to present evidence and witnesses at the appointed time. The Shared Ride Coordinator findings will be final and binding.
- 249 CFR, Part 37.5 (App.D) “If an entity may legitimately refuse service to someone, it may condition service to him on actions that would mitigate the problem. The entity could require an attendant as a condition of providing service it otherwise had the right to refuse.

## **IndiGO ADA PARATRANSIT CUSTOMER COMPLAINT POLICY**

### **POLICY SUMMARY**

It is the policy of IndiGO to receive complaints or comments from riders and to maintain summaries or complaints and resolutions in accordance.

### **STANDARDS FOR PUBLIC INFORMATION**

IndiGO has a written complaint policy for Para-Transit service which is distributed via the User Guide, on the IndiGO web site, and in a single topic brochure "How to Register a Compliment or a Complaint." This brochure is distributed to agencies throughout the community and to IndiGO customers. The complaint procedure is used as a tool to investigate and correct individual or systemic problems, to educate customers, to improve service quality, to identify gaps in service and to increase confidence in the system. Consumers are confident that lodging a complaint does not prompt negative personal consequences.

### **COMPLAINT POLICIES**

A complaint is a record of dissatisfaction about any aspect of the service and may be registered by anyone.

Complaints are accepted at the IndiGO Customer Service Center by telephone, in person or in writing.

IndiGO drivers are prohibited from accepting complaints from customers and instructed to inform customers of the complaint procedure.

There is no arbitrary "strict limit" on the age of a complaint except as is practical for investigation

Customers will receive a response within 10 business days to every complaint filed

Customers will be protected from retaliation and when appropriate or necessary will be guaranteed confidentiality

IndiGO maintains a "separation of authority" for the complaint investigation and resolution process – complaints are reviewed by administrative staff not involved in the original situation.

## COMPLAINT PROCEDURES

- Complaints are recorded on the complaint form and assigned a unique log number for tracking and retrieval.
- Complaints are forwarded on the same day to the supervisor responsible for investigation and or the Shared Ride Coordinator for service provided by IndiGO.
- All contact is documented, including when and by whom, the result of the investigation and required action. Each valid complaint is coded according to both the outcome (late arrival) and the cause (dispatching error) in order to identify the specific reasons for poor service and identify remedies.
- Corrective action is documented
- A monthly report summarizing valid complaints is prepared for IndiGO's Board of Directors including the type and number of complaints.
- A secondary report listing the cause of each complaint is also prepared for IndiGO's Board of Directors
- Complaints and all supporting documentation is filed in log number order, scanned, and kept on file at IndiGO for five years.

## COMPLAINT STANDARDS

Customers will receive a response within 10 business days of receipt of the complaint

The monthly complaint summary report will be completed and provide to the Executive Director no later than the 20th of the following month.

The rate of complaints will be not more than 3 per 1000 trips, with a goal of not more than 1 per 1000 trips.



**IndiGO POLICY**  
TELEPHONE HOLD TIME STANDARDS – INDIGO

POLICY

- It is the policy of IndiGO to have minimum telephone hold times, and no busy signals for reservations and “where’s my ride” calls within Paratransit system.

STANDARDS

- A minimum of 95% of IndiGO calls will be answered in three minutes, and 99% of calls will be answered in five minutes.

POLICIES

- Telephone hold times will be monitored using the reports from the Avaya system and reviewed by the Shared Ride Coordinator on a monthly basis.

**IndiGO NEXT DAY RESERVATION POLICY – INDIGO ADA  
PARATRANSIT**

POLICY

It is the policy of IndiGO to accept next day reservations for IndiGO ADA Paratransit. IndiGO customers are also permitted to make reservations 45 days in advance. There will be no trip denials for IndiGO ADA Paratransit. Under the DOT ADA regulations, IndiGO is permitted to negotiate pick up times with ADA eligible customers as long as the time IndiGO offers is no more than an hour before or after the time the customer wishes to travel. Customers may be asked to adjust their times to accommodate a shared ride or ensure an on time arrival to their appointments, but time changes will be negotiated with the customer. Next day reservations are required for all trips – IndiGO does not offer same day service for its ADA program.

An on time arrival is one in which the customer arrives at the destination not more than 30 minutes prior to the appointment time and 0 minutes after the appointment time. Reservationists will work with customers to determine the correct pickup time for an on time arrival. On time arrivals apply to trips from home to a destination, and not to return trips which have no appointment time. In order to set the proper time for a return ride, the reservationist and the customer must work together to determine the earliest time the customer will be ready to leave from the appointment.

## DAYS AND HOURS

- IndiGO Fixed Route Service does not operate on New Year's Day, Memorial Day, July 4, Labor Day, Thanksgiving Day, and Christmas Day. IndiGO Administrative Offices are closed New Year's Day, Memorial Day, July 4, Labor Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day. IndiGO Administrative Offices are open 8:00 a.m. to 4 p.m., Monday through Friday. IndiGO operates Fixed Route service 7 days a week with limited hours on the weekends and some service is curtailed during IUP breaks.
- ADA trips may be scheduled 7 days a week 8 am until 4 pm, Saturdays and Sundays reservation are taken via automated phone system.

## **IndiGO POLICIES AND PROCEDURES – MONITORING INDIGO ON TIME PERFORMANCE**

### POLICY

It is the policy of IndiGO that on time performance for pickups and arrivals will be evaluated monthly with reports from Ecolane.

### PROCEDURE – REVIEW DATA

All trips are reviewed. Trips performed outside the on time window will be highlighted for review by the Director of Paratransit Operations for evaluation of causes, patterns, and potential actions.

## **IndiGO POLICY ON TIME PERFORMANCE FOR ARRIVALS – INDIGO**

### DEFINITION

An on time arrival is one in which the customer arrives at the destination not more than 30 minutes prior to the appointment time and 0 minutes after the appointment time. Reservationists will work with customers to determine the correct pickup time for an on time arrival, including and negotiation which may be necessary. On time arrivals apply to trips from home to a destination, not to return trips which have no appointment time. In order to set the proper time for a return ride – the reservationist must determine the earliest time the customer can be ready to leave.

## STANDARDS

- A minimum of 95% of trips will have arrivals within the on time window, with a goal of 100% of trips to have on time arrivals.
- Not more than 2% of late arrivals will be more than 15 minutes late

## POLICIES

The on time performance standard may be relaxed at the discretion of IndiGO in circumstances where situations beyond the control negatively impact on time performance, such as severe winter weather. Such dates and times will be documented and approved by the general manager, and those service days will not be included in the on time performance calculation for the month.

### **IndiGO POLICY** ON TIME PERFORMANCE FOR PICKUPS – INDIGO

## DEFINITION

- An on time pickup is one in which the vehicle arrives not more than 15 minutes prior and not more than 15 minutes after the scheduled pickup time. An early trip is one in which the driver arrives more than 5 minutes prior to the on time window.
- Customers requesting a will call return will be picked up within 45 minutes of their call in order to comply with on time performance standards.
- A missed trip is one in which the vehicle does not arrive at all, or arrives outside the on-time window (more than 15 minutes early or late) and the customer chooses not to take the ride.

## STANDARDS

- A minimum of 94% of trips will be picked up with in the on time window, with a goal of 100% of trips to have on time pickups.
- Not more than 2% of trips will be early (arriving more than 15 minutes prior to the scheduled pickup time.)
- Not more than 2% of late trips will be more than 60 minutes late\*\*
- Not more than 1% of trips will be missed trips

## POLICIES

- IndiGO will conduct monthly reviews of untimely trips in order to identify possible remedies, ensure there is no pattern or practice of untimely service, and will consistently work toward the goal of 100% of trips performed on time.
- The on time performance standard may be relaxed at the discretion of IndiGO in circumstances where situations beyond our control negatively impact on time performance, such as severe winter weather. Such dates and times will be documented and approved by the general manager, and those service days will be documented separately and will not be included in the on time performance calculation for the month.

\*\*For the purpose of this policy, late is defined as the number of minutes after the negotiated pickup time, excluding the on time window. A vehicle which arrives at 10:30 for a 10:00 scheduled pickup is considered 30 minutes late.

## **PERFORMANCE AND REPORTING STANDARDS FOR INDIGO PARA-TRANSIT SERVICE**

### **ON-TIME PERFORMANCE STANDARDS**

- The on time performance standards apply to service provided by IndiGO directly.
- An on time pickup is one for which vehicles arrive no more than 15 minutes after or 15 minutes before the scheduled pickup time (the “on time /early pickup window” ), under normal operating conditions. Customers requesting a call-for-return trip shall be picked up within 45 minutes of the time the call was received (the on time will call window), in order to comply with on-time performance standards
- An on time arrival is one which is not more than 30 minutes early (the “on time arrival window” based on the customer’s known appointment time) and 0 minutes late.

All IndiGO service shall meet the following minimum on-time performance standards and work towards achieving an on time performance goal of 100% in each area on a monthly basis:

- A minimum of 94% of trips will be picked up within the on time/early window (not more than 15 minutes before the scheduled pickup time) (“Minimum On-Time/Early Pick-Ups”)
- A minimum of 95% of all trips with a known appointment time will have arrival times within standards (not more than 30 minutes prior to the known appointment, and 0 minutes after.) (“Minimum On-Time Arrivals”)
- Early trips will be considered untimely if they are more than 5 minutes early (5 minutes earlier than the 15 minute on time window.)
- A maximum of 2% of trips will be early (Not more than 5 minutes before the on time pickup window, or 20 minutes earlier than the scheduled time).
- Not more than 2% of late trips will be more than 60 minutes late (45 minutes beyond the on time pickup window)
- The standard for missed trips shall be 1% or less, with the goal of 0% missed trips. (Vehicle arrival more than 15 minutes past the scheduled time, and customer chooses not to go.)

### **RIDE TIME STANDARDS**

- The standard for ride time shall be a maximum of 120% of the ride time on a comparable fixed route transit trip. IndiGO’S goal is for average ride time to be less than 100% of the ride time on comparable fixed route trips and for 90% of trips to be less than 110% of the comparable fixed route ride time.

## REGISTERING COMPLAINTS

IndiGO has established a complaint procedure available to all applicants and recipients of IndiGO service, and Contractor will cooperate in informing all such applicants and/or service recipients of their right to file formal complaints through this procedure,

Contractor shall direct all customer complaints to the IndiGO office. IndiGO staff will be responsible for accepting all complaints from customers, agencies, and other advocates or interested parties. Complaints will be documented and investigated, and appropriate action will be taken promptly. The customer and Contractor will be notified of the disposition of the complaint. IndiGO reserves the right to protect a customer's confidentiality in the investigation of a complaint.

## CUSTOMER COMPLAINT STANDARDS

IndiGO shall meet a complaint standard of fewer than 3 valid complaints per 1000 passenger trips, and work towards achieving a goal of fewer than 1 valid complaints per 1000 passenger trips, on a monthly basis. The number of valid complaints shall be as determined by IndiGO.

## TELEPHONE HOLD TIME STANDARDS

IndiGO and Contractor shall meet or exceed the IndiGO telephone hold time standard for IndiGO service. A minimum of 95% of IndiGO calls will be answered in three minutes and 99% of calls will be answered within five minutes. IndiGO will conduct a monthly review of calls with hold times over 5 minutes to determine the cause and potential remedy, and to ensure that there is no pattern or practice of excessive hold times.

## CANCELLATIONS FOLLOWING NO SHOWS

Under no circumstances may a return trip be automatically cancelled if the customer has been a no show for the first trip. Customers are instructed to call IndiGO to cancel a return if it is not needed. The return of any subsequent trips may only be cancelled if positive confirmation of the cancellation has been received from the customer.