

ADA Rider's Guide



**Lake County
Public Transit Services**
for ADA Paratransit

Table of Contents

Lake County ADA Rider's Guide	7
<i>Meeting Our Customers' Travel Needs</i>	7
<i>Fixed Route Bus Service.</i>	7
<i>ADA Paratransit Service</i>	8
<i>Who is Eligible for ADA Paratransit Service</i>	8
<i>Temporary Disabilities</i>	10
<i>Service for Visitors</i>	10
<i>Presumptive Eligibility</i>	10
<i>Recertification of Eligibility</i>	11
<i>Paratransit Identification Card</i>	11
<i>Type of Service</i>	11
<i>Paratransit Service Area and Service Hours.</i>	12
<i>Response, Pick Up, and Travel Time</i>	12
Service Standards	14
<i>On Time Performance.</i>	14
<i>Missed Trips</i>	15
<i>Denied Trips</i>	15
<i>Vehicle Ride Time.</i>	15
<i>Telephone Hold time</i>	16
<i>No-Show Policy.</i>	16
<i>How to Cancel a Scheduled Ride.</i>	18

<i>How Long Will a Paratransit Vehicle Wait?</i>	<i>18</i>
<i>Fares</i>	<i>19</i>
<i>Trip Purpose</i>	<i>19</i>
<i>Driver Assistance.</i>	<i>19</i>
<i>Lift, Ramp, and Equipment Failure Procedure . .</i>	<i>19</i>
<i>How to Reserve a Ride</i>	<i>20</i>
<i>Subscription Service.</i>	<i>20</i>
<i>Scheduling Tip</i>	<i>20</i>
<i>If Your Appointment is Running Late</i>	<i>22</i>
<i>When the Paratransit Vehicle Arrives</i>	<i>23</i>
<i>Personal Care Attendants</i>	<i>23</i>
<i>Guests/Companions</i>	<i>24</i>
<i>Children</i>	<i>24</i>
<i>Wheelchairs and other Mobility Aids</i>	<i>25</i>
<i>Wheelchair Securement and Seat Belt Policy. . .</i>	<i>25</i>
<i>Respirators and Portable Oxygen Equipment . .</i>	<i>26</i>
<i>Service Animals.</i>	<i>26</i>
<i>Pets</i>	<i>27</i>
<i>Rider Courtesy and Conduct</i>	<i>27</i>
Appendix A	29
<i>Procedure CFR-1. Revised 7/13/15. 37.3</i>	
<i>Definitions</i>	<i>29</i>
<i>Procedure CFR-2. Revised 7/13/15.</i>	
<i>Amended 37.5</i>	<i>30</i>

<i>Procedure CFR-3. Revised 7/13/15. 37.17</i>	<i>30</i>
<i>Procedure CFR-4. Revised 7/13/15. 37.169</i>	<i>31</i>
<i>Procedure CFR-5. Revised 7/13/15: Sandy or Slippery Walkway</i>	<i>33</i>
<i>Procedure CFR-6. Revised 7/13/15: Pick Up and Drop Off Locations with Multiple Entrances</i>	<i>33</i>
<i>Procedure CFR-7. Revised 7/13/15: Private Property</i>	<i>34</i>
<i>Procedure CFR-8. Revised 7/13/15: Obstructions</i>	<i>34</i>
<i>Procedure CFR-9. Revised 7/13/15: Fare Handling.</i>	<i>35</i>
<i>Procedure CFR-10. Revised 7/13/15: Eating and Drinking.</i>	<i>35</i>
<i>Procedure CFR-11. Revised 7/13/15: Medicine</i>	<i>36</i>
<i>Procedure CFR-12. Revised 7/13/15: Boarding Separately From Wheelchair.</i>	<i>36</i>
<i>Procedure CFR-13. Revised 7/13/15: Dedicated Vehicles or Special Equipment in a Vehicle</i>	<i>36</i>
<i>Procedure CFR-14. Revised 7/13/15: Exclusive or Reduced Capacity Paratransit Trips</i>	<i>37</i>
<i>Procedure CFR-15. Revised 7/13/15: Outside of the Service Area or Operating Hours</i>	<i>37</i>
<i>Procedure CFR-16. Revised 7/13/15: Personal Care Attendant (PCA).</i>	<i>37</i>

<i>Procedure CFR-17. Revised 7/13/15:</i>	
<i>Intermediate Stops</i>	<i>38</i>
<i>Procedure CFR-18. Revised 7/13/15:</i>	
<i>Payment</i>	<i>39</i>
<i>Procedure CFR-19. Revised 7/13/15:</i>	
<i>Caring for Service Animals.</i>	<i>39</i>
<i>Procedure CFR-20. Revised 7/13/15:</i>	
<i>Opening Building Doors</i>	<i>39</i>
<i>Procedure CFR-21. Revised 7/13/15:</i>	
<i>Exposing Vehicle to Hazards</i>	<i>40</i>
<i>Procedure CFR-22. Revised 7/13/15:</i>	
<i>Hard-to-Maneuver Stops</i>	<i>40</i>
<i>Procedure CFR-23. Revised 7/13/15:</i>	
<i>Specific Drivers</i>	<i>40</i>
<i>Procedure CFR-24. Revised 7/13/15:</i>	
<i>Luggage and Packages.</i>	<i>41</i>
<i>Procedure CFR-25. Revised 7/13/15:</i>	
<i>Request to Avoid Specific Passengers</i>	<i>41</i>
<i>Procedure CFR-26. Revised 7/13/15:</i>	
<i>Navigating an Incline, or Around Obstacles . . .</i>	<i>41</i>
<i>Procedure CFR-27. Revised 7/13/15:</i>	
<i>Extreme Weather Assistance</i>	<i>42</i>
<i>Procedure CFR-28. Revised 7/13/15:</i>	
<i>Unattended Passengers</i>	<i>43</i>
<i>Procedure CFR-29. Revised 7/13/15:</i>	
<i>Need for Return Trip Assistance</i>	<i>43</i>

*Procedure CFR-30. Revised 7/13/15: Five-Minute
Warning or Notification of Arrival Calls 44*

*Procedure CFR-31. Revised 7/13/15:
Hand-Carrying 44*

Lake County ADA Rider's Guide

Meeting Our Customers' Travel Needs

This Rider's Guide provides information about Lake County's 100% accessible Fixed Route service "LakeXpress" as well as more detailed information about Lake County Connection "Paratransit" service - how to become eligible to use the service, where it operates, the days and hours of service, how to request a ride, fares, and other important information.

Fixed Route Bus Service

The Lake County Board of County Commissioners is committed to providing transportation services that can be used by all of our customers. All "fixed route buses" (larger buses that operate on set routes, on fixed days and times) have ramps and are low-floor with a kneeling feature to better serve riders who use wheelchairs or have difficulty getting up and down the bus steps.

For everyone's benefit, LakeXpress buses automatically announce major stops, intersections, and transfer points to help riders recognize their bus stop or point of transfer. A limited number of seats are usually available near the entrance for persons who have difficulty standing while the bus is moving. Reserved spaces with tie-down straps and driver assistance are available for riders who use wheelchairs to provide a safe and secure ride.

For route and schedule information, or any questions you may have about using the fixed route bus, call 352-742-1940. Florida Relay 711 for TDD users.

ADA Paratransit Service

For eligible riders who have a disability that prevents them from making some or all of their trips on fixed route buses, Lake County Connection offers a shared ride, door-to-door service called Paratransit. This service is sometimes called “ADA Paratransit Service” because it is provided as part of our efforts to meet the requirements of the Americans with Disabilities Act of 1990 (ADA.) Paratransit service must be reserved at least one day in advance. The service is provided with lift-equipped minibuses or lift-equipped vans. ADA Paratransit service operates in the same areas and during the same days and hours as the fixed route buses. The service can be used for any trip purpose.

If you still have questions after reading this Rider’s Guide, you can call the Paratransit office at 352-742-2612 or 711 if you use a TTY.) On request, copies of this Rider’s Guide will be provided in large print, or audio-tape.

Who is Eligible for ADA Paratransit Service

ADA paratransit service is provided for riders whose disability or health condition prevents them from using the LakeXpress fixed route services for some or all of their travel. Individuals who are interested in using ADA paratransit service must apply and be found

eligible according to ADA guidelines. The certification process strictly limits ADA paratransit eligibility to those individuals who meet the paratransit eligibility criteria (see page 34 regarding Service for Visitors) that are contained in Section 37.123 of the DOT Regulations.

Applications for ADA paratransit eligibility may be obtained by contacting Contracted Operator at 352-742-2612. Paratransit certification staff will discuss with potential applicants how ADA paratransit is intended to function to make sure they understand basic ADA paratransit eligibility requirements and how ADA paratransit operates, and will ensure that the potential applicant does not already have an application or certification on file. An application form and instructions will then be mailed to the individual.

Completed applications must be mailed to Contracted Operator, ADA Paratransit Certification. Completed applications will be processed within 21 days.

If a determination of eligibility is not made within 21 days of the postmark on the application envelop, the applicant is treated as eligible on an interim basis and shall be provided ADA Paratransit service until a determination concerning eligibility is made.

Because eligibility depends on a functional definition of disability as it applies to actual trips, applicants may only be eligible for ADA paratransit for specific trips. Such applicants are conditionally eligible for ADA paratransit service.

Notification concerning eligibility is provided in writing. In addition, the reasons for the determination and any eligibility conditions are included in the written notification. Documentation will be provided to each eligible individual stating that he or she is “ADA Paratransit Eligible.”

Eligibility will remain valid for a period of two (2) years from the applicant’s month of the year of determination. Eligibility periods of shorter duration will be granted for temporary disabilities.

Temporary Disabilities

Temporary eligibility is provided to customers who have a temporary disability that prevents them from using the LakeXpress bus system. Eligibility will be provided for the expected duration of the disability.

Service for Visitors

Visitors to the Lake County area may use Paratransit for up to 21 days a year by providing documentation that they have been determined eligible for similar ADA Paratransit services by a transit agency in another part of the country. Visitors who do not have this kind of eligibility because they live in areas without public transit service might be asked for documentation of their health condition or disability.

Presumptive Eligibility

Determinations of eligibility must be made within 21 calendar days of the submission of a completed

application form. If a determination is not made by the 21st day, the applicant is treated as eligible and paratransit service is provided on a presumption of eligibility until the review is completed. Unconditional service will be provided during this period of presumed eligibility.

Recertification of Eligibility

Each Paratransit customer must be recertified upon reaching his/her eligibility expiration date. It may also be necessary from time to time, if the condition of the disability changes, to re-evaluate an individual's eligibility. Typically, eligibility extends for two (2) years from certification. A customer's ADA Paratransit Identification Card will indicate his/her Paratransit eligibility expiration date. It is the customer's responsibility to reapply for services prior to his or her eligibility expiration date. If a customer fails to renew Paratransit eligibility, he/she will be ineligible for service until he/she is determined eligible in the certification process.

Paratransit Identification Card

Your Paratransit Identification Card will be mailed at the time eligibility has been determined. Your Paratransit ID card counts as a reduced fare card for a reduced fare when you ride LakeXpress fixed route.

Type of Service

"Door to Door" ADA Paratransit Service is provided in Lake County. This meets the federally required

“origin to destination” service. Drivers do not have to provide services that exceed “door-to-door” service (e.g., go beyond the doorway into a building to assist a passenger.) Nor would drivers, for lengthy periods of time, have to leave their vehicles unattended or lose the ability to keep their vehicles under visual observation, or take actions that would be clearly unsafe (e.g., back a vehicle down a narrow alley in specific circumstances that would present a direct threat to safety.)

Paratransit Service Area and Service Hours

The Lake County ADA service area includes all origins and destinations within corridors with a width of 3/4-mile of each fixed route. There are no core service areas, (any small areas not inside a corridor but surrounded by corridors at this time.)

LakeXpress service is available Monday – Friday from 5:00 a.m. until 8:00 p.m. LakeXpress busses do not run on Saturdays, Sundays, and the 7 annual county holidays. ADA comparable paratransit service is available during the same days and hours as LakeXpress service.

Response, Pick Up, and Travel Time

Requests for reservations for ADA paratransit are accepted Sunday – Friday (including holidays) from 8:00 a.m. until 5:00 p.m. Same Day service is not provided. Advance reservations may be made up to

14 days before a desired trip. The reservation taker will “negotiate trip times” by searching for available space up to one hour on either side of a requested pick up time.

When space exists, passengers are given a 30-minute “Ready Window” and a trip confirmation number. This is the 30 minute period within which the vehicle is scheduled to arrive. Passengers must be ready at the beginning of the Ready Window. For example, if a negotiated Ready Window is 8:00 a.m. to 8:30 a.m. The passenger would need to be ready to board at 8:00 a.m. When space isn’t available at the requested time, and an alternative day or time cannot be negotiated, the trip may be denied.

Passengers requiring medication or oxygen at regular intervals should be advised that travel time on the paratransit vehicle is comparable to that of the fixed-route system.

Comparable travel time includes the actual time on a fixed route bus, the time required to walk to a bus stop from the point of origin. Comparable paratransit travel time is estimated at 1 and 1/3 that of fixed route travel time.

Rides are subject to delays that may result in a customer’s on-board time being longer than 60 minutes. Transportation services are subject to unpredictable conditions such as traffic delays, inclement weather, and mechanical problems.

Eligible ADA paratransit passengers should add the 30 minute pick up window to the 1 and 1/3 fixed route travel time for a particular trip when they wish to arrive at a set appointment time. Customer Service staff will assist passengers in determining the comparable fixed route travel time when requested.

If sand or slippery conditions at a bus stop make it difficult or impossible for a fixed route passenger with a disability to get to a lift, or for the lift to deploy, the driver will move the bus to a cleared area for boarding, if such is available within reasonable proximity to the stop.

Service Standards

On Time Performance

Our vehicle will be considered “Late” if it arrives more than 30 minutes after the scheduled pick up time or if you are dropped off past the scheduled drop off time.

Our vehicle will be considered “Early” if it picks you up before the scheduled pick up time or drops you off more than 30 minutes before the scheduled drop off time.

Will-call trips (when allowed by Lake County Connection) have up to a 60 minute window or will-call response time from the time the request is made. Our vehicle will be considered late if it arrives more than 60 minutes after the scheduled (based on the requested)

pick up time. Travel and drop off time calculations are the same as non-will call trips.

Requested and approved scheduled pick up time adjustments. Original trips will be cancelled and a new trip will be created when the passenger requests and it is approved for a revised pick up time. (This will ensure that trips are not incorrectly counted as early or late) For example, a passenger may be ready to return from an appointment earlier than scheduled. If it is possible to make the adjustment the original trip will be cancelled and a new one created for the return trip.

Missed Trips

If the vehicle arrives outside of the pickup window and the rider does not take it.

Denied Trips

One leg of an ADA paratransit round trip cannot be reserved. It is tracked as two denials if the rider declines the trip.

Vehicle Ride Time

When compared to fixed route trips, paratransit trips will be considered excessively long if they are more than one and one third (1 1/3) times a comparable fixed route trip (allowing for walking time to and from stops, wait time at stops, and transfers between buses.)

Telephone Hold time

Passengers should not expect more than a four minute telephone hold time when contacting the paratransit office. This will be monitored as follows:

The contracted operator will provide daily phone hold time logs. Fifteen checks per weekday will be recorded.

- Five checks between 8:00 a.m. and 10:00 am.
- Five checks between 10:00 a.m. and 2:00 p.m.
- Five checks between 2:00 p.m. and 5:00 p.m.

The monthly average hold time should not exceed 4 minutes.

No-Show Policy

A no-show occurs when all four of the following circumstances have occurred:

- The customer (or the customer's representative) has scheduled ADA paratransit service.
- There has been no call by the customer or his/her representative to cancel the scheduled trip prior to the start of the Ready Window.
- The paratransit vehicle has arrived at the scheduled pickup point within the specified 30-min Ready Window.
- The driver has waited at least two full minutes beyond the beginning of the 30-min Ready Window, but the customer has failed to board the vehicle.

A cancellation occurs when the customer (or the customer's representative) calls and speaks to a paratransit reservation or dispatch staff member before the beginning of the Ready Window and specifies that a scheduled trip is to be canceled.

The agency computer system keeps track of each trip a customer has requested, scheduled, taken, canceled, and no-showed. When a no-show occurs, the computer data will be used to calculate the percentage of no-shows that have occurred in that customer's scheduled trips for the preceding 6 months. When the no-show percentage reaches 3%, the customer will be advised verbally of the no-show policy and a letter will be sent to the customer's residence with a copy of the policy enclosed.

When the no-show percentage reaches 5%, the customer will be issued a notice of a 3-day suspension of ADA paratransit service, subject to the appeals hearing process. With each successive no-show, the percentage will be recalculated. If the percentage is equal to or greater than 5%, each successive no-show (within 6 months of the last suspension) will result in the length of suspension as follows:

Second occurrence — 5 consecutive day suspension.

Third occurrence — 10 consecutive day suspension.

Fourth occurrence — 15 consecutive day suspension.

Fifth occurrence — 20 consecutive day suspension.

Sixth occurrence — 25 consecutive day suspension.

The policy is designed to identify those customers who have a pattern and practice of violating the no-show policy based on their frequency of use. All punitive or corrective measures are applied to those customers with a documented frequency of violations within the previous 6 months. No corrective action is applied to the infrequent violator; that is, one with no-shows of less than 5% of scheduled trips. The focal point of this policy is to first gain customer cooperation through education. Punitive measures are used only as a secondary measure and only when (1) educational efforts have failed to gain the needed cooperation, and (2) there is a sufficient pattern and practice of no-shows to cause an accumulated no-show rate of at least 5% within a 6-month period.

How to Cancel a Scheduled Ride

If you have scheduled a ride that you no longer need to take, please call the Paratransit Scheduling Office as soon as possible before your pick up.

How Long Will a Paratransit Vehicle Wait?

When the vehicle arrives within the Ready Window, the driver will wait no more than two minutes. If the vehicle arrives before the Ready Window starts, the passenger may leave if he or she is ready. If the passenger is not ready, the driver will wait until the Ready Window starts and then an additional two minutes.

Fares

The ADA complementary paratransit fare is \$2.00 per one way trip. The full fare on LakeXpress is \$1.00. The paratransit fare is twice the fixed route fare for ADA trips.

No fare is charged for PCAs. Any companions must pay the same fare as the ADA eligible individual. There are no free-fare zones for fixed route; therefore, there are no free-fare zones for comparable ADA paratransit.

Trip Purpose

No restrictions or priorities are applied to ADA comparable paratransit trips based on trip purpose.

Driver Assistance

A passenger's request for a fixed route driver to assist with luggage or packages will be denied in most instances.

Likewise, paratransit passengers are responsible for loading and unloading their belongings. Under limited circumstances the passenger may request the paratransit driver to assist with their belongings. However, there is a five bag limit and the bags cannot weigh more than 20 pounds each.

Lift, Ramp, and Equipment Failure Procedure

Operators are required to cycle lifts and ramps daily to ensure that they are operative. Operators will immediately report any failure of a lift or ramp to operate.

If a wheelchair lift or ramp failure is experienced on an in-service vehicle alternative service will be promptly provided. The vehicle will be removed from service before the beginning of the next service day if the lift or ramp is not repaired. The lift or ramp will be repaired before the vehicle is returned to service.

How to Reserve a Ride

You can reserve your Paratransit ride from 1 to 14 days in advance of your trip. The Paratransit scheduling office takes trip requests Sunday – Friday from 8:00 a.m. until 5:00 p.m. To request a ride, call the Paratransit Scheduling Office at 352-742-2612.

Subscription Service

If you need a ride to the same place, at the same time, at least once a week, “Subscription Service” may be a good option for you. This service allows you to schedule these trips with one call. You will then be automatically placed on the schedule each week. Ask the Customer Service Representative about this option.

Scheduling Tip

The Customer Service Representative will guide you through the process of reserving a ride. The Customer Service Representative will ask for the following information:

1. Your first and last name.
2. The date and day of the week you need to ride.

3. The street address where you need to be picked up.
4. The street address where you are going, any point of reference that might help the driver find the location.
5. The time you would like to arrive (the appointment time, if applicable.)
6. The time you will be ready to be picked up for a return trip (if applicable.)
7. If a personal care attendant or companions will be traveling with you.
8. If a service animal will be riding with you.
9. Any other information you feel we should know to safely and comfortably serve you.

Every effort will be made to schedule your trip so that you do not arrive more than 30 minutes before your requested drop-off time and no later than your requested drop-off time.

Every effort will be made to schedule a return pick-up no later than 60 minutes after the time you have requested and no earlier than the time you have requested.

If you are scheduling several trips, have all of the information for each trip available when you call. This will help the Customer Service Representative serve you efficiently.

If Your Appointment is Running Late

Everyone has occasional circumstances outside of their control that can cause delays at a scheduled appointment. If your appointment is running later than you expected and there is a chance you will not be ready for your scheduled return trip (or if you have missed the bus), call Lake County Connection at 352-742-2612 as soon as possible. Your request will be coordinated with the Dispatch office that stays in radio contact with drivers. You will be asked:

1. Your name.
2. The time of your scheduled return trip pick-up

Every effort will be made to adjust your return trip pick-up time and assign another bus to pick you up at a later time. Because schedules are set the day before, there may be a delay of 90 minutes or more before another vehicle is available to accommodate your trip, or another bus may not be available. Remember: Allow extra time for medical appointments or other appointments that may take longer than expected. This will reduce the unnecessary cost of sending an additional vehicle.

NOTE: If a bus is sent and you are not ready, you will be assessed a no-show. If you call to change your appointment because you are running late, you will be assessed points in accordance with the “No-Show Policy” for the scheduled trip.

When the Paratransit Vehicle Arrives

The Paratransit driver will pull the vehicle up to the curb in front of the pick-up address you provided, unless something is preventing them from doing so, then they will park as close as possible to the location. The driver will come to the door unless prevented by unusual circumstances.

The vehicle might arrive up to 30 minutes after your Ready Time. Please be ready to go when the vehicle arrives so that the driver can stay on schedule for all customers. The driver is not permitted to honk the horn to let you know the vehicle has arrived, so wait in an area where you can see or hear the vehicle arrive or where the driver will be able to see you.

Please note that the vehicle may arrive anytime within the 30 minute Ready Window and that drivers can only wait for you for 5 minutes after they have arrived. If you are not ready, the driver may have to leave to avoid inconveniencing other riders.

Personal Care Attendants

A Personal Care Attendant (PCA) is someone you may bring with you to assist you with traveling or with personal care or activities. One (1) PCA may ride for free when traveling with you. A PCA must get on and off the bus at the same places and times as you.

To be able to have one PCA ride free with you, you must be registered with us as needing a PCA. This is done as

part of the eligibility process. If you did not indicate a need for a PCA when you first applied to be eligible for Paratransit and now need a PCA, you should call 352-742-2612 and request that a new application form be mailed to you.

You will need to tell the Customer Service Representative when you schedule trips that you will be traveling with a PCA. This ensures that there will be room on the vehicle for you, your PCA, and other scheduled riders.

Guests/Companions

A guest/companion is someone you want to bring along to share the trip, not someone you must bring to assist you. Guests/companions must pay a fare when accompanying you, and must get on and off the vehicle at the same place and time as you.

You will need to tell the Customer Service Representative when you schedule trips that you will be traveling with one or more guests/companions. Drivers cannot add riders who do not have a reservation.

If you make a reservation for them, you are always entitled to bring one guest/companion with you. Additional guests/companions will be accommodated if there is enough space on the vehicle.

Children

All children under six (6) years of age must be accompanied by an adult. They cannot ride unattended.

If traveling with an eligible fare-paying adult, children under five (5) may ride for free.

Wheelchairs and other Mobility Aids

The term “wheelchair” means a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

Our vehicles will transport a wheelchair and occupant if the lift and vehicle can physically accommodate them, unless doing so would be inconsistent with legitimate safety requirements such as a wheelchair of such size that it would block an aisle, or would interfere with the safe evacuation of passengers in an emergency.

A wheelchair user’s request to board a fixed route or paratransit vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle lift will generally be granted.

Wheelchair Securement and Seat Belt Policy

It is the driver’s responsibility to ensure that mobility devices are properly secured. Wheelchair/scooters are required to be secured into the four point securement system at all times during the ride. We request that riders allow operators to secure the lap belts to ensure the customer’s safety.

Respirators and Portable Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on all vehicles. Drivers are not permitted to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to bring a qualified attendant along with you.

Service Animals

Riders may travel with a service animal. Service animals include guide dogs, signal dogs, and other animals trained to work or perform tasks for persons with disabilities.

You are responsible for the care and supervision of your animal while on board. If you are planning on riding with a service animal, please follow these guidelines:

- The animal must not be aggressive towards people or other animals
- Service animals “under control” are allowed to access all Lake County transit vehicles.
- Lake County Park Rules and Regulations require “Dogs in areas other than the designated enclosed or fenced area shall at all times be restrained or kept on a leash not more than six (6) feet in length.”
- LakeXpress and other county transit vehicles travel into County Parks on a regular basis. Therefore, service animals (dogs) on LakeXpress or Lake County Connection vehicles must be on a leash while in the vehicle.

Pets

Animals that are not service animals may ride on Paratransit vehicles only if they are properly secured in a cage or kennel. For safety reasons, drivers are not permitted to carry cages or kennels on or off of Paratransit vehicles. If you need assistance with a pet, please arrange to travel with someone who can help you.

Rider Courtesy and Conduct

- No smoking on the vehicles.
- Riders shall maintain appropriate, reasonable personal hygiene.
- No eating or drinking on-board (unless required for health reasons.)
- No riding with open containers of alcohol or with illegal drugs.
- No abusive, threatening, or obscene language or actions.
- No deliberate fare evasion.
- No physical abuse of another rider or the driver.
- No petting guide dogs or other service animals without the permission of the owner.
- No playing of radios, cassette tape players, or compact disk players (without headphones), or other noisy equipment while on-board.
- No operating or tampering with any vehicle equipment.
- Littering is prohibited.

- Shirts and shoes or other footwear must be worn.
- Baby strollers and any shopping carts should be folded and must not block the aisle.
- Objects must not be thrown from the bus window.
- Head, arms and other body parts must be kept inside the bus.
- Parents must control children.
- Federal regulations prohibit the transportation of flammable or explosive materials on transit vehicles.
- Weapons are prohibited on buses.

Riders, their personal care attendants or companions traveling with riders, who violate rules of courtesy and conduct, may be subject to penalties, up to and including suspension of service.

Lake County Transit may refuse to provide service to riders, their personal care attendant or companions traveling with riders (any individual) that engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.

However Lake County Transit 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.

Appendix A

The following items are included due to the requirements of the Americans with Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 1973, as amended (section 504), specifically to provide that transportation entities are required to make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

DATES: These items are effective July 13, 2015.

Procedure CFR-1. Revised 7/13/15. 37.3 Definitions

Lake County paratransit provides Door to door paratransit service as described in the Riders Guide: "Door to Door" ADA Paratransit Service is provided in Lake County. This meets the federally required "origin to destination" service. Drivers do not have to provide services that exceed "door-to-door" service (e.g., go beyond the doorway into a building to assist a passenger.) Nor would drivers, for lengthy periods of time, have to leave their vehicles unattended or lose the ability to keep their vehicles under visual observation, or take actions that would be clearly unsafe (e.g., back a vehicle down a narrow alley in specific circumstances that would present a direct threat to safety.)

Procedure CFR-2. Revised 7/13/15. Amended 37.5

Lake County Transit may refuse to provide service to riders, their personal care attendant or companions traveling with riders (any individual) that engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.

However Lake County Transit 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.

Procedure CFR-3. Revised 7/13/15. 37.17

For any complaint received directly by the Coordinator, the complaint follow-up shall be handled in the following manner:

Complaint forms shall be filled out for all complaints received.

- A.** The Coordinator shall notify the Operator of the said complaint either by phone, e-mail or fax to initiate an investigation into the complaint. When a complaint is made by phone a written report shall also be sent.
- B.** On any written complaint or voice mail complaint received a verbal acknowledgment will be made within twenty-four (24) hours to the customer to inform the person that their complaint is being investigated.

Further, a written record of the complaint will describe and explain the remedial action taken within three (3) days of the date that the complaint was received and mailed to the customer.

Within five (5) working days a follow-up letter will be sent to the individual filing the complaint to determine if the problem has been resolved to the person's satisfaction.

At the discretion of the CTC and depending on the severity of the complaint a verbal response may replace the written response, but the complaint will still be documented in the Monthly Report.

For any complaint received directly by the Operator, the Operator shall log the call into the system under the customer's file and resolve the complaint as soon as possible, and in no case no later than five days of receipt of the complaint.

It is important to note that in addition to a timely follow up and resolution to complaints, it is also imperative that the problem that caused the complaint is eliminated.

Procedure CFR-4. Revised 7/13/15. 37.169

Process to be used by Lake County in considering requests for reasonable modification with respect to fixed route, demand responsive, and complementary paratransit services.

Passengers may request a reasonable modification with respect to fixed route, demand responsive, and

complementary paratransit in order to use our service, or submit a comment or complaint about the services, by contacting Lake County Transit Division at 352-323-5733 or sending an email to transitinfo@lakecountyfl.gov.

Whenever feasible, requests for modifications should be made and determined in advance, for example, during the paratransit eligibility process, through customer service inquiries, or through the complaint process.

Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel will make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with the management before making a determination to grant or deny the request.

Requests for modification of policies and practices may be denied only on one or more of the following grounds:

1. Granting the request would fundamentally alter the nature of the services, programs, or activities;
2. Granting the request would create a direct threat to the health or safety of others;
3. Without the requested modification, the individual with a disability is able to fully use the services, programs, or activities for their intended purpose.

In determining whether to grant a requested modification, Lake County will be guided by the provisions of Appendix E (below.)

In any case in which a request for a reasonable modification is denied, action shall be taken, to the maximum extent possible, (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by the County.

**Procedure CFR-5. Revised 7/13/15:
Sandy or Slippery Walkway**

Passengers will be allowed to take the driver's arm to increase both the speed and safety of the walk from the door to the vehicle.

Likewise, if sand or slippery conditions at a bus stop make it difficult or impossible for a fixed route passenger with a disability to get to a lift, or for the lift to deploy, the driver should move the bus to a cleared area for boarding, if such is available within reasonable proximity to the stop.

Procedure CFR-6. Revised 7/13/15: Pick Up and Drop Off Locations with Multiple Entrances

A paratransit rider's request to be picked up at home, but not at the front door of his or her home, should be granted, as long as the requested pick-up location does not pose a direct threat.

Similarly, in the case of frequently visited public places with multiple entrances (e.g., shopping malls, employment centers, schools, hospitals, airports), the paratransit operator should pick up and drop off the passenger at the entrance requested by the passenger, rather than meet them in a location that has been predetermined by the transportation agency, again assuming that doing so does not involve a direct threat.

Procedure CFR-7. Revised 7/13/15: Private Property

Paratransit passengers may sometimes seek to be picked up on private property (e.g., in a gated community or parking lot, mobile home community, business or government facility where vehicle access requires authorized passage through a security barrier.)

The paratransit operator should make every reasonable effort to gain access to such an area (e.g., work with the passenger to get the permission of the property owner to permit access for the paratransit vehicle.) The paratransit operator is not required to violate the law or lawful access restrictions to meet the passenger's requests.

Procedure CFR-8. Revised 7/13/15: Obstructions

For fixed route services, a passenger's request for a driver to position the vehicle to avoid obstructions to the passenger's ability to enter or leave the vehicle

at a designated stop location, such as parked cars, sand, and construction, should be granted so long as positioning the vehicle to avoid the obstruction does not pose a direct threat.

To be granted, such a request should result in the vehicle stopping in reasonably close proximity to the designated stop location. Likewise, paratransit operators should be flexible in establishing pick up and drop off points to avoid obstructions.

Procedure CFR-9. Revised 7/13/15: Fare Handling

A passenger's request for transit personnel (e.g., the driver, station attendant) to handle the fare media when the passenger with a disability cannot pay the fare by the generally established means will be granted on fixed route or paratransit service (e.g., in a situation where a bus passenger cannot reach or insert a fare into the farebox.)

Transit personnel are not required to reach into pockets or backpacks in order to extract the fare media.

Procedure CFR-10. Revised 7/13/15: Eating and Drinking

If a passenger with diabetes or another medical condition requests to eat or drink aboard a vehicle (fixed route or paratransit) or in a transit facility in order to avoid adverse health consequences, the request will be granted.

Procedure CFR-11. Revised 7/13/15: Medicine

A passenger's request to take medication while aboard a fixed route or paratransit vehicle or in a transit facility will be granted. For example, individuals will be allowed to administer insulin injections and conduct finger stick blood glucose testing.

Transit staff will not need to provide medical assistance, however, as this would be a fundamental alteration of their function.

Procedure CFR-12. Revised 7/13/15: Boarding Separately From Wheelchair

A wheelchair user's request to board a fixed route or paratransit vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle lift will generally be granted.

(Note that under 37.165(b), we were required to accommodate device/ user loads and dimensions that exceed the former "common wheelchair" standard, as long as the vehicle and lift will accommodate them.)

Procedure CFR-13. Revised 7/13/15: Dedicated Vehicles or Special Equipment in a Vehicle

A paratransit passenger's request for special equipment (e.g., the installation of specific hand rails or a front seat in a vehicle for the passenger to avoid nausea or back pain) can be denied so long as the requested equipment is not required by the Americans with Disabilities Act or the Department's rules.

Likewise, a request for a dedicated vehicle (e.g., to avoid residual chemical odors) or a specific type or appearance of vehicle (e.g., a sedan rather than a van, in order to provide more comfortable service) can be denied.

**Procedure CFR-14. Revised 7/13/15:
Exclusive or Reduced Capacity Paratransit Trips**

A passenger's request for an exclusive paratransit trip will be denied as a fundamental alteration of the entity's services. Paratransit is by nature a shared-ride service.

Procedure CFR-15. Revised 7/13/15: Outside of the Service Area or Operating Hours

A person's request for fixed route or paratransit service may be denied when honoring the request would require the transportation provider to travel outside of its service area or to operate outside of its operating hours.

This request would not be a reasonable modification because it would constitute a fundamental alteration of the entity's service.

**Procedure CFR-16. Revised 7/13/15:
Personal Care Attendant (PCA)**

While PCAs may travel with a passenger with a disability, transportation Lake County is not required to provide a personal care attendant or

personal care attendant services to meet the needs of passengers with disabilities on paratransit or fixed route trips.

For example, a passenger's request for a transportation entity's driver to remain with the passenger who, due to his or her disability, cannot be left alone without an attendant upon reaching his or her destination may be denied. It would be a fundamental alteration of the driver's function to provide PCA services of this kind.

Procedure CFR-17. Revised 7/13/15: Intermediate Stops

Granting a paratransit passenger's request for a driver to make an intermediate stop, where the driver would be required to wait, is optional. For example, a passenger with a disability arranges to be picked up at a medical facility and dropped off at home. On the way, the passenger with a disability wishes to stop by a pharmacy and requests that the driver park outside of the pharmacy, wait for the passenger to return, and then continue the ride home. While this can be a very useful service to the rider such a stop in the context of a shared ride system is not required.

Since paratransit is, by its nature, a shared ride system, requests that could disrupt schedules and inconvenience other passengers could rise to the level of a fundamental alteration.

Procedure CFR-18. Revised 7/13/15: Payment

A passenger's request for a fixed route or paratransit driver to provide the transit service when the passenger with a disability cannot or refuses to pay the fare may be denied.

Passengers are required to pay appropriate co-pays or fares. Free service would constitute a fundamental alteration of the service we provide.

Procedure CFR-19. Revised 7/13/15: Caring for Service Animals

A paratransit or fixed route passenger's request that the driver take charge of a service animal will be denied. Caring for a service animal is the responsibility of the passenger or a PCA.

Procedure CFR-20. Revised 7/13/15: Opening Building Doors

For paratransit services, a passenger's request for the driver to open an exterior entry door to a building to provide boarding and/or alighting assistance to a passenger with a disability should generally be granted as long as providing this assistance would not pose a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time.

Note that a request for "door-through-door" service (i.e., assisting the passenger past the door to the

building) generally would not need to be granted because it could rise to the level of a fundamental alteration.

**Procedure CFR-21. Revised 7/13/15:
Exposing Vehicle to Hazards**

If the passenger requests that a vehicle follow a path to a pick up or drop off point that would expose the vehicle and its occupants to hazards, such as running off the road, getting stuck, striking overhead objects, or reversing the vehicle down a narrow alley, the request can be denied as creating a direct threat.

**Procedure CFR-22. Revised 7/13/15:
Hard-to-Maneuver Stops**

A passenger may request that a paratransit vehicle navigate to a pick-up point to which it is difficult to maneuver. A passenger's request to be picked up in a location that is difficult, but not impossible or impracticable, to access should generally be granted as long as picking up the passenger does not expose the vehicle to hazards that pose a direct threat (e.g., it is unsafe for the vehicle and its occupants to get to the pick-up point without getting stuck or running off the road.)

**Procedure CFR-23. Revised 7/13/15:
Specific Drivers**

A passenger's request for a specific driver will be denied. Having a specific driver is not necessary to

afford the passenger the service provided by the transit operator.

**Procedure CFR-24. Revised 7/13/15:
Luggage and Packages**

A passenger's request for a fixed route driver to assist with luggage or packages will be denied in most instances. Such assistance is a matter for the passenger or PCA, and providing this assistance would be a fundamental alteration of the driver's function.

Likewise, paratransit passengers are responsible for loading and unloading their belongings. Under limited circumstances the passenger may request the paratransit driver to assist with their belongings. However, there is a five bag limit and the bags cannot weigh more than 20 pounds each.

**Procedure CFR-25. Revised 7/13/15:
Request to Avoid Specific Passengers**

A paratransit passenger's request not to ride with certain passengers will be denied.

Paratransit is a shared-ride service. As a result, one passenger may need to share the vehicle with people that he or she would rather not.

**Procedure CFR-26. Revised 7/13/15:
Navigating an Incline, or Around Obstacles**

A paratransit passenger's request for a driver to help him or her navigate an incline (e.g., a driveway or

sidewalk) with the passenger's wheeled device should generally be granted.

Likewise, assistance in traversing a difficult sidewalk (e.g., one where tree roots have made the sidewalk impassible for a wheelchair) should generally be granted, as should assistance around obstacles such as construction areas between the vehicle and a door to a passenger's house or destination should generally be granted.

However, such assistance would not be provided if doing so would cause a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time.

Procedure CFR-27. Revised 7/13/15: Extreme Weather Assistance

A passenger's request to be assisted from his or her door to a vehicle during extreme weather conditions should generally be granted so long as the driver leaving the vehicle to assist would not pose a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time.

For example, in extreme weather (e.g., very windy or stormy conditions), a person who is blind or vision-impaired or a frail elderly person may have difficulty safely moving to and from a building.

Procedure CFR-28. Revised 7/13/15: Unattended Passengers

Where a passenger's request for assistance means that the driver will need to leave passengers aboard a vehicle unattended, Lake County will generally grant the request as long as accommodating the request would not leave the vehicle unattended or out of visual observation for a lengthy period of time, both of which could involve direct threats to the health or safety of the unattended passengers.

It is important to keep in mind that, just as a driver is not required to act as a PCA for a passenger making a request for assistance, so a driver is not intended to act as a PCA for other passengers in the vehicle, such that he or she must remain in their physical presence at all times.

Procedure CFR-29. Revised 7/13/15: Need for Return Trip Assistance

A passenger with a disability may need assistance for a return trip when he or she did not need that assistance on the initial trip. For example, a dialysis patient may have no problem waiting at the curb for a ride to go to the dialysis center, but may well require assistance to the door on his or her return trip because of physical weakness or fatigue.

Lake County provided door-to-door service for all paratransit trips unless doing so would create a direct

threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time.

Procedure CFR-30. Revised 7/13/15: Five-Minute Warning or Notification of Arrival Calls

A passenger's request for a telephone call 5 minutes (or another reasonable interval) in advance or at time of vehicle arrival generally should be granted.

A passenger's request for a telephone call 5 minutes (or another reasonable interval) in advance or at time of vehicle arrival will be granted. These calls will be originated by Contracted Operator staff and generated through the Route Match system when available.

Procedure CFR-31. Revised 7/13/15: Hand-Carrying

Except in emergency situations, a passenger's request for a driver to lift the passenger out of his or her mobility device will be denied because of the safety, dignity, and privacy issues implicated by hand-carrying a passenger.

Hand-carrying a passenger is also a PCA-type service which is outside the scope of driver duties, and hence a fundamental alteration.

Lake County connection



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