



Policy number: MT-XXX	Date: 3/24/2015
Policy Title: Demand Response Service Policy (ADA Complementary Service)	Department: Planning Department/Mass Transit

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is civil rights legislation which requires that persons with disabilities receive transportation services equal to those available on the fixed route service.

THE Bus features a Demand Response Service, also known as Complementary ADA Service, to assist riders whose origins and destinations are within 3/4 mile of the fixed-route system, but are unable to access the fixed-route transit service because of a documented disability qualified under the federal Americans with Disabilities (ADA) Act.

The following policies are being adopted to ensure quality service for all passengers with disabilities:

- Potential users must submit an application to the Transit Operator to determine eligibility
- All users must present their ADA Eligibility Photo Identification Card upon boarding
- Reservations are taken Monday through Friday between 8am and - 5 pm.
- Reservations must be made at least 24 hours in advance and up to 14-days in advance
- Users must provide the following information to the scheduler:
 - Name
 - Complete origin and destination address
 - The time that you would like to be at your destination and the return trip time
 - Advise if Personal Care Attendant (PCA)* will be traveling too

*A PCA is defined as someone designated or employed specifically to help the ADA eligible individual meet their personal needs.
- Users must pay a fare for each trip
- Demand response vehicles will only wait 5 minutes at the pick-up address
- All carry-on items are the responsibility of each passenger

THE Bus has developed a Demand Response Service Guide to help users understand the processes required to use the service and to ensure quality service for all passengers with disabilities. THE Bus also has a set of rules and regulations specified as the "Rider Code of Conduct;" these are for all individuals who ride fixed-route or the demand response vehicles and they must adhere to the code of conduct.