



Policy number: MT-004	Effective Date: 4/28/2015 Revision Date: 5/17/2016
Policy Title: Demand Response Service Policy (ADA Complementary Service)	Department: Planning Department/Mass Transit

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is civil rights legislation that sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

TheBus features a Demand Response Service, also known as Complementary ADA Service, to assist riders whose origins and destinations are within 3/4 mile of the fixed-route system, but are unable to access the fixed-route transit service because of a documented disability under the federal Americans with Disabilities Act (ADA).

The following policies are being adopted to ensure quality complementary ADA service for all passengers with disabilities:

- Potential users must submit an application to the Transit Operator to determine eligibility
- All users will be issued an ADA Eligibility Photo Identification Card
- Reservations are required to be scheduled Monday through Friday between 8am and 5pm.
- Reservations must be made on a next day basis on all days prior to days of service, and can be made up to 14-days in advance
- Requirements for ride cancellation will be developed
- Riders must provide the following minimum information:
  - name,
  - origin and destination,
  - the time to be at the destination and the return trip time,
  - please advise if a Personal Care Attendant (PCA) will be traveling with the rider. A PCA is defined as someone designated or employed specifically to help the ADA eligible individual meet their personal needs.
- Users must pay a fare for each trip in accordance with the adopted Fare Policy
- All carry-on items are the responsibility of each passenger
- Users must notify the Transit Operator of any changes of information such as address, phone number, etc.

TheBus will develop Demand Response Service Guidelines to help users understand the processes required to use the service and to ensure quality service for all passengers with disabilities. Please also refer to the Rider Code of Conduct, Policy MT-003, and the Rider Code of Conduct Guidelines for all passengers who ride fixed-route or the demand response vehicles.