

Coos County Area Transportation District (CCATD) Advisory Committee Agenda

Monday February 24th, 2020 2:00 p.m.
SCBEC Conference Room
93781 Newport Lane
Coos Bay, OR 97420

- 1) Call to Order
- 2) Roll Call
- 3) Changes to Agenda
- 4) Public Comment
- 5) Approval of Minutes January 6th, 2020
- 6) Old Business
- 7) New Business
 - A. Fixed Route/Paratransit Presentation
 - B. Software RFI
 1. RFI
 2. Tally Sheet
 3. Timeline
 - C. Bandon – Discussion - Switch to Deviated Fixed Route
 1. Productivity chart Nov - Dec
 - D. Riders Guide
- 8) General Manager Report
 - A. Roseburg Feasibility Study (RFP)
 - B. Florence Route
- 9) Information Items
 - A. Tara Johnson – Appointed to CCATD
 - B. Applicant - Samyukta Vendrathi
- 10) Next Meeting
- 11) Adjourn

Coos County Area Transportation District Advisory Committee

MINUTES - JANUARY 6, 2020

1. **CALL TO ORDER** – David hope called the meeting to order at 2pm and asked all present to introduce themselves.

Present: Diane Johnson; Gabriella Colton; Genevieve Sharkey; Debora Eversole

Absent: Tara Johnson; Selena Irvin

Staff: David Hope, GM; Melissa Metz

Guests: Liz Stephens; Mike Merchant; Mike Claussen; Andrew Burgmeier; Dick Leshley, Chair of CCATD

Dick Leshley gave a primer on the Governing Board and the role of the Advisory Committee. He wants the Advisory Committee to know that they are the voice of the community and have a direct line to the Board of Directors.

2. ELECTION OF CHAIR AND VICE CHAIR

D. Eversole nominated Genevieve Sharkey for Chair. Motion was seconded by Diane Johnson. Motion passed.

Chair Sharkey nominated Diane Johnson for Vice Chair. Motion was seconded by G. Colton. Motion passed.

3. NEW BUSINESS

Item A. Bylaws of the CCATD Advisory Committee

M. Metz clarified that these are the same bylaws that were passed in the fall of 2019 except the Coos County Area Transit was replaced with Coos County Area Transportation District.

D. Eversole moved to recommends to CCATD Board of Directors to approve the Bylaws of the CCATD Advisory Committee. Motion was seconded by Diane Johnson. Motion passed.

Item B. STIF Plan for Coos County

M. Metz reviewed the STIF Plan with the Committee. She also clarified that if the Committee fails to recommend to the Board of Directors to ratify the existing plan. STIF cash flow will cease until the next biennium.

D. Eversole moved to recommend to the CCATD Board of Directors to ratify the existing STIF Plan for Coos County. Motion was seconded by G. Colton. Motion passed.

Item C. Oregon Public Transportation Plan (OPTP) & the Upcoming Discretionary 5310 Grant Application

David reviewed the OPTP with the Advisory Committee and talked about the upcoming grants.

See attached handout for summary.

4. Public Comment

Mike Merchant shared some history on Coos County Area Transit.

5. Meeting Schedule

4th Friday of February, May, August and November @ 2PM

6. Adjourned, 4:41PM

CCATD Goal Alignment with Oregon Department of Transportation

Goal 1: Mobility – Public Transportation User Experience

Public transportation provides essential mobility for people who live, work, and visit Oregon. For some, public transportation is an option for lower stress travel through congested areas. For young people, it can provide the ability to participate in more activities. For others, public transportation is their only means of travel. Older adults and people with disabilities throughout the state rely on public transportation to meet basic daily needs, and many low-income Oregonians depend on public transportation to reach jobs and services.

Today, the demand for public transportation throughout Oregon exceeds available services.

At a time when resources are strained and demand for service is increasing, many local jurisdictions and public transportation providers are faced with choices about how to best serve the greatest number of people. Decisions about what types of service to invest in require considering complex effects and interactions to find what service best meets the intended purpose

CCATD Goal 1.

Note "Type of service = Mode (Fixed Route, deviated fixed route, paratransit, taxi, or rideshare.)

- 1) Purchase new software to capture fixed route and paratransit data. Specifically, Passengers per hour, cost per hour, cost per trip, and on time performance. Include trips provided by taxi. Investigate rideshare program, costs, benefits.
- 2) Evaluate data annually and adjust mode as may be appropriate.

Strategy 1.1B: Maximize transit effectiveness by making location appropriate choices about whether a route or system is designed to maximize ridership or provide geographic coverage. Measure performance against the service objective

CCATD Goal 2.

- 1) Analyze propensity to ride based on demographics within ¼ mile of possible fixed routes.
- 2) Select the most effective routes considering Title VI and other federal requirements.
- 3) Measure actual ridership over the three-year route maturation process. (Ridership should increase during each of the first three years until the route is "mature")

Strategy 1.3C: Provide multiple fare options as appropriate, such as one-trip fares, day passes, monthly passes, and multi-ride fares, to meet varying rider needs

CCATD Goal 3.

- 1) Analyze current fare options.
- 2) Track number of each type sold.
- 3) Measure actual farebox recovery ratio annually

Strategy 1.4C: Utilize promotions to introduce new riders to public transportation. These could include offering dedicated service for community events or holding “transit week” or similar “try transit” events.

CCATD Goal 4.

- 1) Approve annual free ride week on fixed route.
- 2) Compare ridership during the free ride week to normal weeks.
- 3) Develop survey for passengers during free ride week.
- 4) Measure passenger satisfaction during survey week.

Goal 2: Accessibility and Connectivity – Getting from Here to There

Strategy 2.1A: Assess feasibility of providing frequent and/or high capacity public transportation connecting key destinations where population and land use characteristics support such services.

CCATD Goal 5.

- 1) Develop a feasibility study for the Roseburg route.
- 2) Submit study to ODOT for approval.
- 3) Implement route when approved.
- 4) Measure actual ridership statistics to feasibility study.

Strategy 2.1B: Provide new or more frequent regional and intercity connections. Work with ODOT to identify possible strategies to provide the new connections.

CCATD Goal 6.

- 1) Finalize Florence connector planning.
- 2) Implement Florence service.
- 3) Measure actual ridership statistics annually.

Strategy 2.2A: Seek to eliminate first and last mile barriers by improving public transportation links to other facilities and services. These may include accessible facilities, sidewalks, trails, bicycle parking, bikeways, carshare, TNCs and taxis, rideshare, and bikeshare services.

CCATD Goal 7.

- 1) Identify current paratransit passengers that may be able to use fixed route if a taxi were available for the first and/or last $\frac{3}{4}$ mile.
- 2) Perform a cost benefit analysis for these trips.
- 3) Implement a pilot program.
- 4) Measure cost savings of trips in pilot program.

Strategy 2.2E: Ensure that public transportation vehicles can carry multiple bicycles

CCATD Goal 8.

- 1) All fixed route vehicles are equipped with bike racks.
- 2) Each bike rack will hold 2 bicycles.
- 3) We will track the number of bicycles transported annually.

Strategy 2.3A: Coordinate efficient and easy to use regional, long distance and urban connections between neighboring public transportation systems and services with reasonable wait times and comfortable waiting locations.

CCATD Goal 9.

- 1) Implement Florence and Roseburg routes in 2020.
- 2) Track ridership, cost, and passenger type on both routes annually.

Goal 3: Community Livability and Economic Vitality

Strategy 3.1A: Promote adequate public transportation service to employers, schools, and educational institutions.

CCATD Goal 10.

- 1) Identify employers, schools, and educational institutions on all fixed routes.
- 2) Update the list annually.

Goal 4: Equity

Strategy 4.1A: Include transportation disadvantaged populations early and often in public transportation planning and investment decisions, such as via outreach, inclusion in project committees, and other roles. Ensure that public meetings are held in locations that are accessible and scheduled at times that increase opportunities for community members to participate.

CCATD Goal 11.

- 1) The CCATD Advisory Committee is open to and comprised of individuals representing these populations.
- 2) Continue to staff the Advisory Committee with individuals representing these populations.
- 3) Post notices of all meetings in all fixed route and paratransit vehicles in addition to the public service announcements.
- 4) Document efforts (notices and public service announcements) for all meetings.

Strategy 4.3B: Use available technologies and data collection best practices to develop comprehensive data sets on public transportation services, routes, and riders to increase understanding and awareness of barriers to public transportation use.

CCATD Goal 12.

- 1) Use the new software to analyze data and develop comprehensive data sets on public transportation services, routes, and riders to increase understanding and awareness of barriers to public transportation use.
- 2) Track and report any changes in service based on an analysis of the results.

Goal 5: Health

Policy 5.1: Provide access to healthy lifestyle options by supporting the ability of people to reach goods and services such as groceries, recreation, parks and natural areas, health care, and social opportunities via public transportation

CCATD Goal 13.

- 1) Develop a list of grocery stores, recreation facilities, parks, natural areas, health care, and social opportunity locations served by each fixed route. Analyze propensity to ride based on demographics within $\frac{1}{4}$ mile of possible fixed routes.
- 2) Measure actual boarding and deboarding at the locations annually

Goal 6: Safety and Security

Policy 6.1: Plan for, design, and locate transit stops and stations to support safe and user-friendly facilities, including providing safe street crossings. Strategy

CCATD Goal 14.

- 1) Catalogue all bus stops and shelters (location, route, ridership, amenities)
- 2) Develop list of possible additional stops.
- 3) Work with ODOT and cities regarding funding ADA accessible stops during road construction or improvements.
- 4) Measure actual bus stops and shelters added each year.
- 5) Track ridership at all bus stops and shelters annually.

6.1A: Design and locate public transportation facilities so that a wide range of users, including pedestrians, cyclists, and people with disabilities can safely access them.

CCATD Goal 15.

- 1) Design all bus stops and shelters locations so that a wide range of users, including pedestrians, cyclists, and people with disabilities can safely access them.
- 2) Catalogue all bus stops and shelters (location, route, ridership, amenities)
- 3) Track passenger type as passengers board (using the new software): Elderly, disabled, wheelchair, bicycle, student.
- 4) Measure ridership for each bus stop and shelter based on annually.

Policy 6.5: Incorporate innovations, such as new technologies and strategies, to increase public transportation safety and security

CCATD Goal 16.

- 1) Incorporate new scheduling software to improve efficiencies and passenger safety. (Note: additional passenger data such as exact location while on the bus will improve safety response time)
- 2) Measure ridership and passenger incidents annually.

Policy 6.6: Integrate public transportation agencies and personnel into emergency response and recovery planning and training activities to support resilience during and after natural disasters and other emergencies

CCATD Goal 17.

- 1) Work with county and city Emergency Responders regarding planning and training activities during and after natural disasters and other emergencies.

Strategy 6.6A: Identify available resources for potential use in emergencies, such as number of vehicles, available operators, vehicle capacity, and fuel storage capacity and availability among others.

CCATD Goal 18.

- 1) Develop list of available resources for potential use in emergencies, such as number of vehicles, available operators, vehicle capacity, and fuel storage capacity and availability among others.
- 2) Update data annually.

Goal 7: Environmental Sustainability

“...Additional practices, such as minimizing “dead head” travel, which is transit vehicle travel that occurs without moving passengers (for example, the beginning and end of the service route or day), and reducing vehicle idling time can reduce the environmental impact of public transportation...”

CCATD Goal 19.

- 1) Use the new software to the full potential to minimize dead head travel and reduce vehicle idling time
- 2) Measure service hours and deadhead hours annually.

Goal 8: Land Use

Goal 8: Land Use Public transportation is a tool that supports Oregon’s state and local land use goals and policies. Agencies collaborate to ensure public transportation helps shape great Oregon communities providing efficient and effective travel options in urban, suburban, and rural areas.

CCATD Goal 20.

- 1) Use the new software to the full potential to develop paratransit and fixed routes that provide efficient and effective travel options in urban, suburban, and rural areas.
- 2) Measure service in all areas annually.

Strategy 8.1B: Develop, adopt, and maintain transit development plans (TDPs) that describe how the agencies will operate and develop the public transportation system services and facilities over a 20-year period. TDPs should consider community plans such as those for land use and transportation overall.

CCATD Goal 21.

- 1) Incorporate information and strategies from the current Transit Master Plan (TMP).
- 2) Compare short range plans to the TMP.

Goal 9: Funding and Strategic Investment

Policy 9.1: Invest strategically in maintenance, planning, transit service, and capital improvements to preserve and enhance public transportation.

CCATD Goal 22.

- 1) Update and enhance the Maintenance plan during 2020.
- 2) Emphasize the importance of following the maintenance plan.
- 3) Measure miles between road calls and on time preventative maintenance.

Preserve current service levels and maintain a state of good repair for vehicles and facilities.

- Improve the efficiency of public transportation services and increase the number of riders.
- Improve public transportation service frequency and reliability such that it provides a viable transportation option for people to meet their daily needs.
- Provide additional connections and services to address public transportation needs, especially in underserved or disadvantaged communities, and growing or populous areas that may need additional or enhanced service.

CCATD Goal 23.

- 1) Preserve current service levels and maintain a state of good repair for vehicles and facilities during 2020.
- 2) Increase the number of riders each year in 2021 and 2022 forward.
- 3) Improve public transportation service reliability such that it provides a viable transportation option for people to meet their daily needs. *(measure road calls and accidents per 100,000 miles. Increase miles between each year starting with 2022.)*
- 4) Track service provided in underserved areas. Compare from year to year.

Goal 10: Communication, Collaboration, and Coordination

Strategy 10.1B: Work towards a statewide information source for transit and transportation information and integrated trip planning. Provide information in multiple formats, such as by telephone, online, and in appropriate locations.

CCATD Goal 24.

- 1) Work with surrounding county transportation providers to better coordinate services and make the information available to the public.
- 2) Include the information on the CCAT Website.

Strategy 10.2B: Implement ways to share staff and technology to enable broad provider access to technology and resources.

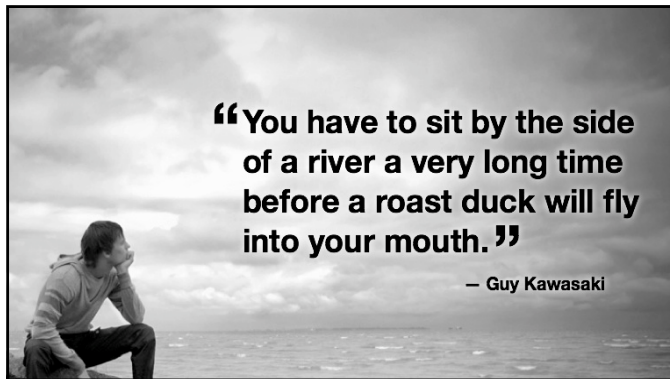
CCATD Goal 25.

- 1) Work with surrounding counties to identify ways to share staff and technology.
- 2) Measure results.

Strategy 10.4A: Work with private providers of transportation to leverage public and private providers' strengths and resources and provide public transportation services in the most cost-efficient ways available

CCATD Goal 26.

- 1) Continue to work with the local taxi operator when doing so is more cost effective.
- 2) Evaluate the cost effectiveness of contracting all service to a broker.



1

Meeting Objectives

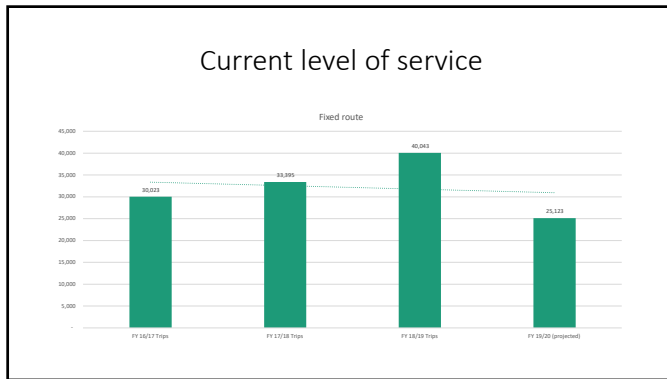
- Define fixed route, paratransit and deviated fixed route
- Review current and potential levels of service
- Review the process we used to:
 - Identify the problem
 - Develop and analyze solutions
 - Recommend a solution
 - Recommend an implementation date
- Read a few quotes from "A Fly on the wall"

2

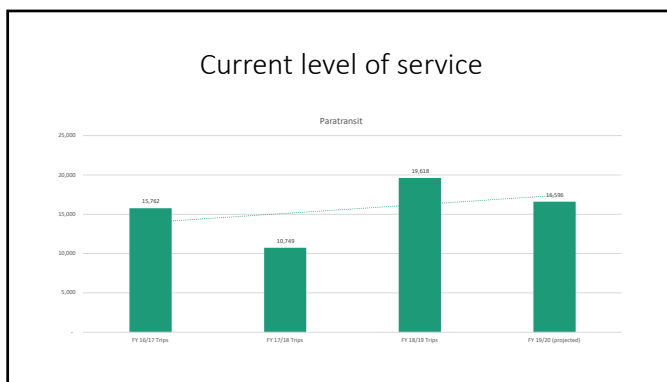
Definitions

- Fixed Route
 - People go to the bus
- Paratransit
 - Buses go to the people
- Deviated fixed route
 - Some people go to the bus
 - Buses go to some people

3



4



5

Current level of service

- Fixed route
 - Service area (Charleston- Downtown Coos Bay not served as in the past)
 - Trending Down
- Paratransit – Trending upwards
 - Required ADA trips increasing
- Changes effective July 1, 2019 had negative impacts on Fixed Route (route changes) and paratransit (eliminated group trips).

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Potential level of service

COST

- Fixed route service enhancements will continue to be in demand:
 - Charleston
 - Mid-Day during current lunch breaks
 - Additional service in Coos Bay (101)
- ADA paratransit demand will continue to increase
 - ADA paratransit trips must be provided where fixed route is available

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Identify Problem

- Passengers and the community want:
 - More fixed route service
 - Charleston, Coos Bay, Mid-Day
 - Additional hours
 - Current fixed routes are under performing (passengers per hour)
 - More Paratransit Service
 - ADA paratransit is required where fixed route is provided
 - All ADA trips must be provided – Denials are not allowed (FTA)
 - ADA trips are increasing
- Problem – Costs will exceed revenue at both the current and potential levels of service

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Develop Solutions

1. Eliminate or reduce fixed routes (Maintain paratransit)
2. Eliminate or reduce paratransit (Maintain fixed route)
3. Reduce driver compensation
4. Change to a lower cost brokered system
5. Identify a new unlimited funding source
6. Eliminate fixed routes and:
 - Provide deviated fixed route service.
 - Provide a reduced level of paratransit

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Analyze Solutions

1. Eliminate or reduce fixed routes
 - Paratransit trips are less productive (Fewer passengers per hour)
 - Paratransit trips cost more per trip

Analysis: It wouldn't work



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Analyze Solutions

2. Eliminate or reduce paratransit
 - Fixed route trips are more productive (Passengers per hour); But
 - Fixed routes could not cover the same geographical area as the current paratransit routes

Analysis: It wouldn't work



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Analyze Solutions

3. Reduce driver compensation
 - CCATD drivers are now compensated at rate comparable to school bus drivers
 - A reduction in driver salary would result in a loss of drivers

Analysis: It wouldn't work



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Analyze Solutions

4. Change model to a brokered system

- Brokers typically pay drivers a lower hourly rate. This would result in the same issues as reducing driver salary

Analysis: It wouldn't work



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Analyze Solutions

5. Identify a new, unlimited funding source for the unlimited ADA paratransit trips

Analysis: It wouldn't work



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Recommend a Solution

6. Eliminate fixed routes:

- Provide deviated fixed route service
- Provide a reduced level of paratransit

Analysis:

- We would not need to provide ADA paratransit
- We could provide non-ADA paratransit in a more cost effective, efficient manner
- We would provide more deviated trips than the current fixed route system (with Charleston added)



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Recommend Implementation Date

- Eliminate current fixed routes (January 2021)
- Implement deviated service (January 2021)
 - Restore service to Charleston and Coos Bay
 - Restore Mid-Day service
- Paratransit trips will be provided more efficiently with fewer vehicles

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The real story from “Buzz” the Fly on the wall

Buzz's top 6 ADA comments he overheard from transit managers since 1990

1. 1992 Cleveland “The ADA is an unfunded mandate”
2. 1993 New York “My senior staff members told me we have to provide ALL ADA paratransit trips regardless of the cost.”
3. 1997 Pittsburg “The FTA told me we have to provide ADA service within a corridor 3/4ths of a mile on each side of our fixed routes.
4. 2000 Miami “We can't start our south side fixed route because we can't afford the potential ADA paratransit trips”
5. 2010 Reno “Look, our job is to provide public transportation. But, some people abuse the ADA. For example- one paratransit passenger booked 8 trips in a single day. She went shopping, to feed the ducks, to get a refund for a gift, to McDonalds, to our office to file a complaint, etc. She had our last vehicle tied up all day. We had to deny a non ADA paratransit trip to dialysis because we did not have a vehicle and driver available.”
6. 2011 Multiple locations “It's time to revise our business plan and reduce cost. Our expenses will exceed revenue this year. We need to switch some of our fixed routes to deviated fixed routes to reduce our ADA paratransit cost!”

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How do the real story highlights from Buzz (listed below) line up with transit around the country

- ¼ or ¾ mile corridor
- Deviated Fixed route
- No ADA paratransit

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Deviated Fixed Route locations

The Dalles Deviated Fixed Route Bi-State Development in Oregon and Washington
<https://www.ncedd.org/the-dalles-deviated-fixed-route/>

The LINK's **Deviated Fixed Route** operates Monday through Friday on an hour loop around town. Rides are \$1.50 each.

What Does "Deviated" Mean?

The bus operates along a route with a regular schedule, but can also leave the route to accommodate requests for "off-route" drop-offs or pick-ups. The **number of deviations per run is limited** and must be scheduled in advance by calling 541-296-7595. Only deviations **within 1/4 mile** of the route are allowed. Time is built into the schedule to allow for deviations. This means the bus may get to the stops earlier than the scheduled time if there are no deviations, but the bus will not leave that stop until the time posted in the schedule.

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Deviated Fixed Route locations

<http://www.tricountytransit.org/flex-routes.html> Tri-County Transit New Hampshire

Tri-County Transit currently offers several routes and services to the general public. Included among these services are **local flex routes**.

Our Flex Route services are routes that have fixed stops and run on a circulatory type schedule. Flex route buses combine the convenience and affordability of public transit with the ability to access off-route destinations. These routes are designed to allow for deviations without creating excessive delays for other riders on the bus. The flex route buses will **deviate 1/4 mile** off of their designated routes to assist elderly or disabled passengers as well as the general public who may have difficulty getting to a Flex Route bus stop.

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Deviated Fixed Route locations

The Bus - Merced, CA 95340 <https://www.mercedthebus.com/27/About-Us>

Deviated Fixed Route

Deviated Fixed routes are routes that stop within the communities of Dos Palos, Gustine, Santa Nella. The bus may deviate from the route up to **3/4 of mile** to make pick-ups for both ADA and general riders at a higher fare. All deviated pick-ups **require a next day reservation** by calling (209) 384-3111. Please note this route may be subject to delays.

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Deviated Fixed Route locations

- **Benson Arizona** <https://www.cityofbenzon.com/76EC-17CB4218-090D-483F-9D0E-48B7343292E1>
- BAT Fixed Route Service
- See our **New Schedule: Effective April 30, 2018** Service is available Monday - Friday, between 8:00 am - 4:00 pm.
- **Benson Area Transit operates a Fixed Deviated Route** service with bus stops throughout the City of Benson and Pomerene. Fixed Route buses are wheelchair accessible.
- Fixed Deviated Route operates Monday - Friday 8:00 am - 4:00 pm

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Deviated Fixed Route locations

Molalla Or <https://sctd.org/ada.html>

The South Clackamas Transportation District SCTD Public Transit System operates three routes, two are commuter service routes and **one operates on a deviated fixed route** basis. SCTD complies with ADA requirements with respect to such services.

The Molalla City Bus Deviated Fixed Route is offered to all members of the public, not just persons with disabilities, therefore the service is considered "demand response" **and SCTD is not required to provide ADA complementary paratransit.**

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Deviated Fixed Route locations

Potomac Valley Transit Authority Mineral, and Pendleton Counties in WV.
<https://www.potomacvalleytransit.org/>
 ROUTE DEVIATION SERVICE

PVTA provides a **route deviation** service on regular route services. We will pick you up and drop you off at locations **within three fourths of a mile of** the regular route. To receive this service you should make a reservation by the end of the business day prior to the day you wish to travel. Business hours are 5:00 a.m. through 5:00 p.m. Monday through Friday. If the PVTA office is closed, you can make a request for route deviation service by leaving a message on our telephone system or calling the PVTA office the day you would like route deviation service. If you choose to leave a message, please be specific on the deviation service you want us to provide and give us contact information in your message which includes your name and phone number.

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Deviated Fixed Route locations

St. Joseph Missouri <https://www.stjoemo.info/313/CurbSide-Service>

Instead of going to a bus stop, customers can use the **route deviation** service. This is a curb-to-curb service, **available for all customers** regardless of ability.

Reservations

You can call 233-6700 to make a reservation for a deviation. You can also do it online.
If you need a deviation today, call 233-6700.

Fee & Scheduling

There is an additional fee of 50 cents for each deviation. A minimum of 30 minutes advance notice is required to schedule a deviation, but more notice is better. Walk-on route deviations (where the customer just asks the driver to make a deviation) are also welcome.

Trouble Areas

The buses are too large to go into some cul-de-sacs, parking lots, or very narrow streets. In cases where the bus cannot go, the dispatcher will indicate the nearest bus stop.

Also, when it is necessary to run on "Snow Routes" because of winter storms, we cannot do deviations. Once we're back to regular routes after a storm, we will resume doing deviations wherever street conditions are safe.

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Deviated Fixed Route locations

C-TRAN, Elmira, NY https://hdectran.com/en/index.php?option=com_content&view=article&id=98&catid=10

Offers curbside pick-up service through its **Route Deviation/Demand Response Service Program**. If you are a person living **within 3/4 of a mile of a bus route**, you may qualify for curbside service. The fare for Route Deviation is double the regular fixed route fare, \$3.00 or \$1.50 if you qualify for Half Fare. Monthly or semester passes do not apply toward payment of Route Deviation. Each route deviation will cost double the regular fixed route fare. To schedule a Route Deviation trip, call our Customer Service Department at 607-734-5211 between 8:00 a.m. and 5:00 p.m. For next day service, your request must be made by 5:00 p.m. the previous day.

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Resources

1. Moving from Demand Response to a Deviated Fixed Route – Best Practices
<http://nationalrtap.org/Resource-Center/demand-response-search/161>
2. A Guide for Planning and Operating Flexible Public Transportation Services (2010)
<https://www.nap.edu/documents/22941>
3. Video – Deviated Fixed Route (Two Oregon presenters)
<https://www.youtube.com/watch?v=1th8oC9e7n0&feature=youtu.be>
4. RTAP Marketing <http://nationalrtap.org/Toolkit/Marketing-Toolkit/Welcome>

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Parting thought

Thirty-nine percent of 500 respondents to a survey conducted by the Transportation Research Board (TRB) provide some type of “flexible” public transportation.

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Thirty-nine percent!

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Request for Information for Paratransit and Fixed Route Software	
Coos County Area Transportation District (CCATD)	
Date Issued	January 20, 2020
Deadline for Questions	January 27, 2020 4:00 pm Pacific Time
Answers to Questions to be posted	February 3, 2020 4:00 pm Pacific Time
Response to RFI Due	February 10, 2020 4:00 pm Pacific Time

RFI Document 1/20/2020

REQUEST FOR INFORMATION (RFI) FOR TRANSPORTATION SOFTWARE

Responses are hereby requested by the Coos County Area Transportation District (CCATD) 2810 Ocean Blvd SE, Coos Bay Oregon, 97420 to be received until 4:00 pm Pacific Time, on February 10, 2020 for Paratransit and Fixed Route Software.

Requests for clarification and/or questions concerning this RFI should be directed to David Hope via email dhope@coostransit.org. All submittal questions concerning this RFI are due by January 27, 2020 4:00 pm Pacific Time. The RFI is available on the CCAT website <http://www.coostransit.org/>.

SECTION 1:

1.1. GENERAL REQUIREMENTS

This is a Request for Information (RFI) only and does not constitute a commitment, implied or otherwise, that CCAT will take procurement action in this matter. Further, CCAT will not be responsible for any costs incurred in furnishing the requested information; all costs associated with responding to this RFI will be solely at the interested party's expense. No award will be made based on the results of this process.

Interested parties should submit a response to Section 2.2 - Request for Information.

Upon release of this RFI, all communications should be via E-mail to David Hope, General Manager dhope@coostransit.org. The subject line of the email should read "2020 RFI Paratransit and Fixed Route Software" to ensure that the response is properly identified and evaluated by CCAT. Responses to this RFI should be submitted in Portable Document Format (PDF). Please note that CCAT's file size limitation is 35MB.

1.2. SUBMITTAL

Responders to this RFI should try to limit responses to 10 pages (35 MB or less) including a cover letter that is signed by an officer authorized to submit the response on behalf of the firm. CCAT will only accept email RFI responses. The email should contain the following information:

- Identification of proposing firm(s), including name, address, telephone number(s), and email address.
- Name, title, address, telephone number, and email address of the contact person for the project.
- Response to Section 2.2

1.3. ADDENDUM TO RFI

If it becomes necessary to revise this RFI, any addendums will be posted on the CCAT website and/or sent to those having expressed an interest in submitting a response.

1.4 QUESTIONS/REQUESTS FOR CLARIFICATIONS

CCAT will respond to Questions and Requests for clarifications to those parties who have expressed interest in this RFI and will post any responses on the CCAT website.

SECTION 2: PROJECT DESCRIPTION

2.1. BACKGROUND

CCAT is responsible for the administration and operation of paratransit and transit service in Coos County Oregon. CCAT currently provides service on five (5) fixed routes and five (5) paratransit routes.

CCAT utilizes the following to provide service:

- Easy Ride paratransit scheduling software
- Seon camera system
- Diamond Manual fare box
- Two way radio system

2.2. REQUEST FOR INFORMATION

CCAT is open to innovative and flexible solutions that have been previously deployed in other locations. CCAT is interested in systems which have a reasonable cost of entry, are easily maintained, and provide a user-friendly experience.

Please submit a brief description that provides information on your company's capabilities and experiences pertaining to the items below. *(It is not necessary to respond to each item)*

I. General

1. How does your application facilitate rider-focused technologies?
2. How does your application utilize GPS capabilities to facilitate ride scheduling?
3. How does your application optimize routes and schedules?
4. How does your application manage rider fares and/or donations?
5. Please provide references for other customers currently using your program.

II. User Experience/User Interface and Communications

1. How is your application made available to employees?
2. How does your application allow customers to manage and view their profiles and trips in the system?
3. How does your technology support online/app-based booking or requesting of trips by users?
4. How does your application disseminate ride notifications to users?
5. How does your application offer real-time trip information to customers?
6. How does your application allow both drivers and riders to understand trip length, trip time, costs (if applicable), and estimated time of arrival and location of the driver?

III. Manifests

1. How does your application communicate driver manifests?
2. Do you offer the option of auto-emailing manifests?
3. How are rider's mobility needs or limitations communicated to the drivers on the manifest?
4. Please provide a sample manifest.

IV. Data and Reporting

1. What are the system's reporting capabilities?
2. What types of reports does your system generate?
3. Can reports be customized by the users?
4. What types of metrics does the system track?
5. How will the system import and export data?

V. System Security and Confidentiality

1. How does your program protect confidential customer information?
2. Please describe your HIPAA compliance policy.
3. How is your application hosted? Locally on premises or in the cloud?

VII. Support and Cost

1. What is your cost structure?
2. How do you charge for system modifications or customizations?
3. Please describe your start up/implementation costs.
4. What is your application licensing model?
5. Please provide complete overview of all costs associated with the system as well as additional costs that may be incurred.
6. Describe your customer service policy, how quickly you respond to requests for system service and the hours you are available.
7. How frequently do you update your mapping software? Is there a cost?
8. How will your application make our system more efficient and save money?

VIII. Mode

1. How does your application facilitate demand response transportation?
2. How does your application facilitate fixed route transportation?

Tally Sheet

All are rated 1 to 5. 5 best.
Vendor & Reply

RFI Questions

I. General		Routermatch Software	Routing Box	HBS Connect Corp	Passio Technologies, Inc	Enghouse Transportation	Doublemap	Connexion2	US Cellular	Ecolane	Kyrti Group (Demandtrans	CTS	Shah Software	Dispatchbot
1	1. How does your application facilitate rider-focused technologies?	12	8	9	11	10	12	3	9	15	11	3	10	3
1	2. How does your application utilize GPS capabilities to facilitate ride scheduling?	14	10	12	7	9	12	3	8	15	6	3	9	3
1	3. How does your application optimize routes and schedules?	14	6	12	10	9	11	3	4	15	7	3	6	3
1	4. How does your application manage rider fares and/or donations?	12	9	12	9	9	10	3	3	13	7	3	7	3
1	5. Please provide references for other customers currently using your program.	13	6	12	6	9	10	3	3	15	15	3	12	3
II. User Experience/User Interface and Communications														
1	1. How is your application made available to employees?	12	8	11	9	6	11	3	3	12	6	3	7	3
1	2. How does your application allow customers to manage and view their profiles and trips in the system?	13	7	13	10	6	10	3	5	14	6	3	8	3
1	3. How does your technology support online/app-based booking or requesting of trips by users?	13	5	11	9	4	10	3	5	15	7	3	8	3
1	4. How does your application disseminate ride notifications to users?	13	4	11	11	8	11	3	3	14	7	3	8	3
1	5. How does your application offer real-time trip information to customers?	12	6	11	8	6	11	3	5	14	6	3	7	3
1	6. How does your application allow both drivers and riders to understand trip length, trip time, costs (if applicable), and estimated time of arrival and location of the driver?	12	10	12	10	7	11	3	3	13	6	3	7	3
III. Manifests														
1	1. How does your application communicate driver manifests?	14	3	12	10	9	5	3	4	15	9	3	10	3
1	2. Do you offer the option of auto-emailing manifests?	14	7	9	11	3	6	3	5	13	6	3	4	3
1	3. How are rider's mobility needs or limitations communicated to the drivers on the manifest?	12	5	12	11	6	5	3	5	13	7	3	8	3
1	4. Please provide a sample manifest.	13	5	11	12	7	3	3	3	15	6	3	5	3
IV. Data and Reporting														
1	1. What are the system's reporting capabilities?	15	8	15	11	7	8	3	3	15	8	3	9	3
1	2. What types of reports does your system generate?	15	7	14	11	7	8	3	5	14	7	3	6	3
1	3. Can reports be customized by the users?	13	9	15	10	7	8	3	4	13	10	3	8	3
1	4. What types of metrics does the system track?	13	7	14	11	6	7	3	5	13	8	3	7	3
1	5. How will the system import and export data?	13	7	14	11	4	7	3	3	13	8	3	8	3
V. System Security and Confidentiality														
1	1. How does your program protect confidential customer information?	12	8	13	11	3	3	3	3	15	3	3	7	3
1	2. Please describe your HIPAA compliance policy.	12	6	13	13	3	3	3	3	15	3	3	7	3
1	3. How is your application hosted? Locally on premises or in the cloud?	12	6	12	12	5	8	3	5	15	6	3	7	3
VII. Support and Cost														
1	1. What is your cost structure?	5	5	5	4	5	4	3	3	13	3	3	6	3
1	2. How do you charge for system modifications or customizations?	7	5	5	6	5	4	3	3	13	3	3	5	3
1	3. Please describe your start up/implementation costs.	6	5	5	5	5	4	3	3	13	3	3	5	3
1	4. What is your application licensing model?	5	5	4	4	5	3	3	3	13	3	3	7	3
1	5. Please provide complete overview of all costs associated with the system as well as additional costs that may be incurred.	4	10	6	4	5	3	3	3	13	3	3	6	3
1	6. Describe your customer service policy, how quickly you respond to requests for system service and the hours you are available.	12	10	11	10	5	5	3	3	13	3	3	6	3
1	7. How frequently do you update your mapping software? Is there a cost?	10	6	6	3	5	5	3	3	13	3	3	6	3
1	8. How will your application make our system more efficient and save money?	13	9	11	10	6	3	3	3	13	3	3	7	3
VIII. Mode														
1	1. How does your application facilitate demand response transportation?	13	7	11	11	6	7	3	3	14	9	3	8	3
1	2. How does your application facilitate fixed route transportation?	13	7	14	12	6	4	3	3	15	3	3	4	3
33	Total	386	226	358	303	203	232	99	129	457	201	99	235	99

Timeline

	Dec 2019	Jan 20	Feb 10	Feb 12	Feb 13	Feb 24	Mar 9
Received a RFI outline from Kevin Chambers							
Issued RFI							
Response from Vendors due							
Transit staff reviewed 13 replies							
Identified highest ranked vendor							
Staff selection presented to AC on 2/24/2020							
Staff selection presented to CCATD on 3/9/2020							
Selected vendor notified							

Goal – Answer the question: Does Coos County need fixed route or a deviated fixed route mode or some of each?

- 1) Purchase, install, and implement new paratransit and fixed route software and hardware by May 1, 2020.
- 2) Collect 3 month baseline data for PT and FR during May 1, 2020- July 31, 2020.
- 3) Evaluate all fixed route and paratransit service with data collected during May – July.
- 4) Propose service changes to FR and PT by August 30, 2020.
- 5) Make all changes to service by or before January 1, 2021.
- 6) Limit additional major changes to routes and service during the three year maturation period January 1, 2021 – December 31, 2024).

Note:

- Current fixed routes with a productivity (passengers per hour) of less than 1.7 per hour changed to “Deviated” fixed route as soon as possible. (Considering Title VI, ODOT, FTA and operational requirements)
- Charleston route reinstated as soon as possible based on ODOT grant and possible funding from Coquille Tribe.

Bandon Ridership/Hours

Cranberry Express (Fixed Route)

	Ridership	Hours	Pax per Hr
Nov-19	42	69.6	0.60
Dec-19	76	75.4	1.01
Jan-20	40	81.2	0.49
Total	158	226.2	0.70

Dial-A-Ride (Paratransit)

	Ridership	Hours	Pax per Hr
Nov-19	181	164.60	1.10
Dec-19	154	166.07	0.93
Jan-20	166	180.05	0.92
Total	501	510.72	0.98

1. Bandon Fixed Route –Low ridership

- a. Collect FR ridership data for (Nov-Jan)
- b. Collect PT ridership same period
- c. Calculated revenue hours same period for:
 - i. FR
 - ii. PT
 - iii. Switch to Deviated FR if appropriate (Low FR ridership)
1. Title VI 30 day notice and CCATD Board approval required.
2. Evaluate ridership Nov-Jan now. Present to Board during March 2020 meeting.
3. 30 day period Mar 15-April 15
4. Change route if appropriate April 16 or as soon as possible after the 30 day period ends



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 wheelchairs 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 wheelchairs to provide a safe and secure ride.

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

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

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

Public Transportation Service (CCAT) Maps

Pirate Express



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

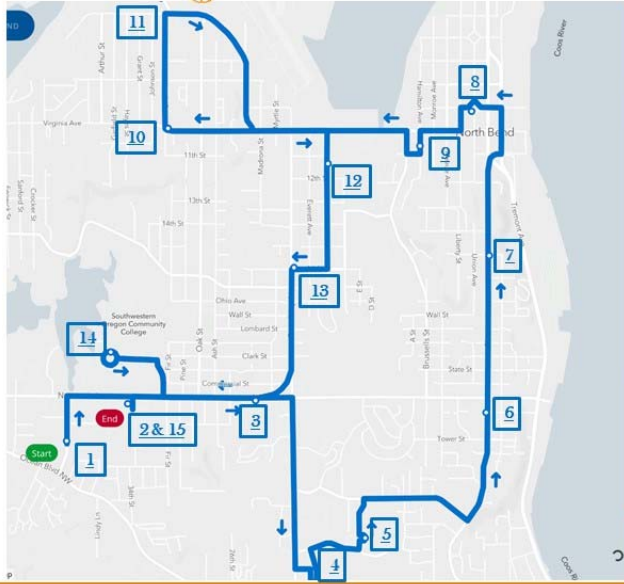
Bulldog Express



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**

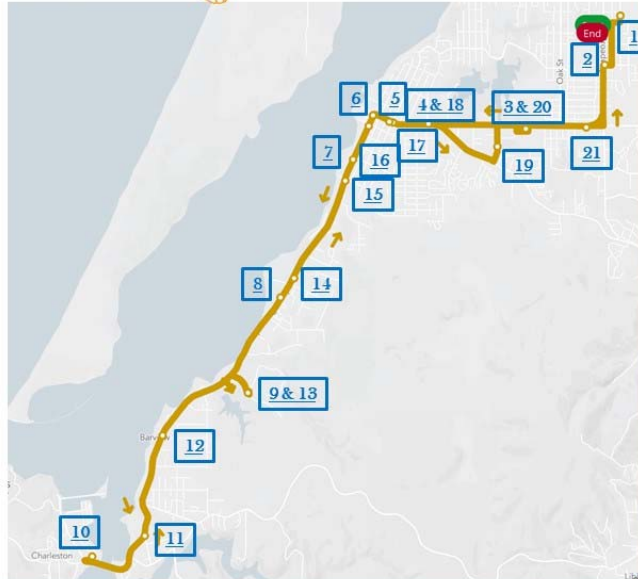
Crab Express



Charleston Intercity Connector – Crab Express

Coming July 2019!!!

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



Stop List:

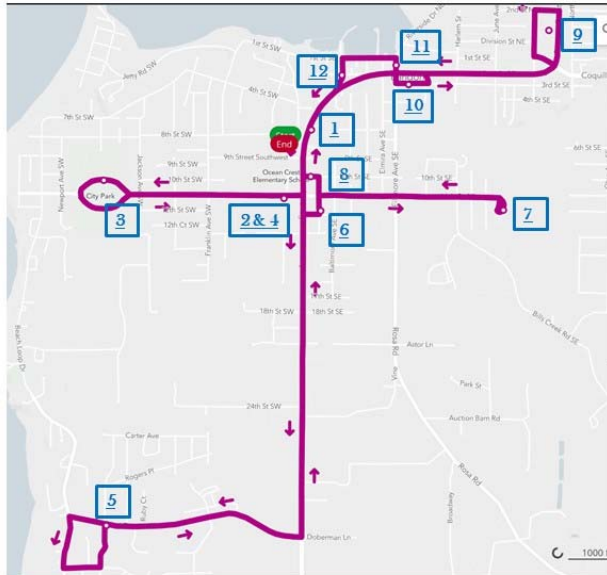
1. VA Clinic - Safeway - Pony Village Mall
2. Dishners
3. Walmart - **Transfer Point**
4. Newmark and Schoneman - 7/11
5. Empire USPS
6. The Hollering Place
7. Espresso Mill and Bakery
8. Charleston Fire Station
9. Killich Recreation Building
10. Charleston Visitor Center
11. Wildahl Rd. and Cape Arago Hwy.
12. Hansen's Barview Market
13. Killich 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

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

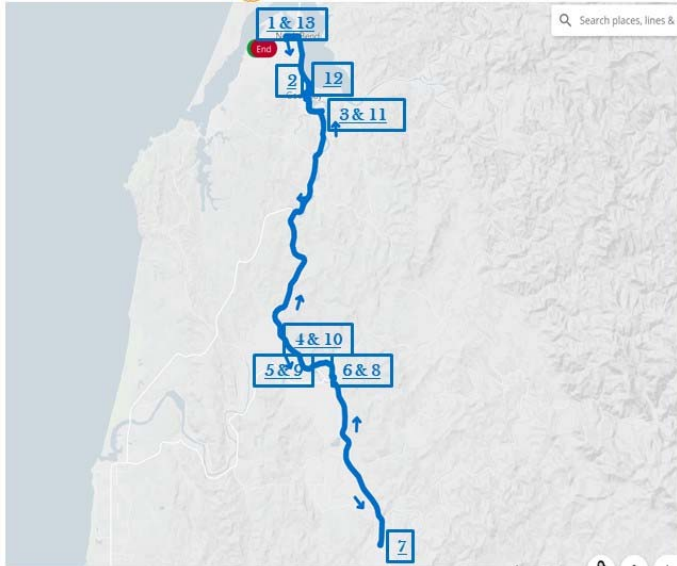
Timber Express



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

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 7:30 a.m. until 6:00 p.m. One fixed route bus operates on Saturdays. 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 and it is approved for a revised pick up time. (This will ensure that trips are not incorrectly counted as early or late) For example, a passenger may be ready to return from an appointment earlier than scheduled. If it is possible to make the adjustment the original trip will be cancelled and a new one created for the return trip.

Missed Trips

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

Denied Trips

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

Vehicle Ride Time

When compared to fixed route trips, paratransit trips will be considered excessively long if they are 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.)
- No riding with open containers of alcohol or with illegal drugs.

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- 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.

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 a fundament