

Lassen Transit Service Agency's

ADA Paratransit Plan

For

Lassen Rural Bus System

The Lassen Rural Bus (LRB) provides a variety of public transit services throughout the City of Susanville and surrounding Lassen County. LRB provides commuter route service, fixed route service, deviated fixed route service and demand response service within the service area described below.

ADA Paratransit Eligibility Criteria

The Americans with Disabilities Act (ADA) Federal Regulations require that providers of transit services provide reasonable accommodations to individuals with disabilities so that they have an equal opportunity to make use of the Transit System. There are three Categories or situations that would qualify an individual for Paratransit Service:

1. Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable individuals with disabilities.
2. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.
 - (i) An individual is eligible under this paragraph with respect to travel on an otherwise accessible route on which the boarding or disembarking location which the individual would use is one at which boarding or disembarking from the vehicle is precluded as provided in 49 C.F.R. Section 37.167(g) of this part
 - (ii) An individual using a common wheelchair is eligible under this paragraph if the individual's wheelchair cannot be accommodated on an existing vehicle (e.g., because the vehicle's lift does not meet the standards of part 49 CFR section 38), even if that vehicle is accessible to other individuals with disabilities and their mobility wheelchairs.

3. Any individual with a disability who has a specific impairment-related condition, which prevents such individual from traveling to a boarding location or from a disembarking location on such system.

(i) Only a specific impairment-related condition which prevents the individual from traveling to a boarding location or from a disembarking location is a basis for eligibility. A condition which makes traveling to boarding location or from a disembarking location more difficult for a person with specific impairment-related condition than for an individual who does not have the condition, but does not prevent the travel, is not a basis for eligibility.

(ii) Architectural barriers not under the control of the public entity providing fixed route service and environmental barriers (e.g., distance, terrain, weather) do not, standing alone, form a basis for eligibility. The interaction of such barriers with an individual's specific impairment-related condition may form a basis for eligibility, if the effect is to prevent the individual from traveling to a boarding location or from a disembarking location.

ADA Paratransit Eligibility Process

Individuals who believe they qualify for ADA Paratransit Services shall submit an ADA Eligibility Application. All information about the eligibility process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility are included in the ADA Eligibility Information & Application materials. Assistance with application materials is available upon request.

ADA Paratransit Service Area

Lassen Rural Bus provides complementary door to door on demand service within the city of Susanville and deviated fixed route service in all other areas of service. Deviated fixed routes may deviate $\frac{3}{4}$ of a mile off the regular route, including a $\frac{3}{4}$ miles radius at the ends of each route.

Response Time

Lassen Rural Bus shall schedule and provide paratransit services to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day. Reservations may be taken by Lassen Rural Bus staff or by mechanical means (e.g. answering machines.)

1) The Lassen Rural Bus system shall make reservation service available during at least all normal business hours of the entity's administrative offices, as well as during times, comparable to normal business hours, on a day when the entity's offices are not open before a service day.

- 2) Lassen Rural Bus may negotiate pickup times with the individual, but the entity shall not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.
- 3) Lassen Rural Bus may use real-time scheduling in providing complementary paratransit service.
- 4) Lassen Rural Bus may permit advance reservations to be made up to 14 days in advance of an ADA paratransit eligible individual's desired trip. When Lassen Rural Bus proposes to change its reservations system, it shall comply with the public participation requirements equivalent to those of section 37.137 (b) and (c)

Fares

The fare of a trip charged to an ADA paratransit eligible user shall in no case be more than twice the fare that would be charged to an individual paying full fare (i.e., without regard to discounts) for a trip of similar length, at a similar time of day, on the entity's fixed route system. Currently the fare charged for ADA paratransit eligible users is half the normal base fare on all fixed routes and \$ 1.75 per trip for on-demand service.

The fares for individuals accompanying ADA paratransit eligible individuals, who are provided service under 49 C.F.R. section 37.123 (F) of this part, shall pay the normal base fare. Personal care attendants (PCA) may accompany the ADA paratransit eligible individual at no charge. A Personal Care Attendant (PCA) is an individual who provides assistance to an individual with disabilities, to assist them with Activities of Daily Living. LRB must be notified if a companion or PCA will be traveling with the ADA paratransit eligible individual on the on-demand service.

Lassen Rural Bus reserves the right to charge a fare higher than otherwise permitted by this paragraph to social service agencies or other organizations for agency trips (i.e. trips guaranteed to the organization).

Trip Purpose Restrictions

Lassen Rural Bus does not impose restrictions or priorities based on trip purpose.

Hours and Days of Service

The complementary paratransit service is available throughout the same hours and days as Lassen Rural Bus systems' fixed route services.

Capacity Constraints

Lassen Rural Bus does not limit the availability of complementary paratransit services to ADA paratransit eligible individuals by any of the following:

1. Restrictions on the number of trips an individual will be provided;
2. Waiting lists for access to the service; or
3. Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.

(i) Such patterns or practices include, but are not limited to, the following:

(a) Substantial numbers of significantly untimely pickups for initial or return trips

(b) Substantial numbers of trip denials or missed trips

(c) Substantial numbers of trips with excessive length

(ii) Operational problems attributable to causes beyond the control of Lassen Rural Bus (including, but not limited to weather or traffic conditions affecting all vehicular traffic that were not anticipated at the time a trip was scheduled) shall not be a basis for determining that such a pattern or practice exists.

LASSEN RURAL BUS DIAL-A-RIDE APPLICATION

Thank you for your interest in applying for transportation services with Lassen Rural Bus. The dial-a-ride service offered by LRB is designed for those aged 60 and up as well as members of our disabled community.

(Disabled persons - means those individuals who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability, including those who are non-ambulatory wheelchair bound and those with semi-ambulatory capabilities, are unable without special facilities or special planning or design to utilize mass transportation facilities and services as effectively as persons who are not affected. 49 CFR (S) 609.3)

To apply for Dial-a-Ride service please complete and return the attached application form, together with verification of your age, to Lassen Rural Bus (LRB) in the envelope provided.

Proof of Age

A copy of one of the following forms of identification that shows your birthdate will serve as proof of age:

- * Driver's license (copy)
- * State issued ID card (copy)
- * Birth Certificate (copy)
- * Passport showing date of birth (copy)

If you have a disability please complete the entire application or provide a copy of any agency issued ID card for reduced or disabled service.

Should you need help filling out the application form, or if you have any questions about Dial-a-Ride service, please call **252-7433** for assistance.

INFORMATION FORM FOR LRB DIAL-A-RIDE SERVICE

Once Lassen Rural Bus receives this completed application form, and proof of your age, it could take up to three (3) weeks to process. Your ID card and information on how to use the service will be mailed to you. If you do not receive your card in 21 days please call 252-7433.

FIRST NAME _____ MI _____ LAST NAME _____ SSN (LAST 4 DIGITS) _____

ADDRESS: _____ APT: _____ GATE CODE _____ CROSS STREET _____ CITY _____

NAME OF APARTMENT COMPLEX OR CARE FACILITY, if applicable _____

BIRTHDATE ____ / ____ / ____ DAYTIME PHONE: _____ - _____ EVENING PHONE: _____ - _____

CELL PHONE: _____ - _____ MESSAGE PHONE: _____ - _____

Please provide the name of a LOCAL family member or friend to contact in an emergency:

Name: _____	Relationship: _____
Address: _____	City: _____ State: _____ Zip: _____
Day phone: _____	Night phone: _____ Cell: _____

1. Do you have a visual disability? Yes No

If yes, please describe: _____

2. Do you need the assistance of another person to travel? Yes No Sometimes

3. Are you able to independently get into and out of the bus? Yes No

4. Do you have a physical or mental impairment? Yes No

5. Do you use a mobility device? Yes No (If yes please check all that apply)

Manual wheelchair Power wheelchair Scooter Other _____

6. **PLEASE NOTE:** A wheelchair or other mobility device must be able to fit onto paratransit lifts. This means it must be no more than 30" wide and 48" long when measured 2" from the floor and must weigh less than 600 pound: when occupied. If you use a mobility device:

a: Is your mobility device oversized? Yes No If yes please explain _____

b: Does your mobility device weigh less than 600 pounds when occupied? Yes No

c: Can you transfer from your mobility device into a passenger seat? Yes No

Please tell us anything we may need to know to provide you with excellent service: _____

Use another sheet of paper if necessary.

Please be aware that Lassen Rural Bus Dial-a-Ride also provides the complimentary ADA paratransit service for the city system. Federal regulations require that ADA paratransit trips must take priority over any other non-ADA programs and therefore it is possible that limitations may be placed on the dial-a-ride service in the future. If you are concerned about limited service under the regular dial-a-ride system, you have a disabling condition, you may want to consider applying for ADA service.

Note: ADA service eligibility requires a more detailed screening process. The evaluation for ADA para-transit eligibility is based solely upon your physical or mental ability to independently use fixed route public transportation. Considerations based on your age and or economic status will not be used as qualifications for ADA service. If your disabling condition only keeps you from using fixed route transit under certain circumstances, ADA eligibility for paratransit usage may be granted on a restricted or conditional basis.

It is possible to be eligible for both dial-a-ride and ADA paratransit service. If you wish to apply for ADA paratransit service continue with the application that follows. If you only want to apply for dial-a-ride service please sign and date below.

Print Name: _____ Signature: _____ Date: _____

Mail completed form in the envelope provided to:

Lassen Rural Bus - DAR Application
701-980 Johnstonville Road
Susanville, CA 96130

Please Note: *Incomplete applications will be returned*

LASSEN RURAL BUS ADA ELIGIBILITY

New Application

Recertification

Please print - ALL questions must be answered

PART A: APPLICANT DATA

1. Name: _____ Birth Date: _____

2. Street Address: _____

City: _____ State: _____ Zip: _____

3. Home phone: _____ Work: _____ Cell: _____

4. Emergency contact person: _____

Day phone #: _____ Night phone #: _____

5. Do you normally use any of the following mobility aids? No Yes

Please select

Electric wheelchair Manual wheelchair Powered scooter (3 or 4 wheels)

6. Do you need a personal care attendant (other than the bus driver) to assist you to board, ride, or disembark from an accessible fixed route bus?

Yes No Sometimes

Please explain when an attendant is needed: _____

PART B: FUNCTIONAL INFORMATION

7. Describe your physical, sensory, and/or mental limitations that prevent you from using a regular fixed route bus:

8. Are your disabilities: Permanent Temporary

If temporary, when will it end: _____

9. Are you able to board and disembark from a fixed route bus with a wheelchair/passenger lift without assistance (*except from the bus driver*)?

Yes No Sometimes

Please explain: _____

10. Are you able to handle/grasp coins (pay fare), tickets, railings, and handles?

Yes No Sometimes

Please explain: _____

11. Are you able to keep your balance while seated on a moving fixed route bus in normal operation?

Yes No Sometimes

Please explain: _____

12. Are you able to read, hear, and/or understand the information, schedules, or directions during a trip?

- Yes
- No
- Sometimes

Please explain: _____

13. Are you able to signal the bus driver that you want to disembark at certain bus stops?

- Yes
- No

14. Are you able to find your way between familiar locations?

- Yes
- No

15. Are you prevented from traveling to or from a bus stop for one or more of the following reasons?

(Check all that apply to you)

- None are applicable to me
- Extreme sensitivity to heat
- Extreme sensitivity to cold
- Frailty
- Allergic/environmental sensitivities
- Hyper-fatigue
- Night blindness

Other: Please explain - _____

16. Are you able to wait outside at the bus stop without assistance or support for up to 15 minutes?

- Yes
- No
- Sometimes

Please explain: _____

PART C: APPLICANTS SIGNATURE

I hereby certify that the information given in this application is correct.

Signature: _____

Date: _____

PART D: PERSON OTHER THAN APPLICANT COMPLETING FORM

Print Name: _____

Address: _____

Phone number where you can be reached: () _____

Relationship to Applicant: _____

Signature of other person completing this form:

Date: _____

PART E: AUTHORIZATION TO RELEASE PERSONAL INFORMATION

To be completed by Applicant

I hereby authorize the release of information to the Lassen Rural Bus System about my functional travel abilities. The information released will be used solely to determine my eligibility for ADA Paratransit Service.

Name of Professional **: _____

Agency / Organization: _____

Phone number: () _____

I realize that I have the right to receive a copy of this authorization. I further understand that I may revoke this authorization at any time.

Name of Applicant (please print): _____

Signature of Applicant: _____ Date: _____

** Verifying "Professional" may be a rehabilitation specialist, disability evaluator, mental health case worker, physician public health nurse, or other such individual knowledgeable of your disability or disabilities and functional travel abilities.

PROFESSIONAL VERIFICATION

(To be completed by physician or other qualified licensed professional)

TO THE APPLICANT: It is requested and recommended that you have this section signed and completed prior to submitting your application to the Lassen Rural Bus office for review in order to assist in the eligibility process. Any one of the professionals listed on the previous page may complete this form.

TO THE PROFESSIONAL: To process this application the Lassen Rural Bus (LRB) needs information about the effects of the applicant's disability on his or her functional ability to use fixed route bus services. This information is necessary to determine whether he or she is eligible for paratransit services under the regulations of the Americans with Disabilities Act.

According to the ADA, paratransit service will serve as a "safety net" for only those persons who do not have the functional capability to ride regular city buses (LRB fixed route). The individual's condition must make the use of fixed route transportation either literally impossible or must present difficulties that are so substantial that a reasonable person with the condition would be deterred from making his or her desired trip. Disability alone and distance to and from a bus stop do not, by themselves, qualify a person for paratransit service. Also, inconvenience and/or decreased comfort are not a basis for qualification. At the same time, unavailability of fixed route service by itself does not constitute eligibility for a person who could otherwise take the same trip on the bus, were service available.

Please consider LRB's accessible features (*lifts on all buses for standees and wheelchair users; designated priority seating; boarding and securement assistance from drivers; and stop announcements by drivers*) when completing this form. **We ask you, as a qualified professional to give us accurate information regarding the functional abilities of the applicant.** All information will be kept confidential. Thank you for your assistance.

Please review the applicant's completed application. In your professional opinion and based upon your knowledge of the applicants's disability, are the answers to questions 1 through 16 correct?

Yes No

If any of the applicant's responses are inaccurate, or if you can provide any additional information, please describe below *(please be as specific as possible)* :

Is there any other information we should know about the applicant's disability that may impact the applicant's ability to use LRB's fixed route system?

Yes No Sometimes

Please explain: _____

I hereby certify that I am familiar with the applicant's functional abilities. I have reviewed the application and agree that the individual has conditions that affect his or her ability to use the LRB fixed route system, due to his or her medical, physical, or mental disability.

Signature: _____ Date: _____

Print your Name and Title: _____

If applicable, professional license, registration, or certification # _____ State _____

Lassen Rural Bus

Lassen Rural Bus (LRB) Paratransit Appeal Procedure

This document outlines the steps for requesting an appeal and the procedure governing the appeal process, when an individual is found not eligible for LRB paratransit or eligible, but with specified conditions. LRB customers whose service is suspended, or found to be ineligible, may request an administrative appeal of those decisions.

Requesting An Appeal

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

Requests for appeals should be mailed to:

Lassen Rural Bus
701-980 Johnsonville Rd
Susanville, CA 96130

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

Requesting A Stay of A Service Suspension

A customer may request a stay of a service suspension pending determination of the customer's appeal of that suspension. Requests for stay must be submitted in writing and must demonstrate good cause for granting the stay. The Appeals Panel shall review all requests for stay and shall promptly determine whether or not good cause exists for a stay or other modification of the service suspension pending determination of the customer's appeal.

Appeal with Hearing

Prior to Hearing:

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

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

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

At Hearing:

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

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

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

The hearing shall be electronically recorded.

Appeal without Hearing

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

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

Evidentiary Burden and Standard

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

Notification of Decision

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

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