

Appendix E – Eligibility and Service Standards

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Who is Eligible for Dial-a-Ride Service?

Dial-a-Ride service is provided for riders who:

1. Have a disability or health condition prevents them from using the deviated fixed route services for some or all of their travel
2. Those 60 years old and older and
3. Students using a student pass or ticket.

Individuals who are interested in using Dial-a-Ride service must apply and be found eligible according to current Dial-a-Ride guidelines.

Applications for Dial-a-Ride eligibility may be obtained by contacting our office at 541.267.7111. Dial-a-Ride certification staff will discuss with potential applicants how Dial-a-Ride is intended to function to make sure they understand basic Dial-a-Ride eligibility requirements and how Dial-a-Ride 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 Dial-a-Ride service until a determination concerning eligibility is made.

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 "Dial-a-Ride 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 deviated fixed route bus system. Eligibility will be provided for the expected duration of the disability.

Service for Visitors

Visitors to the area may use Dial-a-Ride for up to 21 days a year by providing documentation that they have been determined eligible for similar Dial-a-Ride 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 Dial-a-Ride service is provided on a presumption of eligibility until the review is completed.

Recertification of Eligibility

Each Dial-a-Ride 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 Dial-a-Ride letter will indicate his/her Dial-a-Ride 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 Dial-a-Ride eligibility, he/she will be ineligible for service until he/she is determined eligible in the certification process.

Type of Service

"Door to Door" Dial-a-Ride 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.)



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Dial-a-Ride Service Area and Service Hours

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

Deviated fixed route service is available Monday – Friday from 8:00 a.m. until 5:00 p.m. Dial-a-Ride service is available during the same days and hours as the deviated fixed route service.

Response, Pick Up, and Travel Time



Requests for reservations for Dial-a-Ride are accepted Monday – Friday (excluding holidays) from 8:00 a.m. until 4:45 p.m. Same Day service is not provided. Advance reservations may be made from 1 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 Dial-a-Ride vehicle is comparable to that of the deviated fixed-route system.

Comparable travel time includes the actual time on a deviated fixed route bus, the time required to walk to a bus stop from the point of origin. Comparable Dial-a-Ride travel time is estimated at 1 and 1/2 that of deviated 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 passenger with a disability to get to a CCAT, or for CCAT 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 will not be scheduled. However, passengers may reschedule a return trip time if an appointment runs late or early.

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

adjustment the original trip will be cancelled and a new one created for the return trip.

Missed Trips

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

Denied Trips

One leg of a Dial-a-Ride round trip cannot be reserved. It is tracked as two denials if the rider declines the trip.

Vehicle Ride Time

When compared to deviated fixed route trips, Dial-a-Ride trips will be considered excessively long if they are approximately more than one and one half (1 1/2) times a comparable deviated fixed route trip (allowing for walking time to and from stops, wait time at stops, and transfers between buses.)

Cancel unneeded rides in advance

Cancel as soon as possible and more than one hour before the scheduled pick-up time to avoid a No Show. If you have scheduled a return trip that you no longer need, be sure to cancel that as well. Cancelling in advance saves resources and avoids you being counted as a No Show.

Riders can prevent No Show situations when they:

- Review dates, times, and addresses with the reservationist to be sure information is correct.
- Call CCAT to cancel rides as soon as the ride is no longer needed.
- Cancel at least 61 minutes in advance of the scheduled pick-up time.
- Are prepared to board at the starting time of the pick-up window and within five (5) minutes after the vehicle arrives.

When there are circumstances outside of the rider’s control, it is not considered a No Show. Speak to Customer Service to see if the No Show is valid.

Be ready to leave at the scheduled time

It is most helpful if you are ready to leave when the vehicle arrives and you meet the operator at the door or at the stop location. The operator will wait for no more than five minutes.

If the vehicle arrives before your scheduled pick-up time, you may leave if you are ready. Being ready to go helps CCAAT stay on time. If you are not ready, the operator will wait until the pick-up time and then up to five additional minutes if necessary. Not being available to board within the allotted time will be counted as a No Show.

No Show Policy

As prescribed by the ADA, customers may be suspended from Dial-a-Ride service when they show a “pattern and practice” of No Shows, which occurs when:

Three or more no-shows occur in a given month that exceed 10 percent of scheduled trips,

AND

The reason for the No Show/Late Cancellation was NOT beyond the customer’s control.

For example: A customer books 20 trips in a 30-day period and misses three trips. This customer will have a pattern and practice of No Shows because (a) the customer had three No Shows, and (b) those No Shows represent 15% of the total trips booked.

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	

For the full text of CCAT’s No Show policy, please visit our website at <https://www.coostransit.org/>

How Long Will a Dial-a-Ride 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 Dial-a-Ride fare is \$2.00 per one way trip. The Dial-a-Ride fare is twice the deviated fixed route fare for trips. No fare is charged for PCAs. Any companions must pay the same fare as the eligible individual.

Driver Assistance

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



Likewise, Dial-a-Ride passengers are responsible for loading and unloading their belongings. Under limited circumstances the passenger may request the Dial-a-Ride driver to assist with their belongings.

What You Can Bring on the Vehicle

You can bring a limited number of packages — the equivalent of two paper grocery bags (13" wide x 7" deep x 17" tall) or four plastic grocery bags, with a total weight of no more than 25 pounds. You must be able to maintain control of your packages while riding. Transporting items that cannot be secured in a safe manner can be a safety risk and are not allowed.

What You Cannot Bring on the Vehicle

Don't bring packages that you cannot keep control of during your ride. This includes packages that are larger than the equivalent of two paper grocery bags or four plastic grocery bags, or that weigh more than 25 pounds in total. Examples of packages we do not transport: More than two pieces of luggage per rider, flammables, and uncovered glass or sharp objects.



Luggage

Due to space limitations, each eligible CCAT customer, PCA and/or companion may take two small pieces of luggage plus a carry-on bag. Operators are not able to handle any luggage, so be sure to make any necessary arrangements for assistance. Please notify the reservations agent that you will have luggage when you schedule your trip.

Required securement and seatbelts

Operators will secure mobility devices and fasten seatbelts (if assistance with the seatbelt is requested, for riders in mobility devices.) All riders must use seatbelts if they are installed in the vehicle.

CCAT, Ramp, and Equipment Failure Procedure

Operators are required to cycle CCATs and ramps daily to ensure that they are operative. Operators will immediately report any failure of a CCAT 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.

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. However, subscriptions trips are capped at approximately 25% of total trips.

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.

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 Dial-a-Ride Vehicle Arrives

The Dial-a-Ride 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 Dial-a-Ride 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 CCAT 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 Dial-a-Ride vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle CCAT 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.

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 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 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 should 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.
- 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.
- CCAT 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 suspension of service.



CCAT 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, CCAT 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.

Same-Day Trip Changes

No changes can be made to any trips on the day of your scheduled ride, including the time of travel or any changes to the addresses, with one exception. CCAT staff recognize that there may be exceptional circumstances in which you need to reschedule the time of your pick-up from a community location when an appointment runs long, a flight is delayed, etc.

Flag Stops

Passengers using the deviated fixed route or InterCity routes may get on or off a bus at a safe location, other than scheduled bus stops or a deviated stop location. These locations are referred to as “flag stops.” Flag stops may be requested by:

1. Requesting the flag stop in advance. At least 15 minutes before the bus is scheduled to arrive at the location. A passenger planning to use a flag stop is advised to call CCAT prior to his/her trip.
2. Drivers may make flag stops on streets with posted speed limits of 35 miles per hour or less without advance notification.
 - a. To request a flag stop without advance notification, you must be in a safe, visible location, there must be enough space for the driver to safely pull over and for other vehicles to see you. Let the driver know your intentions by extending your arm and waving up and down. If it is dark outside, please use a flashlight or a reflector to ensure the driver sees you. Having your fare ready when you board the bus will help the driver maintain the schedule.