



**POLICY  
AND  
PROCEDURES  
MANUAL**

**Transportation  
For  
Persons with Disabilities**



Updated February 19, 2010

# Capital Area Transit System ADA Paratransit Policy and Procedures Manual

## **Introduction**

The Capital Area Transit System (CATS) ADA Paratransit Policy and Procedures Manual is designed to inform American's with Disability Act (ADA) Paratransit eligible consumers about CATS's special transportation service called "CATS on Demand". This manual includes policies and procedures, rules and regulations, and guidelines for use of the CATS on Demand system along with answers to most questions about the program. All CATS paratransit customers should review this manual carefully and refer to it whenever questions arise. For additional information, please contact the CATS's ADA Coordinator at (225) 389-8920, ext. 325, during the hours of 7:45 a.m.-4:15 p.m., Monday through Friday. For the Cats on Demand scheduler, please refer to Days and Hours of Service on Page 7 of this document.

## **CATS Paratransit Service**

CATS' paratransit service is called CATS on Demand, and service is designed to meet the requirements of the Americans with Disabilities Act (ADA). CATS on Demand is a paratransit service and uses vehicles that are specially equipped with wheelchair lifts and other accessibility features that allow for maximum mobility for customers with disabilities.

CATS on Demand is available only to customers whose functional limitations prevent them from using the regular fixed-route. The ADA is a civil rights law, not a transportation law, or a social program. The ADA clearly requires non-discriminatory access to fixed-route service, with complementary paratransit service acting as a "safety net" for people who cannot use the regular bus system. Under the ADA, complementary paratransit service is not intended to be a comprehensive transportation system for individuals with disabilities. In other words, the ADA does not attempt to meet all of the transportation needs of people with disabilities. Instead, the ADA is intended simply to provide individuals with the same public transit opportunities as persons who can access the fixed route system.

## **Description of Service**

CATS on Demand is a demand-response, space available, origin to destination transportation system. Reservations are made on a first-come, first-served basis. Persons who are deemed ADA eligible are provided non-emergency transportation for travel beginning and ending within the  $\frac{3}{4}$  mile corridor of the CATS bus routes.

## **Eligibility Standards**

The CATS on Demand is available to persons who are deemed eligible in accordance with the Americans with Disabilities Act of 1990, as amended. Those persons are eligible for paratransit service if there is some part of the regular bus route system which they cannot use or navigate because of a disability.

An individual is eligible if he or she has a permanent, temporary, or intermittent disability as described below and if the regular bus route system cannot provide service to a particular individual for a particular trip.

There are two categories into which eligible persons are placed according to their degree of disability.

### **CATEGORY 1 – PERSON HAS A DISABILITY AND NEEDS ADDITIONAL ASSISTANCE**

Category 1 consists of those individuals who are not independently able to board, ride, or disembark an accessible regular bus route system. Even with assistance provided by the bus operator and the vehicle's accessibility equipment, this individual would not be able to utilize the regular bus route system. Examples of persons included in this category may be those with mental and visual impairments who cannot navigate (recognize destinations or understand transfers) the bus system.

### **CATEGORY 2 – ENVIRONMENT**

Category 2 consists of those eligible individuals who are independently able to board, ride, or disembark the regular bus route system, but the interaction of the individual's disability and environment prevents the individual from reaching the boarding or destination location. Persons included in this category would be those with cognitive impairments who cannot navigate the system. Additionally,

those patrons who must use a wheel chair and cannot reach the bus stop due to lack of curb cuts or side walks are also eligible for this category.

There are three (3) basic ADA status conditions applicable to Categories 1 & 2.

1. Unconditional Status is assigned to persons who are determined unable to ever independently use CATS buses even with training.
2. Transitional Status is assigned to persons who are determined capable of using accessible CATS buses but cannot do so at present, either because of a temporary disability or condition.
3. Conditional Status is assigned to persons who are able to use CATS buses most of the time, but would under certain circumstances, and for certain trips, be prevented from independently using CATS buses.

## **Application and Certification**

To apply for the CATS on Demand program, the prospective user must complete an application identifying his or her mobility impairment. Applications for CATS on Demand service are available at the CATS Administrative Office located at 2250 Florida Boulevard (Florida and North 22<sup>nd</sup> Streets, 2-story building), Baton Rouge, Louisiana 70802. Applications may also be obtained via CATS' website, [www.brcats.com](http://www.brcats.com), by telephone at (225) 389-8920, ext. 325, or by mail.

The application packet includes an explanation of the eligibility certification process, application form, and medical release form. The CATS on Demand evaluator will review each application and certify new riders or recertify current riders according to the ADA requirements. Only those persons who qualify as ADA paratransit-eligible will be able to use the CATS on Demand.

In the event there is a question of ADA eligibility, CATS will provide transportation at CATS expense to a Certified Occupational Therapist. Medical documentation is mandatory for each applicant.

## **Determination Notification**

Each applicant is sent a letter of notification concerning eligibility determination within twenty-one (21) days of receipt of a completed application. If a determination of eligibility has not been made within twenty-one (21) days following the submission of a completed application, the applicant will be treated

as eligible and provided service until and unless the individual is determined ineligible for services. In cases of a denial, the notification will specify the reasons for denial and explain the appeals process.

## **Recertification**

All CATS on Demand riders are subject to recertification in accordance with ADA guidelines and upon notification from CATS. Each CATS on Demand Identification Card will contain the expiration date of the client's certification. In order to assist the rider and avoid delays in service, each rider should request a recertification form from the CATS on Demand office no later than one month before the expiration date.

## **CATS on Demand Identification Card**

Persons who are certified as eligible for CATS on Demand service will receive a photo-identification card to be used when telephoning for service and when boarding the CATS on Demand vehicles. **The card may also be used as identification for service on other systems in other cities.**

The identification card may include the CATS logo along with the ADA paratransit provider's phone number; identification number of the rider; name and phone number of the rider's emergency phone number along with that of a contact person; the expiration date of the individual's eligibility; the requirement for a personal care attendant (PCA), if any; and an approval signature.

## **Personal Care Attendant (PCA)**

A Personal Care Attendant (PCA) is someone designated or employed specifically to assist the paratransit eligible individual in meeting their needs. CATS recognizes that a PCA is a mobility aid to the eligible customer. In addition, CATS requires that space for the PCA must be reserved at the same time that the customer reserves their ride. No fare is charged for a PCA.

The customer may take along a companion in addition to the PCA. A family member or friend is regarded as a companion accompanying the customer, and not a PCA, unless the eligible customer regularly makes use of a PCA and the family member or friend is acting in that capacity. CATS requires that space for

the PCA and/or companion must be reserved at the same time that the customer reserves the ride.

### **Guests (Companions)**

Customers who are ADA paratransit-eligible will be allowed to travel with at least one guest (companion), such as a friend or relative. The fare for the companion will be the same as the fare for the ADA paratransit eligible customer. Additional guests accompanying the customer will be allowed on a space-available basis only. Please note that CATS requires that the CATS on Demand customer reserve a pace for the companion when the customer reserves their own ride. The companion must have the same trip origin and destination as the customer.

### **Visitor Policy**

The CATS on Demand will honor certifications from other systems. An individual from out-of-town requesting service must present proof of his or her certification. A letter or an identification card from their regular provider will suffice.

If the individual does not have certification but claims that he or she is ADA paratransit eligible, the CATS on Demand Coordinator will request proof of permanent residency and if a disability is hidden, medical documentation. With documentation, the CATS on Demand Coordinator will assume that the individual is eligible and allow him or her to ride for a period of twenty-one (21) calendar days. The person will be required to make a request of ADA paratransit eligibility certification if he or she plans to use the service for longer than twenty-one (21) calendar days. The individual will be allowed to utilize the service during the period when the certification is being processed, provided that the period does not exceed the twenty-one (21) calendar day limit.

### **Securement - Seat Belt Use**

CATS on Demand customers are required to use seat belts or securement devices at all times. Refusal to use seat belts or the appropriate securement system will result in the suspension of service. However, if a particular mobility device cannot be secured by the existing securement system, service will not be suspended, but the rider must be able to transfer to a seat and be buckled.

## **Mobility Aids**

All common wheelchairs and their users can be transported by CATS on Demand. A common wheelchair is a wheelchair that does not exceed thirty (30) inches in width, forty-eight (48) inches in length, and does not weigh more than six hundred (600) pounds when occupied. All wheelchair users must ride in designated securement areas only. Persons who are not wheelchair users but use other mobility aids will be allowed to use the lift mechanism provided that the mobility aid can be physically accommodated by the vehicle and its equipment see [Appendix A](#).

## **Service Animals**

Customers may travel with service animals trained to assist them. Service animals include guide dogs used by persons with vision or hearing impairments, as well as dogs or other animals that provide aid to customers with mobility impairments. The customer must inform the scheduler that they are traveling with a service animal when they make their ride reservation.

## **Oxygen and Medical Equipment**

Customers may also travel with portable oxygen or other equipment, provided that the equipment does not violate rules concerning transportation of hazardous materials.

## **Service Area**

Service is provided to all residents of the Baton Rouge Metropolitan Area who are deemed ADA eligible by the CATS on Demand Coordinator in accordance with the ADA regulations on eligibility. However, the origin and destination of each trip is to be within the  $\frac{3}{4}$  of a mile corridor which surrounds the CATS regular bus route. [Appendix B](#) provides a map of East Baton Rouge Parish with an outline of the CATS on Demand corridor.

Individuals who do not live within the CATS on Demand service area may apply for service. These individuals must be responsible for their travel in and out of the service corridor to receive service. Place of residence does not enter into a determination of ADA paratransit eligibility.

## Days and Hours of Service

CATS on Demand service is provided seven days a week, with the exception of Thanksgiving and Christmas. The CATS on Demand Office will be open seven (7) days a week from 7:45 a.m. until 4:15 p.m. The CATS scheduler will be available for accepting requests. However, if you have service related questions or problems with your ride; you may call the dispatcher at (225) 929-7740 during service hours.

### OFFICE HOURS

Daily 7:45 a.m. – 4:15 p.m.

### SCHEDULING REQUESTS ACCEPTED

Daily 7:45 a.m. – 4:15 p.m.

### SERVICE HOURS

Monday-Friday **4:50 a.m. – 10:45 p.m.**

Saturday **5:40 a.m. – 10:45 p.m.**

Sunday **6:40 a.m. – 8:30 p.m.**

### HOLIDAY SCHEDULE

Thanksgiving No Service

Christmas No Service

## SCHEDULING INFORMATION

CATS on Demand Scheduler (225) 929-7740

### Reservations, Scheduling, and Cancellations

Scheduling requests for service can be made the day before the trip is to be taken or up to fourteen (14) days in advance. Since serviced is provided on a first come first served basis, riders should make reservations as early as possible and give the scheduler specific times to be picked up for return trips. The passenger should also inform the scheduler of whether there will be additional persons riding with them, including a personal care attendant. CATS on Demand cannot provide same day service or a same day change in time of service.

CATS will attempt to schedule your ride for the time you have requested. However, the scheduler may alter your time, (with a variation of one hour before or after), to allow for other passengers traveling to a similar area to be on the van. This allows for cost and organizational efficiency.

Riders are required to be at their designated location ten (10) minutes prior to their pick-up time. The van may arrive in a time window of up to ten (10) minutes prior to and/or up to twenty (20) minutes after the time scheduled for the pick up. Drivers will wait five (5) minutes from the time the van arrives within the allowed window. If the rider does not arrive within the five (5) minute period, the driver will inform the dispatcher that the rider is a “no show”. The driver must then continue on his or her schedule. The missed trip will be regarded as a no-show unless there are extenuating circumstances.

CATS requests that cancellations be made no less than twenty-four (24) hours prior to the scheduled pick-up time. Cancellations made less than twelve (12) hours prior to pick up will be regarded as a “no show”, unless there are extenuating circumstances.

### **No Shows**

Three “no shows” during any six (6) month period of time will be grounds for suspending participation in the program for two (2) weeks. The first no show will be a verbal/written warning, the second no show will be a written warning, and the third no show will be a written warning and a suspension for riding the system for two weeks. The notice shall include a means of appealing the no show. The decision to suspend CATS on Demand service will be made by the CATS on Demand Coordinator who will notify the rider verbally and in writing of the decision to suspend service. The notice of suspension will include the reasons for denial of service and the sanctions that will be imposed. The notification will also include the procedures which may be utilized to appeal the decision.

### **Scheduling**

Scheduling procedures are as follows: To reserve a trip, simply call (225) 929-7740 between the hours of 7:45a.m. and 4:15 p.m., and inform the scheduler of your name, desired pick-up time, exact address, and destination points, along with the time of pick-up and return. You are required to inform the scheduler of any personal care attendant (PCA), guest(s), or service animal accompanying you.

Although there is not a limit on the number of trips you may request in one day within the fourteen (14) day period, there is a limit of four (4) individual trips (or two round trips) allowed per telephone call. Therefore, if you wish to schedule more than four individual trips (or two round trips) you must make another phone call the CATS on Demand.

There are no restrictions on trip purpose and all requests for trips are accepted and handled on an equal basis. Changes to the destination must be made twenty-four (24) hours ahead of time. Your trip is not guaranteed if it is not scheduled twenty-four (24) hours in advance.

### **Subscription Service**

The ADA limits the amount of subscription service (Defined on Page 19) that can be offered by the CATS on Demand. As a result, requests for subscription service may be limited.

Exceptions to the above rules may be made in special cases as approved by CATS CEO and/or General Manager.

### **Fares**

According to the American with Disabilities Act, a fare of up to two times the regular route rate may be charged. However, the CATS on Demand currently charges a flat rate fare of \$1.75 each way per trip. The fare applies to all persons, except a personal care attendant (PCA) accompanying an eligible rider, and children under the age of five, who are free. Fares are required to be paid prior to boarding the vehicle; exact fare is required. Service can be refused or denied if the fare is not paid before boarding. Tickets may also be purchased from CATS on Demand to use in place of cash at the same fare of \$1.75 each way per trip.

A Personal Care Attendant (PCA) may accompany the ADA eligible rider at no charge. A PCA may be a friend, family member or a paid employee of an ADA paratransit eligible person. The personal care attendant serves as an aid to the rider. The need for a PCA shall be made by the applicant at the time of eligibility certification or at the time the need for a PCA arises. The personal care attendant may assist the eligible rider with mobility, behavioral, or cognitive limitations.

Besides the personal care attendant, one guest is also allowed per ADA eligible rider at a charge of \$1.75 each way per trip if seat is available. (See definition of guest.) If space is available, additional guests may accompany the rider at \$1.75

fare each way per trip per person. This determination may be made on a trip by trip basis.

## **Passenger Assistance**

CATS on Demand drivers will provide origin to destination service for eligible riders. Drivers will not perform any task which may cause injury to him/herself or the passenger.

Passengers must provide their own PCA; if required or needed. CATS on Demand will not provide PCAs for passengers. Transportation will not be provided to passengers who refuse or otherwise neglect to furnish a needed PCA. Please note that if a passenger uses a device that does not meet the wheelchair definition in this manual and their mobility aid cannot be properly secured (tied-down), they must be able to transfer into a passenger seat on the van and be buckled in if applicable. If the passenger is not able to transfer themselves into the seat, then that passenger must provide a PCA to accommodate this transfer.

All children under the age of fifteen (15) must be accompanied by an adult. That adult will be charged the fare of \$1.75 each way per trip, unless serving as a PCA for that child.

**Passengers are responsible for all packages they bring on the vehicle and are limited to the packages that they can carry and hold in their seat.**

The provision of mobility aids is solely the responsibility of the passenger. The transit system will not provide any mobility aids. Those passengers using mobility aids that are not able to be tied-down in a CATS vehicle must transfer to a seat, if possible, and be buckled in, if applicable.

The CATS on Demand complies with the Americans with Disabilities Act (ADA) by accommodating all wheelchairs and mobility aids in common use.

## **Passenger Conduct and Responsibilities**

Passengers who use our transit system must be courteous and considerate both to drivers and other passengers.

Drivers are responsible for the welfare and behavior of all passengers while on board the agency's vehicles. Likewise, passengers are expected to follow the driver's instructions regarding same.

The following behavior is inappropriate and will not be tolerated on agency vehicles.

Category 1 Violations (grounds for suspension)

1. Carrying of Weapons
2. Fighting
3. Possession of Illegal Drugs
4. Having Open Containers of Alcohol on Vehicle

Category 2 Violations (verbal warning followed by written warning)

1. Drinking and/or Eating (unless medically required)
2. Use of Tobacco Products
3. Foul and/or Unacceptable Language
4. Lack of Good Personal Hygiene
5. Horseplay
6. Bothering Other Passengers
7. Listening to Electronic Devices without Headphones

CATS on Demand will not tolerate a rider who violates any or all of the above. Violation of Category 1 violations will result in immediate and permanent suspension of that rider. The rider may contest this refusal of service and may appeal in accordance with the guidelines outlined below. In the interim, the rider will be suspended from utilizing the CATS on Demand until the decision of the appeal process. Violation of Category 2 violations will result in a verbal/written warning. Three warnings will result in the suspension of that rider. The rider may contest this refusal of service and may appeal in accordance with the guidelines outlined below. In either instance, the rider will receive written notification from the CATS on Demand ADA Coordinator of the suspension and if his or her appeal fails, they will be refused service.

#### Appeal Process for Determination of Non-Eligibility

The CATS on Demand office will review and determine the eligibility of applicants. Following eligibility determination, the CATS on Demand will then notify applicants of their status by letter. Those who are denied eligibility will be provided with the reasons why eligibility was denied and the procedures which can be utilized to appeal the decision. The individual who wishes to contest the decision of non-eligibility has sixty (60) calendar days to make a written appeal with the CATS General Manager at 2250 Florida Boulevard, Baton Rouge, LA 70802.

The individual making the appeal has the right to be heard in person and may be represented by an individual of his or her choice. The individual may submit additional documentation prior to or at an appeal hearing. The General Manager of CATS will make a complete investigation of the reasons eligibility was denied and will notify the individual in writing of the determination within ten (10) business days of the receipt of the appeal or after the hearing in person.

Those applicants who are denied eligibility by the General Manager of CATS have sixty (60) calendar days to file an appeal with the CATS 504/Community Relations Committee, a sub-committee of the CATS Board of Commissioners. The individual making the appeal has the right to be heard in person and may be represented by an individual of his or her choice. The Sub-committee will schedule a hearing for the individual and notify them in writing of the appeal date and time. The Subcommittee will make a decision within ten (10) business days after the hearing date and inform the individual of the decision in writing.

No greater weight will be given to appeals made in person rather than solely in writing.

Service will not be provided while the appeal is heard. If a decision has not been made within thirty (30) calendar days of the completion of the appeal process, presumptive eligibility will apply until a final decision has been reached.

### **Appeal Process for Suspension of Service**

The appeal process is similar to that used for eligibility determination denials. The rider who wishes to contest the decision to suspend services has sixty (60) calendar days to file a written appeal with the General Manager of CATS. The individual making the appeal has the right to be heard in person and may be represented by an individual of his or her choice.

The General Manager will make a complete investigation of the reasons for suspension. CATS will notify the rider in writing of the basis of the determination within ten (10) business days of the receipt of the appeal or after the hearing in person. The written notification will include the procedures which may be utilized to appeal the decision if unfavorable to the rider.

Those riders who are denied service by the General Manager of CATS have sixty (60) calendar days to file an appeal to the **CATS 504/Community Relations Committee** (see “Contacts for Appeal Process” on next page for information).

The CATS 504/Community Relations Committee will make a decision within ten (10) business days after the hearing date and inform the individual of the decision in writing. Those who are denied service will be provided with the reasons the denial was upheld.

For Category 1 violations, service **will not** continue while the appeal is heard.  
For Category 2 violations, service **will** continue if an appeal is filed.

## **CONTACTS FOR APPEAL PROCESS**

CATS Main Office  
Attention: General Manager  
2250 Florida Boulevard  
Baton Rouge, LA 70802  
(225) 389-8920, ext. 307

CATS 504/Community Relations Committee  
**Attention: Committee Chairperson**  
2250 Florida Boulevard  
Baton Rouge, LA 70802

## **Passenger Comment and Complaint Procedures**

The CATS on Demand solicits and welcomes input from passengers regarding the quality of our transportation, including;

- Service Delivery
- Driver Conduct
- Condition of Vehicles
- Suggestions for Improvement of Service

The CATS on Demand has a specific procedure for reporting complaints.

If you have a complaint regarding CATS' paratransit service you **MUST** send your complaint **IN WRITING**, unless your disability prevents the use of U.S. Mail or email, to CATS' Complaint Coordinator, as follows:

by mail addressed to:

**CATS Complaint Hotline  
2250 Florida Boulevard  
Baton Rouge, LA 70802**

or by email to

**catscomplaints@brgov.com**

If your disability prevents the use of the U.S. Mail or email, you may report your complaint by calling the following number:

**(225) 389-8977**

All complaints will be investigated by CATS and you will receive a response in writing, either by e-mail, U.S. Mail, or both, within fourteen (14) days of the receipt by CATS of your complaint.

If you would like this information in audio or Braille, please contact CATS ADA Coordinator at **(225) 389-8920, ext. 325**.

General Comments will be reviewed and documented by CATS. The CATS 504/Community Relations Committee may elect to review complaints or comments at any time.

### **Rules of the Road for CATS on Demand**

Passengers shall:

1. Buckle up or be buckled up if in a wheelchair
2. Be ready on time for scheduled pick up
3. Inform the Driver of Special Health Problems if Applicable
4. Comply with Fare Policy
5. Secure Carry-on Items and Packages
6. Remain Seated Until Vehicle Stops
7. Allow Driver to Open and Close Doors
8. Abide by Driver's Instructions

The Driver:

1. WILL assist a rider into, and out of the van (Origin to Destination)

2. WILL NOT wait longer than five (5) minutes for any rider to appear for their scheduled pick-up
3. WILL NOT take articles into a rider's residence
4. WILL NOT leave the van unattended, out of sight
5. WILL NOT transport any rider who is too ill to sit up and be secured in their seat, vomiting, or bleeding.
6. WILL first notify the dispatcher of the rider's condition and then, if necessary, advise medical authorities of whether the rider needs medical attention or that the rider must remain at the medical unit until he or she is well enough to travel on the CATS on Demand vehicle.

### **Important Points to Remember**

1. CATS on Demand is a limited, special transportation service for persons with disabilities who, because of a physical or mental disability, find it impossible to use regular public transit.
2. CATS on Demand eligibility does not include persons who find it uncomfortable or difficult to get to or from bus stops.
3. Only those persons who qualify as ADA paratransit-eligible will be able to use CATS on Demand.
4. The physician who verifies the applicant's disability should consider the presence of a disabling condition, not the applicant's age or economic status.
5. Paratransit eligibility is a transportation decision, not a medical one. A doctor's letter certifying disability will no longer be the sole criteria for riding CATS on Demand. CATS will determine paratransit eligibility in conjunction with documentation from doctors, physical therapist evaluations, and the CATS on Demand Paratransit Application.

### **Transit System and/or Passenger Responsibilities**

CATS on Demand is responsible for providing clean, on-time, reliable, safe, and efficient service.

Please be advised that CATS on Demand is not responsible for passengers' items left on the vehicles.

CATS on Demand has made a commitment to abide by the policies detailed in other sections of the service policy. CATS on Demand will abide by all applicable federal, state and local laws and regulations.

CATS on Demand provides for insurance coverage on all vehicles at the legally mandated level.

CATS on Demand also provides for sufficient procedures to maintain an alcohol and drug free work place. (Federally Mandated)

CATS on Demand is committed to keeping all vehicles and equipment properly maintained and in safe working order.

### **Safety**

CATS on Demand drivers are properly licensed and receive regular training.

CATS on Demand provides wheelchair tie-downs and safety restraints on its vehicles.

Passengers are to be seated and wear seat belts when the vehicle is in motion. All passengers in wheelchairs shall be safely secured when the vehicle is in motion.

Drivers will perform daily pre-trip inspection on vehicles to insure that both the vehicle and safety equipment are in working order.

CATS on Demand is committed to the safe operation of its vehicles, including the safe boarding and de-boarding of passengers.

### **Emergency Procedures**

CATS on Demand will not provide service on days when the agency is closed due to weather or other disaster related events.

If an accident or on-vehicle emergency occurs, the driver will;

- Remain Calm
- Come to a Complete Stop in a Safe Location
- Orderly Evacuate the Vehicle if Warranted, Assisting Passengers who are Mobility Limited
- Maintain Control of the Passengers

- Notify the Dispatcher as soon as possible to do so in a Safe Manner
- Call for Emergency Response Assistance if Necessary
- Have the Dispatcher Notify CATS ADA Coordinator

If an accident or on-vehicle emergency occurs, the passengers will;

- Remain Calm
- Follow the Driver's Instructions
- Maintain Proper Vehicle Conduct During the Incident
- Inform the Driver if They or Another Passenger Becomes Ill, is Injured or is in Distress while on the Vehicle.

### Non-Discrimination

CATS on Demand will not directly or through contractual or other arrangements, discriminate on the basis of race, color, creed, gender, national origin, or disability in the provision of services, program benefits, or employment. The system provides fully accessible transportation for persons with disabilities.

### Closing Statement

CATS on Demand strives to provide the most efficient and comfortable service possible. We value our riders and hope that their positive experiences with CATS on Demand will attract additional riders.

CATS has as part of its mission to ensure comparable transportation service to those who are deemed ADA eligible. This is a great task; one which needs community involvement and support. We have joined with various social service agencies to provide a higher standard of service for East Baton Rouge Parish, and we welcome any additional assistance that could be provided.

For additional information on how to get more involved with the CATS on Demand please call or write:

Capital Area Transit System  
CATS ADA Coordinator  
2250 Florida Boulevard  
Baton Rouge, LA 70802  
(225) 389-8920 ext. 325

PLEASE NOTE THAT THIS DOCUMENT IS BASED UPON THE 1990 AMERICANS WITH DISABILITIES ACT, AS AMENDED, AND GUIDANCE BY FEDERAL AND STATE AGENCIES. ALL RULES AND REGULATIONS ARE SUBJECT TO CHANGE.

## **Definitions**

**COMMON WHEELCHAIR** – The parameters of the “commonly used wheelchair” are a mobility device which is no wider than 30” and no longer than 48”, or have a combined hardware and passenger weight of 600 pounds.

**CATS ON DEMAND** – East Baton Rouge Parish demand-response service (paratransit service) within a specific geographical corridor.

**DESTINATION** – Where the CATS on Demand rider is traveling to when picked up by the CATS on Demand vehicle.

**GUEST** – An ADA ineligible person who rides with an eligible person to the same location. The guest will pay the regular fare.

**INTERMITTENT DISABILITY** – An intermittent disability that affects the rider differently each day. Weather, health conditions, etc. cause the rider’s disability to increase or decrease in severity on a daily basis. Some days the rider may be able to ride the fixed-route bus, while on other days, they may require paratransit services.

**MEDICALLY NECESSARY TRIP** – A medically necessary trip is defined as a trip for those riders who are suffering from an illness that requires them to travel for treatment several times a week. An example of this would be a rider who is on kidney dialysis.

**ORIGIN** – Riders pick up point for the CATS on Demand vehicle.

**PERMANENT DISABILITY** – A permanent disability is one that the rider lives with consistently which prevents him or her from riding the fixed route bus.

**PERSONAL CARE ATTENDANT (PCA)** – A person who is needed to assist the rider while he or she is in transit. This person may provide mobility assistance, cognitive assistance, or similar types of assistance. This person may be a friend,

family, or a paid attendant. Each rider is allowed one (1) PCA. CATS on Demand should be informed of the need for a PCA at the time of application or when the need occurs. There is no charge for a required personal care attendant.

**SUBSCRIPTION SERVICE** – Subscription service is the practice of providing repetitive trips over an extended period of time without requiring that individual's call to request each trip. Requests for subscription service may be limited to specific trip purposes and for no more than fourteen (14) days in advance.

**TEMPORARY DISABILITY** – A temporary disability is one that is limited in the length of time it will affect the rider. Examples of this type of disability would be a broken leg or other injuries or illnesses deemed by their doctor to be limited to a specific amount of time.

**TRIP** – A trip on the CATS on Demand is from point of origin to a destination. This is considered one trip. A route which takes a rider from their home to the doctor, then back home again is considered two trips.

**VISITOR** – A visitor is an ADA paratransit eligible individual who resides outside of the Baton Rouge Metropolitan Area.