

# ADA PARATRANSIT POLICY & PROCEDURES

---

**June 9, 2021**

Adopted by Jaunt, Inc. Board of Directors

Next Review: May, 2022



# CONTENTS

<b>PURPOSE STATEMENT</b> .....	<b>5</b>
<b>ADA POLICY</b> .....	<b>5</b>
<b>DOCUMENT INTENT – ADA PARATRANSIT SERVICE</b> .....	<b>5</b>
<b>PARATRANSIT SERVICE TYPES</b> .....	<b>6</b>
<b>Advanced Reservation Service</b> .....	<b>6</b>
<b>Subscription Service:</b> .....	<b>6</b>
<b>SERVICE AREA</b> .....	<b>7</b>
<b>DAYS AND HOURS OF OPERATION</b> .....	<b>7</b>
<b>FARES</b> .....	<b>7</b>
<b>ADA PARATRANSIT ELIGIBILITY INFORMATION</b> .....	<b>8</b>
<b>Types of Eligibility</b> .....	<b>9</b>
<b>Complimentary Paratransit for Visitors</b> .....	<b>9</b>
<b>ADA COMPLIMENTARY PARATRANSIT APPLICATION &amp; APPEALS PROCEDURES</b> .....	<b>10</b>
<b>PASSENGER ASSISTANCE</b> .....	<b>10</b>
<b>PERSONAL CARE ATTENDANT</b> .....	<b>11</b>
<b>POLICY ON PORTABLE BREATHING AIDS</b> .....	<b>11</b>
<b>PASSENGER SECUREMENT POLICY</b> .....	<b>11</b>
<b>Wheelchairs</b> .....	<b>11</b>
<b>Seat Belts</b> .....	<b>11</b>
<b>LIFT USE POLICY</b> .....	<b>12</b>
<b>MOBILITY AID</b> .....	<b>12</b>

**SERVICE ANIMALS ..... 13**

**GENERAL POLICIES ..... 13**

**TRIP SCHEDULING PROCEDURE ..... 14**

**To Schedule a Trip ..... 14**

**Scheduling Trips ..... 14**

**How to Cancel a Trip ..... 14**

**How to Pay the Fare ..... 14**

**How to Purchase Tickets ..... 14**

        In Person ..... 14

**JAUNT NO STRAND POLICY ..... 15**

**WILL CALL TRIP REQUESTS ..... 15**

**JAUNT VEHICLES ..... 16**

**DIRECT THREAT AND ABUSIVE BEHAVIOR ..... 16**

**SEVERE WEATHER OR HAZARDOUS CONDITIONS ..... 16**

**LOST AND FOUND ..... 17**

**JAUNT ADA COMPLAINTS POLICY/PROCEDURES ..... 17**

**Filing Compliant or Incident Report ..... 17**

**ADA Complaint Procedure ..... 18**

        Procedure ..... 18

**Record Keeping Requirement ..... 20**

**ADA PARATRANSIT NO SHOW POLICY ..... 21**

**Definitions ..... 21**

**Excused No Shows ..... 22**

**Implementation ..... 23**

**Established Pattern or Practice ..... 23**

**Suspensions ..... 24**

**Administrative Review ..... 24**

**Passenger Notification of Policy ..... 24**

**REASONABLE MODIFICATION ..... 24**

- Background ..... 24**
- Policy ..... 24**
- Reasonable Modifications ..... 25**
- Eligibility Criteria ..... 25**
- Requests for Reasonable Modifications ..... 25**
- Interactive Process ..... 25**
- Time Frame for Processing Requests and Providing Reasonable Modification . 25**
- Granting a Reasonable Modification Request ..... 26**
- Denying a Reasonable Modification Request ..... 26**
- Complaint Process ..... 26**
- Designated Employee ..... 26**

**ADA INTERNAL REVIEW PROCESS ..... 27**

- Staff Reports ..... 27**
- Board Reports ..... 27**
- CAT Compliance Report ..... 27**

**ADA POLICY UPDATE AND RESPONSIBILITIES ..... 28**

- Employee Training ..... 28**
- Employee Information Availability ..... 28**
- Public Availability of Information ..... 28**
- Record Retention ..... 28**

**ATTACHMENT A - LOG OF ADA COMPLAINTS ..... 29**

**ATTACHMENT B - LOG OF LIFTS DETERMINED  
INOPERABLE WITH SIGNIFICANT IMPACT ON SERVICE ..... 30**

**ATTACHMENT C - LOG OF ELEVATOR AND  
OTHER FACILITY ACCESSIBILITY FAILURES ..... 31**

**ATTACHMENT D - LOG OF EMPLOYEE ADA TRAINING ..... 32**

**ATTACHMENT E - ADA SERVICE PERFORMANCE DATA ..... 34**

# PURPOSE STATEMENT

In accordance with the Americans with Disabilities Act (ADA), public transit providers are required to provide ADA Complimentary Paratransit Service to those who, because of functional disability, are unable to independently access or use fixed-route system either all of the time, temporarily or under certain circumstances. ADA Paratransit service for Charlottesville and urban Albemarle is provided by Jaunt; eligibility is determined by Charlottesville Area Transit.

Federal regulations define the ADA paratransit service area as being within  $\frac{3}{4}$  mile on either side of a local bus route when that route is in operation. Jaunt service is available for those with physical, cognitive, or other disabilities that prevent them from using CAT's fixed-route bus system for all their trips. Jaunt trips may be scheduled for anytime during CAT's normal administrative office hours.

Jaunt is committed to providing safe, reliable, and satisfying transportation options for our community which meet or exceed the Americans with Disabilities Act and recognized paratransit practices.

The Jaunt ADA Paratransit Policy and Procedures Manual is designed to inform Americans with Disability Act (ADA) Paratransit eligible consumers and Jaunt's employees about Jaunt's ADA transportation services. This manual includes policies and procedures, rules and regulations, and guidelines for use of Jaunt, along with answers to many questions about the program. All Jaunt paratransit customers and employees should review this manual carefully and refer to it whenever questions arise. For additional information, please contact the Jaunt ADA Coordinator at 434.296.3184 x102 during the hours of 8:30am-5:00pm, Monday through Friday.

## ADA POLICY

The Americans with Disabilities Act (ADA) requires complimentary paratransit in view of the fact that there will always be people with disabilities who are unable to navigate fixed route bus systems on their own. ADA regulations specifically define a population of customers who are entitled to this service as a Federally Protected Civil Right. Jaunt provides paratransit service to people with disabilities who are unable to use the fixed route system through a subrecipient arrangement with Charlottesville

Area Transit (CAT), The City of Charlottesville, and Albemarle County. Information on this policy and other relevant information for the general public regarding utilization of ADA paratransit services can be found on the Jaunt website at [www.ridejaunt.org](http://www.ridejaunt.org) under the "schedule & services" tab and the CAT website at [www.charlottesville.org](http://www.charlottesville.org) under the "ADA Paratransit Services" tab. Also, the ride guides for both Jaunt and CAT contain information regarding ADA transportation.

## DOCUMENT INTENT – ADA PARATRANSIT SERVICE

Jaunt provides a range of regional public transportation services to the City of Charlottesville, Albemarle County, Louisa County, Nelson County, Fluvanna County and Buckingham County. Essentially it offers two distinct types of services throughout the region: regional rural transit and Complimentary paratransit. Both types of service offer transport for citizens with limited mobility due to a disability. The

purpose and intent of this document is to provide policies and procedures for only those citizens who have been identified as ADA eligible passengers. Refer to Jaunt's website, [www.ridejaunt.org](http://www.ridejaunt.org), for more information regarding rural and commuter public transportation services, and applicable policies and procedures.

# PARATRANSIT SERVICE TYPES

Jaunt's paratransit service is a demand-response, space available, origin to destination public transportation system. Reservations are made on a first-come, first-served basis. Persons who are deemed ADA eligible are provided non-emergency transportation for travel beginning and ending within the ¾ mile corridor of the CAT fixed-route system.

The paratransit service is designed to meet the requirements of the Americans with Disabilities Act (ADA) of 1990. Jaunt's vehicles that are specially equipped with wheelchair lifts and other accessibility features that allow for maximum mobility for customers with disabilities whose functional limitations prevent them from using the fixed-route service.

The following two types of services are offered by Jaunt's paratransit service:

## ADVANCED RESERVATION SERVICE

Advanced Reservation service allows an individual customer to schedule a reservation for a trip anywhere within the ¾ mile corridor for no more than fourteen (14) days in advance. There is not a limit on the number of trips you may request in one day within the fourteen (14) day period.

There are no restrictions on trip purpose and all requests for trips are accepted and handled on an equal basis.

Changes to the destination must be made twenty-four (24) hours ahead of time.

Scheduling requests for service can be made the day before the trip is to be taken or up to fourteen (14) days in advance.

Since service is provided on a first come first served basis, customers should make reservations as early as possible and give the reservationist specific times to be picked up for return trips.

Jaunt will attempt to schedule a trip request for the time requested. However, the reservationist may alter the time, (with a variation of one hour before or after), to allow for other passengers to travel to a similar area.

## SUBSCRIPTION SERVICE:

Subscription service is considered to be a premium service. The ADA does not mandate this service but Jaunt chooses to offer it as a convenience to its passengers.

Subscription service is the practice of providing trips that have a repeated pattern- same origin and destination, same pick-up &/or drop-off time, and same day (s) over an extended period of time without requiring that individual call to request each trip. Typical uses for subscription services include: traveling to work or school each weekday or traveling to dialysis each week. The ADA limits the amount of subscription service that can be offered by Jaunt.

**Jaunt will make all reasonable attempts to provide same day service or a same day change in time of service. The Federal Transit Association (FTA) considers this to be a premium service that is not required but may be offered as a transit agency can accommodate a request.**

Requests for subscription service may be limited to specific trip purposes and for no more than fourteen (14) days in advance.

Subscription service is offered on a limited basis for trips that recur weekly at the same time to and from the same addresses.

Individuals who have schedules that change frequently are not eligible for subscription service.

Once a subscription schedule is confirmed by Jaunt, the customer does not have to make any further reservation calls except to cancel any trip they do not plan to take.

Long term permanent changes to a rider's subscription service must be submitted to Jaunt's reservationists at least two weeks prior to the date when the change will take effect.

Jaunt cannot guarantee that changes in subscription service can be accommodated.

## SERVICE AREA

Jaunt's ADA paratransit service is available within a  $\frac{3}{4}$  mile radius of Charlottesville Area Transit's (CAT) fixed route system. A map showing the fixed route network can be found at [www.charlottesville.org](http://www.charlottesville.org). Within this defined area trips will be provided by the paratransit service upon request. Origins and destinations outside of this service area will not be served by the ADA paratransit service, though may be served by Jaunt's rural transit service.

## DAYS AND HOURS OF OPERATION

The hours of operation for ADA Paratransit are Monday -Saturday, 6:00 a.m. to 12:00 a.m., Sunday 6:00 a.m. to 10:00 p.m. Service does operate with unlimited capacity on all holidays, with the exception of Christmas Day. No service is offered on Christmas Day. For specific dates of these holidays during the current year, please call Jaunt's offices at 434.296.3184.

## FARES

According to the Americans with Disabilities Act, Jaunt fare for ADA paratransit service is two times the comparable CAT fixed-route fare, with a maximum one-way fare of \$1.50. Customers are required to pay the fare to the driver as they board the vehicle. Exact fare is required. Drivers do not carry or make change.

A registered Personal Care Attendant may accompany their client at no additional charge. One other additional companion may accompany the individual with prior notice to the reservationist for \$1.50 each way. Additional companions may be transported on a space-available basis for the same fare.

### OPERATIONS

Days and hours of operations may change periodically. Therefore, Jaunt will assess any changes and update this document as needed.

# ADA PARATRANSIT ELIGIBILITY INFORMATION

PLEASE NOTE: All ADA eligibility determinations are processed through Charlottesville Area Transit. For information on CAT's ADA Paratransit policy, application and eligibility procedures, contact CAT at 434.970.3849.

Title 49 CFR Part 37 has established (3) three general eligibility categories or criteria for determining which riders are eligible for ADA paratransit services.

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), 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 mobility device 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.
  - a. An individual is eligible 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
  - b. An individual using a mobility device is eligible for paratransit service if the individual's mobility device cannot be accommodated on an existing vehicle (e.g., because the vehicle's lift does not meet the standards of 49 CFR Part 38), even if that vehicle is accessible to other individuals with disabilities and their mobility devices.
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.
  - a. Only specific impairment-related conditions which prevent an individual from traveling to a boarding location or from a disembarking location are a basis for ADA paratransit eligibility. A condition which makes traveling to boarding location or from a disembarking location more difficult for a person with a 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.
  - b. 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.

## ELIGIBILITY

**Charlottesville Area Transit determines the eligibility and process for ADA certification. This information shall be assessed annually and updated as needed based on any changes from CAT.**



## TYPES OF ELIGIBILITY

The ADA requires consideration of eligibility for trips that an applicant or rider makes or might make. For this reason, different types of eligibility that have developed in the transit industry, including:

- **Unconditional eligibility (all trips):** When it is not reasonable to use the fixed route service under any circumstances, regardless of weather, distance to the stop, etc.
- **Conditional eligibility (some trips):** When an individual can be reasonably expected to make some trips on the fixed route service. For example, a person may be able to reach bus stops that are no more than three blocks away, and where there is a safe, accessible path of travel, but may require paratransit if distances are greater than three blocks, or if there are travel obstacles such as steep hills, deep snow or ice, or other obstacles. Another person may have a variable health condition; on some days fixed route use is possible and on other days, it is not.
- **Temporary eligibility:** The ADA also includes temporary eligibility for individuals with disabilities that prevent them from using the fixed route system for a limited period of time. It may be given to those who receive travel training regarding how to use a fixed route system.

## COMPLIMENTARY PARATRANSIT FOR VISITORS

Visitors to Charlottesville, VA who are disabled and require paratransit services, shall, for the period of their visit, have the same rights and privileges regarding ADA paratransit service as an eligible local user, without any higher priority being given to either. These requests will be reviewed and processed by CAT within one (1) business day.

A visitor is defined as someone who does not reside in the jurisdiction or jurisdictions served by the public entity or other public entities with which it coordinates paratransit service.

A visitor can become eligible in one of two ways.

1. Present documentation from his or her "home" jurisdiction's paratransit system. "Full faith and credit" to the ID card or other ADA documentation from the other entity.
2. If the individual has no such documentation, CAT may require the provision of proof of visitor status (i.e., proof of residence somewhere else) and, if the individual's disability is not apparent, proof of the disability (e.g., a letter from a doctor or rehabilitation professional). No documentation of disability is being required if the visitor's disability is apparent, such as, for example, a person using a wheelchair, or an individual who is blind or has a vision impairment and travels with a guide dog. The transit agency must provide paratransit service to the individual.

*CAT/Jaunt is not required to provide paratransit service to a visitor for more than twenty-one [21] days per year; that is, per 365-day period from the first day of use. The visitor does not need to take the days consecutively. A review of the past history from the first date of service will be conducted to determine whether the visitor has additional days of remaining service available.*

# ADA COMPLIMENTARY PARATRANSIT APPLICATION & APPEALS PROCEDURES

PLEASE NOTE: All ADA applications and appeals are processed through Charlottesville Area Transit.

To use Jaunt's ADA Complimentary Paratransit Services a person must complete an ADA application and submit to CAT. Because the ADA requires paratransit service only for people who are unable to use the fixed route service due to a

disability, eligibility determination focuses solely on the person's functional ability to use the fixed route service. The application process may include functional criteria related to the substantive eligibility criteria and, where appropriate, functional evaluation or testing of applicants. **There are no fees associated with applying for ADA paratransit service.**

## PASSENGER ASSISTANCE

All Jaunt drivers are trained in passenger assistance techniques and will provide passenger assistance, if requested, in boarding and disembarking the vehicle. Passenger assistance may include guiding the passenger to the vehicle, lending a steady arm for balance in boarding the vehicle, finding a seat or securing a wheelchair. The driver may refuse service if the passenger cannot safely travel to and from the vehicle without the driver lifting or carrying the passenger. Individuals who need extensive assistance in traveling should arrange for a Personal Care Attendant to accompany and assist them. ADA Paratransit does not provide Personal Care Attendants.

Jaunt will provide assistance requested by or on behalf of a passenger with a disability in moving between the entrance or other vehicle drop-off point and the location where passengers board and disembark from the vehicle. This includes assistance in accessing key functional areas of their destination. This includes providing assistance to wheelchair passengers in a manual wheelchair who need help descending or climbing steps. This assistance is limited to one step. Further, drivers are required to push manual wheelchairs up and down

an ADA compliant ramp, unless it poses a risk and harm to the driver. This also includes drivers opening the door for a wheelchair passenger who wishes to enter or exit the main entrance of their origin and destination. **In order to maintain continuing control, drivers may decline to provide assistance that causes them to lose sight of the vehicle.**

ADA Paratransit drivers will not enter passenger's homes. For the safety and protection of both drivers and passengers, it is against our policy to provide this type of assistance.

Drivers are required to promptly provide assistance to passengers with disabilities who are not able to get on or off a vessel without assistance, and may use any means to which the passenger consents (such as lifts, ramps, boarding chairs, or assistance by the driver). However, Jaunt does not require a passenger with a disability to accept assistance if he or she is readily able to get on or off of the vehicle independently.

ADA Paratransit is not a delivery service. Passengers are responsible for carrying their own belongings. Packages that cannot be stowed on a passenger's lap or under the seat are not permitted.

# PERSONAL CARE ATTENDANT

A Personal Care Attendant (PCA) is someone designated or employed specifically to help an individual with a disability meet his or her personal needs in daily living activities. Passengers needing the assistance of a PCA must indicate this on their ADA Paratransit eligibility application form. **A registered PCA may accompany the ADA passenger free of charge.**

Individuals who need extensive assistance in traveling (beyond that which the ADA Paratransit driver can provide), including lifting, carrying, support during the ride, and behavior control, must arrange for a PCA to accompany and assist them. ADA Paratransit does not provide PCAs. It is strongly recommended that a person who requires the use of a PCA always travel with their PCA since drivers cannot provide assistance beyond that which is described in the previous section.

# POLICY ON PORTABLE BREATHING AIDS

Portable oxygen supplies and respirators are permitted on board ADA Paratransit with proper notification. Oxygen tanks must be secured so they do not move during transport. Information about the use of this equipment must be provided to the reservationist when scheduling service.

# PASSENGER SECUREMENT POLICY

## WHEELCHAIRS

All wheelchairs and mobility devices will be accommodated. Jaunt's ability to accommodate the wheelchair will be evaluated on a case-by-case basis. All wheelchairs must be secured to the vehicle in the designated area. The driver will provide assistance in securing the wheelchair.

In the event that a wheelchair cannot be secured or an individual using a wheelchair makes a request, the passengers may transfer to a regular seat on the vehicle so long as they are able to accomplish the transfer independently or with the assistance of a Personal Care Attendant. Drivers will not lift passengers.

## SEAT BELTS

**Jaunt requires that all passengers wear seatbelts in vehicles.** Persons using wheelchairs should be secured to their chairs in addition to having their wheelchairs secured to the vehicle. The driver will provide assistance in fastening seatbelts upon request.

The dimensions and weight of wheelchairs and mobility devices Jaunt can accommodate measure no more than 30 inches wide, from outside of wheels, and 40 inches long, from the back wheels to the required footrests, and weigh no more than 600 pounds total combined weight of the chair and person. *This information shall be assessed annually and updated as needed to reflect Jaunt's vehicle capacity.*

State laws allow passengers with certain medical conditions to obtain a waiver from wearing the lap, but only if their healthcare provider documents and certifies the medical reason why the lap belt or shoulder belt should not be worn. Those who apply for a waiver (and their doctors) will be fully informed of the safety risks to the customer, other passengers and Jaunt drivers. Proper tie down of mobility devices is always mandatory. Waiver applications are available and are valid only upon verification by Jaunt. After verifying the application, we will make a notation of the exception which will appear in the driver's instructions.

All children five years old and under must utilize a child safety seat during transport. The customer is responsible for providing and securing the car seat.

Passengers must comply with the Jaunt Securement Policy, or have an exception on file with Jaunt, or they will not be transported. Drivers are not permitted to move the vehicle until all passengers are secured, and must stop the vehicle if belts are removed during travel.

For questions about the policy or to obtain a waiver application form, please email [dordille@charlottesville.org](mailto:dordille@charlottesville.org), or call 434.296.3184.

## LIFT USE POLICY

Jaunt strongly recommends that persons who wish to use the lift to board do so only when seated in a wheelchair. Persons who do not use wheelchairs but wish to use the lift to board or de-board the vehicle should inform the reservationist when scheduling service. This is necessary for vehicle scheduling considerations. Standees with disabilities who do not use wheelchairs but have difficulty using steps (e.g., an elderly person who can walk on a level surface without use of a mobility aid but cannot raise his or her legs sufficiently to climb bus steps) may also use the lift by request.

## MOBILITY AID

Jaunt will not deny service or restrict the use of any mobility aid, including, but not limited to walkers, crutches, canes, braces, or similar devices. In addition, Jaunt must also make reasonable modifications to these policies, practices, or procedures to permit the use of other powered mobility devices used by persons with mobility impairments (e.g., Segways), unless it can be demonstrated that a specific device cannot be operated on board the vehicles consistent with legitimate safety requirements.

# SERVICE ANIMALS

## **Service animals are animals that are individually trained to perform a task.**

You may travel with a service animal, such as a guide dog or miniature horse. Snakes, birds or other exotic animals are not considered service animals under the ADA. Comfort or therapy animals, which are used solely to provide emotional support, are also not considered service animals under the ADA. Be sure to tell the reservation agent when scheduling your trip that you will be traveling with a service animal. There is no fee to bring your service animal. Your service animal must be under your control at all times and cannot ride on a Jaunt seat. Your service animal can ride in an approved animal carrier or can ride on the floor at your feet. If your service animal displays any aggressive or disruptive behavior, Jaunt can require that the animal be removed from the vehicle. Service animals ride fare free.

**Service animals are animals that are individually trained to perform a task. Service animals ride fare free.**

# GENERAL POLICIES

The following policies apply to all of Jaunt's services, including ADA Paratransit.

- Passengers must pay the fare upon boarding the vehicle. Exact change or valid ticket is required.
- For the comfort of all passengers, smoking (including electronic cigarettes), eating, drinking, chewing and using illegal substances in Jaunt's vehicles are prohibited.
- When playing an audio device, use a headset and keep the volume low so that others are not disturbed. Also, be considerate of other passengers when using personal communication devices. Keep the conversation brief and your voice low.
- Limit your conversation with the driver to questions regarding Jaunt services only, so the driver can focus his/her attention on safe driving.
- A driver may refuse to transport a passenger who appears to be under the influence of alcohol, illegal or dangerous substances, or whose behavior or language appears abusive, offensive, disorderly or dangerous to himself, the driver or other passengers.
- Passengers may not carry articles onto a Jaunt's vehicle that cannot be held by the passenger or secured under the seat. Passengers shall not place articles in the aisle of the vehicle.
- Strollers are permitted on Jaunt vehicles only if folded.
- A parent or guardian must accompany children 5 and under.
- During inclement weather, Jaunt may have to limit ADA paratransit service. Specifically, service may be limited for those roads and corridor that pose a safety risk to the vehicle and driver. Passengers should contact Jaunt's offices for service updates during known inclement weather occurrences.

# TRIP SCHEDULING PROCEDURE

## TO SCHEDULE A TRIP

Call Jaunt's Reservation Office at 434.296.3184 between 8:30 a.m. - 5:00 p.m., Monday - Friday, at least one (1) business day before your appointment time (reservations are accepted up to 14 days in advance).

- To schedule an ADA Paratransit trip, Press 3
- To check on an existing trip, Press 2

Hearing-impaired customers can use TTY (for the deaf or hard-of-hearing), 1.800.828.1120, or 711 to contact Jaunt to schedule a trip. You may also email your request to [trips@ridejaunt.org](mailto:trips@ridejaunt.org).

We strongly recommend that passengers call to schedule a trip as soon as possible, up to 14 days ahead of time. If a passenger is scheduling a trip for the next day, Jaunt strongly recommends a passenger call during office hours on the business day preceding the requested trip.

Be prepared to give the reservation agent the exact addresses of your pick-up and drop-off locations. If your pick-up location is at a building with more than one entrance, please indicate which entrance you will use.

Tell the reservation agent if you will be riding with a mobility aid, companion, service animal, or personal care assistant (PCA). If travelling with a PCA/companion, please also notify the reservations agent if your PCA/companion will be travelling with a mobility aid.

## SCHEDULING TRIPS

- Arrange your return trip at the same time you make a reservation for pick-up.
- If you need to arrive at your destination no later than a specific time, please tell the reservation agent you would like to book your trip by appointment time. Please take into account for traffic, shared ride with other customers, and other possible delays when booking by appointment time.
- If Jaunt is unable to provide a trip at the time you request, the agent will help you select another time within 60 minutes before or after your originally requested time.

- Provide as much information as possible that can assist the driver in locating your exact pick-up or drop-off location. For example, appropriate entrance, color or type of building, store name, or any other specific description. This information should be kept to no more than 64 typed characters or the equivalent of one short sentence.
- All trips are treated with equal priority. For example, a trip going to a sporting event has the same priority as a trip going to a dialysis treatment.
- Please provide a telephone number at which you may be reached at time of pick-up.
- Jaunt does not provide vehicle choice.

## HOW TO CANCEL A TRIP

Customers are expected to cancel trips at least two hours before the beginning of their pick-up window. Trips not cancelled within two hours are subject to the No -Show/Late Cancellation policy. You may cancel a trip by calling Jaunt at 434.296.3184 or TTY 711 and follow the prompts to cancel your trip. If a customer does not cancel the trip in advance, it will be considered a "no-show" (see "No Show" Policy).

## HOW TO PAY THE FARE

Each time a passenger boards the vehicle they must pay the fare in exact change or by tickets. The fare for ADA Paratransit services is \$1.50 each way. A companion (permitted only if scheduled in advance) must also pay the \$1.50 fare.

## HOW TO PURCHASE TICKETS

Tickets and passes may be purchased by mail or in person at the Jaunt office, 104 Keystone Place, Charlottesville, VA 22902.

### In Person

Tickets may be purchased at the Jaunt office at 104 Keystone Place, Monday - Friday, 8:30 a.m. to 5:00 p.m. Cash or checks payable to Jaunt are accepted. Credit cards are also accepted for payment via phone or walk in customers.

# JAUNT NO STRAND POLICY

Jaunt is committed to the safety and security of its customers. If we provide transportation for a customer to a given location, we will make every attempt to provide the return trip, even if the customer fails to appear for boarding within the scheduled pickup window. Return service will be provided as soon as possible but may be delayed depending upon prevailing traffic conditions and scheduling considerations.

The exceptions to this policy include but are not limited to the following:

- The customer booked a one-way trip to a location and did not schedule a return trip.
- The customer requests to disembark from the vehicle before reaching his/her destination.
- The customer refuses to follow applicable operational and/or safety policies required for transport.
- The customer demonstrates inappropriate, aggressive, threatening, or abusive behavior toward others.
- At times when transportation is not possible due to weather conditions, Acts of God, acts of terrorism, civil disturbances, work stoppage or any other natural disaster outside of CAT control that may cause the suspension of service.

If a customer is a no-show for a trip originating from their home, no vehicle will be sent back to the home to perform the trip.

## WILL CALL TRIP REQUESTS

As a service to riders who may not be able to predict their desired pickup time for return trips from medical appointments, Jaunt permits complimentary paratransit riders to leave their exact pickup time for their return trips open (i.e., "will call"). Will calls will be offered until 2:00 pm. After 2:00 pm, riders must schedule a desired pickup return time. Riders will still have the option to adjust their return time day of, in case their appointment ends early or runs late. When riders know the time that they will be ready for pickup, they should contact Jaunt which will then dispatch a vehicle. The rider should expect an estimated wait time of 15 minutes to an hour after calling. Jaunt reserves the right to limit this option due to capacity issues. Jaunt does not charge anything additional for this service.

**Will calls are considered to be a premium service. The ADA does not mandate this service but Jaunt chooses to offer it as a convenience to its passengers.**

# JAUNT VEHICLES

- Jaunt has lift and ramp equipped vans. Jaunt does not accommodate requests for specific types of vehicles. Accessible vehicles are used to transport both ambulatory customers and customers who use wheelchairs/scooters requiring a lift to board a vehicle.
- In general, Jaunt vans and lifts will hold wheelchairs and scooters up to 48" long, 30" wide, and weighing up to 600 pounds including the occupant. Mobility aids beyond these specifications might not be transportable. We reserve the right to refuse transport if the mobility device is in unsafe condition due to broken, inoperable or missing parts. Jaunt will make every effort to accommodate larger, heavier mobility devices up to the capacity of the service vehicle provided. Examples of mobility aids that are not allowed on Jaunt vehicles are shopping carts and "geri" chairs (chairs used in healthcare facilities to mobilize patients). For your safety, please make sure that brakes, batteries, and other parts on your wheelchair or mobility device are in good working condition.
- If you need assistance boarding the vehicle, the driver will assist you. All drivers are trained to operate a wheelchair lift and the mobility aid securement devices. Ambulatory customers utilizing the vehicle lift should use provided hand rails for safe boarding.

# DIRECT THREAT AND ABUSIVE BEHAVIOR

Jaunt service may be suspended or terminated due to inappropriate, aggressive, threatening or abusive behavior toward other customers or Jaunt employees, any illegal conduct, and non-payment of Jaunt fare. Service suspensions may also result from abusive behaviors such as verbal assault, intentionally tying-up Jaunt telephone lines and repeat violations of Jaunt policies. This policy is not only limited to customers, but also to those acting on behalf of the customers, such as PCAs. If you dispute a suspension under this policy, you have the right to file an appeal. Appeal Requests must be filed in writing, by the deadline and per the instructions within the appeal packet. A copy of the appeal process will be sent to you with your suspension letter.

# SEVERE WEATHER OR HAZARDOUS CONDITIONS

During severe weather, icy or otherwise hazardous road conditions or emergency situations, Jaunt may make service modifications. Examples of severe weather or hazardous conditions are icy roads, snow accumulation, high winds and tornados. During severe weather or hazardous conditions, door-to-door service may revert to curb-to-curb service as needed. Jaunt service changes due to severe weather will be announced on local radio, television, the Jaunt phone system, Twitter messages, this website and the CAT Mobile App.



# LOST AND FOUND

Jaunt is not responsible for lost or stolen items. Please call Jaunt at 434.296.3184 to report a lost item. Staff members will do their best to assist.

## JAUNT ADA COMPLAINTS POLICY/ PROCEDURES

As per FTA Circular 4710.1, Jaunt is required to follow specific written procedures for all ADA Complaints. Jaunt is required to promptly communicate its response to any alleged ADA violation to the complainant, including the reasons for the response, and to document responses in its internal records or database for purposes of record-keeping. Jaunt is required to have a designated person in place to coordinate the ADA complaint process in order to ensure appropriate due process for any actual ADA complaints received. Procedures must be accessible to and usable by individuals with disabilities.

**Definition on an ADA Complaint:** A complaint made by an individual with a qualifying disability who is registered for services, that alleges discrimination, failure to provide a reasonable accommodation, or denial of services based solely upon the individual's disability.

To facilitate prompt access to the complaint process and resolution, Jaunt offers several methods by which an individual may file an ADA complaint including written, electronic, in-person, and via a designated telephone voicemail line.

### ADA COMPLAINT METHODS

Customers may submit complaints using any of the following methods:

- 1. U.S. Mail:** Jaunt ADA Complaints Coordinator, 104 Keystone Place, Charlottesville, VA 22902
- 2. ADA Customer Feedback Line:** Riders can record their complaint at (434) 296-3184 x102 This line is available 24 hours a day, seven days a week and messages will be picked up the next business day.
- 3. Electronic Mail:** Riders can contact Jaunt by e-mail at [ada@ridejaunt.org](mailto:ada@ridejaunt.org)
- 4. Language Line:** For riders who speak a language other than English, Jaunt utilizes the services of "Language Line" to facilitate the call. Virginia Relay is available by dialing 711.
- 5. Jaunt web site:** Riders can offer feedback on the Jaunt website at [www.ridejaunt.org](http://www.ridejaunt.org).

### FILING COMPLIANT OR INCIDENT REPORT

When filing a complaint or incident report, customers are encouraged to provide:

- Name, address, telephone, email
- Reason for Complaint / Description of what transpired
- Date and time of the incident
- Mobility aid used (if any)
- Bus and Route number
- Name or description of any involved parties

# ADA COMPLAINT PROCEDURE

This section outlines the Americans with Disabilities Act (ADA) complaint procedures related to providing programs, services, and benefits. However, it does not deny the Complainant the right to file formal complaints with The City of Henderson Human Relations Commissions, Equal Employment Opportunity Commission, and Federal Transit Administration, or seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations forbid discrimination against those who have disabilities. Jaunt is required to designate one or more employees to coordinate Part 37 and Part 27 compliance, respectively, and to have procedures in place specifically to address complaints alleging ADA violations. These procedures are as follow:

## Procedure

1. ADA Coordinator is the designated ADA Complaints Responder and Investigator and is responsible for the following primary responsibilities:
  - a. Maintaining written documentation of all stages of a complaint investigation, from receipt to closing
  - b. Communicating Jaunt's response to the allegation to the complainant
  - c. Conducting thorough investigations of all ADA-violation allegations
  - d. Confirming / determining if an ADA allegation is founded or unfounded
  - e. Tracking and documenting any disciplinary action or training stemming from a founded complaint
  - f. Resolution of case and written communication of findings with the complainant.
2. The complaint must meet the following requirements:
  - a. Complaint shall be in writing and signed by the Complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Jaunt ADA Coordinator will interview the Complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the Complainant or his/her representative.
  - b. Include the date of the alleged incident or when the Complainant(s) became aware of the alleged incident.
  - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
  - d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.
3. Upon receipt of the complaint, the Jaunt ADA Coordinator shall send a letter to the complainant within thirty (30) days notifying them of the completion and outcome of the investigation. This will include instructions on how to contact FTA if they feel that their complaint was not satisfactorily handled.
4. Complaints received by any other employee of Jaunt will be immediately forwarded to the ADA Coordinator.

5. A complaint must meet the following criteria for acceptance:
  - a. The Complaint must be filed within 180 days of the alleged occurrence.
  - b. The allegation must involve a Jaunt service of a Federal-aid recipient, sub-recipient or contractor.
  - c. If the complaint is a discriminatory or regulatory violation, the Coordinator will immediately investigate the allegation by reviewing bus video tapes and interview involved parties. All relevant information regarding the investigation shall be logged into the ADA Complaints module of Jaunt's scheduling software Trapeze.
6. Founded violations or discrimination triggers an immediate disciplinary/ corrective action.
7. A complaint may be dismissed for the following reasons:
  - a. The Complainant requests the withdrawal of the complaint.
  - b. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
  - c. The Complainant cannot be located after reasonable attempts.
8. The investigative report and its finding will be reviewed by the Jaunt ADA Coordinator and the Executive Director. The report will be modified as needed.
9. If Complainant is dissatisfied with the determination and/or resolution set forth by Jaunt, the same complaint may be submitted to the FTA for investigation. Complainant will be Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590, ADA Assistance Line: 888-446-4511.

## RECORD KEEPING REQUIREMENT

1. The designated Jaunt Customer Service Representative logs all customer complaints Jaunt receives through voicemail, email, Facebook and CAT's website daily Monday – Friday, except for holidays.
2. The Jaunt Customer Service Representative logs all ADA related complaints into Jaunt's central compliant log ("COM" module of Trapeze) with various other complaints and forwards any ADA complaints to the Jaunt and CAT ADA Coordinator (currently CAT's Grants Coordinator) on the day of receipt or the following Monday if received on a weekend.
3. Complaint Record Retention – Details of complaints will be kept for 1 year and a summary for 5 years.

ADA Coordinator shall be responsible for entering all ADA related complaints, investigation and resolution information into the complaints module of Trapeze, "COM." All elements must be fully documented during the course of an investigation, including notation that an element is not applicable (N/A).

1. Jaunt Staff Entering Information
2. Time and Date Complaint was Received
3. Name of Complainant
4. Contact information of Complainant
5. Time and Date of Incident
6. Bus#/Driver Description (if applicable)
7. Notes on Initial Communication with the Complainant
8. Email or documented phone call to the complainant acknowledging receipt of the complaint and indicating further communications will occur once the investigation is complete
9. Investigation: view bus video, driver or witness interviews, any other applicable documents
10. Investigation Results Narrative documented
11. Any Disciplinary Action Taken (retraining, suspension, warning)
12. Personnel File Updated (if applicable)
13. Letter/Email sent to complainant communicating the reasoning behind the response and the results of the investigation within thirty (30) days of initial complaint
14. Resolution/Close Case

# ADA PARATRANSIT NO SHOW POLICY

Jaunt provides ADA Complimentary Paratransit for the City of Charlottesville and urban Albemarle County. Per FTA C 4710.1, Jaunt may establish an administrative process to suspend, for a reasonable period of time, the provision of complimentary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.

Sporadic passenger incidents of no showing, cancelling at the door, and cancelling late for requested trips are an expected cost of doing business for a paratransit system. However, as the cost for providing ADA complimentary Paratransit service is growing and all eligible demand for paratransit trips must be met; excessive no shows, cancels at door, and late cancellations adversely affect the efficiency of service to other customers and significantly adds to the cost of operating the services

## DEFINITIONS

**Pattern or Practice of Customer Missing Trips:** When there are intentional, repeated, or regular actions, not isolated, accidental, or singular incidents of not canceling trips; only actions within the control of the individual count as a part of a pattern or practice.

**Be Ready Time:** When the customer calls to reserve their ride, they will be given a 25-minute (15 minutes before to 10 minutes after their schedule time) "pickup window" in which the vehicle will arrive. If a customer requests a 7:00 AM pickup time, they will be advised that their "Be Ready Time" is 6:45 AM. The bus is not late unless it has not arrived by 7:10 AM.

**Advanced Cancellation:** When the customer (or the customer's advocate/caregiver) calls and cancels a scheduled trip at least 2 hours prior to Be Ready Time. If a customer has an early morning trip scheduled before 6:00 AM, they will need to leave the cancellation message on the voice mail to be retrieved by the Jaunt Reservation Center as soon as it opens at 5:00 AM or call no later than 5:30AM.

**Cancel at Door:** When the vehicle arrives at the location designated for a specific scheduled trip within the 25-minute window of the Be Ready Time and the customer (or the customer's advocate/caregiver) notifies the driver at that time that they no longer need the scheduled trip. The driver will verify the need for any other trips scheduled for that day and advise Dispatch accordingly when calling in the cancel at door.

**Cancel Late:** When the customer (or the customer's advocate/caregiver) does not call and cancel a scheduled trip at least 2 hours prior to the Be Ready Time (other than early morning trips).

**Missed Trip:** A missed trip occurs when our bus arrives outside of the 25-minute pick up window and the passenger chooses not to ride. A missed trip is not counted against a passenger because it was Jaunt's error.

**Excessively Long Trip:** Jaunt uses one (1) hour as a maximum ride length as a quick guide for our reservations, schedulers, and dispatchers. Any trip exceeding one (1) hour would be considered excessively long. In addition, Jaunt will compare a short, medium, and long trip on the fixed route service provided by CAT to its own comparable ADA trips to determine if the ADA service is excessively long

**Denials:** If Jaunt is unable to provide a trip at the requested time, an alternative time will be offered 60 minutes before or after the requested time. If you cannot offer the rider a time within the one (1) hour before or after the requested time it will be considered a denial.

**No-Show:** A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled location within the pickup window and a 5 min wait.

Jaunt further defines a No Show when all of the following criteria have occurred:

- The Driver will go to the door and attempt to make contact;
- If no contact, the Driver will check the manifest to ensure correct location/ address;
- The Driver will wait five minutes after the Be Ready Time;
- The Driver will notify Dispatch that the customer is a No Show;
- Dispatch will verify all information and approve the no show;
- The Driver will tag the door with a "No Show" tag.

## EXCUSED NO SHOWS

No Shows are EXCUSED when the trip is missed for reasons beyond the customer's control.

- A No Show **will not** be issued for reasons beyond the customer's control; including situations such as sudden illness, family emergencies, weather conditions, or long medical appointments.
- The customer (or the customer's advocate/caregiver) should ALWAYS make every effort to cancel scheduled trips as soon as it is known that the trip is not needed. It is the customer's (or the customer's advocate/caregiver) responsibility to provide the reasoning for not canceling the trip when contacting Jaunt so that it can be determined if it is an Excused No Show.
- Contact should be made with Jaunt as soon as reasonable possible. Lack of any contact will result in a No Show being issued. To contact Jaunt, call (434) 296-3184.

## IMPLEMENTATION

A point system has been implemented that reflects less of a penalty for a Cancel Late than for a No Show or Cancel at Door.

- 1 No Show = 2 Points
- 1 Cancel at Door = 2 Points
- 1 Cancel Late = 1 Point

Below is a table indicating the volume of No Show / Cancel at Door / Cancel Late points that may be accumulated per calendar month before action will be taken. Please do not consider this justification for not canceling trips in advance.

<b>Number of Actual Trips Booked per Calendar Month and Not Cancelled in Advance</b>	<b>Number of Points in one (1) calendar month that Establishes that a Pattern or Practice Exists</b> <i>(Once this number of points has been reached, warning letter and/or suspension will occur)</i>
1 – 14	4
15 – 39	8
40 – 59	12
60 – 79	16
80 – 99	20
100 or more	24

## ESTABLISHED PATTERN OR PRACTICE

As points accumulate throughout the month, calls will be made and reminder notices mailed advising the customer of the process. Reasonable efforts will be made to make the appropriate contact with the customer and/or their advocate/caregiver. If the customer continues to accumulate and excess number of points as defined above, the following will occur:

<b>Number of Months Within the last Six (6) Months that there has been a Pattern or Practice of not cancelling trips when they are not needed</b>	<b>Consequence</b> <i>(Days Loss of Service will be counted as days that service was available for customer to request a trip)</i>
1	Final Letter of Warning*
2	2 Days Loss of Service
3	5 Days Loss of Service
4	10 Days Loss of Service
5	20 Days Loss of Service
6	30 Days Loss of Service

Warning Letters will contain all recorded incidents of No Shows, Cancel at Doors, or Cancel Lates that have been received. The customer will be advised that if there are additional incidents, a suspension of services could occur. The customer will be advised to contact Jaunt immediately by phone or in writing if a Warning Letter is received and they feel that any of the incidents have been issued in error. Contesting individual incidents should be made by phone or postmarked within ten (10) days of the date of the Warning Letter. The letter will contain contact information.

## SUSPENSIONS

If the No Shows have accumulated to the point where a suspension will be activated, the customer (or the customer's advocate/caregiver) may file a verbal or written appeal. An appeal must be filed or postmarked within ten (10) days of the date of the Suspension Letter.

**By Mail:** Jaunt Operations Supervisor, 104 Keystone Place, Charlottesville, VA 22902

**Verbal:** 434.296.3184, Ext. 120

## ADMINISTRATIVE REVIEW

Jaunt's Operations Supervisor or other designated Jaunt staff will review the information provided by the customer (or the customer's advocate/caregiver) and make a decision to either uphold the suspension or to overturn within ten (10) business days.

## PASSENGER NOTIFICATION OF POLICY

Jaunt's ADA Paratransit passengers shall be notified of the No Show Policy upon making their initial reservation and in the materials provided to them when they become a certification ADA-eligible passenger. Passengers will be notified initially by phone for possible suspensions and appeal processes, with a follow-up letter explaining the suspension and appeal process.

# REASONABLE MODIFICATION

## BACKGROUND

On March 13, 2015, as part of the Federal Register Vol. 80, No. 49 (80FR13253), the Federal Department of Transportation (DOT) issued a Final Rule effecting 49 CFR Parts 27 and 37: Transportation for Individuals with Disabilities; Reasonable Modification of Policies and Practices. The purpose behind this final rule is:

*"...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."*

## POLICY

Jaunt is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services, and activities. Jaunt recognizes that, in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modifications to policies and procedures. Jaunt will adhere to all applicable federal and state laws, regulations, and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities. Jaunt does not



discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any transit program or activity. Jaunt will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate.

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of Jaunt, or be subject to discrimination by Jaunt.

## REASONABLE MODIFICATIONS

A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities. Jaunt will make reasonable modifications to policies, practices, and procedures when necessary to ensure access to transit services for qualified individuals with disabilities, unless:

- Making the accommodation would fundamentally alter the nature of the public transportation service.
- Making the accommodation would create a direct threat to the health or safety of other passengers.
- The individual with a disability is able to fully use Jaunt's service without the accommodation being made.
- Where granting the request would cause an undue financial and administrative burden.

## ELIGIBILITY CRITERIA

An individual is eligible to be considered to receive a reasonable modification if that individual has a physical or mental impairment that substantially limits one or more of the major life activities of such individual, a record of such impairment, or been regarded as having such impairment.

## REQUESTS FOR REASONABLE MODIFICATIONS

Jaunt provides information about how to make requests for reasonable modifications readily available to the public through its website and rider policy guidelines. Jaunt will follow these procedures when taking requests:

1. Individuals requesting modifications shall describe what they need in order to use the service. Individuals requesting modifications are not required to use the term "reasonable modification" when making a request. Personnel at Jaunt will determine if the request represents a reasonable modification and proceed in accommodating the request accordingly.
2. Whenever feasible, Jaunt requests that individuals make such requests for modifications before Jaunt is expected to provide the modified service.
3. **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, demand response, or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel shall make a determination of whether the modification should be provided at the time of the request.** Operating personnel will consult with Jaunt's management before making a determination to grant or deny the request.

Requests for accommodation can be submitted in any written format (i.e. letter, email). Alternative means of filing a request, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request. The reasonable accommodation process begins as soon as the request for accommodation is made.

## INTERACTIVE PROCESS

When a request for accommodation is made, Jaunt will make every effort to engage in a good faith interactive process with the individual requesting an accommodation to determine what, if any accommodation shall be provided. Communication will be a priority throughout the entire process. That communication will include information about the request, the process for determining whether an accommodation will be provided, and the potential accommodations.

## TIME FRAME FOR PROCESSING REQUESTS AND PROVIDING REASONABLE MODIFICATION

Jaunt will process requests for reasonable accommodation and then provide accommodations,

where appropriate, in as short a time frame as reasonably possible. Jaunt recognizes, however, the time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information.

## **GRANTING A REASONABLE MODIFICATION REQUEST**

As soon as Jaunt determines a reasonable accommodation will be provided, that decision shall be immediately communicated to the individual. This notice must be in writing in order to maintain the required information for reporting purposes. Upon request, alternative means of response will be provided in addition to the written response. In choosing alternatives for meeting nondiscrimination and accessibility requirements with respect to new, altered, or existing facilities, or designated or specified transportation services, Jaunt shall give priority to those methods that offer services, programs, and activities to qualified individuals with disabilities in the most integrated setting appropriate to the needs of individuals with disabilities.

## **DENYING A REASONABLE MODIFICATION REQUEST**

As soon as Jaunt determines a request for reasonable accommodation will be denied, Jaunt will communicate the basis for the decision in writing to the individual requesting the modification. The explanation for the denial will clearly state:

1. specific reasons for the denial;
2. any alternative accommodation that may create the same access to transit services as requested by the individual; and
3. the opportunity to file a complaint relative to the Jaunt's decision on the request.

## **COMPLAINT PROCESS**

Any person who believes she or he has been discriminated against in obtaining a reasonable modification may file a formal complaint. Jaunt has a process for recording, investigating, and tracking complaints from qualified individuals. Complaints

are taken by Jaunt staff via telephone. In addition, individuals can file a complaint via email to [ada@ridejaunt.org](mailto:ada@ridejaunt.org). Alternative means of filing complaints, such as personal interviews or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

Jaunt investigates complaints generally within 10 days after receipt. Once the complaint is received, the complainant will receive an acknowledgement of receipt typically within three days after the complaint was filed. If more information is needed to resolve the complaint, Jaunt may contact the complainant. If the information is not received within 30 days from the date of the original complaint, the complaint will be marked undetermined and closed.

After Jaunt investigates the complaint, a decision will be rendered in writing to the complainant. Jaunt will issue either a Letter of Closure or Letter of Finding.

- Letter of Finding – This letter will summarize the complaint, any interviews conducted regarding the complaint, and explain what actions will be taken by Jaunt to address the complaint.
- Letter of Closure – This letter will explain why Jaunt has determined the complaint does not merit accommodation under the Americans with Disabilities Act and that the complaint will be closed.

If the complainant disagrees with the decision of Jaunt, an opportunity to appeal the decision may be pursued provided the notice of appeal is received within 21 days of the initial decision by Jaunt.

In the event of appeal, the complainant will be granted all due process, including the ability to present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.

## **DESIGNATED EMPLOYEE**

Jaunt's designated official responsible for processing reasonable modification requests and handling complaints is:

Chief Operating Officer  
Jaunt, Inc.  
104 Keystone Place  
Charlottesville, VA 22902  
434.296.3184 x102, [info@ridejaunt.org](mailto:info@ridejaunt.org)

# ADA INTERNAL REVIEW PROCESS

Jaunt will regularly review ADA paratransit performance in terms of adhering to the regulations and standards established for serving ADA-eligible passengers. Three levels of reporting, monitoring and analysis will be provided; staff reports, board reports, and CAT compliance information.

## STAFF REPORTS

Data is collected specifically for ADA paratransit services, and a detailed report of information is provided to staff for review, and modification to services if needed. Information covers specific ride lengths, on-time performance, and scheduling modifications. This information allows staff to track specific service issues in order to find the optimal solution. ADA paratransit performance standards area:

- On-time Performance 85% Per Month
- 5 or Less ADA Trip Denials Per Month
- 5 or Less ADA Missed Trips Per Month
- 65 or Less ADA Excessively Long Trips Per Month
- Avg 2 Min or Less Call Hold Time

## BOARD REPORTS

A consolidated report of service is provided to the Jaunt Board of Directors for review. This information covers overall ridership, service hours, financials, any complaints, and any vehicle or facility issues that have impacted Jaunt's ability to serve ADA-eligible passengers. Board members are asked to provide direction to staff if major service or organizational changes need to be addressed.

## CAT COMPLIANCE REPORT

Because Jaunt has a Section 5307 subrecipient arrangement with Charlottesville Area Transit, and because CAT is held accountable for Jaunt's ADA paratransit service delivery and regulatory compliance, Jaunt staff will submit monthly reports to CAT for an independent review of service performance. The report will include the following information:

- ADA Ridership
- ADA Miles
- ADA Hours
- ADA No Shows
- ADA Denials
- On-time Performance
- ADA Complaints
- ADA Missed Trips
- Lifts Determined Inoperable That Impact Service
- ADA Passenger Accidents and Incidents
- Excessively Long ADA Trips
- Call Hold Times

# ADA POLICY UPDATE AND RESPONSIBILITIES

This document has been developed from materials obtained from in-person training on specific ADA requirements and standards, in consultation with Charlottesville Area Transit, and based on recent best practice information provided by the Federal Transit Administration. Further, this document is the responsibility of the Chief Operating Officer and the ADA Coordinator. It is required that the document is reviewed and updated annually. The following steps should be considered to ensure an accurate and compliant update:

- Assess federal ADA regulation changes and notices
- Review each specific box call-out for changes
- Update all employee handbooks, training materials and quick reference guides
- Include, as an update to Attachment A, all documented ADA complaints
- Include, as an update to Attachment B, all documented lift failures that caused service impacts
- Include, as an update to Attachment C, all documented elevator failures that caused facility accessibility limitations, including downtime assessment
- Include, as an update to Attachment D, a list of all employees who have received ADA training
- Include, as an update to Attachment E, a record of ADA service performance data
- Include, as an update to Attachment F, a signed statement that the policy has been reviewed

## EMPLOYEE TRAINING

Because it is important that all employees are aware of the ADA paratransit policies and procedures; and, that it is important the employees are aware of any changes to the federal regulation; Jaunt shall train new employees and retrain all employees on the information found in this document annually. All employees shall receive direct training on the material regardless of their position within the organization and/or their length of employment.

## EMPLOYEE INFORMATION AVAILABILITY

All information found in this document shall be mirrored in the applicable training materials and reference documents used by each employee in their related Jaunt ADA Paratransit functions. Employees shall be provided quick reference materials to ensure they are aware of applicable regulations to their job functions.

## PUBLIC AVAILABILITY OF INFORMATION

Brief statements and information for each of the sections below will be provided on Jaunt's ADA materials provided to ADA passengers. Further, Jaunt shall publish its ADA paratransit information on its main website. The following information will be provided:

- Description of Jaunt's ADA paratransit service
- Link to CAT's ADA eligibility application form
- Jaunt's ADA Policy and Procedures
- Jaunt's ADA No Show Policy
- Jaunt's ADA Complaint Procedure
- Jaunt's Reasonable Modification Request Procedure
- All of Jaunt's relevant alerts and notifications related to service and facility accessibility

## RECORD RETENTION

Jaunt will maintain all records related to this policy, including all requests, complaints and denials for at least five (5) years.

# ATTACHMENT A – LOG OF ADA COMPLAINTS

FY16 – Rose Mary Williams provided a complaint to the City of Charlottesville in August regarding a driver being aware of her rights to the use of a seatbelt. The letter from the City and Jaunt’s response to Ms. Williams have been recorded in Jaunt’s ADA files.

FY17 – No complaints for 2017

FY18 – No complaints for 2018

FY19 – No complaints for 2019

FY20 – Shelly Harper filed a complaint to the City of Charlottesville in August of 2020 regarding door-to-door service Jaunt provides. Jaunt’s responses to the FTA and the letter from the FTA to Ms. Harper have been recorded in Jaunt’s ADA files. The FTA found in favor of Jaunt.

FY21 – No Complaints for 2021

# ATTACHMENT B – LOG OF LIFTS DETERMINED INOPERABLE WITH SIGNIFICANT IMPACT ON SERVICE

FY16 – No lifts were determined inoperable that had an impact on service

FY17 – No lifts were determined inoperable that had an impact on service

FY18 – No lifts were determined inoperable that had an impact on service

FY19 – No lifts were determined inoperable that had an impact on service

FY20 – No lifts were determined inoperable that had an impact on service

FY21 – No lifts were determined inoperable that had an impact on service

# ATTACHMENT C – LOG OF ELEVATOR AND OTHER FACILITY ACCESSIBILITY FAILURES

FY16 – No elevator or facility failures

FY17 – No elevator or facility failures

FY18 – No elevator or facility failures

FY19 – No elevator or facility failures

FY20 – No elevator or facility failures

FY21 – No elevator or facility failures

# ATTACHMENT D – LOG OF EMPLOYEE ADA TRAINING

2020 – List of all staff receiving refresher training is attached

NAME	POSITION	DATE(S)	TRAINING
Barber, Crystal	CSR	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Bird, Patrick	Dispatch	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Cropp, Brian	Distpatch	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Davis, Karen	Admin	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Hunt, Nancy	Admin	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Howell, Emily Gray	Admin	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Gunter, Susan	Admin	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Mclvor, Larry	Supervisor	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Rose, Ramona L	Reservations	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Nemec, Benjamin	Maintenance	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Paige, Benjamin	Dispatch	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Sheffield, Jaymie	Admin	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Taylor, Deborah	Admin	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Washington, Natasha	Scheduler	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Morris, Tonia Starr	Supervisor	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Hepler, Mark	Maintenance	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Houchens, Corey	Maintenance	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Anderson, Matthew	Admin	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Sisler, Harland	Admin	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Guerrero, J'riah	Supervisor	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Rowland, Christopher	Admin	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Johnson, Stephen	Admin	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Hernandez, Crystal	CSR	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Williams, Phyllis	Supervisor	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Munson, Robin	Admin	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Jackson, Curtis Lee	Admin	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Sharp, Jade B.	Scheduler	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Arce, Alex A.	Admin	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Rankins, Natalie A.	Dispatch	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Claflin, Marnissa	Admin	02/05/2020 – 02/14/2020	ADA, Title VI, EEO
Logan, Rachelle	Reservations	02/05/2020 – 02/14/2020	ADA, Title VI, EEO



<b>NAME</b>	<b>POSITION</b>	<b>DATE(S)</b>	<b>TRAINING</b>
Honeycutt, Mary Eileen	Admin	02/05/2020 - 02/14/2020	ADA, Title VI, EEO
Fulton, Kathy	Admin	02/05/2020 - 02/14/2020	ADA, Title VI, EEO
Grooms, Kathryn	Dispatch	02/05/2020 - 02/14/2020	ADA, Title VI, EEO
Watson, Brandy N.	Reservations	02/05/2020 - 02/14/2020	ADA, Title VI, EEO
Thomas, Rena	Reservations	02/05/2020 - 02/14/2020	ADA, Title VI, EEO
Barnes, Caleb	Intern	02/05/2020 - 02/14/2020	ADA, Title VI, EEO
Sisler, Mike	Admin	02/05/2020 - 02/14/2020	ADA, Title VI, EEO
Morris, Starr	Supervisor	12/07/2020 - 12/20/2020	ADA, Title VI, EEO
Claflin, Marnissa	Supervisor	12/07/2020 - 12/20/2020	ADA, Title VI, EEO

# ATTACHMENT E – ADA SERVICE PERFORMANCE DATA

The ADA Compliance Monthly Statistical & Performance Summary is shared contains data on the following measures:

- ADA trips provided
- ADA miles operated
- ADA hours operated
- ADA no shows
- ADA denials
- On-time performance
- ADA complaints
- ADA missed trips
- Lifts determined in operable
- ADA passenger incidents/accidents
- ADA vehicle accidents
- Excessively long trips
- Call hold times