



POLICY AND PROCEDURES MANUAL

TRANSPORTATION FOR PERSON WITH DISABILITIES

Revision Date: September 25, 2017

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Introduction

The Americans with Disabilities Act (ADA) of 1990 requires the Capital Area Transit System (CATS) and other public transit agencies throughout the country to provide complementary paratransit service or equivalent public transportation to individuals who do not have the functional ability to ride public transit and/or who cannot board, ride, or get to an accessible fixed route bus because of their disability. This service must be comparable to the level of service that is provided to individuals without disabilities who utilizes an agency's fixed route service.

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 fixed route service. 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. An individual is eligible if he or she has a permanent, temporary, or intermittent disability.

The Capital Area Transit System (CATS) ADA Paratransit Policy and Procedures Manual is designed to inform Americans with Disability Act (ADA) Paratransit eligible consumers about CATS 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 many 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 ADA Coordinator at 225-346-5557, during the hours of 8:30am-5:00pm, Monday through Friday.

Accessible Formats

The Policy and Procedures Manual is available in large print, Braille, or Audiotape format upon request by persons with visual or other disabilities by calling (225) 346-5557.

CATS Paratransit Service (CATS on Demand)

The CATS on Demand paratransit service 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.

The paratransit service is designed to meet the requirements of the Americans with Disabilities Act (ADA) of 1990. CATS on Demand use vehicles that 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 two types of services are offered by CATS on Demand Paratransit Service:

Advanced Reservation Service:

Advanced Reservation service allows an individual customer to schedule a reservation for a trip anywhere within the $\frac{3}{4}$ mile corridor for no more than fourteen (14) 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. Changes to the destination must be made twenty-four (24) hours ahead of time.

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 service is provided on a first come first served basis, customers should make reservations as early as possible and give the scheduler specific times to be picked up for return trips. CATS on Demand cannot provide same day service or a same day change in time of service.

CATS on Demand will attempt to schedule your service for the time 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.

Subscription Service:

The ADA limits the amount of subscription service that can be offered by the CATS on Demand.

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. Subscription service is offered on a limited basis for trips that recur weekly at the same time to and from the same addresses. Individuals who have schedules that change frequently are not eligible for subscription service. Once a subscription schedule is confirmed by CATS on Demand, the customer does not have to make any further reservation calls except to cancel any trip you do not plan to take. Long term permanent changes to a rider's subscription service must be submitted to the CATS on Demand scheduler at least two week prior to the date when the change will take effect. CATS on Demand cannot guarantee that changes in subscription service can be accommodated.

Service Area

ADA paratransit service is provided to all residents of the Baton Rouge Metro 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 available within the $\frac{3}{4}$ of a mile corridor which surrounds the CATS regular fixed-route bus service. **Appendix A provides a map of East Baton Rouge Parish with an outline of the CATS on Demand corridor.**

If a customer lives outside of the service area they may use CATS on Demand if: 1) they apply and are determined eligible for paratransit services; 2) they can get to a location within the service area to be picked up, and 3) they are traveling to a location within the service area.

Paratransit Eligibility Criteria

The ADA defines eligibility for complementary paratransit service in 49 CFR Section 37.123 of the federal regulations. Eligibility is limited to people who fall within one of the following three categories into which eligible persons are placed according to their degree of disability.

CATEGORY 1 – Inability to Navigate System Independently

Category 1 consists of those individuals with a disability who are not independently able to board, ride, or disembark any vehicle on the system which is readily accessible to and usable by individuals with disabilities. Even with assistance provided by the bus operator and the vehicle's accessibility equipment, this individual would not be able to utilize the regular fixed route system. Examples of persons included in this category may be those with mental and physical impairments, including a vision impairments, who cannot navigate (recognize destinations or understand transfers) the bus system. {49 CFR Section 37.123 (e)(1)}

CATEGORY 2 – Lack of Accessible Vehicles, Stations, or Bus Stops

Category 2 consists of any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride, or disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route. Persons included in this category would be those with cognitive impairments who cannot navigate the system. Additionally, those patrons who must use a wheelchair and cannot reach the bus stop due to lack of curb cuts or sidewalks are also eligible for this category. {49 CFR Section 37.123(e)(2)}

CATEGORY 3- Specific Impairment-Related Condition

Category 3 consists of individuals with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system. {49 CFR Section 37.123(e)(3)}

Application Procedures

To apply for the CATS on Demand program, the prospective user must complete an application identifying his or her mobility impairment. Application procedures are listed below:

1. Phone the Paratransit ADA Manager at (225) 346-5557 Monday through Friday from 8:30am to 5:00pm to obtain an application form. Applications can be picked up from the Capital Area Transit System (CATS) main office located at 2250 Florida Blvd. (next to the terminal at Florida and North 22nd Street), Baton Rouge, Louisiana 70802. Applications may also be obtained via CATS' website, www.brcats.com or customers can request to have a paper copy of the application mailed to their home.
2. When you receive the application or go on-line to print the application, please read the instructions and fill out every question completely. The application includes Section 2 which is a Physician Verification Section that must be completed and signed by a qualified and licensed professional. If this section is not completed, the application will be returned.

3. Send the completed application to:

Capital Area Transit System (CATS)
Attention: Paratransit ADA Manager
2250 Florida Boulevard
Baton Rouge, LA 70802

4. Upon receipt of your completed application, the Paratransit ADA Manager will have **21** calendar days to make a determination regarding your eligibility. A determination letter will be mailed informing you if and under what circumstances you will be eligible to utilize the CATS on Demand Services.

NOTE: The application packet includes an explanation of the eligibility certification process, and an application form. The Paratransit ADA Manager will review each application and certify new riders or re-certify 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.

Eligibility Determinations

There are three (3) basic ADA eligibility determinations:

1. Unconditional eligibility (Permanent disability) is assigned to persons who are eligible for all trips on CATS on Demand; determined unable to independently utilize CATS' fixed route buses, even with training.
2. Transitional Status (Temporary disability) 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.

Temporary eligibility will be given if the eligibility determination process exceed 21 calendar days.

3. Conditional eligibility (Intermittent disability) 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.

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 boarding the CATS on Demand vehicles. The card may also be used as identification for service on other transit systems in other cities.

The identification card include the following: CATS logo, customer's name, the issue date and expiration date of the individual's eligibility, and the requirement for a personal care attendant (PCA), if applicable.

Lost ADA Photo ID Cards:

If you misplace your photo ID card, a replacement card can be obtained by calling our Paratransit ADA Manager at (225) 346-5557. A trip on CATS on Demand will be scheduled for the replacement ID to be processed. The customer must pay the round trip fare as well as a replacement cost of \$10.00 for the new identification card.

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.

Appeal Process

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 as documented below:

1. Any person who is determined to be ineligible or who are denied eligibility for ADA paratransit service will be allowed to appeal, in writing, within 60 days of the date of the ineligibility letter.
{49 CFR 37.125 (g)(1)}

CATS on Demand Paratransit Eligibility Appeal
Capital Area Transit System (CATS)
Attention: Rhonda Williams, Compliance Officer
2250 Florida Boulevard
Baton Rouge, LA 70802

By Email:
rwilliams@brcats.com
By Telephone:
Telephone: (225)389-7705
By Confidential Fax:
Fax: (225) 389-8983

2. The date for the hearing of the appeal will be no later than 21 days after the postmark date of the letter requesting the appeal.
3. 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.
4. Appeals will be heard by Capital Area Transit System (CATS). The person who handles the appeal will be different than the person who made the initial determination of eligibility/ineligibility. Additionally, the original reviewer of the application will not in any way influence the appeals process. {49 CFR 37.125 (g)(2)}

5. Capital Area Transit System (CATS) will conduct 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. A final determination on the appeal as soon as possible after the hearing of the appeal. If after 30 days there has been no decision on the appeal, the customer shall receive eligibility and may use ADA paratransit service until the resolution of the appeal. {49 CFR 37.125 (g)(3)}
6. In all cases, determinations will be made in writing and full documentation will be retained.
7. No greater weight will be given to appeals made in person rather than solely in writing.

Appeal Process for Suspension of Service

The appeal process is similar to that used for eligibility determination denials. The customer who wishes to contest the decision to suspend services has sixty (60) calendar days to file a written appeal with 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 CATS will make a complete investigation of the reasons for suspension. CATS will notify the customer 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 customer.

CATS 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.

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, and Suggestions for Improvement of Service.

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

by mail addressed to:

**CATS Complaint Hotline
Attention: Rhonda Williams
Compliance Officer
2250 Florida Boulevard
Baton Rouge, LA 70802**

or by email to:

rwilliams@brcats.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) 389-7705

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, as prescribed in FTA Circular 4710.1 Section 12.7.

General Comments will be reviewed and documented by CATS.

Recertification

All CATS on Demand customers are subject to recertification at a minimum of every three years or sooner if the qualifying condition is temporary. The eligibility expiration date appears on the CATS on Demand Identification Card. In order to avoid delays in service, each customer has the responsibility of reapplying for service prior to the expiration date. It is recommended that a recertification form is requested no later than one month before the expiration date. A re-certification form can be obtained by calling (225) 346-5557. **Note: All passengers are subject to recertification.**

Out-of-Area Visitor Riding Privileges

The CATS on Demand will honor ADA certifications and provide complementary paratransit service for visitors. {49 CFR 37.127}

Eligibility will be granted based on either of the two conditions:

Jurisdiction:

1. The visitor presents documentation that they are ADA paratransit eligible in the jurisdiction in which they reside. {49 CFR 37.127 (c)}.

A determination letter or a valid ADA paratransit identification card from their regular provider will suffice. If a disability is hidden, the CATS on Demand Coordinator will request medical documentation.

Proof of Residency:

2. The visitor provides proof of residency in another jurisdiction; documentation indicating a disability that prevents him/her from using the fixed route system, and certification that he/she is unable to use CATS fixed route system. {49 CFR 37.127 (d)}

CATS will ensure that the paratransit service is available to the visitor for 21 calendar days of service within a 365-day period. The service days do not have to be consecutive. If visitors need CATS on Demand service more than 21 calendar days in a one-year period, they are required to complete a full application for CATS on Demand paratransit service for any stay beyond 21 days. {49 CFR 37.127(e)}

Days and Hours of Service

Office Hours/CATS on Demand Scheduling Hours	Cancellation Requests Accepted	Holiday Service
Monday-Friday 8:00 a.m. - 4:30 p.m. 225.929.7740	24/7 225.929.7740	Thanksgiving No Service Christmas No Service

CATS on Demand service is provided seven days a week and the service hours are the same as CATS' fixed route service. Monday thru Saturday, 4:00am to 11:00pm and Sunday, 5:00am to 9:49pm. **These hours may change periodically; therefore, please visit our website at <http://www.brcats.com> or call CATS office (225) 389-8920.**

Fares

According to the American with Disabilities Act, a fare of up to two times the fixed route rate may be charged. The fare to ride CATS on Demand is \$1.75 per one way trip.

All passengers must pay exact fare when boarding the vehicle or by tickets. Drivers do not carry change. Your companion/guest (permitted only if scheduled in advance) must also pay the \$1.75 fare. If space is available, additional guests may accompany the rider at \$1.75 fare each. This determination may be made on a trip by trip basis.

If your ADA eligibility card shows that you require a Personal Care Attendant (PCA), your PCA will not be charged a fare. Additionally, children under the age of five are free. CATS on Demand tickets can be purchased individually at Reliant Transportation at 4955 North Street, Baton Rouge, LA 70806. Additionally, tickets can be purchase over the phone by calling (225) 929.7740.

All children under the age of fifteen (15) must be accompanied by an adult. In this instance, the adult will be charged the fare of \$1.75, unless serving as a PCA for that certified child.

Capital Area Transit System Fixed Route

CATS's fixed route system consists of CATS bus service that operates on a set route, days, and scheduled times within the CATS service area. CATS' buses are wheelchair accessible, and do not require advanced scheduling. Paratransit eligible persons receive the half-fare discount on the bus service with their Paratransit ID card. Persons not eligible for Paratransit service may also receive a half-fare discount if they are age 62 or older, possess a Medicare Card pursuant to Title II/XVII of the Social Security Act, or are disabled (as determined through a brief application process).

Reservations

To reserve a trip, simply call (225) 929-7740 between the hours of 8:00 a.m. until 4:30 p.m. Hearing-impaired or speech-impaired customers can utilize the Louisiana Relay System, 711, to contact CATS on Demand to schedule or cancel a trip.

Information Provided To Reservationist

When you call to schedule your trip, please be prepared to give the reservationist the following information:

- Your first and last name.
- Your daytime telephone number and a telephone number where you can be reached at least 60 minutes prior to travel time
- The date of your requested trip.
- Your preferred pick-up and return times.
- Your origin and destination addresses (including entrance number or letter, specific drop off, pick up information).
- If you will be traveling with a PCA, guest (including children), or a service animal.
- If you or anyone accompanying you will be traveling using a wheelchair, scooter, or other equipment.
- Any additional information the driver may need to help you travel.

Customers 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 rider is not at the spot when the driver arrives, the driver will notify dispatch. At this point, dispatch will give the driver permission to continue his/her route. 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. Please remember that you are responsible for making arrangements for CATS on Demand vehicles to gain access to gated communities or secured complexes. A driver cannot be delayed trying to locate personnel to provide access to a complex.

Please try to limit your calls to when the vehicle is late beyond the 30 minute window (**10 minutes prior to and/or up to 20 minutes**), because excessive calls for your CATS on Demand will overwhelm the phone system and the Reservationist. Since this is a shared ride service, the driver may make other stops on the way to your drop-off point therefore, it's best to allow plenty of time to transport you to and from your destination. If you are unsure of how much time you should allow for your trip, please ask the scheduler for suggestions when scheduling your pickup.

Eligible Passengers Accommodations

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 recognize that a PCA is a mobility aid to the eligible customer. For this reason, no fare is charged for a PCA. However, CATS requires that passengers needing the assistance of a PCA indicate this on their ADA paratransit eligibility application. Additionally, the customer must inform the Reservationist at the time of the reservation that he/she will be accompanied by a PCA to ensure an accurate count of individuals traveling on a vehicle.

Passengers must provide their own PCA, if required or needed. CATS on Demand will not provide PCA 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, 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.

Guests/Companions

In addition to a PCA, 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. Guests are subject to the regular paratransit fare of \$1.75 and must have the exact same travel arrangements as the customer. Additional guests accompanying the customer will be allowed on a space-available basis only.

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 schedule their reservation.

Late Cancellations

A late cancellation is a trip that is not canceled at least two (2) hours before the scheduled pick-up time. This includes trips canceled at the door. Cancellations made less than 2 hours prior to pick up will be regarded as a “No Show”, unless there are extenuating circumstances.

Please remember, drivers cannot cancel your reservations. In order to cancel your reservation, you must contact the CATS on Demand Reservationist. As a reminder, the cancellation request line is operational 24/7 at (225) 929-7740.

No Shows

A no-show occurs when a passenger fails to board the CATS on Demand vehicle within five (5) minutes after it arrives within the pick-up window. When customers no-show, they are responsible for canceling any other trips scheduled for the day if they no longer wish to travel.

No Shows are recorded each time a paratransit customer makes a late cancellation, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip. A chargeable no-show violation will be added to your record when:

- The bus arrives within the (30) minutes of your scheduled time; 10 minutes before and 20 minutes after and you fail to board the bus within the five-minute grace period.
- You fail to cancel a scheduled trip, including return trips.
- You cancel the reservation less than two (2) hour before the scheduled pick-up time.
- You choose not to ride the vehicle after it arrives on time at the scheduled pick-up.

Penalties for No-Shows and Late Cancellations

Penalties will be assessed for Late Cancellations and No-Shows as follows:

Please note that for your and others customer's convenience the CATS vehicle cannot wait while customers conduct business at their destination.

Step 1:

Suspension Threshold

The threshold for potential suspensions is 15%. Therefore, customers who no-show/late cancel 15 percent (15%) of their scheduled trips within a 30-day look-back period may be subject to service suspension.

For instance

- A customer who schedules 20 trips in a month and no-shows/late cancels three, or 15 percent, of those trips would be suspended.
- Someone who schedules 40 trips in a month and no-shows/late cancels six or, 15 percent, of those trips would be suspended.

Step 2:

Minimum Number of No Shows

Customers who establish a pattern or practice of three or more no-shows within a 30 day period that exceed 15% of scheduled trips will receive:

Number of Violations	Penalty
First Violation	Written Warning
Second Violation	7 Day (1 week) Suspension
Third Violation	14 Day (2 week) Suspension
Subsequent Violations	21 Day (3 week) Suspension

For instance, if a customer had a pattern or practice of no-shows and/or late cancellations in January, a written warning would be issued. If the customer established a pattern or practice of no-shows and/or late cancellations in March, the customer would be subject to a 7-day (1-week) suspension. If the customer established a similar pattern or practice in May, the customer would be suspended for 14 days or 2 weeks.

If the customer established a similar pattern or practice in July, the customer would be suspended for 21 days or 3 weeks.

Any subsequent violations after the 21 days/3 weeks suspension will continue to result in 21 days/3 weeks suspension until the customer have a clear record within a 12 month look back period.

NOTE: No shows beyond the rider's control will not be used as a basis for determining a pattern or practice of missing scheduled trips.

Customers who believe one or more of their violations were charged in error may appeal in writing in a timely manner either by completing the form and returning it via mail or faxing it to 225.389.8923. The appeal must include details regarding why the customer believes the violation was charged in error.

CATS will consider the information provided with the appeal, make a determination, and mail a determination within seven (7) calendar days after the request for appeal has been received.

If all or part of the appeal is denied, the customer will have a right to request an in-person hearing to appeal the determination made by CATS. Customers making appeals in person will each have up to 15 minutes to present oral and/or written arguments concerning the no-show(s) and/or late cancellations(s) they believe were charged in error and not removed by CATS during the initial appeal. The appeal will be heard by someone who was not involved in the initial decision, and the decision of the hearing officer will be handed down in writing. The decision will be final and no further appeals will be accepted by CATS.

Should a customer be temporarily suspended from CATS on Demand, it will be necessary for the customer to request subscription trips be reinstated at the end of the suspension period. Subscriptions are suspended when service is suspended.

Reasonable Modification Requests

Capital Area Transit System (CATS) is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services, and activities. CATS recognizes that, in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modifications to policies and procedures. CATS full Reasonable Modification Policy can be found at www.brcats.com.

Requests for reasonable modifications can be submitted in writing by:

- Mail: 2250 Florida Boulevard, Baton Rouge, LA 70802
- Fax: (225) 389-8983

Alternative means of filing a request, such as personal interviews, or phone calls, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

Vehicles and Drivers

CATS on Demand service is provided by using a variety of vehicles. You must ride in the vehicle that is sent to pick you up. Special requests by passengers for specific vehicles and drivers will not be honored.

Passenger Assistance:

Drivers will assist the customer on or off the vehicle. The driver will verbally indicate to visually impaired customers waiting at the curb that the paratransit vehicle has arrived.

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.

Packages:

Passengers are responsible for all packages they bring on the vehicle. Because the vehicle will be shared, customers must limit their packages to what they can carry in one load. Passengers are not allowed to get on and off the vehicle to load packages.

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) <ol style="list-style-type: none">1. Carrying of Weapons2. Fighting3. Possession of Illegal Drugs4. Having Open Containers of Alcohol on Vehicle |
| Category 2 | Violations (verbal warning followed by written warning) <ol style="list-style-type: none">1. Drinking and/or Eating (unless medically required)2. Use of Tobacco Products3. Foul and/or Unacceptable Language4. Lack of Good Personal Hygiene5. Horseplay6. Bothering Other Passengers7. 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 possibly permanent suspension. 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. Abusive behavior of any type, directed towards CATS employees or passengers, will not be tolerated. Instances of abuse will be thoroughly investigated on a case-by-case basis. The severity of the violation will determine the imposed penalty which may range from a letter of warning to criminal prosecution. CATS reserves the right

to suspend and/or revoke transportation privileges in cases of abusive behavior when the safety and well-being of employees and/or passengers are compromised. Each customer must comply with the rules of conduct. Actions of misconduct, including illegal, violent or seriously disruptive behavior, will be grounds for suspension of service for the customer. Anyone found acting in an unsafe manner, which may endanger other customers, the driver, or the vehicle, will be terminated from service immediately. CATS will consider an appeal for such suspension of services on a case-by-case basis.

Contact Information

From time to time, CATS will send information to its Paratransit customers, including recertification requests. CATS may also have the need to call customers for more information on trips or to inform them of delays. Is it your responsibility to keep your phone number and mailing address up to date in our records. If your address or phone number change, inform the scheduling agent that you are making a permanent contact information change.

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.

Securement/ Seat Belt Use

CATS on Demand customers are required to use securement devices at all time when a mobility device is utilized.

Wheelchairs

Wheelchair means a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

In accordance with FTA C 4710.1, Section 2.4.1, if a wheelchair/occupant combined weight exceeds that of the lift specifications or if the carriage of the wheelchair is demonstrated to be inconsistent with legitimate safety requirements, the passenger may be declined.

Riders who use wheelchairs must ride in designated securement areas as long as wheelchairs fit in these compliant areas. The driver will provide assistance in securing the wheelchair/mobility aid. Wheelchairs that cannot be properly secured (i.e. three-wheeled scooters) will be accommodated as long as they meet the size and weight restrictions and fit within the securement area (not blocking the aisle nor interfering with the safe evacuation of passengers in an emergency).

Boarding Separately From A Wheelchair

An individual using a wheelchair may transfer to a regular seat on the vehicle so long as they are able to accomplish the transfer independently or with the assistance of a Personal Care Attendant (PCA).

Drivers will not lift passengers. Additionally, drivers will not assume the controls of power wheelchairs to assist riders with boarding or disembarking the vehicle.

The provision of mobility aids is solely the responsibility of the passenger. The transit system will not provide any mobility aids.

Inclement Weather

Inclement weather (including but not limited to ice, sleet, hurricane, rain, and high winds) may result in CATS on Demand system operating behind schedule.

Lost and Found

Any article left on the vehicles will be stored at the Reliant Transportation Lost & Found Department located at 4955 North Street. Articles will be held for 10 days. To claim a lost article, please call (225) 929-7740. Customers are responsible for claiming lost articles.

Weapons & Contraband

Unauthorized weapons and contraband concealed or otherwise are prohibited on CATS on Demand vehicles. Those caught with weapons or contraband will be prosecuted to the fullest extent of the law.

Rules of the Road for CATS on Demand

Passengers shall:

1. Buckle up or be buckled up if in a wheelchair
2. Be ready for scheduled pick up ten (10) minutes prior to and/or up to twenty (20) minutes after the time scheduled for the pickup
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.

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 securement 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
-

Note: CATS operators cannot be held responsible for the administration of medications. The administration of medication when in a CATS vehicle is the customer's responsibility. Any customer requiring assistance

in the administration of medication or oxygen while on the vehicle must travel with a PCA or companion. Should the administration of medications or oxygen become necessary while on the vehicle, CATS will contact emergency medical assistance to administer the required medication at the customer's expense. 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.

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 do 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.

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 customers.

As a part of CATS' mission, ensuring comparable transportation service to those who are deemed ADA eligible is a priority. Because this is a great task, community involvement and support is important. Therefore, CATS has joined forces 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
Attention: Paratransit ADA Manager
2250 Florida Boulevard
Baton Rouge, LA 70802
(225) 346-5557

Definitions

Cats on Demand: East Baton Rouge Parish demand-response service (paratransit service) within a specific geographical corridor.

Companion: A companion is someone without an ID card who rides with a registered passenger, but not as a personal attendant. You may arrange to bring one companion along on each ride, in addition to a personal attendant. Companions must be picked up and dropped off at the same addresses. Additional companions may be scheduled if space is available. Companions pay the same fare as the registered passenger.

Denial: A trip that cannot be accommodated because of inadequate system capacity.

Destination: Where the CATS on Demand rider is traveling to when picked up by the CATS on Demand vehicle.

Excessively Long Trips: A trip may require more than one-half hour from origin to destination due to the size of CATS service area. We are committed to trips that are not excessive in length and have adopted the standard that no trips will be more than twice the length of comparable fixed route service. To get more information regarding the CATS service area, please call us at (225) 389-8282 and speak with one of our customer service representatives

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.

Missed Trips: if the vehicle arrived outside the pickup window and the rider did not take it.

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.

Mobility Device/Wheelchair: Three or more wheeled devices – The parameters of the 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.

On-Time Performance: The on-time pickup window is -10/+20 minutes relative to the negotiated pickup time.

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.

Refusal: This occurs when a passenger refuses a trip that is offered and is considered responsive to the original request

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.

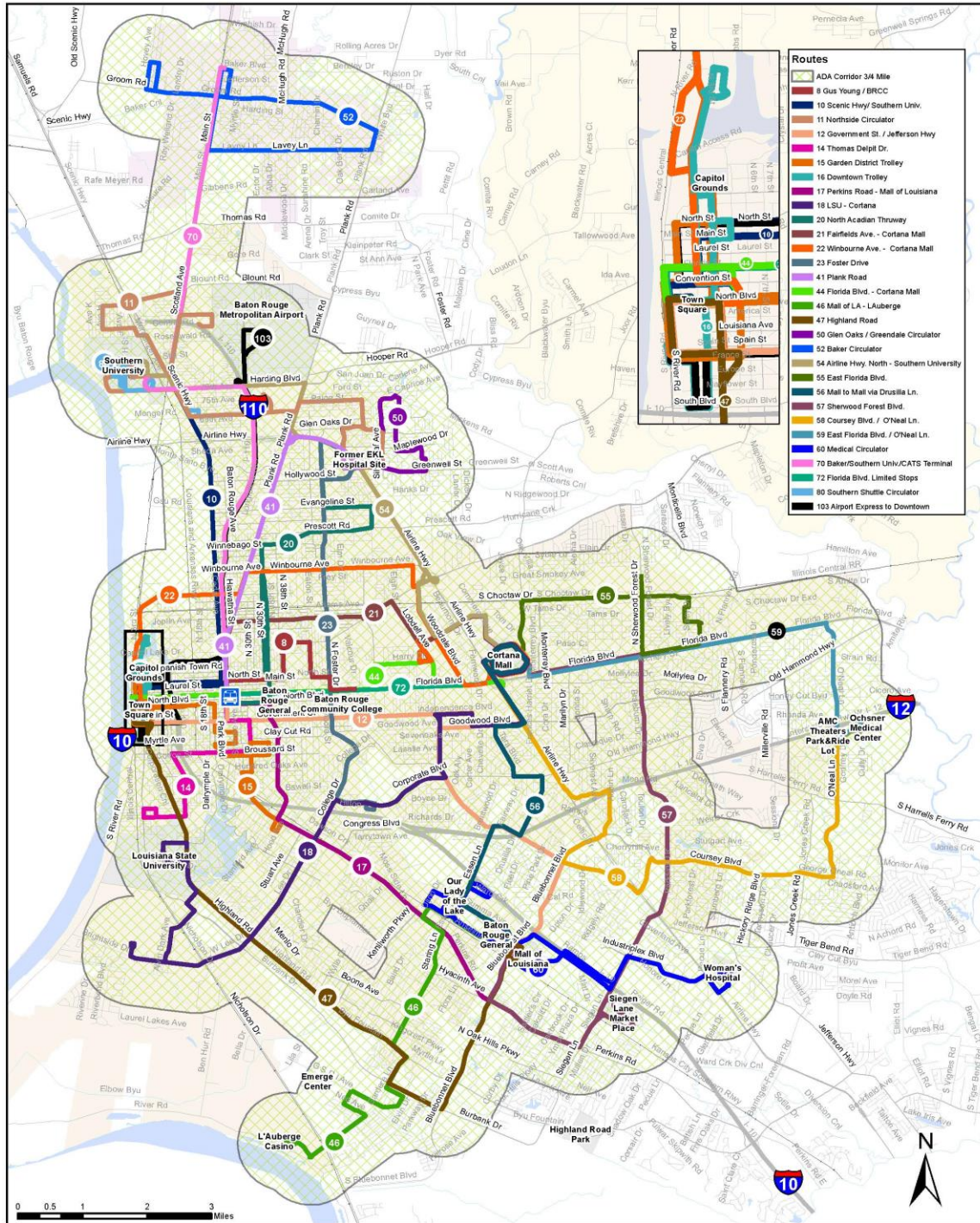
Temporary Disability: A temporary disability is one that is limited in the length of time it will affect the rider. Examples of this type of disability would be a broken leg or other injuries or illnesses deemed by their doctor to be limited to a specific amount of time.

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.

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.

Appendix A



Sources: NHGIS, ATLAS (LA), Census, ESRI
Date: 11/4/2015

CATS 2015 ADA Corridor Map