



City of Watertown CitiBus
ADA Paratransit Policy and Procedures

Table of Contents

PURPOSE STATEMENT	1
ADA POLICY	1
DOCUMENT INTENT – ADA PARATRANSIT SERVICE	1
PARATRANSIT SERVICE TYPE – Demand-response	2
SERVICE AREA	2
DAYS AND HOURS OF OPERATION	3
FARES	3
ADA PARATRANSIT ELIGIBILITY INFORMATION.....	3
COMPLEMENTARY PARATRANSIT FOR VISITORS	3
APPLICATION PROCESS	4
APPEALS PROCESS.....	4
PASSENGER ASSISTANCE	5
REASONABLE ACCOMODATION POLICY	5
REASONABLE ACCOMODATION PROCEDURE.....	6
PERSONAL CARE ATTENDANT	8
PASSENGER SECUREMENT POLICY	8
Wheelchairs.....	8
Seat Belts	8
LIFT USE POLICY	8
MOBILITY AID.....	8
SERVICE ANIMALS	9
GENERAL POLICIES/PASSENGER RESPONSIBILITIES.....	9
CITIBUS ADA COMPLAINTS POLICY/PROCEDURES	10
TRIP SCHEDULING PROCEDURE.....	11
Helpful Tips for Scheduling a Trip.....	11
Pick-up Window.....	12
Wait Time	12
LATE CANCELLATION/NO SHOWS	13
NO SHOW POLICY	13
TITLE VI NONDISCRIMINATION.....	14
TITLE VI COMPLAINT PROCEDURE.....	15

PURPOSE STATEMENT

In accordance with the Americans with Disabilities Act (ADA), public transit providers are required to provide ADA Complementary 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. The service is shared-ride public transportation that is available for all trip purposes (including shopping, higher education, medical appointments, and employment). The City of Watertown takes pride in providing high quality, safe, reliable and courteous transportation service.

Federal regulations define the ADA paratransit service area as being within ¾ mile on either side of a local bus route when that route is in operation. CitiBus Paratransit service is available for those with physician verified physical, cognitive, or other disabilities that prevent them from using the CitiBus fixed-route bus system for all their trips. Paratransit trips may be scheduled in the same time frame as the regular fixed route bus service. Operation hours are subject to change and weather dependent:

Monday – Friday 7:00am – 6:30pm
Saturdays 9:40am – 5:35pm

CitiBus 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 Citibus Paratransit Policy and Procedures Manual is designed to inform Americans with Disability Act (ADA) Paratransit eligible consumers, CitiBus and contracted services employees about CitiBus ADA transportation services. This manual includes policies and procedures, rules and regulations, and guidelines for use of Paratransit, along with answers to many questions about the program. All paratransit customers and employees should review this manual carefully and refer to it whenever questions arise. CitiBus Paratransit Policies and Procedures manual can be found at www.watertown-ny.gov

ADA POLICY

The Americans with Disabilities Act (ADA) requires complementary 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. CitiBus provides paratransit service to people with disabilities who are unable to use the fixed route system through a sub-recipient arrangement. Information on this policy and other relevant information for the general public regarding utilization of ADA paratransit services can be found on the City of Watertown Website: at www.watertown-ny.gov under the “Departments/CitiBus” tab.

DOCUMENT INTENT – ADA PARATRANSIT SERVICE

CitiBus provides public transportation services to the City of Watertown. It offers services throughout the City and Complementary paratransit 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 the City of Watertown’s website <https://www.watertown-ny.gov/>, for more information regarding public and paratransit transportation services, and applicable policies and procedures.

PARATRANSIT SERVICE

CitiBus paratransit service is a demand-response, space available, origin to destination public transportation system. Persons who are deemed ADA eligible are provided non-emergency transportation for travel beginning and ending within the ¾ mile corridor of the CitiBus fixed-route system.

The paratransit service is designed to meet the requirements of the Americans with Disabilities Act (ADA) of 1990. CitiBus Paratransit vehicles 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 service is offered by CitiBus paratransit service:

Demand-Response:

Demand-Response service allows an individual customer to schedule a reservation for a trip anywhere within the ¾ mile corridor for no more than fourteen (14) business 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.

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

Changes to the destination must be made by the day preceding the trip.

Customers should make reservations as early as possible and give the reservationist specific times to be picked up for return trips.

CitiBus 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.

SERVICE AREA

CitiBus ADA paratransit service is available within a ¾ mile radius of the CitiBus fixed route system. A map showing the fixed route network can be found at <https://www.watertown->

ny.gov/departments/citibus/RoutesSchedule 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.

DAYS AND HOURS OF OPERATION

Monday through Friday, 7 AM to 6:30 PM Saturday 9:40 AM to 5:35 PM. (An answering service is available for appointments outside of regular business hours; with a cut off time of 5pm for scheduling purposes). For specific dates of limited holidays operating hours during the current year, please visit the City of Watertown website <https://www.watertown-ny.gov/departments/citibus> or call CitiBus offices at 315-785-7772.

FARES

According to the Americans with Disabilities Act, CitiBus Paratransit fare for ADA paratransit service is two times the comparable CitiBus fixed-route fare, with a maximum one-way fare of \$3.00. 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.

Personal Care Attendant

A registered Personal Care Attendant may accompany a passenger at no additional charge. If you require a PCA to travel with you:

- A PCA requirement must be documented as part of your CitiBus Paratransit application. It is strongly recommended but not required that a person who requires the use of a PCA always travel with their PCA.
- The PCA must have the same origin and destination as you.
- Additional companions may accompany the individual in addition to the PCA. Space for travel of any additional companions will be reserved on a space available basis. Companions need not be Paratransit eligible riders, but they must have the same origin and destination and pay the same fare (\$3.00) as the Paratransit eligible rider.

ADA PARATRANSIT ELIGIBILITY INFORMATION

PLEASE NOTE: Any individual interested in the service must complete a Paratransit application.

The Federal ADA regulation requires transit providers to conduct an eligibility determination process that strictly limits eligibility for complementary Paratransit service to individuals who are no able to use fixed route service due to a disability. To be eligible for ADA Paratransit, an individual must not be able to use or have limited ability to use regular fixed route public transit because of physical or cognitive impairment. Eligibility is determined through a two-step application process.

COMPLEMENTARY PARATRANSIT FOR VISITORS

CitiBus offers Complementary paratransit service to visitors. Visitors will be required to show one of the following to qualify for service:

- A visitor can present documentation from the visitor's home jurisdiction which shows that they have been approved by the home jurisdiction for Complementary paratransit service.

- If a visitor's disability is not apparent, a visitor can provide proof of a disability (a letter from a doctor or a rehabilitation professional) and proof of outside residency.

Visitors will be allowed 21 day of service within a 365-day period from the visitor's first use of the service. Service beyond the 21 days will require the visitor to complete the CitiBus paratransit application process.

APPLICATION PROCESS

To apply for CitiBus Paratransit service, you must complete a paratransit application. Part 1 of the application must be completed by the customer, while Part 2 will be completed by a healthcare professional of your choice. To request an application, call (315)785-7772 or download a copy from the City of Watertown website <https://www.watertown-ny.gov/departments/citibus/Paratransit>

Submit completed applications to:

CitiBus Paratransit Services
544 Newell Street
Watertown, NY 13601
Phone (315)785-7772
Fax (315)772-9379

Once your application and the professional verification forms have been received, the City of Watertown will mail you written notification of your eligibility status.

**The application process and registration may take up to 21 calendar days to complete.*

For information on CitiBus ADA Paratransit policy, application and eligibility procedures, please visit <https://www.watertown-ny.gov/departments/citibus/Paratransit>

APPEALS PROCESS

If your application is denied, you will be informed of such in writing. You have the right to appeal the denial of your paratransit application. You must notify, in writing, the ADA coordinator of your appeal within 60 days of the denial of your application. Please submit your written notice to:

ADA Coordinator
245 Washington Street, Suite 205
Watertown, NY 13601

You may, but are not required to, submit a written justification for why you are filing an appeal. Upon receipt of the written notice to appeal, the ADA Coordinator will reach out to schedule an appeals hearing. You are not required to attend a hearing and may instead ask that an appeals decision be made on the basis of a written presentation.

During the appeals process, CitiBus will not provide complementary paratransit service. However, if the appeals process takes longer than 30 days, paratransit service will be provided for the period that exceeds the 30 days until a determination has been made. A written notification of an appeals determination and the reasons for it will be provided.

PASSENGER ASSISTANCE

Riders will be required to travel to the curb outside of their trip origin in time for their scheduled pick-up. Drivers are required to assist Paratransit Riders on and off the bus and to safely secure mobility aids.

Riders who require additional assistance in the form of door-to-door service in order to use CitiBus Paratransit Service may request a modification of this policy by contacting the CitiBus Paratransit at (315)405-4867. In such case, the driver will provide assistance on a door-to-door basis. This ensures that the System meets the ADA requirement to provide service on an “origin to destination” basis. While limited assistance in guiding a passenger from their door to the curb may be provided on a case-by-case base, this must be prearranged and indicated when the trip is scheduled.

If the registrant requests, drivers will escort registrants to and from the front door of the primary building upon arrival at both origin and destination with the following limitations.:

- Paratransit drivers cannot enter any interior area of a home or apartment.
- Paratransit drivers can never lose sight of a Paratransit vehicle or leave a vehicle unsupervised with passengers on board.
- Drivers cannot assist passengers in wheelchairs or other mobility devices up more than one step.

The ADA does not recognize a difference between door-to-door service and curb-to-curb service. The ADA recognizes origination to destination services only. Drivers are prohibited from doing any lifting, pushing or pulling to accommodate barriers. Any barriers that might risk the health or safety of the passenger, or Paratransit staff or volunteers must be removed. If safe access is not available, CitiBus Paratransit will provide curb service ONLY.

REASONABLE ACCOMODATION POLICY:

1. The City of Watertown does not discriminate on the basis of race, color, religion, national origin, ancestry, sexual orientation, age, familial status, or physical or mental disability in the access or administration to its programs or employment or in its programs, activities, functions or services.
2. The 504/ADA Coordinator for the City of Watertown is the Human Resource Manager. This person can be contacted at (315)785-7732 or at civilrights@watertown-ny.gov
3. The City of Watertown is covered by Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act, as well as other federal and state laws which require reasonable accommodation to persons with disabilities as defined in those laws.

4. The City of Watertown will make a reasonable accommodation for people with disabilities when an accommodation is necessary to ensure equal access to its amenities, services, and programs. Reasonable accommodations include changes to the buildings and grounds and changes to policies, practices and procedures.
5. Accommodations will be made up to the point of structural infeasibility, undue financial and administrative burden or requiring changes fundamental to the program. If the City of Watertown cannot afford the full cost of an accommodation, the 504/ADA Coordinator will meet with the citizen to determine the best way to use the funds that are available to address the barrier.
6. The definition of a person with a disability for purposes of a reasonable accommodation follows the definition in Section 504, the ADA, the Fair Housing Act, and any other applicable statutes: a person with a physical or mental impairment that substantially interferes with one or more activities of daily living, has a history of such an impairment or is regarded as having such an impairment.
7. Notice of the right to reasonable accommodation shall be posted on the City's website and in areas accessed by the public where practicable.
8. Reasonable accommodation requests will be processed in the order in which necessary documentation is received.

REASONABLE ACCOMODATION PROCEDURE:

1. Citizens may make a reasonable accommodation requests at any time and may make them verbally although for reasons of clarity for both parties, the City of Watertown recommends filling out a written Reasonable Accommodation Request Form for all but routine requests. The forms may be obtained by the City's 504/ADA Coordinator at (315)785-7732 or civilrights@watertown-ny.gov. Staff will assist citizens who need assistance and will accept requests in alternate format if necessary because of a disability.
2. All requests will be processed by the 504/ADA Coordinator.
3. When the disability is obvious or known to staff, documentation of the disability will not be required. When the need for the requested accommodation is obvious or known to staff, documentation of the need for the accommodation will not be required. When the disability and/or need is not obvious or known to staff, requests will require verification of disability status, need for equal access, and/or when relevant, likelihood that the request will resolve the problem.
4. When documentation is necessary, the City of Watertown strongly recommends that applicants or residents use the City of Watertown Verification of Need and Release Form in order to avoid delays. The City reserves the right to require documentation on a Verification of Need and Release Form provided by the 504/ADA Coordinator if other forms of documentation are not sufficient to document need. It is the citizen's responsibility to secure such documentation or to give the 504/ADA Coordinator the information necessary to secure such documentation. Documentation must come from a reliable source with sufficient professional and personal knowledge of the citizen to answer the applicable questions.
5. As soon as the 504/ADA Coordinator receives a reasonable accommodation request, he or she will send the citizen's request, verification of need and release form along with a cover letter explaining reasonable accommodations standards and process to the verification source

- identified by the applicant or resident for verification.
6. The City of Watertown has the right to sufficient documentation to make a decision, but does not have a right to diagnosis, medical history or treatment unless directly relevant to reasonable accommodation request, for example chemical sensitivity to certain materials.
 7. The 504/ADA Coordinator will approve or disapprove a reasonable accommodation request as soon as possible, but within 10 working days if there is no verification required or within 10 working days of receiving sufficient verification to make a decision.
 8. NOTE: In some complex cases, a meeting with the citizen, and any service providers or other technical assistance sources may be the best way to identify the best solution. Applicants or residents may bring anyone they consider helpful to such a meeting. Such meetings will be arranged as soon as possible at a mutually agreeable time for all participants.
 9. If the citizen meets the eligibility definition and the necessity and likely effectiveness of an accommodation is known or documented, the 504/ADA Coordinator will implement the change as soon as possible, but no later than 10 working days from the time of the decision or as soon as reasonably possible for items requiring bids, construction, special equipment, etc. The 504/ADA Coordinator will notify applicant/resident of reasons for delay and estimated completion time for such requests.
 10. If the 504/ADA Coordinator finds that the request poses an undue financial and administrative burden, they will notify the citizen and offer to make changes that do not pose such a burden. This could include paying for a less expensive partial accommodation, combining funds with resources the citizen may find or waiting until a later time when more funds are available. Any agreement for a partial or delayed accommodation should be in writing or in an alternate permanent format. The citizen may request documentation of basis for determining undue burden.
 11. If the 504/ADA Coordinator finds that the request is not structurally feasible or requires a fundamental change in the nature of the program, management will give the citizen a written explanation and will discuss and carry out any reasonable alternatives that do not require an undue financial and administrative burden or a fundamental change in the nature of the program.
 12. If a reasonable accommodation request is denied for any reason, the 504/ADA Coordinator will notify the citizen and will include in the denial notification a written or alternate format notice of the right to a grievance hearing and the procedure for requesting one. If a citizen disagrees with a reasonable accommodation decision, they may request a grievance hearing by asking the 504/ADA Coordinator either verbally or in writing or some alternate format within 10 working days of receiving the decision.
 13. Upon request, the 504/ADA Coordinator will arrange a grievance hearing with the City Manager.
The citizen may bring any other person(s) he/she deems necessary to present his/her case. The rules of evidence will not apply, but all parties will have the opportunity to present documentation of the request and reasons for denial. The City Manager will issue a final written or alternate format decision to all parties within 10 days of the hearing.
 14. If, with or without a grievance hearing, a citizen agrees to something other than the request, the citizen will sign or otherwise record approval of such an agreement.

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 and cannot provide assistance beyond that which is described in the previous section.

PASSENGER SECUREMENT POLICY

All passengers must properly secure their seat belts.

Wheelchairs

All wheelchairs must be secured to the vehicle in the designated area. The driver will provide assistance in securing the wheelchair. Persons using wheelchairs should be secured to their chairs in addition to having their wheelchairs secured to the vehicle.

Seat Belts

CitiBus Paratransit service requires that all passengers wear seatbelts in vehicles.

LIFT USE POLICY

Paratransit 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

Paratransit 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, Paratransit 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., Segway's), unless it can be demonstrated that a specific device cannot be operated on board the vehicles consistent with legitimate safety requirements.

SERVICE ANIMALS

A service animal is defined by the ADA as any guide dog, signal dog, or other animal individually trained to aid in individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state

or local government. When scheduling a trip, please advise the scheduler that a service animal will be riding. The service animal must stay on the floor of the vehicle and be under control and well behaved at all times. Any service animal will be removed if it shows signs of aggression or any other inappropriate behavior such as urinating or defecating on the Paratransit vehicle.

GENERAL POLICIES / PASSENGER RESPONSIBILITIES

It is the policy of the City of Watertown to ensure safe and effective transportation for all passengers and staff along with the proper operation of all vehicles. The following list of Passenger Responsibilities has been established to ensure this policy; however, they are not meant to be all inclusive. Violation of any Passenger Responsibility can result in passenger receiving a warning letter up to temporary suspension from CitiBus Paratransit services.

- **Inappropriate Social Behavior**
 - All passengers, including Paratransit staff, have the right to participate without any threat or fear of physical or verbal abuse and with personal comfort. Passengers are therefore expected to exhibit appropriate social behavior while interacting with other passengers and with Paratransit staff.
- **Disruptive behavior**
 - Sudden or loud verbal outbursts which could threaten the health of fragile riders or the driver's safe attention while driving
 - Soiling the vehicle with bodily fluids or waste, or thereby creating a hazard to others.
 - Hygiene issues which result in the disruption of paratransit service
- **Dangerous Behavior and Physical Abuse**
 - Dangerous behavior and physical abuse are defined as any threat or action that could cause any physical harm to the driver, other passengers, the individual or Paratransit staff or equipment, including the vehicle.
 - The penalty for a proven incident of dangerous or unsafe behavior or physical abuse will be determined by CitiBus Paratransit. Penalty can range from a warning letter to permanent suspension from CitiBus Paratransit service.
- **Verbal Abuse**
 - Verbal abuse is defined as any oral presentation that is offensive to a passenger, driver, or CitiBus Paratransit staff.
- **Grocery/Shopping Bag Limitations**
 - You are allowed to carry only what you can carry-on and store with in the area in which you are seated in one trip.
 - Multiple trips to carry on items will not be permitted.
 - Wheelchairs or motorized scooters must adhere to the same basic rule; load in one trip and maintain all items within the wheelchair or motorized device.
 - Large unsecured packages, such as grocery bags may create a hazard for both passengers and the driver.

Please understand that carry-on packages are still allowed onboard the bus but it is important that reasonable limits be placed on their size and quantity. Failure to comply could result in suspension of service.

- **Drinking/Eating**

- Please refrain from consuming food and beverages of any kind while on board our public transit vehicles. Closed beverage and food containers are permitted on board but may not be consumed while on the vehicle. Thank you for helping to keep our buses clean for everyone!
- **Headphones**
 - Passengers must use headphones when listening to portable electronic devices. Please keep the volume at a reasonable level to avoid disturbing your fellow riders.
- **Priority Seating**
 - Please allow our senior riders and riders with disabilities to use the front rows of seating.
- **Smoking/Vaping**
 - Smoking and vaping is not permitted on board our vehicles or inside our facilities.
- **Causes for Refusal of Service**
 - Dangerous behavior, physical or verbal abuse towards drivers or other passengers on the vehicle, are ground for immediate refusal of CitiBus Paratransit service.

For more information on **Passenger and Visitor Standard of Conduct Procedures** Please go to the CitiBus website for further information, <https://www.watertown-ny.gov/departments/citibus>

CITIBUS ADA COMPLAINTS POLICY/PROCEDURES

Any person who believes that he/she has been discriminated against or denied participation in transportation on the basis of a disability by CitiBus may file an ADA complaint.

ADA complaints may be submitted to the ADA Coordinator in the following manner:

By Mail: City of Watertown-ADA Coordinator
 245 Washington Street, Suite 302
 Watertown, NY 13601
 By E-mail: civilrights@watertown-ny.gov
 By Phone: (315)785-7732

The ADA Coordinator investigates all ADA complaints received within 180 days of the alleged incident. ADA complaints may be submitted via the complaint form to CitiBus via e-mail, phone, or US Mail. The online complaint form can be accessed via the link provided below or you may contact the ADA Coordinator at (315)785-7732 and a copy will be mailed to you. Forms should be addressed to the ADA Coordinator at the address shown above.

Upon receipt of an ADA complaint, the ADA Coordinator will review the submitted information and send the complainant an acknowledgement letter informing them of whether or not the complaint will be investigated as an ADA complaint.

If additional information is required for the investigation, the ADA Coordinator may contact the complainant. The complainant will have 10 business days from the date of the letter to submit the requested information to the ADA Coordinator. If the ADA Coordinator is not contacted by the

complainant or does not receive the requested information within 10 business days, the ADA Coordinator has the right to administratively close the case. A case can also be administratively closed if the complainant no longer desires to pursue the case.

Once the ADA Coordinator has reviewed a complaint, he/she will issue one of two letters to the complainant-1) a closure letter 2) a letter of finding (LOF). A closure letter summarizes the allegations and states that no ADA violation occurred and that the case is closed. A LOF summarizes the allegations and the interviews concerning the alleged incident, and explains what, if any, corrective action will occur. If the complainant wishes to appeal the ADA Coordinator's decision, they will have 10 business dates from the date of the letter to do so.

Complaints may be filed directly with the Federal Transit Administration (FTA) at:

FTA Office of Civil Rights
ATTN: Complaints
East Building, 5th Floor-TCR
1200 New Jersey Avenue SE
Washington, DC 20590

TRIP SCHEDULING PROCEDURE

CitiBus Paratransit does not use a "waiting list". All trip requests made at least one day in advance are accommodated within the scheduling parameters of the Federal ADA regulations.

CitiBus Paratransit service is a shared ride so you may have additional passengers joining you as well as making stops prior to your destination.

As this is a shared service, CitiBus Paratransit, especially during peak times, will need to negotiate your pickup times to most efficiently schedule your trip. The federal regulations allow for the "negotiation window" to be one (1) hour before plus one (1) hour after the individual's desired departure time (total of two-hour window). At no time will CitiBus Paratransit deny you a trip within this negotiation window, as our goal is to maintain a zero percent trip denial rate. Trip denials should be reported to the Mobility Manger at 315-778-5217 or City of Watertown CitiBus office at 315-785-7772. Paratransit does not prioritize flexible or constrained trips as described below, these are just two different ways to negotiate your pick-up window.

- Flexible Purpose Trips: CitiBus Paratransit negotiates discretionary trips (e.g. errands, shopping, recreation, social engagements) within this 2-hour negotiation window.
- Constrained Trips: For trips where the Paratransit rider has a set appointment (e.g. class, work, or appointments), CitiBus Paratransit will schedule your trip so that you can arrive no more than 1 hour before your appointment. Conversely, on a return trip (i.e. end of work day) the pickup may be scheduled no more than 1 hour after your appointment ends.

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, it is strongly recommended that the

passenger call the contracted paratransit service during office hours on the business day preceding the requested trip.

Reservations can be made after hours and on weekends by leaving a detailed message. When calling to make a reservation, please be ready to provide the following information:

1. Your name (must have approved ADA Paratransit eligibility).
2. Pick-up location (Street address and/or nearest intersection).
3. Drop off address.
4. Time of pick-up request or appointment time if applicable.
5. Confirmation if you will have a personal care attendant with you not.
6. Confirmation if you will have a guest traveling (space limited).
7. Time of return request.
8. Contact phone number (call back number).

Helpful Tips for Scheduling a Trip

Before calling CitiBus Paratransit, write down the:

1. Date and time of your trip.
2. Name of person you are going to see.
3. Complete street address, including apartment or suite number of your destination.
4. Time you will be ready to return, if you want a round trip.
5. Remember, a trip request may be made up to fourteen (14) days in advance and all trips are scheduled on a first come first served basis.

If you have time flexibility in your trip, please let the CitiBus Paratransit schedulers know this at the beginning of your call. Demand for Paratransit service is very high and CitiBus is always trying to maximize the number of trips provided each service day.

Pick-up Window:

All passengers are expected to be ready at their scheduled pick up time to prevent other passengers from facing avoidable delays. To account for traffic irregularities, weather issues and other potential delays, **CitiBus Paratransit is considered “on time” when the Paratransit vehicle arrives up to thirty minutes after the agreed upon scheduled pick-up time. Please plan your trip with this 30-minute flexibility in mind.**

Riders can reach operations at (315)405-4867 to check on the status of an existing ride during all operating hours.

Wait time:

CitiBus Paratransit will wait **no more than five minutes** for a passenger upon arriving at a scheduled pickup. If a Paratransit vehicle arrives before the agreed upon time/pick-up window, the five-minute wait time does not begin until the agreed upon time. CitiBus Paratransit will always attempt to contact the rider prior to departing the location without the passenger. To help keep everything running smoothly, please make every effort to be ready at your scheduled pickup time.

LATE CANCELLATIONS/NO SHOWS:

Call CitiBus Paratransit as soon as possible if you need to cancel your reservation. By cancelling well in advance, you help improve service to all customers.

- Cancellations made less than two hours in advance of a scheduled pickup time are considered a no-show.
- A no-show happens when riders do not cancel a scheduled trip at least two hours in advance or are not available to board within five minutes of the vehicle's arrival within the pickup window.
- CitiBus Paratransit will attempt to contact the passenger when a no-show occurs.

Riders can avoid no-show situations when they:

- Review times and dates with the schedulers to be sure the information is correct.
- Call CitiBus Paratransit and cancel rides as soon as the ride is no longer needed.
- Cancel at least 2 hours in advance of the scheduled pickup time.
- Are prepared to board at the starting time of the pickup window and within 5 minutes after the bus arrives.

NO SHOW POLICY

CitiBus Paratransit's late cancellations/no-show policy is modeled in accordance with the industry standard. Its purpose is to ensure quality paratransit service. Abuse of the paratransit system affects the ability to provide paratransit services to other eligible clients. Every time a late cancellation/no-show occurs it is recorded in the rider's trip record. If you have more than two late cancellations/no-shows within any 30-day period, the rider's trip record will be reviewed.

If a pattern or practice of missed trips is established with at least two 30 day periods with more than two late cancellations/no-shows, the client will be warned verbally and in writing. Continued violations of at least three 30 days' periods with more than two late cancellations/no-shows may result in suspension of CitiBus Paratransit service. When there are circumstances outside the rider's control, it is not considered a no-show. If, for some reason, CitiBus Paratransit arrives after your 30-minute pickup window and you have made other arrangements or cancelled your ride, it is not considered a no-show.

Suspension process before suspending service, CitiBus will:

- Notify the rider at least twice verbally regarding the rider's trip record.
- Mail the rider the Paratransit User Guide
- Notify the individual in writing detailing (start date, length of time, end date) the proposed suspended service and citing the basis of the proposed suspension.
- Provide the individual an opportunity to be heard and to present information and arguments.
- Provide the individual with written notifications of the decision and the reasons for it, along with detailing the individual's opportunity to appeal the decision.
- The appeals must be filed within 60 days.

TITLE VI NONDISCRIMINATION

Notifying the Public of Rights Under Title VI THE CITY OF WATERTOWN, NY

The City of Watertown operates its programs and services without regard to race, color, and national origin in accordance with the Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Watertown.

For more information on the City of Watertown's civil rights program, and the procedures to file a complaint, contact the Human Resources Manager at (315)785-7732, email civilrights@watertown-ny.gov ; or visit our administrative office at 245 Washington Street Suite 205, Watertown, NY 13601. For more information, visit <https://www.watertown-ny.gov/CivilRights>

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. If information is needed in another language, contact the Human Resources Manager at (315)785-7732.

TITLE VI COMPLAINT PROCEDURE

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Watertown Citibus department (hereinafter referred to as "the department") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

Please submit this form in person at the address below, or mail this form to:

Human Resources Manager
The City of Watertown
245 Washington Street, Suite 205
Watertown, NY 13601

The City of Watertown ADA Coordinator investigates complaints received no more than 180 calendar days after the alleged incident. The ADA Coordinator will process complaints that are complete. A copy of the complaint form is available on the City of Watertown website, <https://www.watertown-ny.gov/departments/citibus/CivilRights>, by mail, or by calling the ADA Coordinators office at (315)785-7732. Hearing impaired citizens in need of relay service can dial 711.

Once the complaint is received, the ADA Coordinator will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The ADA Coordinator has 30 business days to investigate the complaint. If more information is needed to resolve the case, the Office may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Office can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration at:

FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590.