



Americans with Disabilities Act

Paratransit Plan

**For
Complementary Paratransit Services**

City of Bowling Green KY - GO BG transit

Revised September 2017

A Service Of:



Community Action of Southern Kentucky

Building Stronger Families and Communities...

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Updates to ADA Plan:

Date:	Update	BY	Page #
5-4-15	Stop Announcement Procedures	CZ	13
4-21-17	Core Area Map	KM	14
7-21-17	GO too Guidelines Handout	KM	12
12-29-17	Address, phone numbers, removal of Transportation Coordinator and added Compliance Officer.	CZ	Throughout Document

Americans with Disabilities Act of 1990 and Americans with Disabilities Act Amendments Act of 2008

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. It provides the general framework and approach for ending discrimination for persons with disabilities. The stated national goals of the ADA are to guarantee that persons with disabilities have equality of opportunity, a chance to fully participate in society, ability to live independently and be economically self-sufficient.

Section 223 of the Americans with Disabilities Act of 1990 requires that public entities that operate non-commuter fixed-route transportation service also provide complementary Paratransit service for individuals unable to use the fixed-route system.

ADA complementary Paratransit standards are provided for in 49 CFR §37.123 of the Code of Federal Regulations.

In general, the law prohibits public transit systems from denying individuals with disabilities the opportunity to use public transportation services, if the individuals are capable of using the system. It also prohibits public entities from providing services that discriminate against persons with disabilities. The ADA is an opportunity to develop programs that will ensure the integration of all persons into not just the transportation system of America, but all of the opportunities transportation makes possible. The goal is to ensure non-discriminatory, equitable, accessible and safe public transportation, enhancing the social and economic quality of life for people with disabilities. Specific actions must be taken by public transit agencies to avoid discrimination. For example, the law requires that:

1. All newly purchased or leased vehicles used in fixed-route service must be accessible to persons with disabilities.
2. Public agencies which provide fixed-route public transportation service also must offer similar complementary Paratransit services to individuals with disabilities who are unable to use the fixed-route system.
3. New facilities must be accessible.
4. Alterations to facilities must include features to make them accessible.

GO BG transit complies with all requirements of the Americans with Disabilities Act.

ADA Effect on Transportation Services Provided By GO BG transit

The ADA regulations require GO bg transit, as a public entity who operates a fixed route system, to provide complementary Paratransit service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route transit system per 49 CFR §37.131(a). ADA regulations require service area to be within ¾ mile of the fixed-route system. Per 49 CFR §37.131(g), public entities may provide complementary Paratransit service to ADA Paratransit individuals exceeding that required by Sec. 37.131. Accordingly, since at least 2003, GO BG transit complementary Paratransit service area has included the required areas, including any “core areas”.

**Other Entities Providing Complementary Paratransit Services in
GO BG transit Service Area**

49 CFR §37.131(a) requires that this plan identify any person or entity (public or private) which provides a Para transit or other special transportation service for ADA Paratransit eligible individuals in the service area to which the plan applies. Other entities providing complementary Paratransit services in the GO BG transit Service Area include The Housing Authority of Bowling Green, GRITS, Western Kentucky University Transit, and various human service providers serving a limited customer base. GO BG transit shall work with all area providers of complementary Paratransit services to avoid duplication of services where possible.

**Rules for ADA Eligibility for
Complementary Paratransit Services**

1. ADA complementary Paratransit service must be provided to all passengers described as being ADA eligible under 49 CFR §37.123. ADA eligibility includes the following:
2. Any individual with a disability who is unable, as a result of a physical or mental impairment (including a visual 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 an accessible vehicle in the system. Included in this category are individuals with mental or visual impairments who cannot navigate the system.
3. Persons who cannot use vehicles without lifts or accommodations. These persons are eligible for Paratransit service if accessible fixed-route vehicles are not available on the bus routes in which they need to travel, when they need to travel during operational hours of GO BG transit.
4. Persons with specific impairment related conditions that cannot travel to a boarding location or from a disembarking location to their final destination. The condition must prevent the person from using the fixed-route system. Conditions that make getting to the fixed-route bus stop “more difficult” do not grant eligibility. Second, architectural barriers (such as no curb cuts) not under the control of GO BG transit, and environmental barriers (such as distance, terrain, and weather) do not, when considered alone, confer eligibility. If, however, travel to or from a boarding location is impossible when these factors are combined with the person’s specific impairment-related condition, conditional Paratransit service will be provided to eligible passengers.

**How to Become Certified as ADA eligible For
Complementary Paratransit Service**

Applications for certification as being ADA eligible for GO BG transit’s complementary Paratransit service are available at GO BG transit’s offices located at 304 E 11th Avenue, Bowling Green KY 42101, or a request for a copy to be mailed can be made by calling the GO bg transit’s office at (270) 782-3162 EXT 316. Applications are also available for download from GO bg transit’s website located at www.casoky.org/transportation .This site also includes hours of operation, holiday schedule, ticket information, bus route map, weekly fixed-route schedule, and Saturday GO Shopping schedules.

Once the application is received, GO BG transit will notify the applicant within twenty-one (21) days of his/her eligibility status. If a determination has not been made within 21 days of receiving the completed application, the applicant will be treated as eligible and will be provided service until or unless GO BG transit denies the application. The applicant will receive a letter verifying whether eligible for service or not. If denied, GO BG transit will state specifically the reason for the denial.

Certification applications are available to anyone who requests them and are made available electronically at www.casoky.org/transportation. Certifications are renewed every three (3) years.

Temporary Disability Eligibility For Complementary Paratransit Service

Any individual with a temporary disability, for the purpose of determining ADA eligibility will be subject to the same standards as those with permanent disabilities. Certification of eligibility in such cases will be subject to a specific expiration date.

Appeals Process for Denial of ADA Eligibility

The City of Bowling Green Administrative Appeal procedures are established in Bowling Green City Code. GO BG transit has established an administrative appeals process through which an individual who has been denied ADA complementary Paratransit eligibility can obtain review of the denial.

1. Appeal of the denial to certify an individual as ADA Paratransit eligible must be filed within 60 days of written notification of the determination.
2. Upon receipt of the denial, GO BG transit will provide the individual with the opportunity to be heard and to present information and arguments to an individual not involved with the initial decision to deny eligibility. GO BG transit will again provide written determination as to the decision made upon completion of the appeals process and the reasons for it.
3. Any person aggrieved by the decision of the initial decision maker may appeal to the Transportation Manager for GO BG transit.
4. Any person aggrieved by the decision of the Transportation Manager may appeal to the CEO. Any person aggrieved by the decision of the CEO may appeal to the City of Bowling Green Administrative Appeals Board. Such appeals shall be governed by City of Bowling Green City Code.
5. GO BG transit will provide complementary Paratransit service to the applicant pending the final determination of the appeal.
6. If a customer appeal is denied and the applicant thinks the ADA Paratransit eligibility process was unfair, the applicant can file a complaint with the Federal Transit Administration Office of Civil Rights 1200 New Jersey Ave., SE, Washington D.C. 20590 (202) 366-648 (Voice) (202) 366 8538 (TTY).

ADA Eligible Visitors Policy

In accordance with the federal regulations published by the United States Department of Transportation, GO bg transit will make complementary Paratransit service available to any individual with disabilities who does not reside in the jurisdiction served by GO bg transit.

GO bg transit will treat as eligible all visitors who present documentation that they are ADA eligible under the ADA Paratransit eligibility criteria in the jurisdiction in which they reside.

All visitors requesting complementary Paratransit service in the jurisdiction in which GO BG transit provides service, who do not present such documentation, will be required by GO bg transit to show documentation of the individual's place of residence and documentation of his or her disability, provided it is not apparent. GO BG transit shall accept certification from such an individual, that he or she is unable to utilize fixed-route transit service.

GO bg transit will provide complementary Paratransit service to said visitor, who does not have documentation that he/she is ADA eligible, for no more than 21 days from the first day of service to such an individual.

**How GO BG transit's ADA Complementary Paratransit Service
Meet The Requirements of the Americans with Disabilities Act Regulations**

Under GO BG transit's Complementary Paratransit Service Plan, the level of service provided to persons determined to be ADA eligible is similar to GO BG transit's fixed-route bus service. Six service criteria are included in the regulations. The following is a description of how GO BG transit's complementary Paratransit service meets or exceeds the six service criteria:

SERVICE AREA:

ADA complementary Paratransit service is provided to all origins and destinations within the service area. For GO BG transit, the basic service is centered on each fixed-route bus route and extending $\frac{3}{4}$ of a mile from any point of the fixed-route. It includes all areas within the Core Area of Service. GO BG transit has provided such service to all areas within the City limits since at least 2003. (Please reference maps, and brochure in maps section)

RESPONSE TIME:

As stated in the regulations, pick up times will be negotiated with ADA eligible passengers to make scheduling more efficient. As a ride-sharing service, GO BG transit is allowed a one-hour window on either side of the requested pick up time. Any negotiation of time will be discussed with the passenger prior to pick up. The vehicle can show up 15 minutes before or after the agreed upon time.

FARE STRUCTURE:

Fares charged for an ADA eligible complementary service trip to ADA eligible users will be the same amount as the base cash fare paid by passengers of the GO BG transit fixed-route system. The current amount of fare for a one-way complementary Paratransit trip is \$4.00. Personal Care Attendants (PCA) traveling with the ADA eligible passengers will not be charged, as defined in the regulations. Passengers must be listed as having a PCA when filing the necessary application for ADA eligibility.

TRIP PURPOSES:

Requests for all types of ADA eligible trips will be accepted and provided within the service area.

HOURS AND DAYS OF SERVICE:

ADA complementary Paratransit service shall be offered during the same days and hours that GO BG transit offers fixed-route bus service. It is important to remember that a passenger must be certified as being ADA eligible before the passenger can make a reservation request.

Requests for GO BG transit complementary Paratransit service to certified ADA eligible users on a particular day will be accommodated as long as the reservation is made anytime during the previous day's business hours. GO BG transit does not provide same day scheduling. ADA complementary Paratransit trips may be requested during the following times:

A person may call by 4:30 pm to schedule a trip for the next day as early as 6:00 am.

GO BG transit office business hours are 8:00 a.m. – 5:00 p.m., Monday through Friday.

GO BG transit uses an answering system after hours for cancelling trips or on Saturday and Sunday to schedule trips for Monday. Appointments can be made up to two weeks in advance.

Service is on a first-come, first-served basis and is a ride-sharing arrangement. In order for staff to coordinate trips effectively, requests for a specific driver or vehicle are not accepted.

CAPACITY CONSTRAINTS:

GO BG transit does not limit the number of ADA eligible complementary Paratransit trips to ADA eligible passengers of the public transportation system.

Since Paratransit is a shared ride service, Paratransit rides between Point A and Point B will usually take longer, and involve more intermediate stops, than a taxi ride between the same two points with one passenger in the vehicle. However, GO BG transit does not intentionally schedule excessive trip lengths.

Attendant Policy

Personal care attendants (PCA) will be permitted to accompany ADA eligible riders on ADA eligible trips at no charge. GO BG transit will require that passengers state the need for a PCA when they request ADA eligibility certification. GO BG transit does not provide PCA's.

One guest will be allowed to accompany an ADA eligible complementary Paratransit passenger on their ADA eligible Paratransit trip. More than one guest will be allowed on a space available basis. The PCA is not considered to be a "guest". A guest is required to pay the applicable Paratransit fare.

Children under the age of 12 are required to be accompanied by a parent, guardian or another responsible adult.

GO BG transit's Driver Origin to Destination Assistance Policy

It is the policy of GO BG transit to provide complementary Paratransit services within the Service Area of GO BG transit. Transportation service is provided by ADA accessible buses or mini-vans. Drivers are trained to provide minimal assistance only. Drivers are not trained to provide medical assistance.

To ensure timely service, GO BG transit's complementary Paratransit services are considered origin to destination. On a case-by-case basis, GO BG transit drivers may provide door-to-door assistance, but in no case will they be expected to go beyond that level of service.

Shopping Trips

To ensure timely service, passengers are encouraged only to bring what they can carry on their own or with assistance of a personal care attendant (PCA). Passengers are welcome to bring a collapsible shopping cart on board the vehicle to assist them with their purchases.

Trip Cancellation Policy For a Scheduled Trip

There is no penalty for a cancellation as long as notice is given at least one (1) hour in advance of the scheduled pick up time. Passengers are encouraged to give as much notice as possible if unable to make the appointment. We ask that passengers be cooperative in reducing cancellations. Cancellations are disruptive to the overall operation and the time could have been scheduled by another passenger. If a passenger cancels a trip less than an hour before the scheduled pick up time, it will be a late cancellation and treated the same as a No Show.

Passengers should call GO BG transit at (270) 782-3162 EXT 316 as soon as known to cancel any trips. Cancellations can be made by leaving a message on the answering system 24 hours a day 7 days a week, but every effort should be made to call during business hours which are between 8:00 a.m. and 5:00 p.m., Monday through Friday.

No Show Definition and Policy

We request that passengers be ready to be transported a few minutes ahead of schedule. GO BG transit defines a No Show as occurring when all five of the following circumstances have occurred:

1. The customer (or the customer's representative) has scheduled ADA Paratransit service.
2. There has been no call by the customer or his/her representative to cancel the scheduled trip one or more hours before the start of the pick-up window.
3. The Paratransit vehicle has arrived at the scheduled pickup point by the scheduled pick up time.
4. The driver has waited at least 5 minutes beyond the scheduled pick up time, but the customer has failed to board the vehicle or refuses a trip.
5. The driver cannot reasonably see the customer approaching the vehicle.
6. It is important to note that if a No Show occurs, the return trip is automatically cancelled unless otherwise specified by the customer. This prevents the customer being charged two No Shows in one day.

The following is the No Show policy for complementary Paratransit service:

1. If a passenger is not ready at the scheduled pick up time or refuses a trip, the driver will be instructed by dispatch to continue with his/her regular schedule and the trip will be considered a No Show.
2. The drivers have been instructed to radio dispatch in the case of a No Show. When the driver notifies the office of the pending No Show, it must be verified by Dispatch or a supervisor. Dispatch or the supervisor will then enter the information on the Dispatch Screen in the transit dispatching system.
3. The driver must mark the Driver Manifest as a No Show with the correct time of pick up and mileage. The driver will select "No Show" on the Tablet and mark his/her manifest as "No Show". This will show up on the Tablet if one is installed on the vehicle. Information will also be displayed in verification for office staff to view.
4. When verification is done on the vehicle, No Shows are displayed in verification and then the person doing the verification can send out a No Show letter to the customer. No Show letters are sent out the same day the verification took place.

No Call No Show Pattern and Return Trip Procedures

There are many circumstances that may be beyond the rider's control, including but not limited to:

- Family Emergency
- Illness that precluded the rider from calling to cancel
- Personal attendant or another party who didn't arrive on time to assist the rider
- Rider was inside calling to check the rider status and was on hold for extended time
- Rider's appointment ran too long and did not provide opportunity to cancel in a timely way
- Another party cancelled rider's appointment
- Sudden turn for the worse in someone with a variable condition
- Adverse weather impacted rider's travel plans, precluding the rider from cancelling in a timely way

Transit agency error, which may not be counted as a rider no-show, includes but is not limited to:

- Vehicle arrived late, after the pickup window
- Vehicle arrive early, before the pickup window, and rider was not ready to go
- Vehicle never arrived
- Vehicle went to wrong location
- Driver didn't follow correct procedures to locate the rider
- Rider cancelled in a timely way but the cancellation was not recorded correctly or wasn't transmitted to the driver in time.

Policy Relating to Suspension of Riding Privileges Due to Excessive No Shows or Late Cancellations or Inappropriate Conduct

GO BG transit reserves the right to suspend service to an individual who, for reasons within his or her control, has a “pattern or practice” of missing scheduled trips. This provision does not apply to trips that are missed for reasons that are beyond the passenger’s control, (including trips which are missed due to GO BG transit error). GO BG transit also reserves the right to suspend service to an individual who engages in violent, seriously disruptive or illegal conduct on a Paratransit vehicle or to a Paratransit driver. Before suspending service, GO BG transit will take the following steps:

1. After an individual has missed three scheduled trips within 30 consecutive days for reasons within his/her control, GO BG transit will notify the individual in writing of the proposal to suspend service and the proposed sanction.
2. Upon receipt of the suspension, GO BG transit will provide the individual with the opportunity to be heard and to present information and arguments to an individual not involved with the initial decision to suspend service to the individual.
3. After giving the individual the opportunity to be heard and to provide information and arguments contrary to the proposal to suspend service, GO BG transit will provide notification of the decision and the reasons for it.

Appeal Process for Suspension of Service Due To No Shows or Inappropriate Conduct

The City of Bowling Green Administrative Appeal procedures are established in Bowling Green City Code. GO BG transit has established an administrative appeals process through which an individual who has been denied ADA complementary Paratransit service due to No Shows or Inappropriate Conduct can obtain review of the denial.

All suspensions of service due to No Shows are subject to a formal appeal, in writing to the GO BG transit Compliance Officer at 901 Beauty Ave, Bowling Green KY 42101. Upon receipt of the denial, GO BG transit will provide the individual with the opportunity to be heard and to present information and arguments to an individual not involved with the initial decision to deny eligibility. GO BG transit will again provide written determination as to the decision made upon completion of the appeals process and the reasons for it.

1. Any person aggrieved by the decision of the initial decision maker may appeal to the Transportation Manager for GO BG transit.
2. Any person aggrieved by the decision of the Transportation Manager may appeal to the CEO. Any person aggrieved by the decision of the CEO may appeal to the City of Bowling Green Administrative Appeals Board. Such appeals shall be governed by City of Bowling Green City Code.
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The City of Bowling Green Administrative Appeal procedures are established in Bowling Green City Code. GO BG transit has established an administrative appeals process through which an individual who has had service suspended due to excessive No Shows can obtain review of the suspension.



ADA Complementary Paratransit – GO, too Guidelines

Scheduling

- Appointments must be made by 4:30 the day before the trip
- NO same day trips will be scheduled.
 - If an appointment is to a doctor, consider scheduling a pharmacy trip same day. It can be canceled if not needed, but can't be added same day after appointment.
- Appointments can be scheduled up to two weeks in advance
- If an Attendant for you is also approved, there is no additional fee, but must be scheduled at for same time, same pick ups and drop off destinations as yourself.
 - Same for unapproved attendant rider, but that fee is \$4
- Rider(s) must be ready 1 hour before scheduled pick up.
- Be ready, be on time. Vehicle can wait only 5 minutes for loading, than they must move on to next appointment.
- For medical appointments only, the return trip time does not have to be set, you may call when ready. Driver will fit you in for pick up.
- If other appointments are done earlier than scheduled, please call us and we will try to fit you in earlier.
- Assist animals are permitted, any others must be in an approved carrier and cannot be threatening.
 - Driver can ask what the service an assist animal provided.
 - The animal must be control of individual at all times.
- The night before (usually around 5 p.m. to 6 p.m.) someone will call you to confirm pick up time. (even if you called at 4:30 p.m. that day to schedule).

Canceling

- If you need to cancel a ride, please notify us ASAP, but at least one hour before scheduled time.

Fee/rates

- The fee for paratransit services is \$4.
 - Must be in cash, exact fare. No checks, no credit cards.
 1. NO change; driver does not make change
 - Or purchased Pink ADA pass
 1. Purchase from GObg office
 2. Driver
 3. Recommend to keep couple extra in wallet in case of the unexpected no worries about exact fare.

Rider ID Card

- In about one week, you will receive a “Rider ID Card” to show approved ADA rider and letter. However, you can begin service before the card arrives.
 - Back of ID card is half fare card for fixed route. (\$1), show fixed route driver.
 - Even though approved ADA Paratransit, you can still ride the fixed routes.

Signature: _____ Date: _____

I am signing that I received a copy of these ADA Complementary Paratransit – GO, too guidelines to keep for my reference.



Stop Announcements

GO bg transit includes training on stop announcements in new hire training along with passenger sensitivity training among other subjects. Drivers are given a list of stop announcements and trained to use them.

GO bg transit conducts annual driver evaluations using the Driver Annual Evaluation Form (attached) to check off each area being evaluated. This form has an element included for addressing Announcing Stops as part of the evaluation. There is a comment area beside each element that is used to note how the driver performs in addition to the check off areas. There is an additional area for comments at the bottom of the form. Each driver and evaluator must sign the form at the conclusion of the evaluation.

Stop announcements and the requirements for them are addressed periodically at employee trainings, information is handed out to the drivers and they sign that they have received the information.

Spot checks of drivers are conducted on a random basis from inside and outside of the bus at stops that are served by more than one route.

Video Cameras and the random monitoring of drivers on the recording is another tool that monitors Stop Announcements. DVR's on all GO buses are scheduled for replacement including upgrading this year.

GO bg transit also requires ADA Paratransit drivers to use announcements of major intersections and locations to help keep riders aware of their location and make their trip less stressful.

CORE AREA MAP

RouteMatch 6.1.43 (czapata) - [KY_BG_Transit in RM_KY_BG_Transit] [Addresses]

File View Help

Geo	Address Type	Common Name	Building Name	Address	Address2	Telephone	Extension	Email	City
				134Lovers Ln					Bowling G

No addresses could be found that match this search criteria

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