

# **AT R A N S**

## **POLICY GUIDELINES FOR PARATRANSIT SERVICE**

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## **ELIGIBILITY**

The following individuals are ADA paratransit eligible:

- Any individual who is unable as the result of a physical or mental impairment and without the assistance of another individual to board, ride, and disembark from any vehicle which is readily accessible to and useable by the individuals with disabilities.
- Any individual with a disability that has a specific impairment-related condition, which prevents that individual from traveling to a fixed route boarding or departing location.

**THIS DOES NOT MEAN AN INDIVIDUAL IS ELIGIBLE JUST BECAUSE IT IS MORE DIFFICULT TO GET TO THE BUS STOP THAN FOR SOMEONE WHO DOES NOT HAVE THE SPECIFIC DISABILITY.**

- Any individual with the inability to get to the stop due to architectural barriers not under the control of the transit system, (distance, terrain, weather) and if the effect of the barriers and the individual's specific impairment prevents the individual from traveling to the location then eligibility would be required.
- Any visitor who has documentation of being ADA eligible in the jurisdiction in which they reside (ATRANS shall accept the documentation of eligibility) and/or who resides outside the jurisdiction of the system.

- This DOES NOT mean a visitor who resides outside the service area will be picked up at their residence, it means that service will be provided to a visitor within the boundaries of the service area. It is the responsibility of the visitor to get to and from the service area. Service will be provided for 21 days within a 365 day period.

An ADA eligible individual may have others accompanying them to and from their destination if:

1. The individual is a personal care attendant
2. The individual is a companion(s).

### **PROGRAM SPECIFICS**

All mobility devices, not posing safety issues to lift equipment and/or van, will be transported. ATRANS reserves the right to refuse passengers who use extra large or heavy wheelchairs that exceed weight limit and dimensions. Passengers using 3 wheeled-Wheel chairs or other mobility devices in which securement may not be possible are requested to transfer to a vehicle seat.

If you require extra lift support equipment such as a portable oxygen tank or respirator, you must be able to handle the equipment yourself or provide a personal care attendant or companion to assist you. Drivers **WILL NOT** be able to assist you.

## **PARATRANSIT POLICIES**

**SERVICE AREA** - the city limits of Alexandria and Pineville and 3/4 mile radius around the end point of each route.

**HOURS OF SERVICE** - 6:00 a.m. until 10:00 p.m. Monday - Saturday.

**FARES** - ADA eligible passenger - \$.75  
(Personal care attendant – FREE)

**Fares are subject to change with public notice.**

**RESERVATIONS** - Reservations will be required in order to use this Service and will be accepted during normal business hours on any day preceding a service day. The following information will be given when making a reservation:

- Name (including companion or PCA), time and location of pick-up, destination, and approximate time of return).
- Passengers must give a one-hour advance notice for canceling any scheduled reservation to prevent suspension for continued abuse.

**Reservations can be made between the hours of 5:30 a.m. and 10:00 p.m. Monday through Saturday (normal business hours) and will be accepted via a recorded system on any day preceding a service day. A reservation clerk or an automated operator will take reservations.**

**SUBSCRIPTION SERVICE** - Subscription service will be available for work oriented trips **ONLY** for a period of 30 days. Only 50% of the total available trips will be available for this service unless there is excess capacity. When the allocated number of subscription service trips is filled, you will be put on a waiting list for this service.

### **TRANSPORTATION PROCEDURES**

**Drivers will not be permitted to do personal business for you. They are there to transport you to and from your destination (origin-to-destination service). If you need assistance for boarding and departing the van or if you need assistance in getting from the van to your destination, you must provide your own assistance. Drivers are not trained medical technicians. Drivers, management and the City of Alexandria will not be responsible for any medical emergencies occurring while transporting clients.**

## **FARE PAYMENT**

**You must have your ATRANS identification card and fare ready upon arrival of the van. Drivers are not allowed to make change or to handle money for you. You will pay for each trip, as you take it and you can not pay for your return trip in advance.**

**ATrans reserves the right to deny service if passengers engage in violent, seriously disruptive or illegal conduct. Disruptive does not include behavior or appearance that only offends, annoys, or inconveniences other passengers.**

**For more information and to schedule please call the 318.441.6087 or for TDD – 318.473.1281**

## **ELIGIBILITY APPEALS PROCESS**

**Should an applicant for services wish to appeal an eligibility decision, please follow the process outlined below:**

- 1. Submit the appeal in writing to the address below:**

**ATRANS  
P.O. Box 71  
Alexandria, LA 71309-0071  
Attention: ADA Appeals**

- 2. The appeal must include your name and address and must be filed within sixty days after receiving the letter stating reasons for suspension.**
- 3. Once ATRANS has received the written appeal, a hearing date will be set within 10 days of receiving the written appeal and the individual will be informed of the date and time. The individual will be given an opportunity to present his/her defense.**
- 4. All parties involved will review the appeal and determine if suspension is enforced or suspended. The individual will receive written notification of the decision within 24 hours after the hearing date.**

## **COMPLAINT PROCESS**

**ATRANS is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of a person's disability under Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act.**

**Any person who believes she or he has been subjected to discrimination on the basis of disability by the ATRANS may file a complaint under this procedure. It is against the law to retaliate against anyone who files a complaint or cooperates in the investigation of a complaint. ATRANS investigates complaints received no more than 180 days after the alleged incident.**

**The ADA Compliance Officer or his/her designee shall be responsible for overseeing investigations and responses to complaints of discrimination based on disability.**

### **How to File a Complaint**

**The process to file a complaint was adopted November 11, 2019 by the Alexandria Human Relations Commission based on guidance outlined in the Federal Regulation - 49 CFR 37.17. Please print the attached form and complete the required information listed below:**

- The name and address of the individual filing the complaint (Complainant)**
- The name and address of the individual who committed the alleged violation (Respondent)**
- Detailed description of the alleged violation**
- Dates of the alleged violation**

**The relief that the individual filing the complaint is seeking. The reviewer will check details and conduct research to determine whether the allegations are true and substantiated with evidence.**



The review procedure is a neutral and impartial process with the protection of all rights of the complainant and respondent. The reviewer does not side with either party.

Commissioners will analyze all information obtained.

- This includes all information provided by the complainant as well as additional findings discovered through the research process of the reviewer.

The Commission will determine the merits of the complaint.

- Based on the evidence, the Commission will determine if discrimination occurred.

### Resolving a Complaint

If discrimination has occurred, the process of conciliation, or bringing both sides together to reach a compromise, may begin. The Commission will review the situation and offer consultation, advice, and/or referral.

*Please note: To the extent allowed by law, all complaints are confidential*

### Complaint Retention (49 CFR 27.121(b))

- One year – a file of all complaints of noncompliance
- Five years – a record of all such complaints, summary form

All complaint records are maintained by the Alexandria Human Relations Commission.

## **EXHIBITS**

***Click on the icon below to print or complete the ADA Application Letter***



Application  
Memorandum.docx

***Click on the icon below to print or complete the ADA Application Form***



ATRANS  
ADA\_PARATRANSIT /

***Click on the icon below to print or complete the ADA Complaint Form***



ATRANS\_ADA  
COMPLAINT FORM-1