

# Detroit Department of Transportation Paratransit Guide



**DEPARTMENT OF  
TRANSPORTATION**

August 2018

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## **DISCLAIMER**

The information in this guide is subject to change. Please consult DDOT Administration at 313-833-3251 for the most current information. An electronic copy of this document can be found online at [www.RideDetroitTransit.com](http://www.RideDetroitTransit.com)

Note: The policies and procedures contained in this guide also apply to DDOT's New Freedom Program, unless otherwise specified. New Freedom is a grant funded extension of DDOT's FTA mandated complementary paratransit service that will expire in February 2020.

### **Reasonable Modification Policy**

DDOT is committed to providing safe, reliable, courteous, accessible and user-friendly services to its customers. To ensure equality and fairness, DDOT is committed to making reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Requests for modifications can be made by calling DDOT Administration at 313-833-3251.

## **WELCOME**

Thank you for your ridership with the Detroit Department of Transportation's paratransit service. Paratransit service allows access for those with functional limitations to have comparable travel accommodations as those who ride the fixed route bus. The origin to destination, shared ride service is available to anyone who meet the criteria to ride. Our service providers are glad to provide transportation to appointments, shopping venues, sporting events, or any destination in the Detroit service area. We hope this guide proves to be a helpful resource for your paratransit questions or concerns.

## **INTRODUCTION**

Detroit Department of Transportation (DDOT) provides public transportation along the fixed route service lines in Detroit and neighboring communities. Occasionally, there are people who are not able to ride a fully accessible fixed route bus because of limited functional abilities. In such cases, that person may be eligible for paratransit service. If it is determined that a rider is eligible for paratransit service, this guide outlines the policies of the service and procedures to follow. Please read it carefully.

In the event the rider of the paratransit service is not able to read or process the policies and procedures in this guide, the rider is still required to follow the responsibilities outlined. The caregiver or assistant of the eligible person may need to assume the responsibility of reading and understanding this information as well as making reservations and other arrangements for the rider. Alternative formats of this guide are available upon request.

## **WHAT IS PARATRANSIT?**

The Americans with Disabilities Act (ADA) was signed into federal law in 1990. It prohibits discrimination against persons with disabilities in the areas of employment, public services such as transit, public accommodations, private services, and telecommunications. The ADA requires all public transit operators provide complementary paratransit to origins and destinations within three quarters of a mile on each side of each fixed route that are in service during that time of day (or day of the week) from the time the earliest routes begin service until the last routes end (FTA Circular 4710.1 §8.4.2). The ADA also requires transit operators to establish specific eligibility criteria for users of paratransit service.

## ELIGIBILITY

### PARATRANSIT ELIGIBILITY CRITERIA

Eligibility is based on the individual's functional ability to use the fixed route system. Eligibility is not based on the availability of other individuals, including personal care attendants, family, or friends who may be traveling with the passenger with a disability.

The applicant, at the time of applying, meets one or more of the following criteria:

- Unable to independently board or exit an accessible DDOT fixed-route bus due to functional limitations caused by a disability. (Note: All DDOT fixed-route vehicles are equipped with a lift or ramp)
- Unable to independently complete a trip on an accessible DDOT fixed-route bus, such as navigating a route or transfer points, due to functional limitations caused by a disability.
- Unable to travel to or from a bus stop because of a disability.

### APPLICATION PROCESS

To determine eligibility for DDOT paratransit service, an applicant must fill out an application for MetroLift Service, or New Freedom Service, or both depending on the travel needs of the rider. (Appendix A, Appendix B) Applicants must submit a completed application along with a professional verification form. Applicants are required to have the condition preventing them from independently using public fixed-route transportation verified by a professional licensed to make such determinations at the time of applying.

Eligibility determinations can take up to 21 days from the time the application is received. Please have the application and professional verification form filled out completely to avoid any delay in processing the application. Once an applicant is found eligible, he/she will receive a determination letter with an eligibility status and instructions on how to schedule their trips.

For questions about this process or to request an application, contact:

Detroit Department of Transportation	DDOT/New Freedom
Special Fares Division - MetroLift	1301 E. Warren Ave.
1301 East Warren, Detroit, MI 48207	Detroit, MI 48207
Office number: 313-578-8286	Office number: 313-833-1017
	E-mail: <a href="mailto:newfreedom@detroitmi.gov">newfreedom@detroitmi.gov</a>

Applications are also available online at: [www.RideDetroitTransit.com](http://www.RideDetroitTransit.com)

## **ELIGIBILITY CATEGORIES**

The determination letter will identify the eligibility status of an applicant. The eligibility categories are as follows:

### **Unconditional Eligibility**

Unconditional eligibility is given if boarding, riding, and/or deboarding a regular fully accessible bus is not possible without the help of another person. Unconditional eligibility may also be given if navigating directions needed to complete a trip without the help of another person is not possible due to functional limitations.

### **Conditional Eligibility**

A rider may be given conditional eligibility if he/she is able to ride the regular fully accessible bus sometimes, but, due to functional limitations, are not able to ride it at other times. The conditions under which a rider are eligible for paratransit service will be listed in the determination letter. If paratransit service is conditional upon certain weather-related conditions, a rider will have access to paratransit service when those conditions exist that affect their functional abilities.

### **Temporary Eligibility**

Riders with a short-term illness or injury that prevents them from using a fixed-route bus are given temporary eligibility. Temporary eligibility typically lasts from 1 to 12 months. Riders with temporary eligibility will be assigned an expiration date as to when their eligibility expires. If service is needed beyond that date, riders will need to reapply.

### **Children as Eligible Riders**

Children whose disability (as opposed to their age) would prevent them from using regular buses by themselves may be eligible for paratransit service. Very few children under the age of eight (8) meet this requirement. However, children under the age of eight (8) who are eligible must travel with a parent or a personal care attendant. Eligible children may be required to travel with a personal care attendant if the child is seriously disruptive or presents a safety hazard to themselves or others.

## Visitors

Visitors to the Detroit area with disabilities are eligible to utilize paratransit service for up to 21 days within one year. Visitors who have an apparent disability or whom have ADA paratransit eligibility from another transit agency may contact DDOT and provide proof of eligibility, such as a valid ADA paratransit ID card or a letter from the transit agency that certified the person's ADA paratransit eligibility. Visitors shall be provided the same level of service as eligible DDOT passengers and are subject to the same service policy requirements. Visitor eligibility shall be provided within one day of the initial request.

If visitors have not been certified as eligible by another public entity but claim they are ADA paratransit eligible, they may be granted "presumptive eligibility" and provided with 21 days of paratransit service within one year. Visitors with presumptive eligibility may be requested to provide certain documentation, such as their place of residence and the nature of their disability, to DDOT.

The 21 days of service that shall be provided to visitors will be calculated as any combination of 21 days during any 365 day period beginning with the visitor's first use of service. Visitors who require more than 21 days of service within a 365 day period will be required to apply for local eligibility through the DDOT paratransit eligibility process.

For questions about this process, please contact Detroit Department of Transportation Special Fares Division – MetroLift at 313-578-8286.

## **ELIGIBILITY APPEALS PROCESS**

If an applicant has been denied eligibility, the applicant will fill out the Eligibility Determination Appeal Request Form (Appendix C) to request the denial be reviewed by DDOT's Eligibility Appeals Board. The applicant will send the form to the Regulatory Compliance Officer-ADA within 60 days of receiving the letter of determination denying them eligibility.

Once the request has been received, a call will be placed to the applicant to discuss the reasons for the denial, and suggestions for information that could be helpful to the appeal. The applicant will be scheduled for the next available monthly Appeals Board meeting. A letter will be sent to the applicant informing them of the date, and location of the meeting. Transportation will be provided if the applicant so requests. The applicant can either attend or not attend the hearing. However, the applicant must submit additional information that will support their claim of eligibility.



The Eligibility Appeals Board has complete jurisdiction for all denied paratransit eligibility decisions. The Appeals Board will hear the appeal within 45 days of receipt of the request for a hearing. The Chairperson will verify identity and information submitted with the application with the applicant. He/she will then ask to see any additional information that the applicant might have. Each Board member will have an opportunity to ask questions and review any new information. The applicant likewise will be able to ask questions.

After the hearing, the Board will discuss whether or not the denial should be overturned. The Regulatory Compliance Officer-ADA will convey the decision of the Board via letter within three (3) business days of the meeting.

## **PARATRANSIT IDENTIFICATION CARD**

For MetroLift eligible riders, a paratransit identification card will be needed to access paratransit service. Instructions for obtaining an ID card will be provided with the determination letter.

## **RECERTIFICATION**

Eligibility may be granted for up to three years. Renewal applications should be submitted at least 30 days prior to the expiration date of the applicant's eligibility period.

## **THE NEW FREEDOM PROGRAM**

In addition to the Federal Transit Administration's (FTA) mandated complementary ADA paratransit service MetroLift, DDOT was awarded a New Freedom grant to address the transportation challenges facing the city's disabled community. The goal of the New Freedom program is to provide transportation options to individuals with disabilities beyond DDOT's MetroLift service. New Freedom riders are subject to the same policies and procedures in the paratransit guide unless specifically outlined below.

### **NEW FREEDOM SERVICE AREA**

The New Freedom program offers citizens of Detroit, Highland Park and Hamtrack with disabilities transportation to travel up to 25 miles from their original pick-up location to destinations within Wayne, Oakland and Macomb Counties.

### **NEW FREEDOM ELIGIBILITY**

Eligibility is based on the individual's functional ability to use the fixed route system. If an individual is unable to independently board, ride and/or disembark from a ramp-equipped fixed route bus due to a functional limitation and a verified resident of the City of Detroit, Highland Park or Hamtramck, he/she may be eligible for the New Freedom Program.

### **SERVICE HOURS**

The service is operated Monday thru Saturday from 5:00 a.m. until 7:00 p.m. New Freedom service does not operate on Sunday or the following holidays:

- New Year's Day
- Easter
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas

### **PHOTO ID CARD**

The New Freedom Program does not provide eligible riders an ID card for service.

### **RECERTIFICATION**

Eligibility is granted up to one year. Renewal applications should be submitted at least 30 days prior to the expiration date of the applicant's eligibility period.

## OVERVIEW OF SERVICE

### SERVICE HOURS

DDOT's MetroLift service is available during the same hours of operation as the fixed route bus. Reservations are available Monday through Saturday 8:00 a.m. to 4:00 p.m. Reservations for a trip can be made 1 up to 14 days in advance.

### PERSONAL CARE ATTENDANTS (PCA) & GUESTS

A rider may bring a Personal Care Attendant (PCA) to assist during the trip or destination(s). Additional passengers are considered guests. Guests are allowed to ride with an eligible rider as long as they are traveling to and from the same location(s). A rider must be approved for a PCA and all riders can travel with one guest per one way trip under ADA regulations. A maximum of three (3) passengers are allowed per trip.

PCAs and/ or guests do not have to be eligible for the service. The rider will be asked if he/she is traveling with a PCA, guest(s) and/or a service animal when scheduling a trip. Paratransit providers are not required to, and may not be able to, accommodate guests that are present at the time of pick-up if space was not reserved when scheduling a trip.

### FARE

Fare for a one-way trip is:

Eligible Rider - \$2.50

Guests - \$2.50

PCAs - Free

Please have exact change as the drivers are not allowed to make change. Sometimes riders are given Free Fare Vouchers - these should be treated like cash.

Payment of the full fare for each one-way trip is required at the time of boarding. Paying for a round-trip is not allowed. It is the rider's responsibility to plan ahead and ensure they are able to cover the fare. Riders unable to pay the full fare to ride will not be transported.

## SCHEDULING A TRIP

Paratransit trips must be scheduled in advance. Trip reservations are accepted until 4:00 p.m. the day prior to a requested trip date. Trip reservations can be made a maximum of 14 days in advance. All reservations, scheduling, cancellations, changes, and other trip requests are handled by Transdev, Inc.

To request a reservation, please call 313-208-7363 Monday through Saturday 8:00 a.m. to 4:00 p.m. When making a trip reservation, be prepared to provide the customer service representative with the following information:

- First and last name
- Client ID (provided with determination letter)
- Updated address, contact phone number and any changes to the rider's account
- The day, date and time to be picked up at the point of origin.
- If the rider has an appointment, please provide the appointment time when scheduling
- The pick-up address and details of the pick-up location. This is important if there are multiple entrances, a gated or secured community, or location where there are multiple people who may use paratransit service
- The destination's exact address. Major intersections or common names are not acceptable. Advise the representative if the location is a residence or business
- Details of the drop-off location. This is important if there are multiple entrances or buildings (i.e. hospital, medical facilities, shopping complex) Be advised that paratransit pick-up and drop-off locations may be limited to specific locations as outlined by the facility.
- If a Personal Care Attendant (PCA), guest(s) and/or service animals will accompany the trip
- If PCAs and/or guests are children
- If the rider is traveling with a walker or other mobility aid
- If the wheelchair lift or ramp is required to board the vehicle
- The telephone number to be reached for a courtesy call or text (standard data rates apply)
- The time and location of pick-up for the return trip

## PICK-UP WINDOW

After the trip has been scheduled, the rider will be given a 30-minute pick-up window in which the vehicle will arrive. The window is 15 minutes before the pick-up time and 15 minutes after the pick-up time. For example, if the pick-up time is 8:00 a.m., the vehicle will arrive anywhere within the 30-minute pick-up window between 7:45 a.m. to 8:15 a.m. The rider should be ready to board the vehicle at the beginning of the pick-up window.

## VEHICLE ARRIVAL

When the vehicle arrives within the scheduled pick-up window, the driver can wait no more than **five (5) minutes** for the rider to board the vehicle. If the rider is not ready to leave within five minutes of the vehicle's arrival, the driver will move on to their next pick-up and the rider will be marked as a no show for that trip. If a rider misses his/her trip, another vehicle may not be available to dispatch to that location; therefore, it is very important that riders are ready to board the vehicle when the pick-up window begins. Asking the driver to wait for PCAs or guests, retrieving items, holding personal conversation, or any action that delays the onboarding of a vehicle is not acceptable.

If a vehicle arrives outside of the scheduled pick-up window, the rider should notify Transdev immediately. The representative will alert the rider where his/her ride is relative to their location and how much longer the rider can expect to wait. Once the vehicle has arrived and the rider still wishes to ride, he/she may enter the vehicle and proceed with their scheduled trip. If the vehicle arrives, and the rider no longer wishes to ride (he/she has made other travel arrangements, has left the location, etc), this shall be called a missed trip. Missed trips are not counted as no show violations against the rider.

## SUBSCRIPTION SERVICE

If a ride is needed to the same place, at the same time, at least once a week, subscription service may be a good option. This service allows a rider to schedule these rides with one call and be automatically placed on the schedule each week. Ask the customer service representative about this option when scheduling a trip. If a subscription service trip is scheduled, it is important to let Transdev know immediately if a ride is not needed on a particular day. This way adjustments can be made to the transportation providers' schedules in advance.

## **TRIP LENGTH**

DDOT's paratransit service is a shared-ride service. Travel time can vary depending on the number of rides being accommodated. The standard of service is not intended to reflect that of a taxi service, which typically transports passengers directly to their destination. A paratransit trip should be comparable in length to an identical trip on the fixed route system, including the time necessary to travel to the bus stop, wait for the bus, actual riding time, transfers, and travel from the final stop to the person's ultimate destination. The number of rides per day are not limited; however, rides must be within the Detroit service area.

Sometimes extenuating circumstances do occur, creating exceptions over which DDOT has no control (for example: traffic conditions, road construction, weather, vehicle breakdowns, etc.). Occasionally when this happens, some trips may exceed this standard.

## **CANCELING OR CHANGING SCHEDULED TRIPS**

If a scheduled trip has to be cancelled, please contact Transdev at least two hours ahead of the scheduled pick-up time. Otherwise, a rider will be charged with a no show. Destination changes are not permitted at the time of pick-up or while on board the vehicle. Drivers are not permitted to make any changes to a scheduled trip.

If there are any changes to a scheduled trip (change in appointment time, appointment cancellation, running behind schedule, etc.), please contact Transdev as soon as possible. Changes to a scheduled trip will be accommodated to the best of the availability of the transportation providers. However, there is no guarantee that changes can be accommodated.

Transdev and the transportation providers will make every effort to ensure a rider is not stranded in the event of changes to a scheduled return trip (i.e. appointment running late). However, should a return trip be missed due to changes beyond the rider's control, it his/her responsibility to call Transdev to reschedule a pick-up and remain at the location until a vehicle can be dispatched. Please be aware that it may be a lengthy time before another vehicle arrives as other vehicles are already scheduled to pick up other riders and may not be readily available to detour.

## RIDER CONDUCT AND RESPONSIBILITIES

### RIDER RULES OF CONDUCT

DDOT has a list of rules to ensure the safety of all riders and drivers. All riders, personal care attendants (PCAs), and any guests traveling shall observe the following Rules of Conduct:

- Riders are required to pay the driver upon boarding with the exact fare (drivers cannot make change).
- Avoid distracting the driver & other passengers.
- Refrain from using profanity and obscene language.
- Smoking, eating and drinking in the vehicle is prohibited. However, individuals with medical conditions requiring food to offset a serious medical reaction will be allowed to eat in emergency situations.
- Riders are prohibited from carrying weapons.
- Please refrain from loud conversations.
- Use headphones or earpieces when listening to any audio devices.
- Shirts and shoes must be worn at all times.
- Fighting, threatening to fight and verbal abuse is prohibited.
- Vandalism and willful destruction of any transit provider's property may result in charges sought against the person or persons responsible.
- Riders are expected to maintain an acceptable level of personal hygiene.
- Baby strollers must be folded and stored to not block the aisle or cause injury to persons on the vehicle.
- Check to for all personal belongings before exiting the vehicle.
- Riders are limited to three (3) grocery sized bags per individual and are responsible for carrying their own packages. Drivers **are not** required to carry any package(s).
- Illegal conduct or any act that is unlawful is prohibited.
- Hazardous or violent conduct or any act that creates the potential for injury or death to any customer, driver, or the general public is prohibited.

### SAFETY BELTS

Passengers must wear seat belts (for ambulatory passengers) or safety lap belts secured to the floor (for passengers in wheelchairs) at all times. Everyone is strongly encouraged to use a safety belt and remain seated while riding on any paratransit vehicle.

## **TRAVELING WITH CHILDREN**

Riders shall alert the representative when scheduling a trip if he/she will be traveling with children. All rules applying to adult riders also apply to children. Children, eight years of age and under are required by law to use a child safety seat, a booster seat, or other safety restraint system (unless over a height of 4ft. 9in.). An adult is responsible for providing such safety equipment and for securing it, and the child, in the paratransit vehicle. For this reason, all children age eight (8) and under are required to travel with an adult. DDOT, Transdev or the paratransit vendors are not responsible for the safety of the child safety seat or for its proper securement.

Parents or guardians must provide their own child safety seat and take it with them when they exit the vehicle. Transportation providers will not carry a child without a safety seat. Drivers are not permitted to lift or carry children nor help carry or install a child safety seat. The eligible rider must be able to manage the child by themselves or with the help of their personal care attendant.

## **SERVICE ANIMALS**

A service animal is defined by the ADA as an animal that is individually trained to perform tasks for people with disabilities, such as guiding people who are blind or who have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks. Service animals are working animals and not pets. The work or task an animal has been trained to provide must be directly related to the person's disability. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA and are not permitted on paratransit vehicles.

When scheduling a trip, advise the scheduler that a service animal will be riding. Be prepared to indicate if the animal is required because of a disability and what task the animal has been trained to perform. Service animals are not required to have special ID cards or harnesses but must be under the control of their owner at all times while in the vehicle. It cannot wander around at will, and will be removed if showing signs of aggression (i.e., growling, snarling, or biting). Service animals must be housebroken.

In the interest of safety for a rider and his/her service animal, the service animal shall be boarded via the passenger door and not the wheelchair lift. This is to keep from having their tails, paws, head, or equipment being injured by the lift mechanism.



## **ILLNESS AND ACCIDENTS**

There are times where a rider may become ill or have an accident. Should it happen on board a paratransit vehicle, the rider should discretely notify the driver of the situation so that they can make arrangements to get him/her home quickly and return the vehicle to a clean state.

However, consistent problems of this nature cannot be accepted as they are a public health concern. If a rider is found to have consistent incidents of being ill or incontinence, his/her rides may be suspended until steps can be taken to control the situation.

Paratransit vehicles are not permitted to make stops along a scheduled route of travel to allow passengers to use a restroom. Please take the proper precautions prior to departure to ensure the rider will be able to make the entire trip without incident.

## **ENTERING A PARATRANSIT VEHICLE WITH A LIFT**

Ambulatory passengers who have difficulty navigating stairs or boarding a vehicle may request to board the vehicle via a wheelchair lift. Note that vehicles with lifts are subject to availability.

## **TRANSPORTING LIFE SUPPORT EQUIPMENT**

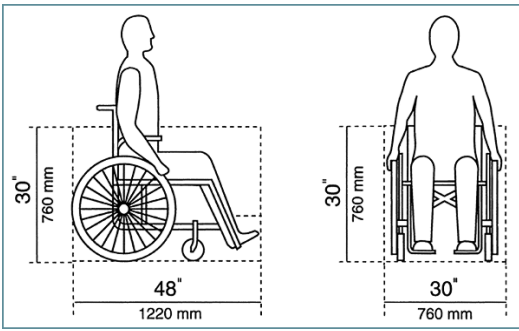
Riders may bring life support equipment on the vehicle as long as it does not violate laws or rules related to transportation of hazardous materials. The equipment must be small enough to fit into the paratransit vehicle and be managed by the rider or his/her personal care attendant (PCA). When calculating the amount of oxygen to travel with, please plan to include more than two (2) hours of travel time.

Life support equipment must remain out of the primary path of travel riders safely entering and exiting the vehicle. A compressed oxygen cylinder must be secured so it is not free to move when the vehicle is in motion. Portable oxygen concentrators are not considered hazardous a material and do not require the same level of special handling.

## **WHEELCHAIR SIZE**

Riders who use a wheelchair or scooter, must consider if it will fit on a paratransit vehicle. The recommended size of the chair or scooter does not exceed:

Maximum Size: 48 inches long, 30 inches wide  
Maximum Weight (Including occupant): 600 lbs.



Many paratransit riders have chairs or scooters that exceed these dimensions for a variety of reasons. If a rider is using a chair or scooter that is larger than the above recommended size, it is considered oversized. If a rider has an oversized chair or scooter, he/she must notify the representative when scheduling their ride. DDOT, Transdev and transportation vendors will accommodate oversized chairs and scooters whenever possible.

If a wheelchair or scooter is power-driven, the driver may not assist in its operation and the rider is expected to maneuver it safely on and off the vehicle.

## **WHEELCHAIR SECUREMENT**

There are some wheelchairs that come with a restraint and riders may be more comfortable using it rather than the vehicle restraints. Most restraints built onto wheelchairs do not meet federal and international standards for vehicular travel. Occupant restraints built onto the wheelchair or provided by rider must be appropriate for vehicular travel.

If a rider has a three- or four-wheeled scooter, the driver may ask if the rider is able and willing to transfer to a regular seat. This is for the rider's protection as these devices are typically not constructed to withstand the rigors of being used as a seat in a passenger vehicle (especially in the case of a collision). If a rider is unwilling or unable to comply with this request, he/she may be asked to disembark the vehicle or allow the driver to secure both the rider and scooter and continue with the ride.

## **MOBILITY DEVICE CONDITION**

For the safety and security of all passengers, please be sure that any wheelchair or other mobility device is properly maintained in accordance with the manufacturer's specification. Paratransit vendors may refuse to transport any mobility device that is

not properly maintained and could pose a hazard to the rider, driver, or to the equipment.

## **CONSEQUENCES OF RIDER MISCONDUCT**

Any misconduct by riders, personal care attendants and/or guests will not be tolerated on any paratransit vehicles. Transdev management and DDOT will take direct and fitting action in response to misconduct on the vehicles.

Conduct that is deemed illegal, hazardous or violent will be addressed immediately, up to and including assistance from the police department, if necessary. All instances of misconduct shall be investigated by Transdev.

The severity of the misconduct may result in a permanent or temporary suspension of service. In some instances, a rider may be required to ride with another individual who can assist them. Based on the investigatory result of their misconduct, some riders may be subject to a reasonable adaptation that will ensure safety. This adaptation may last for a time period sufficient to allow the rider time to learn appropriate behavior or the adaptation may be permanent if the misconduct continues.

All riders who receive suspension of services due to misconduct may appeal their cases in writing to DDOT (see Appeal Process for Suspension of Paratransit Services section).

## **ABUSE OF RIDER PRIVILEGES**

If a rider is found to, intentionally or unintentionally, show a pattern or practice of abusing their rider privileges, he/she will be issued a warning. If he/she is found to continuously abuse their rider privileges, the rider will be suspended or removed from paratransit service. Abuse of privileges include but is not limited to: scheduling trips outside of the service area, not updating client information, requesting unscheduled stops, not having exact fare, adding guests once transportation has arrived, being loud or abusive to the driver or other passengers, leaving trash in provider vehicles, eating in provider vehicles (except when medically necessary) and not following safety procedures. Suspensions are assessed on an individual basis and shall follow the same progressive scale as no show violations.

## **NO SHOW AND CANCELLATION POLICY FOR PARATRANSIT SERVICES**

A no show trip is defined as any uncompleted trip that is caused by the rider not being at the appointed pick-up location, within the scheduled pick-up window, ready to travel. This could be caused by any of the following:

- Driver's wait time exceeds five (5) minutes
- Rider cancels at the door
- Rider is not at the agreed upon pick-up location
- Rider fails to cancel two or more hours in advance of a scheduled trip
- Rider fails to cancel subsequent trips (i.e. A round trip is scheduled, a morning pick-up trip is canceled, but the afternoon return trip is not)

A late cancellation is defined when a rider cancels a trip less than two (2) hours before the scheduled pick-up window. All late cancellations shall be counted against the rider as a no show violation.

All trips scheduled for the day will not be automatically cancelled when if a rider no shows or cancels an earlier trip. It is the rider's responsibility to cancel any subsequent trips they no longer need. Example: A scheduled trip is cancelled at 9am. However, a 4pm return trip is scheduled for the same day. The return trip is not automatically cancelled when the earlier trip is cancelled. The rider will be charged with a no show if they are not available to board the vehicle at the scheduled time.

DDOT and its paratransit vendors shall utilize its trip scheduling software to assess total no shows and late cancellations on a bi-weekly basis. Riders who have three (3) no show trips in a thirty (30) day period will receive a warning letter. Riders shall only be warned once and the warning letter shall be kept on file for twelve (12) months.

A rider who has collected five (5) no show trips or no shows fifteen percent (15%) of their scheduled trips in a thirty (30) day period (whichever is greater), will be subject to suspension of ridership privileges on a progressive scale. Each case will be assessed on an individual basis.

- First Suspension: seven (7) days;
- Second Suspension: fourteen (14) days;
- Third Suspension: twenty-one (21) days;
- Fourth and Subsequent suspensions: twenty eight (28) days.

DDOT will provide the rider with a verbal (i.e. phone call) and written Notification of Suspension of Service. The dates of the no show violations will be cited, along with the

effective beginning and ending dates of the suspension. Suspensions are kept on file for twelve (12) months.

Trips cancelled for reasons that are beyond the rider's control will not be considered no shows. This includes missed trips due to sudden illness, family or personal emergency, transit delay, appointment delay, extreme weather conditions, operator error, provider lateness or other unforeseen reasons for which it is not possible to call to cancel two (2) or more hours in advance or take the trip as scheduled.

A rider has the right to appeal a written Notification of Suspension of Service. The rider must notify DDOT, in writing or via email, of his/her intent to appeal a Notification of Suspension within ten (10) calendar days of the date of the notification letter (Appendix D). The notice of appeal should be addressed:

Notice of Appeal  
Attn: Regulation Compliance Officer – ADA  
1301 E Warren Ave  
Detroit, MI 48207  
DDOT\_appeals @detroitmi.gov

Upon receiving a client's Notice of Appeal, DDOT will halt enforcing the effective suspension date provided on the Notification of Suspension, pending the outcome of the appeal process.

If a rider chooses not to appeal a Notice of Suspension letter, the sanction will be imposed, beginning on the date stated on the notification letter.

## **APPEAL PROCESS FOR THE SUSPENSION OF PARATRANSIT SERVICES**

If a paratransit rider is suspended as a result of excessive no shows and late cancelations, exhibiting disruptive/abusive behavior, or exhibiting a pattern or practice of abuse of service, he/she has the right to appeal their suspension. Once the rider has received their suspension letter, they have ten (10) calendar days from the date of the letter to appeal the suspension.

The Eligibility Appeals Board will serve as the Suspension Appeals Board as needed. The Board will convene 7-10 days after receipt of the request. In accordance with FTA regulation 37.125 (h) (3), if a rider appeals their suspension, their ridership shall be stayed pending the outcome of the appeal.

A time and date will be determined and communicated to the Board and rider by the Regulatory Compliance Officer-ADA. The Board will be provided with a report on the accused behavior(s) of the rider. The rider will have an opportunity to bring other information or documents to the Board that support his/her claim that suspension is not

warranted.

A determination of whether the suspension is upheld will be made at the end of the hearing. The rider will be notified of the decision via a letter. If the rider has not received a determination letter from the Board within 30 days of the hearing, the rider's privileges shall be reinstated until a final decision is made.

## **DRIVER CONDUCT AND RESPONSIBILITIES**

### **DRIVER TRAINING**

Paratransit vendors provide training to all of its licensed and certified drivers. All drivers complete The Community Transportation Association of America's (CTAA) Passenger Service and Safety (PASS) Training Program. Vendors provide non-emergency medical transportation for all eligible riders, both ambulatory (not requiring a mobility device) and non-ambulatory (requiring the use of a mobility device). All drivers must undergo a background screening that include: a criminal records check, substance-abuse screening and testing, and a motor-vehicle license verification and record review.

### **DRIVER RULES OF CONDUCT**

#### **Drivers are required to:**

- Be courteous at all times.
- Maintain an acceptable level of personal hygiene.
- Collect the fare listed for the rider up front.
- Prominently display a DDOT issued ID badge.
- Transport only the riders assigned to them.
- Drivers must maintain a "line-of-sight" of the vehicle at all times for safety reasons.
- Maintain the assigned service schedule and contact the dispatcher if a pick-up assignment has to be adjusted.
- Provide reasonable assistance to riders entering or exiting the vehicle upon request.
- Operate the vehicle and lift in a safe manner and safely secure wheelchairs in the vehicle.
- Refrain from using profanity in the presence of riders.
- Provide assistance to riders requesting "door to door" service when scheduled in advance or upon request at the time of the trip.

#### **Drivers are not permitted to:**

- Enter the residence of a rider
- Wait for a rider to make an unscheduled stop to conduct business, (i.e. at an ATM/Cash machine, pharmacy or video rental vending machine)
- Accept tips or gratuities (including cash or gift cards)
- Perform errands for riders such as going into businesses to pick up prescriptions or groceries

- Make changes in reservations or schedules. Please direct all changes to Transdev
- Secure child safety systems in the vehicle or children into such systems
- Assist in the operation of a power-driven wheelchair. Riders are expected to maneuver their wheelchair safely into and out of the vehicle.
- Text or talk on cell phones while the vehicle is in motion.
- Play the vehicle radio, or a personal listening device, while in service with passengers.
- Eat or drink in the vehicle while in service with passengers.
- Smoke in the vehicle (At no time is smoking permitted inside of the vehicle)
- Carry packages into and out of the vehicle or to the door of the rider's destination

## **DRIVER ASSISTANCE**

Paratransit service is designed to be a curb to curb service. Service beyond the curb will be determined on a case by case basis. Riders seeking assistance beyond the curb are encouraged to request door to door assistance when scheduling their ride.

- Drivers can offer ambulatory passengers a steady arm or other appropriate assistance upon entering and exiting the vehicle. Assistance up to the door of the destination will be accommodated for an eligible rider when the request is made when scheduling their ride or upon request.
- Drivers can offer assistance to wheelchair riders upon request with a ADA certified ramp at their residence or at a business
- Drivers are prohibited from performing personal care assistance to any rider such as assisting an individual with getting dressed, assisting riders up or down steps at residential or business facilities
- Drivers are not allowed to physically lift or carry riders or passengers



## **LOST AND FOUND**

Please remember to collect all personal belongings when leaving any paratransit vehicle. DDOT, Transdev, or the paratransit vendors accept no responsibility for personal items left on a vehicle. In the event a personal item is left behind on a vehicle, please call the vendors at the phone numbers below:

Checker Cab (313) 963-7000  
Comfort and Care Transportation (248) 935-2081  
Delray (313) 758-8375  
Lakeside Division (313) 832-1000  
Moe Transportation (313) 566-3094  
Peoples Transit (734) 467-7000  
Odyssey Transportation (248) 799-8200  
Wrightway Transportation (313) 367-2491

Riders who might be uncertain about who provided service on the day their belongings were lost may call Transdev at (313) 208-7363 or New Freedom at (313) 833-1017.

## **CUSTOMER FEEDBACK**

All feedback, commendations or complaints, are encouraged. Rider feedback allows DDOT, Transdev and paratransit vendors to continue to provide stellar customer service and investigate areas that are of concern.

See Transdev Complaint Process (Appendix E)

## **LOCAL ADVISORY COUNCIL & PUBLIC INVOLVEMENT**

In accordance with Michigan Public Act 51 of 1951, DDOT's Local Advisory Council (LAC) reviews and comments on transit services for older adults and persons with disabilities. The LAC's quarterly public meetings are held at DDOT Administrative Building located at 1301 East Warren Avenue, Detroit, Michigan 48207 on the 3<sup>rd</sup> Tuesday of February, May, August and November at 10 am.

## **APPENDICES**