

ADA PARATRANSIT GUIDELINES

KETCHIKAN GATEWAY BOROUGH

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INTRODUCTION

Ketchikan Gateway Borough provides public transportation service. Our goal is to provide the best possible transportation service to residents and visitors. Our vehicles are clean, safe, comfortable and well-maintained, and our drivers are trained to serve you.

The Borough is pleased to provide for the public transportation needs of all the area's citizens, including those with disabilities. To accomplish this goal, we operate 2 services:

- The Bus: accessible route bus service
- ADA paratransit service

Buses used in The Bus service are ramp-equipped so they are accessible for individuals who use a wheelchair or cannot climb stairs. They have priority seating for individuals with disabilities. Our drivers receive special training in assisting people with disabilities. Drivers announce stops at key destinations and upon request to help passengers find their stops. You may travel with your respirator, concentrator, and portable oxygen. Service animals are welcome on-board buses. Our goal is to make our fixed-route service accessible to and convenient for everyone.

Ketchikan's ADA paratransit provides comparable service to The Bus service for individuals whose disabling conditions prevent their use of route service. ADA paratransit service is provided according to the guidelines set forth by the Americans with Disabilities Act of 1990 (ADA) and as outlined in this handbook. Persons who use this service must be certified as ADA paratransit eligible for all or some of their trip needs.

If you have any questions on this handbook or our services, please call The Bus at **907-225-8726**.

APPLICATION PROCESS

Any individual wishing to apply for ADA paratransit eligibility may:

- Call **(907) 225-8726** from 8:00 a.m. to 5:00 p.m., Monday through Friday, to obtain an application by mail.
- Schedule an appointment to pick up an application at the Ketchikan Gateway Borough Transit office at 1175 Copper Ridge Lane, Ketchikan, AK.
- Download the application from our [website](#)

Each applicant must provide the name and address of a treating professional who is familiar with the applicant's disabling condition, and how that condition prevents the applicant from using The Bus. A treating professional includes a physician, physician's assistant, nurse

practitioner, chiropractor, psychiatrist or psychologist, social worker, naturopathic physician, licensed clinical behavioral health practitioner, or physical or occupational therapist. The Borough may mail a Professional Verification Form to the health care professional for additional information regarding the functional limitations due to the applicant's disability.

Under the ADA, the standard for determining eligibility is not whether a disabling condition exists, but whether (or under what circumstances) the applicant's disabling condition prevents him or her from using The Bus. In some cases, eligibility is established for certain circumstances only.

After both the properly completed application form AND the Professional Verification Form have been received, a decision will be made within 21 days. If you are granted less than unconditional eligibility, the letter will state the reason for the determination.

If you are dissatisfied with your eligibility determination, you may appeal within 60 days of the date of the letter notifying you of your eligibility status. Please review the section on how to file an appeal later in this document.

VISITORS

Visitors can ride ADA complementary paratransit service. To ride, either fax, email, or mail:

1. Documentation that you are already eligible for ADA complementary paratransit (a copy of your eligibility letter or your photo ID), or
2. Documentation that you have a disability, such as a note from a treating professional, and documentation of residence, such as a utility bill.

Visitors may also apply in person by calling **(907) 225-8726** to schedule an appointment for an interview. When applying in person, no documentation of disability is required if the disability is apparent.

A visitor may ride the service for up to 21 days over a year, starting with the first day of travel. To continue to ride after 21 days of service are provided, you must apply for eligibility.

SERVICE AREA

The Bus provides ADA paratransit service within $\frac{3}{4}$ -mile of our routes. All pickups and drop-offs must take place within the defined service when you call to schedule a ride.

SERVICE HOURS

The Bus' ADA paratransit service operates the same days and hours of service as The Bus.

The following are examples of service hours:

- WEEKDAYS: service is available within city limits from about 5:30 am to 9:00 pm. Outside the city limits about 6:00 am to 7:00 pm.
- SAT: service is available within the city limits from about 6:30 am to 9:00 pm. Outside the city limits about 7:00 am to 7:00 pm.
- SUN (Oct-Apr): service is available in many areas from about 8:30 am to 3:30 pm.
- SUN (May-Sept): service is available within the city limits from about 6:30 am to 7:00 pm. Outside the city limits about 7:00 am to 7:00 pm.

For information regarding service hours for a specific trip, call the paratransit contractor, Southeast Senior Services at **(907) 225-6575**.

There is no service on the following holidays:

- New Year's Day
- Independence Day
- Thanksgiving Day
- Christmas Day

TRIP RESTRICTIONS

The Bus' ADA paratransit service is designed to be comparable to The Bus' regular route service. Just as with The Bus service, there are no trip restrictions or ranking of trips by trip purpose.

PARATRANSIT FARES AND PASSES

As allowed by ADA regulations, the paratransit fare can be twice The Bus fare. A fare is charged for each leg of a trip. Payment is required at the time of boarding.

The paratransit fare is **\$2.00** per ride. If you ride often, a bus pass book is available for purchase. For more information about the bus pass book call Southeast Senior Services at **(907) 225-6575**.

Discount for The BUS

If you ride paratransit but can ride The Bus for some trips, show your Ketchikan Gateway Borough ADA Paratransit card to The Bus driver and you ride for FREE.

When paying cash, please have the exact fare. The Bus does not give refunds and our drivers do not make change. If a passenger does not have cash or a ticket, service will NOT be provided.

CURB-TO-CURB SERVICE

The Bus' ADA paratransit service is curb-to-curb service. We ask that you be ready for pick up **at the curb**. However, if you require assistance to and from the bus to the door, please let us know and the driver will assist you. Drivers will NOT assist passengers using wheelchairs up or down steps. Please arrange with someone else to assist you.

PERSONAL CARE ATTENDANTS and COMPANIONS

If you require the assistance of a personal care attendant, the attendant travels with you for free. At the time of scheduling a ride, please indicate if you will have a personal care attendant with you. Of course, the attendant must get on and get off at the same locations as you do.

At least 1 companion, more if space is available, may accompany you. Each companion will pay a fare. At the time of scheduling a ride, please indicate the number of companions who will accompany you. Of course, companions must get on and get off at the same location as you do.

A passenger requiring the services of a personal care attendant may also be accompanied by 1 or more companions.

SERVICE ANIMALS

Service animals are always welcome. The passenger must have the service animal fully under control at all times so as not to disrupt other passengers or the schedule. Drivers cannot and will not assume any responsibility for service animals. At the time of scheduling a ride, please indicate if a service animal will accompany you.

SCHEDULING RIDES

Rides on the ADA complementary paratransit service can be scheduled the day before the trip or up to 14 days in advance. To schedule a ride, please call **(907) 225-6575**. To speak to a dispatcher, call Monday through Friday between 8:00 a.m. and 4:00 p.m. A telephone answering service is available Saturdays, Sundays and holidays between 8:00 a.m. and 4:00 p.m.

To help serve you better, we ask that you observe the following 4 tips:

1. Prepare for your call
2. Note your trip information
3. Schedule the return trip
4. Be ready to go

Prepare for Your Call

Please have the following information ready when you call:

- Name
- Date of travel
- Origin address
- Destination address
- Desired pickup or arrival time
- Whether you use a wheelchair or walker
- Whether a personal care attendant, one or more companions, or a service animal will accompany you

The dispatcher will let you know your pickup and return times. We will make every effort to schedule your trip at the desired times. The ADA allows the ride to be scheduled up to 1 hour before or 1 hour after the requested times.

Note Your Trip Information

Have a pencil and paper ready to write your pickup and return times down. This will help you remember them. If you have a calendar, write the times on it.

Schedule Your Return Trip

We require return trips to be scheduled. Passengers should anticipate the latest possible time needed for their return and schedule a return trip for that time. If you are ready to return before your scheduled time, or if you will be later than your scheduled time, please call us immediately at **(907) 225-6575** and we will do all we can to accommodate your request.

Be Ready to Go

Please be ready to go 10 minutes before the scheduled pickup time. We make every effort to arrive as close to the scheduled pickup time as possible. However, we may arrive up to 10 minutes before or 20 minutes after the scheduled pickup time.

Example: If you schedule a 9:30 a.m. pick-up, the vehicle may arrive between 9:20 a.m. and 9:50 a.m.

This 30-minute time period (of 10 minutes before to 20 minutes after the scheduled time) is called the pickup window.

Drivers, after arriving within the pickup window, will wait up to 5 minutes. Any passenger, who is not at the scheduled pickup point and ready to go by that time, will be considered a no-show, and the driver will leave to pick up other riders. The driver will NOT return for a second attempt. The only exception will be passengers who have been detained during a medical appointment. If you know that you will be detained during a medical appointment, please call us at **(907) 225-6575** as soon as soon as possible. When you are ready, call and we will dispatch the next available van to pick you up.

CANCELLATIONS

If you are unable to make your scheduled ride for any reason, please call **(907) 225-6575** no later than 4:00 p.m. the day before to cancel your ride. Drivers cannot make schedule changes for you. Cancellations made after 2 hours before the scheduled trip will be considered a no-show.

NO-SHOW POLICY

A no-show occurs when:

- You fail to show up for your scheduled trip.
- You fail to cancel 2 hours before your scheduled trip.
- You are not ready within 5 minutes of the driver's arrival during the pick-up window.

You will be suspended for no-shows if the following criteria are met during a 3-month period:

1. No-shows represent 10 percent or more of their scheduled trips, AND
2. You have 3 or more no-shows.

Only no-shows under your control will be counted. You will be given an opportunity to appeal the suspension before the suspension takes effect.

After a second no-show, we will send you a warning letter. If you are suspended, we will notify you by registered mail of the date on which the suspension will begin. The date for the beginning of the suspension of service will be no less than 10 days from the date the letter is sent. The letter will indicate the times and dates of the no-shows that have occurred and your rights of appeal.

The length of the suspension depends on the number of offenses:

- First offense: 5 days
- Second offense: 10 days

- Third offense: 15 days
- Fourth or higher offense: 30 days

WHEELCHAIRS

The ADA defines a wheelchair as a mobility aid belonging to any class of 3- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. We will make every effort to transport you and your wheelchair. However, if you and your wheelchair weigh more than what our wheelchair lifts are rated to carry or the wheelchair is too big for the lift platform, we will be unable to transport you. If it appears that the vehicle lift is strained, we will not be able to provide service until we have on file the actual weight of the passenger and the chair. Please call us at **(907) 225-6575** for an evaluation to determine whether we can accommodate your mobility device.

DRIVER ASSISTANCE

Drivers are specially trained to serve you. They will:

- Deploy lifts and ramps for persons using mobility devices and those without mobility devices who cannot navigate the bus steps upon request.
- Secure your wheelchair.
- Assist you to and from the van to the first door of the building.

To ensure your safety and the safety of our drivers, they will NOT:

- Assist passengers using wheelchairs up or down steps.
- Carry packages.
- Dress passengers.
- Search a passenger's body for the appropriate fare or ticket.
- Clear pathways of ice, snow or other barriers.

Please arrange with someone else to assist you.

GENERAL RIDERSHIP POLICIES

We have established the following general ridership policies for ADA paratransit. Many of the policies also apply to The Bus.

- If a passenger uses oxygen, the tank must be portable, i.e., the passenger must be able to carry the tank into the vehicle themselves, even if the passenger is in a wheelchair. Once on board, the portable oxygen tank must ride in a secure location, for example, in the passenger's lap, strapped to the wheelchair, in front of the passenger on the floor between seats, or on the floor behind the modesty panel.
- All passengers must wear seatbelts.
- All passengers using a wheelchair or scooter must use the restraint system that is used to secure the wheelchair or scooter to the floor of the vehicle.
- The number of packages a passenger can have along is limited to the number of packages that the passenger can carry.
- Drivers cannot accept tips.
- For safety reasons, we may request that passengers be accompanied by a personal care attendant.
- We may suspend or refuse service to any individual whose behavior and/or actions are violent, seriously disruptive, or illegal; cause a service interruption; or raise safety concerns.

APPEALS PROCESS

You may appeal your eligibility determination or suspension from the program for violating ridership policies. An appeal of an eligibility determination must be submitted within 60 days of the date of the denial letter.

Your request for an appeal must be in writing. In the request either describe why you disagree with the determination or suspension or ask to present your case in person. You or a representative of your choosing may present on your behalf. A written decision will be made within 30 days the information for the appeal was received or the hearing was held.

Send appeal requests to:

Ketchikan Gateway Borough
Attn: Transit Dept.
1900 First Avenue
Ketchikan, AK 99901

Thank you for riding The Bus.