



ADA RIDER'S GUIDE



Coos County Area Transportation District (CCATD) ADA Riders Guide 2020

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Meeting Our Customers' Travel Needs

This Rider's Guide provides information about Coos County's 100% accessible Fixed Route public transportation service available on five routes and more detailed information about our "Paratransit" service

Fixed Route Bus Service

The Coos County Area Transportation District (CCATD) is committed to providing transportation services that can be used by all of our customers. All fixed route buses that operate on set routes, on fixed days and times have lifts to serve riders who use mobility devices or have difficulty getting up and down the bus steps.

For everyone's benefit, drivers announce major stops, intersections, and transfer points to help riders recognize their bus stop or point of transfer.

Reserved spaces with tie-down straps and driver assistance are available for riders who use mobility devices to provide a safe and secure ride.

For route and schedule information, or any questions you may have about using the fixed route bus, call 541.267-7111.

Our fixed route bus service is comprised of two fixed routes traveling through Coos Bay and Express routes in areas surrounding the city. Additionally, one fixed route provides service on Saturday.

Service is not available on weekends or on the following holidays: New Year's Day, Martin Luther King Jr. Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Eve, Christmas Day, Veterans Day, Memorial Day, or Presidents Day

Maps of the routes are shown below

Public Transportation Service (CCAT) Maps

Pirate Express

CCAT
Coos County
Area Transit

Coos Bay Loop - Pirate Express
Coming July 1st 2019!!!
Operating days and times: Monday thru Friday from 8:30 am to 6 pm

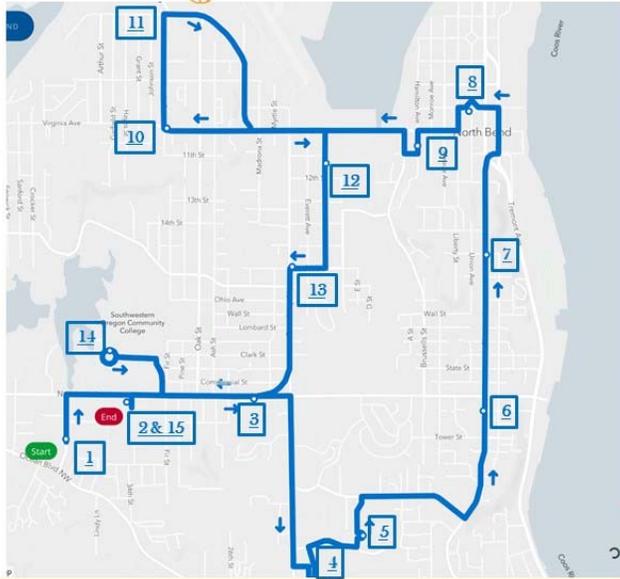
Stop List:

1. CCAT Office
2. Advanced Health - Coos Health and Wellness
3. Walmart - **Transfer Point**
4. Southwestern Oregon Community College (SOCC)
5. Newmark and Schoneman
6. Empire USPS
7. Star of Hope
8. Newmark and Schoneman - 7/11
9. CCAT Office
10. North Bend Medical Center (NBMC)
11. Bay Area Hospital (BAH)
12. Waterfall Clinic - Goodwill - Social Security Office
13. Downtown Coos Bay - Outdoor In - 7 Devils Brewery
14. Coos Bay Bi-Mart - USPS
15. Coos Bay Senior Center
16. DMV
17. Worksource
18. Farr's Hardware - Fred Myer - Safeway
19. VP Racing
20. Downtown Coos Bay - Outdoor In - 7 Devils Brewery
21. City Hall - City Subs - Downtown Health and Fitness
22. North Bend Medical Center (NBMC)
23. Bay Area Hospital (BAH)
24. Waterfall Clinic - Goodwill - Social Security Office

Bulldog Express



North Bend Loop - Bulldog Express
Coming July 1st 2019!!!
Operating days and times: Monday thru Friday from 8:30 am to 6 pm



Stop List:

1. Coos Health and Wellness - Advanced Health - ORCCA
2. Walmart - **Transfer Point**
3. North Bend Bi-Mart Shopping Center
4. North Bend Medical Center (NBMC)
5. Bay Area Hospital (BAH)
6. Sherman and Exchange
7. Bungalow Market
8. North Bend City Hall
9. North Bend Lanes
10. Airport Heights Market
11. North Bend Senior Center - DHS - Airport
12. VA Clinic - Safeway - Pony Village Mall
13. Dishner's Diner
14. Southwestern Oregon Community College (SOCC)
15. Walmart - **Transfer Point**

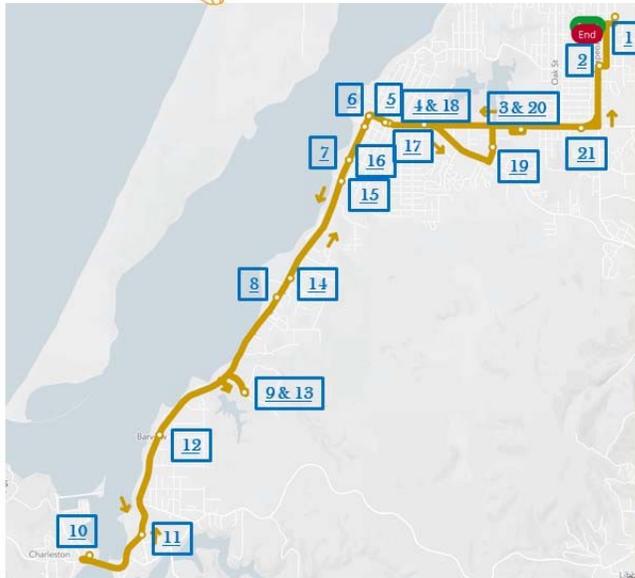
Crab Express



Charleston Intercity Connector – Crab Express

Coming July 2019!!!

Operating days and times: Monday thru Friday, 2 times daily



Stop List:

1. VA Clinic – Safeway – Pony Village Mall
2. Dishners
3. Walmart – **Transfer Point**
4. Newmark and Schoneman – 7/11
5. Empire USPS
6. The Hollering Place
7. Espresso Mill and Bakery
8. Charleston Fire Station
9. Kilkich Recreation Building
10. Charleston Visitor Center
11. Wildahl Rd. and Cape Arago Hwy.
12. Hansen’s Barview Market
13. Kilkich Recreation Building
14. Sunset Market
15. Lighthouse Market
16. Empire Blvd. and Michigan
17. Star of Hope
18. Newmark and Schoneman – 7/11
19. Coos Health and Wellness – Advanced Health – ORCCA
20. Walmart – **Transfer Point**
21. North Bend Bi-Mart Shopping Center

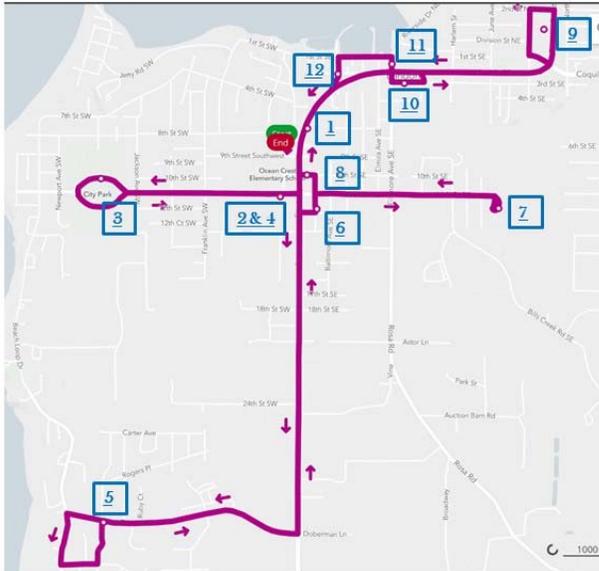
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Cranberry Express

Bandon Loop – Cranberry Express

Coming July 1st 2019!!!

Operating days and times: Monday, Wednesday and Friday from 10 am to 4 pm



Stop List:

1. City Hall
2. Bandon Youth Center
3. City Park /Library
4. Bandon Youth Center
5. Seabird and Lincoln
6. Bandon USPS (Alabama and 12th)
7. Southern Coos Hospital
8. McKay's
9. Ray's Food
10. Face Rock Creamery
11. Art by the Sea Gallery
12. 2nd and Chicago

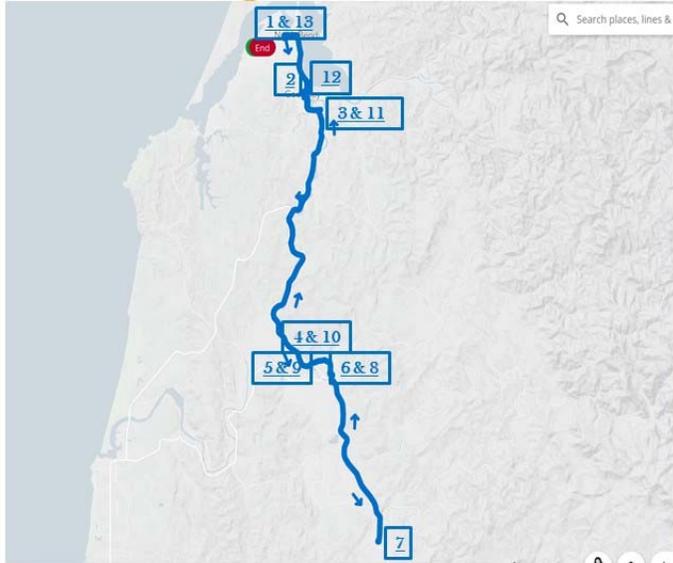
Timber Express



Coquille/Myrtle Point Intercity Connector – Timber Express

Coming July 2019!!!

Operating days and times: Monday thru Friday, 2 times daily



Stop List:

1. VA Clinic - Safeway - Pony Village Mall
2. 4th and Central - City Subs - Coos Bay City Hall
3. South Coast Business Employment Corporation (SCBEC)
4. Coquille - W. Central & N. Laurel (by County Roads Dept.)
5. Coquille McKay's
6. Coquille Courthouse
7. Myrtle Point McKay's
8. Coquille Courthouse
9. Coquille McKay's
10. Coquille - W. Central & N. Laurel (by County Roads Dept.)
11. South Coast Business Employment Corporation (SCBEC)
12. Downtown Coos Bay - 7 Devils Brewing Co.
13. VA Clinic - Safeway - Pony Village Mall

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ADA Paratransit Service

For eligible riders who have a disability that prevents them from making some or all of their trips on fixed route buses, CCATD offers a shared ride, door-to-door service called Paratransit. This service is sometimes called “ADA Paratransit Service” because it is provided as part of our efforts to meet the requirements of the Americans with Disabilities Act of 1990 (ADA.)

Paratransit service must be reserved at least one day in advance. The service is provided with lift-equipped minibuses or lift-equipped vans. ADA Paratransit service operates in the same areas and during the same days and hours as the fixed route buses. The service can be used for any trip purpose.

If you still have questions after reading this Rider’s Guide, you can call the Paratransit office at 541.267.7111. On request, copies of this Rider’s Guide will be provided in large print.

Who is Eligible for ADA Paratransit Service?

ADA paratransit service is provided for riders whose disability or health condition prevents them from using the fixed route services for some or all of their travel. Individuals who are interested in using ADA paratransit service must apply and be found eligible according to ADA guidelines. The certification process strictly limits ADA paratransit eligibility to those individuals who meet the paratransit eligibility criteria that are contained in Section 37.123 of the DOT Regulations.

Applications for ADA paratransit eligibility may be obtained by contacting our office at 541.267.7111. Paratransit certification staff will discuss with potential applicants how ADA paratransit is intended to function to make sure they understand basic ADA paratransit eligibility requirements and how ADA paratransit operates, and will ensure that the potential applicant does not already have an application or certification on file. An application form and instructions will then be mailed to the individual. Applications are also available online @ <http://www.coostransit.org/dial-a-ride/>

Completed applications must be mailed to our office at 2810 Ocean Blvd, Coos Bay OR, 97420. Completed applications will be processed within 21 days.

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

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

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

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

Temporary Disabilities

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

Service for Visitors

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

Presumptive Eligibility

Determinations of eligibility must be made within 21 calendar days of the submission of a completed application form. If a determination is not made by the 21st day, the applicant is treated as eligible and paratransit service is provided on a presumption of eligibility until the review is completed.

Unconditional service will be provided during this period of presumed eligibility.

Recertification of Eligibility

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

Type of Service

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

Paratransit Service Area and Service Hours

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

Fixed route service is available Monday – Friday from 8:30 a.m. until 6:00 p.m. One fixed route bus operates on Saturdays from 10:00 to 4:00. ADA comparable paratransit service is available during the same days and hours as fixed route service.

Response, Pick Up, and Travel Time

Requests for reservations for ADA paratransit are accepted Sunday – Friday (including holidays) from 8:00 a.m. until 5:00 p.m. Same Day service is not provided. Advance reservations may be made up to 14 days before a desired trip. The reservation taker will “negotiate trip times” by searching for available space up to one hour on either side of a requested pick up time.

When space exists, passengers are given a 30-minute “Ready Window”. This is the 30 minute period within which the vehicle is scheduled to arrive. Passengers must be ready at the beginning of the Ready Window. For example, if a negotiated Ready Window is 8:00 a.m. to 8:30 a.m. The passenger would need to be ready to board at 8:00 a.m.

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

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

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

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

Service Standards

On Time Performance

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

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

Will-call trips (when allowed) have up to a 60 minute window or will-call response time from the time the request is made. Our vehicle will be considered late if it arrives more than 60 minutes after the scheduled (based on the requested) pick up time. Travel and drop off time calculations are the same as non-will call trips.

Requested and approved scheduled pick up time adjustments.

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

Missed Trips

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

Denied Trips

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

Vehicle Ride Time

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

No-Show Policy

Purpose

To encourage responsible trip scheduling and paratransit use, the Americans with Disabilities Act (ADA) provides that public transit systems establish and enforce a No Show policy. CCATD's ADA Paratransit Passenger No Show policy is part of an effort to bring our customers more efficient paratransit service, and to be current with Federal Transit Administration findings and best practices.

Sporadic customer no shows, and cancellations at the door are an expected cost of doing business for a paratransit system. However, a pattern and practice of No Shows, and cancellations at the door adversely affect the efficiency and effectiveness of service and significantly add to the cost of providing ADA complementary paratransit service. No Shows and cancellations at the door result in wasted trips that could have been scheduled for use by other paratransit customers.

No Shows are recorded each time a paratransit customer makes a cancellation at the door, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip. Excessive No Shows may result in suspensions of service as provided below.

Definitions

No Show - A No Show occurs when all of the following criteria are met:

There has been no call by the customer (or the customer's representative) to cancel the scheduled trip before the vehicle arrives to pick up the passenger.

AND

The vehicle arrives at the scheduled pick-up location within the 30-minute pick-up window.

AND

The driver cannot reasonably see the customer approaching the vehicle within 5 minutes.

AND

The dispatch office is notified and a dispatcher verifies that the operator is at the correct location (confirms address with the driver or confirms the location via GPS mapping).

Note: Cancellations at the door are considered No Shows.

Cancellation –

The customer (or the customer's representative) called to cancel a specific scheduled trip prior to the arrival of the vehicle.

Notes on Cancellation:

The driver is not responsible for cancelling any other trips.

The customer (or the customer's representative) must call to cancel other trips. Pick-up and return trips are scheduled separately. If a pick-up trip is a No Show, CCATD staff will not automatically cancel the return trip.

A No Show on the return trip will count as a second No Show for the day.

No Shows Beyond the Passenger's Control

Trips cancelled for reasons that are beyond the customer's control will not be considered No Shows. This includes missed trips resulting due to sudden illness, family or personal emergency, transit connection delay, appointment delay, extreme weather conditions, operator error, paratransit lateness, or other unforeseen reasons for which it is not possible to call the office to cancel the trip.

Although No Shows will not be issued for reasons beyond the customer's control, the customer should always make every effort to cancel scheduled trips in a timely manner. It is the customer's responsibility to provide the reasoning for not canceling a trip. Contact should be made with the CCATD office as soon as reasonably possible so that No Shows occurring beyond a customer's control can be excused. Lack of any contact will result in a No Show record remaining intact and may lead to warnings/service suspensions detailed below.

No Show Notifications

Customers will:

Be notified of each No Show in writing (door hanger)

Be contacted by email or phone after two No Shows

Will receive a warning after five No Shows.

Communications will list the total number of No Shows and the percent of No Shows in reference to the total number of trips booked in the period. Specific dates, times and locations of each No Show in the period will be provided in writing upon customer request.

Pattern and Practice of No Shows

Customers may be suspended from paratransit service when have a "pattern and practice" of No Shows.

A Pattern and Practice of No Shows means:

A substantial number of no shows

An above average frequency

Substantial Number

A person who schedules one round-trip in a month and no-shows both ends of that trip would have no showed 100% of the scheduled trips, but this does not constitute a pattern and practice. Scheduling two round-trips and no-showing both is not a “Substantial Number”. A minimum of five no-shows in a month (thirty days) is considered a substantial number.

Above Average Frequency

When determining what frequency of no-shows constitutes a pattern and practice of abuse CCATD will consider the overall no-show rate for all riders and adjust upward, so as not to penalize riders with average no-show records.

If the current monthly overall no-show rate is five percent, for example, a rider who no-shows only five percent of the scheduled trips will not be considered an abuser of the service, because this is the average. Abuse is considered to be at least three times the overall system average, such as 15 percent if the system average is five percent.

Both the number and the frequency are evaluated to document a pattern and practice of no shows.

A customer has five or more No Shows in a rolling 30-day period;

AND

The number of No Shows represents more than 15% of the trips booked by the customer in a rolling 30-day period.

Warning and Disciplinary Actions

A customer who shows a pattern and practice of No Shows may be subject to a suspension of service, as shown in the table below.

Consequences of a Pattern and Practice of No Shows	
1st Violation	Letter of warning and/or phone contact
2nd Violation	2 Day Suspension
3rd Violation	5 Day Suspension
4th Violation	10 Day Suspension and Loss of Subscription Service

Violation history covers a 12-month floating period. Additional violations (5th, 6th, etc.) will have the same consequences as the 4th violation

If a customer has a pattern and practice of No Shows as provided above, they will receive a suspension letter or email, proposing to suspend service within two weeks and outlining the appeals process. Suspension of service will be postponed pending the completion of the appeals process if one is requested.

Before any suspension of service due to no-shows CCATD staff will notify the individual rider in writing citing specifically the full reason for the proposed suspension and its length, including the exact no-show dates, times, pickup locations, and destinations on which the proposed suspension is based.

The notification will include information about the appeal process, including how to file an appeal. It will include a statement that the suspension is not based on any no-shows beyond the rider's control. The statement will include how to contact the CCATD about no-shows beyond their control.

The suspension will not start until at least 14 days after a notice of a proposed suspension of service is sent.

Appeal of No-Show trip or Excessive Cancellations

Any passenger may appeal a service suspension for a Pattern and Practice of No Shows by calling the CCATD at 541.267.7111. The CCATD Transit Operations Manager will conduct an independent review of the decision to suspend services. The individual may be asked to participate in an in-person interview.

The CCATD Operations Manager will make every effort to complete the review process as soon as possible and the person will be notified in writing within five (5) business days of the review decision.

If a person is not satisfied with the outcome of the review, they may initiate an appeal of the CCATD Transit Operations Manager's decision.

The Appeal Process

In order to appeal the CCATD Operations Manager's independent review, a person must submit an appeal within fourteen (14) days of receiving notice of the review decision. The written appeal should be submitted to:

CCATD Special Transportation Advisory Committee
2810 Ocean Blvd SE
Coos Bay, OR 97420

The CCATD Operations Manager will notify the person of the date, time and location of the appeals hearing. The person appealing the decision is allowed to have someone accompany them to the appeals hearing. A person's service will not be affected during the appeals process.

[How to Cancel a Scheduled Ride](#)

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

How Long Will a Paratransit Vehicle Wait?

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

Fares

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

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

Trip Purpose

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

Driver Assistance

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

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

Lift, Ramp, and Equipment Failure Procedure

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

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

[How to Reserve a Ride](#)

You can reserve your Paratransit ride from 1 to 14 days in advance of your trip. The Paratransit scheduling office takes trip requests Sunday – Friday from 8:00 a.m. until 5:00 p.m. To request a ride, call the Paratransit Scheduling Office at 541.267.7111.

Subscription Service

If you need a ride to the same place, at the same time, at least once a week, "Subscription Service" may be a good option for you. This service allows you

to schedule these trips with one call. You will then be automatically placed on the schedule each week. Ask the Customer Service Representative about this option.

Scheduling Tip

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

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

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

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

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

If Your Appointment is Running Late

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

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

Every effort will be made to adjust your return trip pick-up time and assign another bus to pick you up at a later time. Because schedules are set the day before, there may be a delay of 90 minutes or more before another vehicle is available to accommodate your trip, or another bus may not be available.

Remember: Allow extra time for medical appointments or other appointments that may take longer than expected. This will reduce the unnecessary cost of sending an additional vehicle.

When the Paratransit Vehicle Arrives

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

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

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

Personal Care Attendants

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

To be able to have one PCA ride free with you, you must be registered with us as needing a PCA. This is done as part of the eligibility process. If you did not indicate a need for a PCA when you first applied to be eligible for Paratransit and now need a PCA, you should call and request that a new application form be mailed to you.

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

Guests/Companions

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

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

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

Children

All children under five (5) years of age must be accompanied by an adult 18 or older. They cannot ride unattended.

Children ages 5-11 will need to be accompanied by a responsible party aged 12 year or older at all times.

Traveling with a responsible party allows children to remain in care of someone who understands the instruction of an operator, first responder or supervisor throughout the travel.

Wheelchairs and other Mobility Aids

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

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

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

Wheelchair Securement and Seat Belt Policy

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

Respirators and Portable Oxygen Equipment

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

Service Animals

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

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

- The animal must not be aggressive towards people or other animals
- Service animals “under control” are allowed to access all transit vehicles.

Pets

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

Rider Courtesy and Conduct

- No smoking on the vehicles.
- Riders shall maintain appropriate, reasonable personal hygiene.
- No eating or drinking on-board (unless required for health reasons.)

Coos County Area Transportation District (CCATD) ADA Riders Guide 2020

- No riding with open containers of alcohol or with illegal drugs.
- No abusive, threatening, or obscene language or actions.
- No deliberate fare evasion.
- No physical abuse of another rider or the driver.
- No petting guide dogs or other service animals without the permission of the owner.
- No playing of radios, cassette tape players, or compact disk players (without headphones), or other noisy equipment while on-board.
- No operating or tampering with any vehicle equipment.
- Littering is prohibited.
- Shirts and shoes or other footwear must be worn.
- Baby strollers and any shopping carts should be folded and must not block the aisle.
- Objects must not be thrown from the bus window.
- Head, arms and other body parts must be kept inside the bus.
- Parents must control children.
- Federal regulations prohibit the transportation of flammable or explosive materials on transit vehicles.
- Weapons are prohibited on buses.
- CCATD is unable to transport large items such as:
 - Bicycles
 - Large boxes
 - Any items that will block the aisle.

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

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

However the CCATD will not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.

Appendix A

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

Procedure 1 - The CCATD provides Door to door paratransit service as described in the Riders Guide: "Door to Door" ADA Paratransit Service meets the federally required "origin to destination" service.

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

Procedure 2 – The CCATD may refuse to provide service to riders, their personal care attendant or companions traveling with riders (any individual) that engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.

However CCATD will not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.

Procedure 3 – Complaints shall be handled in the following manner:

Complaint forms shall be filled out for all complaints received.

On any written complaint or voice mail complaint received a verbal acknowledgment will be made within twenty-four (24) hours to the customer to inform the person that their complaint is being investigated.

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

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

At the discretion of the CCATD Operations Manager and depending on the severity of the complaint a verbal response may replace the written response, but the complaint will still be documented.

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

Procedure – 4 Process to be used in considering requests for reasonable modification with respect to fixed route, demand responsive, and complementary paratransit services.

Passengers may request a reasonable modification with respect to fixed route, demand responsive, and complementary paratransit in order to use our service, or submit a comment or complaint about the services, by contacting CCATD at 541-267.7111

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

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

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

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

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

In any case in which a request for a reasonable modification is denied, action shall be taken, to the maximum extent possible, (that would not result in a direct

threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by the CCATD.

Procedure 5 Sandy or Slippery Walkway

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

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

Procedure 6: Pick Up and Drop Off Locations with Multiple Entrances

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

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

Procedure 7 Private Property

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

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

Procedure 8 Obstructions

For fixed route services, a passenger's request for a driver to position the vehicle to avoid obstructions based on the passenger's ability to enter or leave the vehicle at a designated stop location, such as parked cars, sand, and construction, should be granted so long as positioning the vehicle to avoid the obstruction does not pose a direct threat.

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

Procedure 9 Fare Handling

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

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

Procedure 10 Eating and Drinking

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

Procedure 11 Medicine

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

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

Procedure 12 Boarding Separately From Wheelchair

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

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

Procedure 13 Dedicated Vehicles or Special Equipment in a Vehicle

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

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

Procedure 14 Exclusive or Reduced Capacity Paratransit Trips

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

Procedure 15 Outside of the Service Area or Operating Hours

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

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

Procedure 16 Personal Care Attendant (PCA)

While PCAs may travel with a passenger with a disability, the CCATD is not required to provide a personal care attendant or personal care attendant services to meet the needs of passengers with disabilities on paratransit or fixed route trips.

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

Procedure 17 Intermediate Stops

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

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

Note: CCATD Drivers are not allowed to alter a passenger's scheduled pick up or drop off time or location without authorization from the Dispatcher.

Procedure 18 Payment

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

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

Procedure 19 Caring for Service Animals

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

Procedure 20 Opening Building Doors

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

Note that a request for "door-through-door" service (i.e., assisting the passenger past the door to the building) generally would not need to be granted because it could rise to the level of a fundamental alteration.

Procedure 21 Exposing Vehicle to Hazards

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

Procedure 22 Hard-to-Maneuver Stops

A passenger may request that a paratransit vehicle navigate to a pick-up point to which it is difficult to maneuver. A passenger's request to be picked up in a location that is difficult, but not impossible or impracticable, to access should generally be granted as long as picking up the passenger does not expose the

vehicle to hazards that pose a direct threat (e.g., it is unsafe for the vehicle and its occupants to get to the pick-up point without getting stuck or running off the road.)

Procedure 23 Specific Drivers

A passenger's request for a specific driver will be denied. Having a specific driver is not necessary to afford the passenger the service provided by the transit operator.

Procedure 24

Luggage and Packages

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

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

Procedure 25 Request to Avoid Specific Passengers

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

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

Procedure 26 Navigating an Incline, or Around Obstacles

A paratransit passenger's request for a driver to help him or her navigate an incline (e.g., a driveway or sidewalk) with the passenger's wheeled device should generally be granted.

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

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

Procedure 27 Extreme Weather Assistance

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

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

Procedure 28 Unattended Passengers

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

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

Procedure 29 Need for Return Trip Assistance

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

The CCATD provides door-to-door service for all paratransit trips unless doing so would create a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time.

Procedure 30. Five-Minute Warning or Notification of Arrival Calls

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

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

Procedure 31 Hand-Carrying

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

Hand-carrying a passenger is also a PCA-type service which is outside the scope of driver duties, and hence it would be a fundamental alteration of the driver's function to provide PCA services of this kind.