

RIDER'S GUIDE
SENIOR MEALS & SERVICES, INC.
DEVILS LAKE TRANSIT
EDDY COUNTY TRANSPORTATION
DEMAND RESPONSE SERVICE

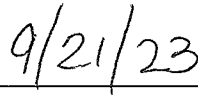
DEVILS LAKE, NORTH DAKOTA
EDDY COUNTY, NORTH DAKOTA

FORMAL APPROVAL POLICY

This Policy has been approved by the Senior Meals and Services, Inc.
Board of Directors and will be strictly adhered to.



Board of Directors



Date of Approval

Senior Meals and Services, Inc.

Copies of this document are available in LARGE PRINT, from Senior Meals & Services, Inc.,
202 4th Ave NE, Devils Lake, ND 58301, Telephone: (701)662-5061

Meeting Our Customers' Travel Needs	4
Improving Demand Response Bus Service	4
Paratransit Service	4
Section 1: Introduction.....	5
Section 1.1 – Purpose.....	5
Section 1.2 – References to Federal Regulations.....	5
Section 1.3 – Statement of Non-Discrimination [Regulation 49 CFR § 37.5]	6
Section 1.4 Accessible Formats	6
Section 1.5 Application Process	7
Section 2: Transportation Services	7
Section 2.1 – Service Description [Regulation 49 CFR § 37.129].....	7
Section 2.2 – Services Hours	7
Section 2.3 Services Area [Regulation 49 CFR § 37.131 (a)].....	8
Section 2.4 – Trip Purpose [Regulation 49 CFR § 37.131 (d)].....	8
Section 2.5 – Passenger Fares [Regulation 49 CFR § 37.131 (c)].....	8
Section 2.6 – Rider Courtesy and Conduct.....	10
Section 2.7 – Driver Responsibilities	13
SECTION 3: ELIGIBILITY	14
SECTION 4: TRIP RESERVATION PROCEDURES [49 CFR § 37.131 (b)].....	15
Section 4.1 - Reservations	15
Section 4.2 - Advance Notice Requirement	16
Section 4.3 -Same Day Reservations.....	16
Section 4.4 - Office Hours.....	16
Section 4.5 - Reservation Procedures	16
Section 4.6 - Reservation Cancellation.....	18
Section 4.8 - Same Day Requests for Early Pickups.....	18

SECTION 5: PICKUP AND TRAVEL PROCEDURES	18
Section 5.1 - Pick-up Procedures.....	19
Section 5.3 - Personal Care Attendants (PCA) aka Qualified Service Providers (QSP) (PCA [Regulation 49 CFR § 37.123 (f) and 37.131 (c)(3)].....	20
Section 5.4 – Door to Door Service [Regulation 49 CFR § 37.129]	21
Section 5.5 - Use of Ramp/Lift and Securement Inside the Vehicle [Regulation 49 CFR § 37.165]	22
Section 5.6 – Service Needs	23
Section 5.7 – Service Animals and Life Support Equipment [Regulation 49 CFR § 37.167]	24
Section 5.8 - Children	25
SECTION 6: TRIP CANCELLATIONS AND DENIALS	25
Section 6.1 - Cancellations Procedures	25
Section 6.2 - Penalties Imposed for "No Shows" [Federal Regulation 49 CFR '37.125(h)]	26
Section 6.3 - Service Suspension Appeals Process	26
Section 6.4 - Refusal of Service [Federal Regulation 49 CFR § 37.5(h)]	27
Section 6.5 - Condition of Service	27
SECTION 7: OTHER INFORMATION	28
Section 7.1 - Public Information [49 CFR § 37.167(f)]	28
Section 7.2 - Privacy Regarding Medical Information	28
Section 7.3 - Complaints/Compliments.....	28
Section 7.4 - Driver Training.....	29
Section 7.5 - Vehicles	29
Section 7.6 - Reporting Abuse [Vulnerable Adult Act]	29

Meeting Our Customers' Travel Needs

This Riders Guide provides brief information about Devils Lake Transit and Eddy County Transportation 100% accessible services as well as more detailed information about Devils Lake and Eddy County Transit services – how to become eligible to use the service, where it operates, days and hours of services, how to request a ride, fares, and other important information.

Improving Demand Response Bus Service

Devils Lake Transit and Eddy County Transit are committed to providing transportation services that can be used by all of our customers. All “buses” have lifts or a ramp to better serve riders who use wheelchairs or have difficulty getting up and down the vehicle steps. Our vehicles are 100% accessible.

A limited number of seats are usually available near the entrance of the bus for persons who have difficulty on a vehicle. Reserved spaces with tie-down straps and driver assistance are available for riders who use wheelchairs to provide safe securements location.

Devils Lake Transit issues reduced-fare tickets for those riders who qualify. We encourage our customers with disabilities to take advantage of the flexibility, independence and reduced cost that our bus service provides.

For scheduling information, or any questions you may have about using the Devils Lake Transit services, call 701-662-5061 or Eddy County Transit services at 701-302-0324 or visit us online at www.seniormealsandservices.com.

Paratransit Service

Devils Lake Transit and Eddy County Transit offers door to door services called Paratransit. This service is sometimes called “Paratransit Service” because it is provided to meet the requirements of the Americans with Disabilities Act of 1991 (or) and insure all individuals have

the opportunity to use public transportation services. Devils Lake Transit and Eddy County Transit shall schedule and provide to Paratransit eligible persons at any requested time on a particular day in response to a request for service as space is available. The service is provided with ramp-equipped minivans or lift-equipped vehicles.

Devils Lake Transit Service operates bus services from:

7:30AM till 5:00 PM Monday – Friday

The service can be used for any trip purpose.

Eddy County Transit service operates bus services from:

- 1. Regular Hours - September – May*
 - a. 7:30 AM to 4 PM Monday - Friday*
- 2. Summer Hours – June – August*
 - a. 8:30 AM till 2:30 PM Monday – Friday*

If you have questions after reading this Rider's Guide, you can call the Senior Meals & Services, Inc. office at 701-662-5061.

Section 1: Introduction

Section 1.1 – Purpose

This document outlines the operational guidelines for all individuals using Devils Lake Transit and/or Eddy County Transit Paratransit Services.

Section 1.2 – References to Federal Regulations

Devils Lake and Eddy County Transit Paratransit Services are funded in part through federal, state and local governments. Operational guidelines comply with federal, state and local regulations and conform to the applicable provisions of the Americans with Disabilities Act of 1991 () and Regulation 49 CFR Parts 37.

References will be made throughout this document to specific regulations to assist the City of Devils Lake and Eddy County in updating guidelines as regulations are modified.

Section 1.3 – Statement of Non-Discrimination [Regulation 49 CFR § 37.5]

STATEMENT OF NON-DISCRIMINATION

Under Title VI of the Civil Rights Act of 1964, and its related statutes and regulations, no person or groups of persons shall be, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs or activities funded in whole or in part with Federal funds. In addition to Title VI, there are other non-discrimination statutes which include sex, age, and disability. These requirements define an over-arching Title VI/Non-discrimination and ADA Program.

Contact the Project Director at 701- 662-5061_____to request additional information on our nondiscrimination obligations or to file a complaint. Persons with limited English proficiency may receive language assistance free of charge upon request.

Senior Meals and Services, Inc.

This Transportation Service is OPEN to the Public

Section 1.4 Accessible Formats

The information contained in this booklet is available upon request by contacting Senior Meals and Services, Inc. office at 701-662-5061.

Section 1.5 Application Process

Devils Lake Transit and Eddy County Transit Services are open to the public without application process.

Section 2: Transportation Services

Section 2.1 – Service Description [Regulation 49 CFR § 37.129]

All transit coaches are accessible providing vehicle access via lifts or ramps. Devils Lake Transit and Eddy County Transit, each transit system is a Paratransit which provides door to door service for those who need it.

Devils Lake Transit and Eddy County Transit features accessible vans and/or buses with lifts.

Section 2.2 – Services Hours

Devils Lake Transit and Eddy County Transit is available and operates:

Devils Lake Transit

Monday – Friday 7:30AM till 5:00 PM

Eddy County Transit

Monday – Friday 7:30 AM to 4 PM (September – May)

Monday – Friday 8:30 AM till 2:30 PM (June – August)

All trips scheduled must be completed with passengers delivered to their destination by end of service hours. There is not service on Saturdays, Sundays, or the following holidays:

New Year's Day (January 1)	Independence Day (4 th of July)
Good Friday	Memorial Day (last Monday in May)
Veteran's Day (November 11)	Labor Day (1 st Monday in September)
Christmas (December 25)	Thanksgiving (4 th Thursday in November)
Presidents Day (3 rd Monday in February)	

Section 2.3 Services Area [Regulation 49 CFR § 37.131 (a)]

Devils Lake Transit operates within city limits of Devils Lake and Ramsey County.

Eddy County Transit operates with the city limits of New Rockford and Eddy County.

Section 2.4 – Trip Purpose [Regulation 49 CFR § 37.131 (d)]

No restrictions or priorities are imposed based on trip purpose for rides given by Devils Lake Transit and Eddy County Transit, with the exception of trips to Grand Forks, these trips require at least one (1) medical appointment.

Section 2.5 – Passenger Fares [Regulation 49 CFR § 37.131 (c)]

Each fare is applicable to one trip. Once a passenger disembarks from the vehicle or arrives at a destination, a trip is completed. Upon entering the same vehicle again, a new trip commences and the passenger will be required to pay a new fare. Riders are required to pay the fare prior to the beginning of the trip. **Your driver cannot make change.** Please have the exact fare ready in cash. Drivers are not permitted to access a passenger's personal wallet, purse, or backpack, nor write and/or fill in any information on the passenger's personal check.

Devils Lake Transit

The fare for each one-way trip is \$3.00 cash. Tickets may be purchased from the driver or at the Senior Meals & Services, Inc. office (a) 20 ride ticket for \$60.00, or (b) 10 ride ticket for \$30.00,

(c) Reduced Fare Tickets – 20 ride ticket for \$40.00 (*these may be purchased in the Senior Meals and Services, Inc. office with a voucher presented at time of purchase and may only be used by the person for whom the voucher is issued*). Tickets are available for the Senior Meals & Services, Inc., 202 4th Ave NE, Devils Lake, ND 58301, or from the Devils Lake Transit driver. The driver will collect the payment from you at the time you receive the ticket. **The following conditions apply to the ticket sales: (1) Tickets cannot be redeemed for cash under any circumstances. (2) Lost or stolen tickets will not be replaced. (3) If the rider does not have the correct fare and the driver does not have change, a ticket will be given with the number of rides equal to the change due.**

Escorts pay \$1.00 on all in town trips and pay the regular fare for all out of town trips. If an escort is required by Senior Meals and Services, Inc., escorts will not be charged for any rides. Children (under age 16), when accompanied by an eligible adult passenger ride for \$1.00, limit 2 children. Fares **cannot** be billed at a later date.

Any unpaid Medicaid and Medicaid Expansion rides will be billed. Bills must be paid by end of billing month. If not paid, rider will be suspended until payment is received in full.

ALL FARES SUBJECT TO CHANGE.

Eddy County Transit

The fare for each one-way trip for Senior Citizens to/from the New Rockford Senior Center for noon meal is \$.50; the fare for all other one-way trips is \$1.00. Tickets may be purchased (a) 10 ride ticket for \$10.00. Fares cannot be billed at a later date.

ALL FARES SUBJECT TO CHANGE.

Section 2.6 – Rider Courtesy and Conduct

Devils Lake Transit and Eddy County Transit has a list of common-sense rules to ensure the safety of all rides and drivers. All riders shall observe the following Rules of Conduct:

- Devils Lake Transit and Eddy County Transit reserves the right to refuse service to riders for the following reasons:
 - Intoxication
 - Belligerency
 - Any other reason(s) that might harm or make it unsafe for any passenger, driver or vehicle.
- If a rider becomes belligerent or unsafe, the driver will stop and call Senior Meals & Services, Inc. to report this and Senior Meals s& Services Inc. will notify law enforcement
- Suspension and/or the requirement of an escort may result if client is intoxicated, belligerent or any reason(s) that might harm or make it unsafe for any passenger, driver or vehicle.
- Riders shall maintain appropriate, reasonable personal hygiene.
- Riders shall conduct themselves in a courteous and respectful manner.
- Shirts and shoes or other footwear must be worn.
- No eating, drinking or smoking (including e-cigarette) in vehicles.
- Make reservations in advance (if possible).
- Be ready at pick-up location and be on time.
- Call if the driver has not arrived by the end of the “10 minute window.”
- If a ride reservation request is no longer needed, please give at least 15 minutes notice of cancellation by calling 701-662-5061. If your scheduled ride is not cancelled, and we stop to pick you up and you do not ride, your ride will be considered a no show and due to time constraints transit may not be able to return for your ride and you may need to reschedule.
- Pay the correct fare in the exact cash amount or with a pre-purchased ticket (drivers do not make change).
- Wear seatbelts.

- Avoid distracting the driver or annoying other passengers with inappropriate behavior.
- Head, arms and other body parts must be kept inside the vehicle.
- No abusive, threatening, or obscene language or actions.
- No physical abuse of another rider or driver.
- Parents must control children.
- Expect “shared ride” service. Others may be picked up after you or dropped off before you reach your destination.
- No littering in the vehicle.
- Objects must not be thrown from vehicle window.
- No riding with open containers of alcohol or with illegal drugs.
- No riding while under the influence of alcohol or illegal drugs.
- No deliberate fare evasion.
- No petting guide dogs or other service animals without the permission of the owner.
- No playing radios, cassette tape players, of cd players (without headphones), or other noisy equipment while on board.
- No operating or tampering with any vehicle equipment.
- Passengers can bring on the bus only what they are able to carry unassisted.
- Car seats are required for children up to 4 years or 40 pounds. 8 years and 35 inches tall for booster seats.
- Board and depart bus in a safe manner.
- Dangerous weapons are prohibited on vehicles.
- Federal regulations prohibit the transportation of flammable or explosive materials on transit vehicles.
- No bicycles allowed on the bus.
- Baby strollers must be folded and stowed so they do not block the aisle or cause injury to persons on the vehicle.
- No roller-skates or rollerblades worn on the bus.
- No furniture on the bus.
- Listen to KZZY (103.5 FM), KDLR (102.5 FM) or Radio Works online for closings in case of inclement weather.

- Animals other than service animals must be in pet carriers and are only allowed for veterinary visits on in town service. Senior Meals and Services, Inc. must be notified in advance of bringing an animal. It is the responsibility of the rider to take the animal with them when not on the bus. Driver is not responsible for animals. **No animals**, other than service animals, are allowed on out of town trips.

Riders, their personal attendant or companions traveling with riders, who engage in physical abuse or cause physical injury to another rider or driver, or who engage in other illegal activities, will be subject to **immediate removal and may be subject to suspension** from receiving Paratransit service. They may also be subject to possible criminal prosecution, which may include fines.

Rider who engages in activity that disrupts the safety or effective operation of Paratransit service, may also be subject to a suspension of service. If a rider is disruptive to Devils Lake Transit or Eddy County Transit reserves the right to require that a personal care attendant travel with the rider as an option instead of service suspension.

Any rider who is suspended from service will be notified in writing and will be given an opportunity to appeal the suspension.

Suspension of services:

1. 1st offense is 2 week suspension.
2. 2nd offense is 4 weeks suspension and will require a rider to have an escort for each ride.
3. 3rd offense is permanent suspension.

Refer to Section 6.3.

Section 2.7 – Driver Responsibilities

Devils Lake and Eddy County Transit has a list of common-sense rules to ensure the safety of all drivers and riders.

- Drivers shall adhere to the same standards of common courtesy and personal hygiene as those required of the riders.
- Treat riders with courtesy and respect.
- Act in a professional manner.
- Be uniformed appropriately with visible nametag.
- Stay within 15 feet of their vehicle, provided line-of-sight is maintained. Maintain the assigned service schedule for the convenience of all riders.
- With permission, assist riders when entering and leaving the vehicle.
- Help passenger getting on and off bus when instructed by dispatcher.
- On request, the driver will assist passengers between the vehicle and up to the entrance of a house, apartment building or other building.
- Drivers are not allowed to carry packages for passengers.
- Assure seat belts and all mobility devices are properly secured.
- Follow the manifest for pick-up and drop offs.
- Maintain radio contact with dispatch.
- Collect fares for your trip as appropriate.

Drivers are NOT permitted to:

- Enter a rider's residence or other buildings.
- Access a passenger's personal wallet, purse, or backpack nor write and/or fill-in any information on a passenger's personal check.
- Perform any personal care assistance for riders.

- Lift or carry riders or wheelchairs up or down steps.
- Accept tips or gratuities, gifts, or special treatment of any kind.
- Call passenger's to pick them up earlier or later than scheduled (All drivers must only use the dispatcher to communicate with the passenger(s).) (Out of town trips this will require cell phone usage for passenger pickups)

SECTION 3: ELIGIBILITY

Section 3.1 - Paratransit Eligibility Criteria

Devils Lake Transit and Eddy County Transit service is intended to provide transportation services to individuals with disabilities. Everyone is eligible to use Devils Lake Transit and Eddy County Transit services.

Section 3.2 - Eligibility for Reduced-Fare

The Blue Ticket issued by Devils Lake Transit entitles an individual to ride the bus for a reduced- fare, which is \$40.00for 20 ride ticket. The passenger must show the Blue Ticket to the driver when boarding the bus and may only be used by the individual it was issued for.

Eligibility is determined by Lake Region Corporation, Lake Region Human Service Center, REM, and Social Services. A voucher is issued to each individual who qualifies to purchase a Blue Ticket and this ticket is then purchased at Senior Meals & Services Inc. The following discount ride coupon providers are:

Lake Region Corporation

224 3rd St NW

Devils Lake, ND 58301 662-8681

Lake Region Human Service Center

Po Box 650

Devils Lake, ND 58301 665-2200

REM

1820 Walnut St E, Suite #1

Devils Lake, ND 58301 665-3044

Social Services

524 4th Ave NE, #19

Devils Lake, ND 58301 662-7050

Vocational Rehabilitation (VR)

200 US-2

Devils Lake, ND 58301

SECTION 4: TRIP RESERVATION PROCEDURES /49 CFR §

37.131 (b)I

Section 4.1 - Reservations

The following telephone numbers may be called to reserve a ride:

Devils Lake Transit (701) 662-5061

Eddy County Transit (701) 302-0324

Section 4.2 - Advance Notice Requirement

Reservations should be made at least two days in advance of when the individual wishes to ride for next service.

Return reservations can be made at the same time you make your reservation to be picked up. If you are not ready at your scheduled pickup time you may be subject to suspension from the transit. For medical trips, you call when you are ready to return. The dispatcher will provide you with the time estimate of when the vehicle will arrive for a return trip based on the vehicles and time available when you call.

Section 4.3 -Same Day Reservations

To accommodate last minute trip needs, reservations may be made for same-day service as space allows. Devils Lake Transit and Eddy County Transit **does not** provide emergency medical services.

Section 4.4 - Office Hours

Devils Lake Transit

Reservations can be scheduled between 7:30 a.m. and 4:30 p.m. Monday through Friday.

Ride requests will not be honored after 4:30 p.m.

Rides **will not** be honored after 4:00 pm past the stop light by Wal-Mart.

Eddy County Transit

Reservations can be scheduled between 7:30 a.m. to 4:00 p.m. (September – May)

8:30 a.m. to 2:30 p.m. (June – August)

Section 4.5 - Reservation Procedures

Devils Lake Transit and Eddy County Transit trips will be coordinated to carry as many passengers as possible.

When a reservation call is made, the dispatcher will negotiate pick-up time with the passenger. Under the regulations, Devils Lake Transit and Eddy County Transit are allowed to negotiate pickup times with you and you cannot be asked to travel more than one hour before or after your desired time.

If you are scheduling a ride that will be billed to Medicaid, it is the rider's responsibility to make sure dispatcher has all of the information needed for billing. If all information is not provided to dispatcher, rider will be responsible for payment. Portions not covered by Medicaid are the responsibility of the claimant. Medicaid does not pay if you do not ride.

The following information will be discussed or requested by the dispatcher when you make the reservation:

- Name of each eligible passenger
- If a companion will be accompanying the passenger
- If an Escort or Guest will be accompanying the passenger
- Is passenger assistance by driver needed (What type of assistance?)
- Pickup address (Specify which entrance)
- Destination address (Specify which entrance)
- Time you need to arrive at the destination
- Pick-up time (as negotiated with dispatcher)
- Return time (if applicable)
- Information needed if ride is to be billed out

Suspensions may be imposed for late cancellations and no shows (Refer to Sections 6.1 and 6.2)

The passenger will be responsible to notify Devils Lake Transit or Eddy County Transit office when a passenger's home address changes. The dispatcher will change the address for Devils Lake Transit and Eddy County Transit.

Devils Lake Transit/Eddy County Transit may require riders to call in when they want a ride instead of making a reservation in advance because of frequent cancellations, no-shows or other reasons. This will be handled on a case by case basis and is at the discretion of the Services Director, Executive Director or the Board of Directors.

Section 4.6 - Reservation Cancellation

A rider up to fifteen (15) minutes, prior to the scheduled pickup time, may cancel reservations. Records are kept, and if a rider consistently cancels their scheduled pickup time, the rider would be considered misusing the service, and is subject to the same suspension as a “no show.” Refer to Section 6.2.

Section 4.7 – Subscription Service (Standing Order Service) [Regulation 49 CFR § 37.133]

If an individual wishes to ride at the same time and to the same destination on a regular basis, they may make a standing order reservation.

Section 4.8 - Same Day Requests for Early Pickups

Requests to change your return pick-up time because you are ready early will be as schedule permits. Every effort will be made to adjust your return trip pick-up time and/or assign another vehicle to pick you up at another time negotiated by dispatcher.

SECTION 5: PICKUP AND TRAVEL PROCEDURES

Section 5.1 - Pick-up Procedures

The rider will be provided with a scheduled pick-up time. All passengers should be ready ten (10) minutes prior to their scheduled pick-up time and allow ten (10) minutes to pass beyond their pick-up time before calling the dispatcher to inquire about their ride. The driver will wait three (3) minutes for the passenger to appear. If the passenger does not appear within the three (3) minutes, they shall be considered a "no show" (refer to Section 6.2 - Suspensions Imposed for "No Shows").

Devils Lake Transit (701) 662-5061

Eddy County Transit (701) 302-0324

If the vehicle arrives earlier than 10 minutes prior to the scheduled pick-up time, they will beep the horn, unless the dispatcher has been notified otherwise. If the passenger is not yet ready, the driver will wait until scheduled pick-up time before again sounding the horn and beginning to count the three (3) minutes allowed for the passenger to appear.

If the vehicle arrives more than 10 minutes later than the scheduled time, this will be considered "late" and the passenger is not obligated to pay the fare but is still offered the ride. This does not apply to out of town trips because of the order they may be picked up.

If the vehicle is running late, more than 10 minutes beyond the scheduled pick-up time, the dispatcher will attempt to contact the passenger to offer them a revised pick-up time. The passenger may at that time choose to cancel the trip without obligation to pay the fare.

The entrance to the building where you are picked-up will be the same entrance that you are brought back to unless you notify the dispatcher differently at the time you book your ride.

Devils Lake Transit has certain areas designated as pick-up and drop-off locations. Dispatcher will inform you at the time your reservation is made where you will be picked up.

Section 5.2 - Companions [Regulation 49 CFR § 37.123 (f) and 37.131 (c)(3)]

Eligible passengers may take one (1) companion with them and must notify the dispatcher when scheduling the ride. The beginning and ending destination of this companion must be the same as the individual. Companions must pay for their ride (refer to Section 2.5 - Cost to Passenger/Fare). Additional companions may be accommodated on a space available basis. Personal Care Attendants (PCA) aka Qualified Service Providers (QSP) are not counted as companions.

Section 5.3 - Personal Care Attendants (PCA) aka Qualified Service Providers (QSP) (PCA [Regulation 49 CFR § 37.123 (f) and 37.131 (c)(3)]

The Personal Care Attendant (PCA) aka Qualified Service Provider (QSP) also called an Escort is defined as someone designated or employed specifically to help the eligible individual meet his or her personal needs. A Personal Care Attendant (PCA) aka Qualified Service Provider (QSP) (Escort aka QSP) is allowed to ride free. If you require a Personal Care Attendant (PCA) aka Qualified Service Provider (QSP), you must indicate this to Devils Lake Transit or Eddy County Transit, at the time the reservation is made. Personal Care Attendant (PCA) aka Qualified Service Providers (QSP) must have the same origin to destination as the eligible individual.

Personal Care Attendant (PCA) aka Qualified Service Providers (QSP) shall remain with the passenger during the complete trip.

Guests may accompany any rider if the rider requires assistance beyond the door. Only one (1) Guest is allowed per person and will pay \$1.00 per trip and must have the same pick up and destination.

Section 5.4 – Door to Door Service [Regulation 49 CFR § 37.129]

On request, the driver will assist passengers between the vehicle and entrance of a house, apartment building or other building. Such assistance must be requested in advance by notifying the dispatcher when you make your reservation. If the passenger has notified Devils Lake Transit or Eddy County Transit that they require driver assistance *regularly*, the dispatcher shall indicate this on the driver's schedule for all future trips.

Driver assistance ends when the driver has assisted the passenger in getting to the main door of the building. If the passenger needs additional assistance beyond the main door, they should have someone meet them at the door or have a PCA (and/or companion or guest) ride along. The driver will not assist individuals in wheelchairs into buildings that are not accessible (other than opening doors), nor will drivers push wheelchairs through areas that have not been cleared of snow. Assistance will be provided up/down curbs.

If the destination building is locked, a PCA is not along and no one is available to meet the individual, the driver, after first receiving approval from the dispatcher, may return the individual to the place of origin at the next available trip. For the safety of the passenger, consistent occurrences of disruptions to the service may result in requiring a PCA to accompany the passenger to mitigate the behavior.

Transporting packages – Because the vehicle will be shared, riders should limit their parcels to one armload or the equivalent of two (2) grocery bags. Packages must be transported on your lap or under the seat. Drivers must adhere to a schedule and cannot assist with packages. For the safety of all riders, you may not transport explosives, acids, flammable liquids or other hazardous materials.

Drivers are not allowed to carry packages for passenger. For grocery trips, the number of packages is limited to what the passenger can carry. Small personal grocery carts may be brought on to the vehicle; however, they must be placed behind a seat out of the aisle. **A limit on the**

number of packages is established due to available space and time. Packages may be placed on the floor, as long as they do not interfere with wheelchair securements.

During the winter months, it is the riders' responsibility to ensure that all sidewalks and pathways are clear of snow at their residence. If a passenger cannot be accommodated because of impossible boarding conditions, then the trip is considered cancelled.

Section 5.5 - Use of Ramp/Lift and Securement Inside the Vehicle [Regulation 49 CFR § 37.165]

The driver will operate the ramp or lift at all times during such operation. The driver will assist on and off the ramp/lift passengers who use a ramp/lift.

For those riding in wheelchairs, the driver will secure the wheelchair using the vehicle's securement system. Wheelchairs must be secured during transport. **Refusal by the rider to allow securement devices to be used will result in denial of service.**

It is recommended for safety reasons, electrically powered wheelchairs must have the main power switch placed in the "off" position at all times while the vehicle is in motion.

All ("common wheelchairs") and their users will be transported. Individuals whose wheelchairs or other mobility devices do not meet the definition of "common wheelchairs" will be denied service.

A common wheelchair is defined as a wheelchair that does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied. Wheelchairs are defined to include both three-wheeled and four-

wheeled mobility aids. Three wheeled “scooters” and other non-traditional designs that meet the definition of a common wheelchair must be transported.

Drivers and passengers shall use seat belts at all times. Drivers shall instruct each passenger to use the belt. Before pulling away from a stop, drivers shall make sure that passengers are seated with seat belts properly secured. Children under the age of seven, who weigh less than 80 pounds and are 4’ 9” (57-inches) tall shall use approved child restraint system at all times. Failure to use the seat belt and/or child restraint system shall result in denial of transportation service to the client for that trip.

Exceptions to the mandatory seat belt requirements will be made for medical reasons, upon Receipt of a written statement from a physician, stating that the individual cannot be safely transported using seat belts because of a medical condition, body size or physical disability.

Section 5.6 – Service Needs

Devils Lake Transit and Eddy County Transit will monitor service levels to determine the need to increase or reduce service to meet the transportation needs of passengers.

Untimely pickups: Pickups that are 10 minutes later than the scheduled time will be considered untimely pickups.

Trip Denials: Regulations permit pickups to be scheduled up to an hour before or after the requested time. If the dispatcher offers the individual a time beyond one hour before or after the requested time, and the offered time is unacceptable to the individual, the trip will be considered “denied.” **Requests for same day service do not apply.**

Missed Trip: Trips that are not completed because the vehicle arrived more than 10 minutes later than the scheduled time and the passenger either refused service or did not show will be considered a “missed trip.”

Excessively long trips: Travel time between pickup and drop off of more than one hour will be considered an “excessively long trip.”

Devils Lake Transit/Eddy County Transit is not responsible for operational problems caused by circumstances beyond our control, such as unanticipated weather or traffic problems (trains, accidents, etc.). Such problems will not be considered in establishing whether or not patterns that limit the availability of service exist.

Devils Lake Transit drivers cannot change a route (pickup or designation points) or make detours upon a passenger request without first informing the dispatcher and receiving authorization.

Section 5.7 – Service Animals and Life Support Equipment [Regulation 49 CFR § 37.167]

Paratransit riders may travel with service animals trained to assist them. Service animals include guide dogs used by persons with vision or hearing impairments, and dogs and other animals that provide aid to persons with mobility problems. Inform the dispatcher when you reserve trips that you will be traveling with a service animal. Eligible riders may travel with portable life support equipment such as respirators and portable oxygen.

Service Animals: The defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the regardless of whether they have been licensed or certified by a state or local government. Emotional support animals **are not** considered service animals under.

The Department of Justice states: You may exclude any animal, including a service animal, from your facility when that animal's behavior poses a direct threat to the health or safety of

others. For example, any service animal that displays vicious behavior towards other passengers or the driver may be excluded. You may not make assumptions, however, about how a particular animal is likely to behave based on your past experience with other animals. Each situation must be considered individually.

Section 5.8 - Children

Children under age eight (8) are encouraged to be accompanied by a fare-paying adult. If special equipment is needed to transport an infant or toddler, the family shall arrange to provide the equipment.

SECTION 6: TRIP CANCELLATIONS AND DENIALS

Section 6.1 - Cancellations Procedures

Rides must be cancelled at least fifteen (15) minutes prior to the scheduled pick-up time, otherwise the ride will be considered a “no show” and be subject to the penalties (refer to Section 6.2. – Suspension Imposed for “No Shows”) Devils Lake Transit and Eddy County Transit requests that cancellations be called in as soon as possible as a courtesy to others needing a ride.

The individual may call to reschedule the return trip if still needed; however, that return trip is subject to availability.

The dispatcher’s clock is the correct time for determining lateness of cancellations. To take differences in clocks into consideration, an individual may cancel up to three (3) minutes late (12 minutes before their scheduled ride) and still be considered on time.

Section 6.2 – Suspension Imposed for "No Shows" [Federal Regulation 49 CFR '37.125(h)]

If a rider does not appear for a scheduled trip or did not cancel the ride at least fifteen (15) minutes prior to the scheduled trip, that rider is considered a "no show." If a no show occurs transit may not be able to come back for client and they will need to reschedule ride for the next available opening. If a client has three or more no shows in a week client may be suspended for one business day.

"No Shows" take up a trip that might have been filled by another passenger and may reduce the number of passengers that can be provided service. Therefore, no shows are considered to be detrimental to transit service.

Section 6.3 - Service Suspension Appeals Process

The purpose of the appeals process is to afford all individuals suspended of Paratransit service the opportunity to present issues and arguments to reverse the decision. The following administrative appeals process is established:

1. Suspension begins immediately.
2. Individual will be notified by telephone, if possible, and by certified mail of suspension.
3. Appellant submits a written appeal within 7 business days to the Senior Meals & Services, Inc. office.
4. Within five business days, appellant will be notified of receipt of appeal and Board of Directors meeting date.
5. Board of Directors conducts independent review of appeal and supporting documentation. Appellant is given opportunity to appear before the Board of Directors with representation, if desired.
6. The Board of Directors renders a decision and reasons for it.

Section 6.4 - Refusal of Service [Federal Regulation 49 CFR § 37.5(h)]

Service may be refused to anyone who is seriously disruptive or commits an illegal or violent act in violation of an established regulation or law. An example would be a passenger that refuses to use a seat belt during travel.

Seriously disruptive behavior does not include conduct related to person's disability that may be disruptive or annoying to other passengers. An example of this is a person with Tourette's Syndrome who may periodically utter involuntary profane statements. Also, disruptive behavior does not include an unfounded fear of a condition by other passengers. For example, an HIV positive passenger cannot be refused service to a fear of other passengers.

Devils Lake Transit and Eddy County Transit Paratransit reserves the right to deny entrance into a vehicle if the passenger appears disorderly or leads the driver to conclude that the passenger will exhibit disruptive behavior that would pose a safety threat not only to the driver but also the other passengers, including, but not limited to, intoxication and use of illegal drugs, based on actual reported conduct.

The use of offensive language when addressing the dispatcher, driver or other passengers is not allowed. Refusal to discontinue usage upon request may result in trip denial.

Denials of service shall be recorded. If denial of service is made for reasons other than the time requested was not available, the reason will be documented and a copy provided to the passenger or their guardian.

Section 6.5 - Condition of Service

Devils Lake Transit and Eddy County Transit Paratransit reserves the right to require a personal care attendant when transporting a passenger that has a documented medical or behavioral

condition that could pose an unsafe situation for the individual, driver or other passengers. Devils Lake Transit and Eddy County Transit Paratransit may suspend eligibility or permanently revoke riding privileges if our records indicate that the passenger has threatened or abused a driver or other passenger.

SECTION 7: OTHER INFORMATION

Section 7.1 - Public Information [49 CFR § 37.167(f)]

For information on how to obtain large print copies please call the Transit Coordinator's office at (701) 662-5061. Copies may be obtained from the Senior Meals & Services, Inc., 202 4th Ave NE, Devils Lake, ND 58301

Section 7.2 - Privacy Regarding Medical Information

The medical information that may be gathered as part of the billing process for Medicaid or Medicaid Expansion will not be shared with any other party. Devils Lake Transit and Eddy County Transit, however, shares information regarding the functional ability of an individual to utilize transit services with another transit system, if this is required to determine eligibility in that system.

Section 7.3 - Complaints/Compliments

Devils Lake Transit/Eddy County Transit would like to hear your suggestions, compliments, or complaints. Comments should be forwarded to the Services Director by calling (701) 662-5061, or in writing to:

Senior Meals & Services, Inc.

Attn: Services Director

202 4th Ave NE

Devils Lake, North Dakota 58301

Section 7.4 - Driver Training

Drivers are trained to provide service to seniors and people with disabilities. In addition, all drivers received defensive driver training.

Section 7.5 - Vehicles

Paratransit providers are required to provide suitable, vehicles and regularly service and maintain them to specified standards. If you feel that some aspect of the vehicle may not have been properly maintained, please call the Senior Meals & Services, Inc. Office at (701) 662-5061 or in writing.

Section 7.6 - Reporting Abuse [Vulnerable Adult Act]

Drivers are to report any suspicion or knowledge that a vulnerable adult passenger you are transporting has been abused neglected or exploited as soon as possible. Inform them that you are making an “Adult Protection Report” and be prepared to give as much detail as possible of a passenger, please call the Services Directors Office at (701) 662-5061