

STEVENS POINT TRANSIT

Americans with Disabilities Paratransit Plan



Stevens Point Transit System
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This information is available in alternate formats upon request.

Revised: April 1, 2016

NONDISCRIMINATION STATEMENT:

Stevens Point Transit (SPT) complies with the following laws, regulations and requirements so that no person in the United States will be denied the benefits of, or otherwise be subjected to discrimination in any U.S. DOT or Federal Transit Administration (FTA) assisted program or activity (particularly in the level and quality of transportation services and transportation-related benefits) on the basis of race, color, national origin, religion, sex, disability, or age including:

- ✓ Federal transit laws, specifically 49 U.S.C. 5332 (prohibiting discrimination on the basis of race, color, religion, national origin, sex (including gender identity) disability, or age employment or business opportunity.
- ✓ Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000d,
- ✓ The Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, *et seq.*,
- ✓ The Americans with Disabilities Act of 1990, as amended, 42 U.S.C. 12101 *et seq.*,
- ✓ U.S. DOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964,” 49 CFR part 21,
- ✓ U.S. DOT regulations, specifically 49 CFR parts 27, 37, 38, and 39, and
- ✓ Any other applicable Federal statutes that may be signed into law or Federal regulations that may be promulgated issued or federal requirements that may be imposed.

Stevens Point transit (SPT) provides its public services in accordance with FTA 49 CFR Part 37 Transportation Serves for Individuals with Disabilities (ADA, 37.5 Nondiscrimination:

- (a) No entity shall discriminate against an individual with a disability in connection with the provision of transportation service.
- (b) Notwithstanding the provision of any special transportation service to individuals with disabilities, an entity shall not, on the basis of disability, deny to any individual with a disability the opportunity to use the entity's transportation service for the general public, if the individual is capable of using that service.
- (c) An entity shall not require an individual with a disability to use designated priority seats, if the individual does not choose to use these seats.
- (d) An entity shall not impose special charges, not authorized by this part, on individuals with disabilities, including individuals who use wheelchairs, for providing services required by this part or otherwise necessary to accommodate them.
- (e) An entity shall not require that an individual with disabilities be accompanied by an attendant.
- (f) Private entities that are primarily engaged in the business of transporting people and whose operations affect commerce shall not discriminate against any individual on the basis of disability in the full and equal enjoyment of specified transportation services. This obligation includes, with respect to the provision of transportation services, compliance with the requirements of the rules of the Department of Justice concerning eligibility criteria, making reasonable modifications, providing auxiliary aids and services, and removing barriers (28 CFR 36.301-36.306).
- (g) An entity shall not refuse to serve an individual with a disability or require anything contrary to this part because the insurance company conditions coverage or rates on the absence of individuals with disabilities or requirements contrary to this part.

(h) It is not discrimination under this part for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall 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.

Reasonable Modifications:

SPT shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services. Requests for reasonable modifications can be made by calling: 715-341-4490 or email the Transit Manager from transit website at stevenspoint.com/transit.

Accessible Information:

SPT shall make available to individuals with disabilities adequate information concerning transportation services. Written information will be provided in accessible formats, information will be electronically published on the transit website, and alternative audio communications, staff are trained to use the national “711” relay service.

Description of Current Stevens Point Transit (SPT) Fixed Route and Paratransit Services:

Stevens Point Transit offers a fixed route service and an in-house complementary paratransit service called “Point Plus”. The “base level” of service provided by the Point Plus complementary paratransit service is door-to-door. Point Plus is an “origin-to destination service”. Door to Door service is provided simultaneously with fixed route bus service from 6:45 a.m. to 9:45 p.m. Comingled complementary fixed route and complimentary paratransit service is provided during the hours of 10:15 p.m. to 3:15 a.m. during very low demand service hours. Fixed route buses will deviate from the fixed route for eligible ADA paratransit riders only.

Stevens Point Transit (SPT) is a public transit system operated by the City of Stevens Point. SPT serves the City of Stevens Point, population of 26,670. In addition, through agreement, SPT extends its fixed route service into the Village of Whiting, which borders the City of Stevens Point. The Village of Whiting has a population of 1,724. SPT also provides service, per agreement to the Village of Plover serving Crossroads Commons shopping district, and operates additional fixed route service when the University of Wisconsin Stevens Point is in full session. All services provided by SPT system are open to the general public.

Complementary ADA paratransit Service:

Consistent with the Department of Transportation regulations arising from the Americans with Disabilities Act of 1990 (ADA), SPT provides complementary paratransit service for individuals whose disabilities prevent them from using the fixed route bus system. In addition, SPT has developed and administers a process for determining if individuals who request service meet the regulatory requirements for eligibility.

ADA Paratransit Eligibility Determination:

Public entities that provide complementary ADA paratransit service also need to establish a process for determining who is eligible to receive the service. Per the ADA, documentation of eligibility and associated conditions of eligibility if applicable must be provided to persons deemed eligible. An appeals process must also be made available for persons who are determined ineligible or only eligible under certain conditions. A separation of authority must be maintained between the individual making the initial determination and those individuals deciding the appeal.

All individuals determined to be ADA paratransit eligible have a civil right to obtain the levels of service and associated provisions of the ADA paratransit service as outlined previously.

Eligibility as defined by the ADA is as follows:

- Persons who have a specific impairment-related condition that prevents them from getting to or from a fixed route stop.
- Persons who cannot use the fixed route service because the route(s) needed for a particular trip is/are not accessible (all SPT vehicles are lift equipped and therefore all routes are accessible).
- Persons, who, because of a disability, are unable to independently board, ride or disembark from an accessible fixed route vehicle.

Disabilities can be permanent as well as temporary and must be considered accordingly.

Personal Care Attendants (PCA) of eligible individuals must be served as well. One companion, in addition to the PCA must be accommodated. Other companions can be accommodated on a space available basis.

Per the ADA, paratransit eligibility is functionally based and not determined by the type of disability or mobility aid used. A person's eligibility can be decided on a trip by trip basis, which is determined by specific conditions in conjunction with the disability (weather, distance, passenger amenities available, etc.). Consequently, a person can be determined to be unconditionally eligible, conditionally eligible, temporarily eligible or ineligible for paratransit services.

Visitor Eligibility:

Visitors to the SPT area must be provided any combination of 21 days of service, in a 365 day period beginning with the visitor's first use of the service when they provide documentation of ADA paratransit eligibility from another area. If a person is traveling from an area that doesn't have paratransit services they can be requested to provide documentation of their disability. If more than 21 days of service is needed, visitors can be asked to go through the local eligibility process.

Current SPT Eligibility Criteria, Process and Associated Materials

The application for ADA paratransit service can be found in Appendix A.

Complementary ADA paratransit service is available to qualifying individuals. The following are eligible for the paratransit service:

- Persons who have an impairment-related condition that prevents them from getting to or from a fixed route stop; and
- Persons, who, because of a disability, are unable to independently board, ride or disembark from an accessible fixed route vehicle.

Disabilities can be permanent as well as temporary and must be considered accordingly.

SPT uses a functional approach to eligibility determination and certification. The Transit Manager or Operations Supervisor of SPT review each application to determine eligibility. If a determination cannot be made by SPT staff, the applicant will be required to have a licensed professional review the application, to determine eligibility based on SPT criteria for eligibility. This type of professional may include:

- ❖ Audiologist
- ❖ Chiropractor

- ❖ Registered nurse
- ❖ Medical Doctor
- ❖ Mobility specialist
- ❖ Occupational therapists
- ❖ Psychologist
- ❖ Mobility Specialist
- ❖ Job Coach
- ❖ Clinical Social Worker

Eligibility Process

Applications for paratransit eligibility will be processed within 21 calendar days from submission of a completed application. During this time SPT staff will review the application, consult with medical professionals if necessary, and make the certification determination. SPT staff will notify the applicant in writing of the eligibility decision. The letter will state that the applicant has been approved for service, the conditions of eligibility (if any) and if a PCA is approved for travel as well. Appendix E, F, G, H.

An individual who submits a complete application and is not notified of the eligibility determination decision within 21 days, will be granted provisional service eligibility, beginning on day 22, until such time as written decision is rendered to the individual.

There is no expiration date assigned to a person’s eligibility (unless they were approved as temporarily eligible). Instead, SPT staff periodically reviews all applications and confirms the information as current.

Appeals to the Eligibility Determination.

The appeal policy and associated procedures can be found in Appendix C. The process applies to individuals who have been denied eligibility or who otherwise have had their paratransit privileges temporarily suspended. An individual denied eligibility may appeal this decision provided SPT receives notice within 60 days of the denial of an individual’s application.

Service Animals:

Service animals are allowed on all SPT vehicles. Service animals per DOT ADA regulations are defined as; Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Days and Hours of Service:

SPT provides ADA paratransit service during the same days and hours as the fixed route bus service. Call the SPT office at 715-341-4490 to schedule a ride.

SPT operates four (4) fixed routes that operate year round:

Rice / Dixon Route:	Monday through Friday	6:45 a.m. – 6:10 p.m.
North Point:	Monday through Friday	6:45 a.m. – 6:10 p.m.
Whiting / West Side:	Monday through Friday	7:10 a.m. – 5:50 p.m.
East Side / Crossroads:	Monday through Friday	6:45 a.m. – 5:40 p.m.

Routes added when University of Stevens Point is in full session:

Campus Connection Evergreen:	Monday through Friday	7:15 a.m. – 10:00 p.m.
Campus Connection Doolittle:	Monday through Friday	7:30 a.m. – 10:15 p.m.
Campus Shopping:	Monday through Friday	6:15 p.m. – 10:10 p.m.

Campus Shopping:	Saturday	11:15 a.m. – 5:10 p.m.
Late Night Transit-East	Thursday, Friday, Saturday	10:15 p.m. – 3:15 a.m.
Late Night Transit-North	Thursday, Friday, Saturday	10:15 p.m. – 3:15 a.m.
Comingled Complementary/Fixed Route		10:15 p.m. - 3:15 a.m.

Sunday-No Service

SPT Paratransit Service Area:

SPT provides complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route. The corridor includes an area with a three-fourths of a mile radius at the ends of each fixed route.

Feeder Service:

When applicable SPT may also provide feeder service to and or from an accessible fixed route, where such service enables the individual to use the fixed route bus system for his or her trip.

Trip Reservations and Response Time:

SPT shall schedule and provide paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day. Reservations may be taken by SPT staff or by mechanical means (voicemail). Advance reservations may be made up to 14 days in advance of an ADA paratransit eligible individual’s desired trip/s. If requests for service are made with less than the next day notice SPT staff will attempt to schedule the trip.

ADA requires that next day service be provided. SPT offers an after-hours reservation line via voicemail to accommodate this requirement. After hours trip requests can be made on the voicemail system. Individuals who request after hour trips will be contacted by SPT staff to confirm the trip as soon as possible, however at least 1 hour prior to the requested trip time.

STP has no limitation on the number of trips per day or trips per person that can be made.

Negotiating a Pickup Time:

SPT may negotiate pickup times with an individual, however SPT may not require an ADA paratransit eligible individual to schedule a trip to begin more than 1 hour before or after the individuals desired departure time.

Subscription Service:

SPT allows subscription service as part of their complementary paratransit system. Subscription service may not absorb more than fifty percent of the number of trips available at a given time of day, unless there is non-subscription capacity.

Trip Denials:

SPT documents and analyzes all trip denials to ensure that a pattern or practice of substantial numbers of trip denials is not occurring. Every attempt will be made to avoid trip denials. Appendix D

Pickup Time Window:

The pickup time window is defined as 15 minutes before the scheduled pick up time, to 15 minutes after the scheduled pick up time. Riders must be ready to board the Point Plus bus within the pickup time window. The driver will wait for a maximum of 5 minutes within the pickup time window for the rider.

Trip Purpose:

Since the fixed route service can be used for any trip purpose, so must the complementary paratransit service. There also can be no prioritization based on trip purpose; for example, medical transportation cannot be given priority over recreational trips. SPT does not prioritize eligible paratransit trips based on trip type or trip purpose.

Excessive Trip Lengths:

SPT will make every effort to avoid excessive trip lengths for complementary paratransit riders. "Excessive" is in comparison to the time required to make a similar trip using the fixed route system. SPT periodically analyzes a sample of complementary paratransit trip lengths, focusing on trips longer than 45 minutes in length.

Trip Cancellation:

Riders should telephone the SPT office as soon as possible once it is determined that the rider no longer requires the scheduled pickup. If no one is available to take the call the rider may leave a voice message indicating the date and times of rides being cancelled, or call back at a later time to speak directly with SPT staff.

Late Cancellation:

A late cancellation is defined as either: a cancellation made less than 1 hour before the scheduled pick up time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup time window.

No-Shows:

A no-show occurs when the Point Plus bus arrives at the scheduled pickup location within the pickup time window and the driver waits at least (5) five minutes, but the rider fails to appear.

Transit agencies are able to establish a process for suspending service to individuals who are unduly disrupting operation with frequent no-shows. That process needs to exclude rides that are missed because of issues outside a person's reasonable control. Finally, the service suspension must be comparable to the level of disruption and it also must be able to be appealed. The no-show policy and appeal process can be found in Appendix B.

No-Shows due to Stevens Point Transit staff error or circumstances beyond a Rider's control do not count as a no-show or late cancellation.

No Strand Policy:

As a service to riders who may not be able to predict the exact pickup time for return trips often due to medical appointments SPT offers a "No Strand Policy" to ensure a rider is not left stranded when he or she misses a scheduled pickup. SPT will provide a return trip later than a previously scheduled return trip as the schedule permits.

Fares:

ADA fares can be no more than twice the amount charged for a full fare on the fixed route. Personal Care Attendants (PCA's) can travel with eligible clients for free, but must have the same origin/destination. Companions/Guests can travel with an eligible client for the same amount charged to the ADA eligible client.

SPT has an agreement with the University of Wisconsin Stevens Point (UWSP) in which, through agreement, a portion of all university student segregated fees are allocated to public transportation

services. Therefore UWSP students do not pay fares when riding the fixed route bus system. University students who qualify as ADA eligible client/s do not pay a fare for their ADA paratransit trip/s.

The ADA paratransit fare is \$2.00 per one way trip, compared to the fixed route fare of \$1.00, full fare, per one way trip. Personal Care Attendants (PCA) ride for free with ADA eligible clients. A person must register and be approved for travel with a PCA before the PCA is eligible to ride for free. Companions/Guests can ride the service as well for \$2.00 per one way trip. PCAs and Companions/Guests must travel to the same origin/destination as the qualified client.

SPT Fare Structure

	Adult	Senior	Disabled	Youth/MSTC	Paratransit	UWSP
Cash	\$1.00	\$.50	\$.50	\$.65	\$2.00	Prepaid-Free Rides provided ADA and Fixed
Monthly	\$38.00	\$20.00	\$20.00	\$26.00	N/A	
11 Ride Punch Pass	\$10.00	\$5.00	\$5.00	\$6.50	N/A	
25 Ride Punch Pass	\$24.00	\$12.00	\$12.00	\$15.60	N/A	

Agency Fares:

As per FTA CFR 49 37.131 (c); STP may charge a fare higher than otherwise permitted to a social service agency or other organization for agency trips. SPT agency fare is \$10.00 per trip.

ADA Equipment:

All SPT vehicles are equipped with wheelchair lifts or ramps. The lifts allow for both inboard and outboard facing of wheelchair and mobility aid users. All fixed route buses have kneeling capability. Therefore all SPT vehicles are ADA compliant.

SPT ensures that vehicle operators and other personnel make use of accessibility-related equipment and features and receive the following training:

- Mobility device securement
- Passenger Sensitivity
- Passenger Assistance
- Fixed route bus kneeling system
- Lift/Ramp Operation
- Passenger securement
- On-board Stop Announcements

Stop Announcements:

Vehicle Operators are mandated to announce transfer locations, major stops on the fixed route bus system routes along the route sufficient to permit individuals with visual impairments or other disabilities to be

oriented to their location. SPT Vehicle Operators shall announce any stop on request of an individual with a disability.

Ramp/Lift and Securement Use:

Vehicle Operators are instructed to deploy the ramp/lift when operating vehicles to provide accessibility for all riders. Where necessary or upon request SPT personnel shall assist individuals with disabilities with the use of ramps/lifts, and securement systems. SPT Vehicle Operators shall not refuse to permit a passenger who uses a lift/ramp to disembark from a vehicle at any designated stop, unless the lift cannot be deployed, the lift will be damaged if it is deployed, or temporary conditions at the stop, not under the control of the entity, preclude the safe use of the stop by all passengers.

All SPT vehicles are wheelchair accessible. All wheelchairs are required to be secured within the securement system to ensure that the wheelchair remains secured. However, SPT will not deny transportation to a wheelchair or its user on the ground that the device cannot be secured or restrained satisfactorily by the vehicle securement system.

Individuals using wheelchairs/mobility devices shall be transported in SPT vehicles if their wheelchair/mobility device meets the following criteria:

- Device must meet the definition in FTA 49 CFR 37.3: “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.
- The wheelchair/mobility device and occupant combined weight does not exceed that of the lift specifications and the carriage of the wheelchair is demonstrated to be consistent with legitimate safety requirements.
- SPT does not permit riders who use wheelchairs to ride in places other than designated securement locations in the vehicle, proper wheelchair securement procedures must be used.
- The wheelchair/mobility device width must be compatible so as to fit on the ramp and within the securement area.
- A rider may be permitted to board separately from their wheelchair upon request when the occupied weight of the device exceeds the design load of the vehicle lift. However the Vehicle Operator is not permitted to assume the controls of power for the wheelchair. Providing assistance with power wheelchairs would fall under the category of attendant-type services.

Vehicle ramps/lifts and kneelers are inspected daily. Regular preventative maintenance is performed on the ramp/lift on a scheduled basis. Vehicle Operators are instructed to report defects/failures in the ramp/lift immediately to dispatch. SPT staff will promptly remove the vehicle with the malfunctioning ramp from service. Repairs to the ramp/lift are made promptly. The vehicle will not be returned to service until the ramp/lift has been repaired.

At any time, if an accessibility feature on a SPT vehicle is inoperable SPT will take reasonable steps to accommodate individuals with disabilities who rely on these features.

Persons with mobility disabilities may use devices other than wheelchairs to assist with locomotion such as canes, walkers, crutches etc. The devices will be accommodated on the same basis as wheelchairs.

Standees:

SPT shall permit individuals with disabilities who do not use wheelchairs, including standees to use a vehicle lift or ramp, with handrails to enter the vehicle.

Seat/Lap Belts/Shoulder Harnesses:

All SPT fixed route and paratransit vehicles are equipped with passenger seat belt and shoulder harnesses for wheelchair/mobility device passengers. SPT mandates that complementary paratransit passengers use lap belts and shoulder harnesses. Fixed route passengers are offered lap belts and shoulder harnesses but are not required to wear them.

Oxygen Supplies:

SPT shall not prohibit an individual with a disability from traveling with a respirator or portable oxygen supply. SPT allows riders to use the concentrators as needed while aboard the vehicle.

Priority Seating:

When an individual with a disability enters a SPT vehicle, and because of a disability, the individual needs to sit in a seat or occupy a wheelchair securement location, the SPT Vehicle Operator shall ask the following persons to move in order to allow the individual with a disability to occupy the seat or securement location:

- Individuals, except other individuals with a disability or elderly persons, sitting in a location designated as priority seating for elderly and handicapped persons.
- Individuals sitting in a fold-down or other movable seat in a wheelchair securement location.

Adequate Vehicle Boarding and Disembarking Time:

SPT shall ensure that adequate time is provided to individuals with disabilities to board or disembark on both fixed route and complementary paratransit services.

Public Participation

Per the ADA, there needs to be a process for public input and ability to comment regarding any changes in any of SPT services. Also, as a provider of ADA paratransit service, SPT must provide for ongoing participation in the operation and assessment of associated services by individuals with disabilities.

The Stevens Point Transportation Commission serves as the oversight for Stevens Point Transit services. The Commission meets monthly and all meeting agendas are publically posted. Public Hearings are held for any major changes within the system. Public comments are encouraged.

In addition to the Transportation Commission SPT is a member of the Portage County Transportation Coordinating Committee. The Transportation Coordinating Committee (TCC) represents a broad cross section of individuals, social service provider groups, non-profit organizations, and local, state, and federal agencies within the City and Portage County. The role of the Transportation Coordinating Committee is to promote and facilitate individual, group, and agency involvement in the planning and implementation of effective coordinated public transportation within the County. All meeting agendas are publically noticed. Opportunity for public input on agenda items is granted as part of the agenda.

TCC member duties include:

- ◆ To advocate for transit dependent individuals
- ◆ To strengthen public relations and community education for public transportation in the City of Stevens Point and Portage County
- ◆ Assist as feasible with resolution to customer service issues
- ◆ To provide community insight for the development of all county transportation services
- ◆ Review and approve transportation budgets

SPT publically posts all operating and capital budgets annually. Public hearings are offered.

Public comments are always welcome. Comment forms are available on the SPT website at: Stevenspoint.com/transit, upon request from the Transit office and on all SPT vehicles.

Appendix D

Complaint Process:

Any person who believes she or he has been discriminated against on the basis of a disability in connection with the provision of transportation service by SPT may file a complaint by completing and submitting the SPT's Complaint/Suggestion/Comment Form (**Appendix D**). SPT investigates complaints received no more than 180 days after the alleged incident.

Once the complaint is received, SPT will review it to determine if SPT has jurisdiction to address the complaint. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

APPENDIX A

Point Plus Eligibility Application
Specialized Transportation Certification

The information obtained in this certification will only be used for the provision of Stevens Point Transit specialized transportation services.

Last Name _____ First Name _____ M.I.

Address _____ Name of facility (if applicable)

City _____ State _____ Zip

Date of birth ____/____/____ Gender : Male Female

Telephone # (Home) _____ Cell #

Emergency contact:

Last Name _____ First Name _____ Relationship

Telephone # (Home) _____ Cell #

1. Are you on Medical Assistance? Yes No

(Otherwise known as Medicaid, Title XIX or MA-not to be confused with Medicare)

2. Are you a member of any of the following social service agencies? Yes No

If "Yes" please specify: Community Care Care Wisconsin IRIS MTM

3. Please check which best describes your current living situation:

- I live independently (without the assistance of another person)
- I live with family members who help me
- I receive assistance from someone that comes to my home to help with daily activities
- Assisted Living Facility
- 24-hour care or Skilled Nursing Facility

4. What is your disability or medical condition that prevents you from using the city bus?

5. Is this condition temporary? Yes No

If "Yes", expected duration is: 1-3 months 3-6 months 6-12 months

6. Which of the following mobility aids do you use? **Please check all that apply.**

- Manual Wheelchair Electric Scooter White Cane Cane
 Electric Wheelchair Portable Oxygen Guide Animal Crutches

Walker

7. How far can you travel with or without the use of a mobility aid?

- I cannot travel outside my house/apartment
 I can get to the curb in front of my house/apartment
 I can travel up to 3 blocks
 I can travel up to 6 blocks

8. How do you currently travel?

- Drive myself Paratransit Someone drives me
 Taxi City bus Other

If "Other", please explain:

9. Do you travel with a Personal Care Attendant? Yes No

10. Can you wait outside at a bus stop for 10-15 minutes? Yes No Sometimes

11. If you use a mobility device (i.e. wheelchair or scooter) can you get on and off a wheelchair lift independently? Yes No

12. Is your ability to travel affected by any physical, or natural barriers (distance, terrain, weather, lack of curb ramps, etc.)? Yes No

If "Yes", please explain:

13. Place an (X) in the box if it describes you. **Please check all that apply.**

- I have a disability which prevents me from boarding the city bus.
 I have a disability which prevents me from getting to a bus stop.
 I have no experience with the city bus.

There is no bus stop near my residence.

14. Place an (X) in the box if it describes you. **Please check all that apply.**

- I can read informational signs.
- When I travel, I can find my way around by myself.
- I can ask, understand and follow directions.

15. If personalized travel training was provided to teach you how to ride the city bus, would you be willing to participate? Yes No

The Americans with Disabilities Act (ADA) requires public transportation programs to service those individuals in a mobility device if the lift and vehicle can physically accommodate the passenger. If accommodations become inconsistent with legitimate safety requirements, the ADA does not guarantee your trip. This clause is observed by all specialized and non-specialized transportation services provided by Stevens Point Transit.

Professional Verification

In order for your application to be evaluated, it may be necessary to contact a physician or other professional to confirm the information you have provided. Please complete the following information and authorization form:

The following professional(s) is/are most familiar with my disability/health condition and is/are authorized to provide Stevens Point Transit with the information required to complete this certification.

- Registered Nurse
- Case Manager
- Rehabilitation Professional
- Physical Therapist
- Occupational Therapist
- Mental Health Professional

Professional(s) Name: _____

Facility: _____

Address: _____ City: _____ State: _____

Zip: _____

Telephone Number: _____ Fax Number: _____

I hereby authorize the above professional to provide the required information to Stevens Point Transit. Furthermore, I understand it may be necessary for me to participate in an in-person evaluation to determine my eligibility for specialized transportation services. I certify that the information may result in denial of service.

Please note you will be contacted via telephone if you need to be evaluated in person. All applicants will receive a letter within 21 days of receipt of the completed application with a determination. If you are denied, the appeals process will be provided.

Signed: _____ Date:

(Signature of Applicant or Legal Guardian)

Billing Information

Last Name _____ First Name _____ M.I.

Address _____ Name of facility (if applicable)

City _____ State _____ Zip

Telephone # (Home) _____ Cell #

**I have read and understand I am responsible for paying all invoices incurred by this applicant.
Payment is due within 30 days of receipt.**

Signed: _____ Date:

(Signature of Responsible Party)

Acknowledgement

To the best of my knowledge the above information is true and factual. I understand that falsification, distortion, or misrepresentation of information may result in denial of service.

Signed: _____ Date:

(Signature of Applicant or Legal Guardian)

If this application has been completed by someone other than the person requesting certification, he/she must supply the following information about him/herself:

Name: _____ Relationship:

Address: _____ Phone Number:

**Please mail or fax this
completed application to:**

Stevens Point Transit
2700 Week St.
Stevens Point WI 54482
Phone: 715-341-4490
Fax: 715-345-5375

For Office Use Only:

In-person Review Required: Yes No **In-person Review Completed:** Yes No **Date**

Doctor's Verification Required: Yes No **Doctor's Verification Received:** Yes No

Eligibility: Conditional Unconditional Temporary - expected duration is _____

Date Received _____ **Date**

Approved _____

_____ **Initials**

APPENDIX B

No-Show Policy For Stevens Point Transit - Point Plus

Stevens Point Transit (SPT) understands that because Point Plus requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. SPT also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely manner for reasons that are beyond their control. However, repeatedly missing scheduled trips, or failing to cancel trips in a timely manner, can lead to suspension of service. The following information explains SPT's no-show policy.

Trip Cancellation:

Riders should telephone the SPT office as soon as possible once it is determined that the rider no longer requires the scheduled pickup. If no one is available to take the call the rider may leave a voice message indicating the date and times of rides being cancelled, or call back at a later time to speak directly with SPT staff.

Late Cancellation:

A late cancellation is defined as either: a cancellation made less than 1 hour before the scheduled pick up time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup time window.

Pickup Time Window:

The pickup time window is defined as from 15 minutes before the scheduled pick up time, to 15 minutes after the scheduled pick up time. Riders must be ready to board the Point Plus bus within the pickup time window. The driver will wait for a maximum of 5 minutes within the pickup time window for the rider.

No-Show:

A no-show occurs when the Point Plus bus arrives at the scheduled pickup location within the pickup time window and the driver waits at least (5) five minutes, but the rider fails to appear.

Note:

No-Shows due to Stevens Point Transit staff error or circumstances beyond a Rider's control do not count as a no-show or late cancellation. Examples:

- ◆ Trips placed on the schedule in error
- ◆ Pickups scheduled at the wrong pickup location
- ◆ Drivers arriving and departing before the pickup window begins
- ◆ Drivers arriving late (after the end of the pickup window)
- ◆ Drivers arriving within the pickup window, but departing without waiting the required 5 minutes.
- ◆ Rider has a medical emergency
- ◆ Rider has a family emergency
- ◆ Rider has a sudden illness or change in condition
- ◆ Rider's appointment runs unexpectedly late without sufficient notice

(Rider should contact SPT operations center if possible when experiencing circumstances beyond their control)

Subsequent Trips Following a No-Show:

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, the supervisor on duty will place a call to the rider to determine if the subsequent trips are needed and will notify the rider of the No Show suspension policy and discuss ways to minimize future no-shows or late cancellations. If the supervisor is unable to contact the individual all subsequent trips will remain on the schedule. Riders are strongly encouraged to cancel any subsequent trips they no longer need.

Suspension Policy:

SPT reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a riders account. Stevens Point Transit reserves the right to suspend from services any rider who establishes a pattern or practice of missing scheduled trips.

Verified no-shows or late cancellations consistent with the above definitions count as (1) penalty point. Riders will be subject to suspension after they meet all of the following conditions:

- ◆ Accumulate 3 penalty points in one calendar month
- ◆ Have booked at least 3 trips that month
- ◆ Have “no-showed” or “late cancelled” at least 10% of those trips

A rider is subject to suspension if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month. SPT will notify riders by telephone and warning letter after they have accumulated 2 penalty points and would be subject to suspension should they have verified “no shows” of 10% of total booked trips.

All suspension notices include a copy of this policy, information on disputing no-shows) or late cancellations), and how to appeal suspensions.

Suspensions begin on Mondays.

- First violation: Triggers warning phone call and written letter, but no suspension.
- Second Violation: 7 days suspension
- ◆ Third suspension: 14 days suspension
- ◆ Fourth Violation: 21 days suspension
- ◆ Subsequent Violations: 28-30 days suspension

Policy for Disputing No-Show or Late Cancellation:

Riders wishing to dispute specific no-shows or late cancellations must do so within 15 business days of receiving suspension letters. Riders should contact the Stevens Point Transit system at 715-341-4490, Monday through Friday, from 7:30 a.m. to 4:00 p.m. to explain the circumstance, and request the removal of the no-show or late cancellation.

Policy for Appealing Proposed Suspensions:

Riders wishing to appeal suspensions have the right to file an appeal request, which must be in writing by letter or via email. Riders must submit written appeal requests within 15 business days

of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from Stevens Point transit Point Plus services on the date listed on the suspension notice.

Appendix C: Appeals Process

SPT Direct Appeal Procedure

Individuals found not eligible for SPT paratransit service or eligible but with specified conditions, and SPT customers whose service is suspended, may request an internal administrative appeal of those decisions. This document outlines the steps for requesting an appeal and the procedure governing the appeal process.

Requesting an Appeal:

Appeals must be requested in writing with sixty (60) days of the date that the customer received the decision being appealed. For purposes of this requirement, SPT assumes that the individual will have received the decision no later than five (5) days from the date the decision was mailed. The sixty-day appeal period begins to run on the sixth day following the date the decision was mailed.

Requests for appeal should be mailed to:

Transit Manager
Stevens Point Transit
2700 Week St.
Stevens Point, WI 54482

Or faxed to: (715) 345-5375

STP staff is responsible for receiving requests for appeals of service suspensions or denial of eligibility. SPT staff shall promptly advise the Appeals Panel of a request for an appeal hearing, shall coordinate an appeal date and time with the SPT customer and Appeals Panel, and shall reserve sufficient time for the hearing. SPT staff shall notify the individual in writing or the alternative format request of the date, time and location of the appeal hearing. If necessary, SPT staff shall arrange for the individual to receive Paratransit transportation to and from the place of hearing.

Requesting a Stay of a Service Suspension

A customer may request a stay of a service suspension, for service suspensions, pending determination of the customer's appeal of that suspension. Requests for stay may be submitted in writing or alternative format and must demonstrate good cause for granting the stay. The Appeals Panel shall review all requests and shall determine whether or not good cause exists for a stay or other modification of the service suspension pending determination of the customer's appeal within three (3) days of receiving the request.

Appeal with Hearing

Prior to Hearing:

Customers may request copies of documents and information relating to the decision from which the customer is appealing. The Appeals Panel or its designee shall promptly consider and decide all requests for documents and information. Documents and information shall be provided if the documents or information are relevant to the decision being appealed or are likely to assist the Appeals Panel in deciding the appeal.

Customers may request the appearance as witnesses the SPT personnel involved in the matter or have knowledge of information relevant to the matter. The Appeals Panel or its designee shall promptly consider and decide all requests for the appearance of witnesses, considering the witness's relevance to the decision being appealed for the likelihood that the witness will assist the Appeals Panel in deciding the appeal. The Appeals Panel or its designee shall notify the customer of its decision and the availability of witnesses in advance of the hearing.

Customers may submit no later than three (3) days in advance of the appeal hearing written or alternative format arguments, evidence and any other information they wish the Appeals Panel to consider in advance of the hearing.

At Hearing:

Customers may represent themselves at hearing, or may be represented by an attorney, paralegal or legal assistant, caseworker, care provider, or any other persons designed by the customer to present the customer's case.

The parties may present documents and witnesses, question the witnesses presented by each other, and offer other oral, written or recorded information to support their respective positions or to respond to each other's position. SPT shall present its position first, then the customer may present next. As required or appropriate, the parties shall be permitted to present additional documents and witnesses, or recall witnesses.

The Appeals Panel may for good cause continue a hearing or permit the post-hearing submission of additional evidence, information and arguments. If a continuance or post-hearing submission is permitted, the Appeals Panel shall within three (3) days advise the parties of the date, time and location of the continuance hearing or the date by which the post-hearing submission must be received by the Appeals Panel.

The hearing shall be recorded.

Appeal without Hearing

If the SPT customer declines an in-person appeal hearing, SPT staff shall inform the customer of the date by which the customer must submit to SPT any written or alternative format materials the customer wishes the Appeals Panel to consider in determining the customer's appeal. Extensions of this date may be allowed for good cause.

Following the submission date, the Appeals Panel shall review the customer's file and written submissions, if any, and decide the matter. The Appeals Panel may uphold the eligibility determination or service suspension, overturn the eligibility determination or service suspension, impose conditions upon eligibility or returning the customer to service, or take other appropriate action to decide the matter.

Evidentiary Burden and Standard

SPT shall have the burden of demonstrating that the individual's eligibility for paratransit service was appropriately determined or that the customer's service was suspended for appropriate cause and in accordance with the procedures for service suspension. This burden must be satisfied by a preponderance of all the evidence submitted in connection with the appeal or otherwise in the customer's record. The stand of admissibility for evidence and information presented in connection with an appeal shall be whether the evidence or information is of the type that a reasonable person would rely upon in making decisions about their personal affairs.

Notification of Decision

The Appeals Panel shall notify the customer of its decision and the reason for its decision in writing, within thirty (30) days of the date of the appeal hearing or, if the customer declined hearing, of the date on which the Appeals Panel reviewed and considered the matter.

If no decision is made on an appeal of eligibility determination within thirty (30) days of the date of the appeal hearing or date of the Appeal Panel's consideration, the individual will be eligible for SPT paratransit services as of the 31st day, until and unless a decision otherwise is rendered by the Panel.

Appendix D
COMPLAINT/ SUGGESTION/COMMENT FORM

Stevens Point Transit is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints. You may also call us at 715-341-4490, visit our facility at 2700 Week Street, Stevens Point WI, or contact us by email at slemke@stevenspoint.com or U.S. postal mail. Please make sure to provide your contact information in order to receive a response.

SECTION I: TYPE OF COMMENT (CHOOSE ONE)

Compliment _____ Suggestion: _____ Complaint: _____ Other: _____ ADA related: Y / N

SECTION II: CONTACT INFORMATION

Name:

Street Address:

City, State, Zip code:

Phone:

Email:

Best time of day to reach you:

Accessible Format Requirements: ___ Large Print ___ Relay ___ Audio Recording ___ Other

SECTION III: COMMENT DETAILS

Stevens Point Transit _____ Fixed Route _____ Paratransit "Point Plus"

Date of Occurrence:

Time of Occurrence:

Name of Bus Operator/s or Others Involved:

Bus Number:

Route Name:

Location of Incident:

Mobility Aid Used (if any):

If above information is unknown, please provide other descriptive information to help identify the employee:

Description Compliment/Suggestion/Complaint/Other:

May we contact you for more information: Yes _____ No _____

Thank you- We appreciate your input.

Stevens Point Transit
2700 Week Street
Stevens Point, WI 54482

Appendix E

Phone: 715-341-4490
Fax: 715-345-5375



SAMPLE LETTER

UNCONDITIONAL ELIGIBILITY

[Date]

[Name]

[Mailing Address]

Dear [Applicant Name]

We have completed our review of your recent request for Point Plus, Stevens Point Transit's ADA paratransit service. Based on the information provided, we have determined that you are unconditionally eligible for Point Plus service. This means that you can use Point Plus for any trips you need to make. Your eligibility for Point Plus is valid immediately.

We have noted in your rider file that you sometimes travel with a personal care attendant (PCA). A PCA is someone designated or employed specifically to help you meet your personal needs, and is different from a guest or a companion. Your PCA may accompany you at no additional charge.

Enclosed is a copy of the Point Plus Policy and Procedures document, which explains the Point Plus service and how to use it. It includes helpful tips for using the service so please be sure to read it. In addition to using Point Plus, this letter of eligibility also entitles you to use similar ADA paratransit services at other transit systems across the country as a visitor for up to 21 days per year. Simply provide the transit agency in the city you plan to visit with a copy of this letter to obtain approval to travel as a visitor.

If you have any questions about this determination of eligibility or the Point Plus service, please call our office at 715-341-4490.

Sincerely,

Attachment- [Point Plus Policy and Procedures Document]

Appendix F

2700 Week Street
Stevens Point, WI 54482

Phone: 715-341-4490
Fax: 715-345-5375



SAMPLE LETTER

TEMPORARY ELIGIBILITY

[Date]
[Name]
[Mailing Address]
Dear [Applicant Name]

We have completed our review of your recent request for Point Plus, Stevens Point Transit's ADA paratransit service. Based on the information provided, we have determined that you are eligible for Point Plus service on a TEMPORARY basis.

Your eligibility for Point Plus is valid for [xx] months, through [EXPIRATION DATE]. Should you need Point Plus service beyond this date, you will need to request a continuation of your eligibility.

We are granting you temporary eligibility because [indicate reasons for temporary eligibility, such as:] "this was the period of time you indicated your current condition would prevent you from using the fixed route transit service"; or "the information provided by you and [professional contacted] indicated that there could be a change in your ability to use the fixed route service after [xx] months as a result of treatment you are receiving"; or "your application materials indicated that you have the ability to use fixed route transit when provided instruction to use the service.

Attached is information about our free travel training service. We recommend that you contact our Travel Trainer to enroll in the service. We will determine your ongoing eligibility for Point Plus after you have participated in the travel training program."

We have noted in your rider file that you sometimes travel with a personal care attendant (PCA). A PCA is someone designated or employed specifically to help you meet your personal needs and is different from a guest or a companion. Your PCA may accompany you at no additional charge.

Enclosed is a Rider's Guide that explains the Point Plus service and how to use it. The Rider's Guide includes helpful tips for using the service, so please be sure to read it. If you have any questions about the service, please call our office at 715-341-4490.

In addition to using Point Plus, this letter of eligibility also entitles you to use similar ADA paratransit services at other transit systems across the country as a visitor for up to 21 days per year. Simply provide the transit agency in the city you plan to visit with a copy of this letter to obtain approval to travel as a visitor.

If you have any questions about this determination of eligibility, please call the Stevens Point Transit office at 715-341-4490. If you do not agree with this eligibility determination, you have the right to appeal this decision. We require that you request an appeal in writing. Copies of our appeal policy, as well as an appeal request form, are attached.

Sincerely,

Attachments: Rider's Guide, Appeal policy and Appeal request form

Appendix G

2700 Week Street
Stevens Point, WI 54482

Phone: 715-341-4490
Fax: 715-345-5375



SAMPLE LETTER CONDITIONAL ELIGIBILITY

[Date]
[Name]
[Mailing Address]
Dear [Applicant Name]

We have completed our review of your recent request for Point Plus, the ADA paratransit service provided by the Stevens Point Transit system. Based on the information provided, we have determined that you are **CONDITIONALLY ELIGIBLE** for Point Plus service. This means we determined that you are able to use fixed route bus service under certain conditions and are eligible to use Point Plus service when you are not able to use fixed route buses. Please review the attached pages, which describe the conditions under which you can use the Point Plus service as well as the basis for our determination.

We have noted in your rider file that you sometimes travel with a personal care attendant (PCA). A PCA is someone designated or employed specifically to help you meet your personal needs and is different from a guest or a companion. Your PCA may accompany you at no additional charge.

Your Conditional eligibility for Point Plus is valid through [EXPIRATION DATE], after which you will need to request a continuation of your eligibility. We will notify you in advance of this expiration date to remind you to reapply, and will send you a copy of a recertification request form at that time.

Enclosed is a Rider's Guide that explains the Point Plus service and how to use it. The Rider's Guide includes helpful tips for using the service, so please be sure to read it. If you have any questions about the service, please call our Office at 715-341-4490.

In addition to using Point Plus, this letter of eligibility also entitles you to use similar ADA paratransit services at other transit agencies across the country for up to 21 days of visitor service per year. Simply provide a copy of this letter to receive approval to travel as a visitor.

If you have any questions about this determination of eligibility, please call the Stevens Point Transit ADA Paratransit Eligibility Office at 715-341-4490. If you do not agree with the eligibility you have been granted, you have the right to appeal this determination. Requests for appeals must be submitted in writing. Copies of the Appeal Policy, as well as an Appeal Request Form, are attached.

Sincerely,

Attachments: Rider's Guide Conditions of eligibility Basis for the determination Appeal policy and Appeal request form

Appendix H

2700 Week Street
Stevens Point, WI 54482

Phone: 715-341-4490
Fax: 715-345-5375



SAMPLE LETTER DENIAL OF ELIGIBILITY

[Date]
[Name]
[Mailing Address]

Dear [Applicant Name]:

We have completed our review of your recent request for Point Plus, Stevens Point Transit's ADA paratransit service. Based on the information provided, we have determined that you are able to use fixed route buses and are not prevented by a disability from using the regular fixed route transit service. You are therefore **NOT ELIGIBLE** for Point Plus service.

The basis for our decision is explained on the attached page, Basis for the Determination. If you do not agree with this eligibility determination, you have the right to appeal this decision. We require that you request an appeal in writing. Copies of our appeal policy, as well as an appeal request form, are attached.

Attached is information about Stevens Point Transit's fixed route bus service. Also attached is information about our free Travel Training program, which is designed to assist people with using the fixed route buses. Please contact us if we can assist you with using our bus service. For information about bus schedules, or for assistance planning trips by bus, call our office at 715-341-4490.

If you have any questions about this eligibility determination, please feel free to contact me.

Sincerely,

Attachments:

- ◆ Basis for the Determination
- ◆ Fixed route bus information
- ◆ Travel training program information
- ◆ Appeal policy and Appeal request form