

PARK CITY TRANSIT DEPARTMENT SENIOR MOBILITY PROGRAM POLICIES AND PROCEDURES

1. PURPOSE

Park City Council has directed Park City Transit (PCT) to make available many of the transit services provided to disabled individuals as required under the Americans with Disabilities Act (ADA) to those Park City residents 65 years or older, providing that PCT's compliance with its ADA Policies & Procedures is not jeopardized.

2. TRANSPORTATION FACILITY AND VEHICLE ACCESSIBILITY

PCT will construct any new facility to be used in providing designated public transportation services so that the facility is readily accessible and usable by individuals with disabilities. PCT will also ensure that all vehicles procured or leased will be readily accessible to and usable by individuals with disabilities.

3. SENIOR MOBILITY SERVICE AS A COMPLIMENT TO FIXED-ROUTE SERVICE

PCT shall provide Park City residents 65 years or older service that is similar to the level of service provided to individuals with disabilities who are unable to use the fixed-route service.

4. TYPE OF SERVICE

PCT Senior Mobility service is a door-to-door service. Drivers may assist passengers to and from their residence and/or destination point. No PCT vehicle operator will enter a private residence or a public facility in order to provide this service. PCT vehicle operators will assist Senior Mobility eligible individuals in boarding and disembarking PCT vehicles, and will assist with that cargo (e.g. baggage, bags of groceries, etc.) that may be reasonably carried aboard by one person.

5. ELIGIBILITY STANDARDS

The following individuals will be considered Senior Mobility eligible:

Those individuals residing within the city limits of Park City who are 65 years or older.

One other individual accompanying a Senior Mobility eligible individual will be provided service if 1) the accompanying individual is acting as a personal assistant; 2) is a family member or friend.

In order to be considered as “accompanying” the eligible individual for purposes of this Policy, the other individuals will have the same origin and destination as the eligible individual.

6. ELIGIBILITY DETERMINATION PROCESS

Applications must include proof of age and proof of residency within the city limits of Park City.

There are certain circumstances under which an individual, otherwise eligible for Senior Mobility services, may be denied those services, these circumstances are:

- A person whose behavior threatens or has threatened the safety of personnel or other customers.
- Persons who demonstrate a consistent pattern of missing scheduled trips, “no-shows”, may lose their eligibility.

Such temporary suspensions of eligibility, as well as permanent loss of eligibility because of violent or threatening behavior, may be appealed through a process that will be described in the notice of the suspension of service. In the case of temporary suspension due to “no-shows”, suspension of service will not begin until the appeals process is complete.

7. SUSPENSION OF SERVICE/NO-SHOW POLICY

PCT will suspend the provision of service to Senior Mobility eligible individuals who establish a pattern or practice of missing scheduled trips. A “no-show” will be added to your record when the following situations occur:

- Not being at the scheduled pick-up point within 5 minutes after the bus arrives.
- Canceling a ride less than 90 minutes before the scheduled pick-up time.
- Not canceling a scheduled pick-up time.
- Choosing not to ride after the vehicle arrives for the pickup.

When a no-show occurs, the PCT vehicle operator will notify the PCT dispatcher. A notation will be made on the individual’s database record. If a second no-show occurs within a 30-day period, PCT will make a reasonable attempt to contact the individual, explain the no-show policy and attempt to identify ways for the individual to comply with the policy. A third no-show within a 30-day period will result in a six-month probation. PCT staff will mail a letter to the individual explaining that the individual’s Senior Mobility eligibility has been placed on probation, and will attempt to identify ways to avoid further sanctions.

Administrative Appeals definitions:

- a. Appeals Board: The City Manager or his/her designee, an attorney for the City Attorney's Office and a manager other than the Public Works Director.
- b. Complaint: A complaint shall be defined as a written assertion that any person, individually, has been subject to discrimination in the administration of Park City's Senior Mobility Program by the Park City Municipal Transit System or its contractors, employees, or agents.

Administrative Appeals Process:

If, during the probation period, the person has 3 more no-shows, the individual will be notified by Registered Mail that their Senior Mobility eligibility has been suspended. Eligibility will be suspended for one week for the first violation. If second and subsequent violations occur during this probationary period the individual will be suspended for two months. If more than one year elapses between any two stages of violation, the progression of suspensions would start from the first step.

The suspension of service will become effective 7 days from the date the Registered letter of notification is mailed in order to allow the individual to appeal the suspension.

The notification of suspension will include the specific reasons for the suspension. The rider will have fifteen days from the receipt of the letter to appeal the suspension decision by following the appeal process described in the letter. If an appeal is requested, it will be scheduled for Appeals Board review within 30 days of the request, and the suspension of service will be delayed until the appeal is heard. If the no-shows are determined not to be the fault of the individual, service eligibility will be restored. Individuals will be notified by certified letter of the decision regarding the appeal within seven days of the Appeals Board meeting and this notification will state the new date on which the suspension, if upheld, will begin.

The individual requesting the appeal may bring other persons to represent him/her including a lawyer, independent living or rehabilitation counselor or other professional to testify on his/her behalf. A sign interpreter will be provided if requested, and an attempt will be made to provide language interpreters.

8. VISITORS

Visitors to our service district may be asked for certification of eligibility. If the visitor does not have certification of residency and their length of stay exceeds 21 days, we may require the individual to obtain proof of Park City residency.

9. SERVICE AREA

PCT's Senior Mobility service area shall include all areas within $\frac{3}{4}$ mile of any PCT fixed bus route that is operated by PCT.

10. RESPONSE TIME

PCT will schedule and provide service to any Senior Mobility eligible person at any requested time PCT's fixed-route buses are in operation on a particular day in response to a request for service made the previous service day and up to 7 days in advance on a space/time available basis. Reservation agents will take reservations from 8:00 a.m. to 5:00 p.m. on Monday through Friday, and by mechanical means on Saturday and Sunday from 8:00 a.m. to 5:00 p.m. for Sunday and Monday trips only.

PCT will make an effort to schedule rides for Senior Mobility eligible persons at, or as near as possible to the requested time. PCT is considered on time if the vehicle arrives at the scheduled pick-up point between 15 minutes before or 15 minutes after the scheduled time. PCT will wait up to 5 minutes for the scheduled rider to board.

11. ADDITIONAL SERVICES

Same Day Service –

From 8:00 a.m. to 5:00 p.m., Monday through Friday, PCT Paratransit/Senior Mobility drivers can be reached on a cell phone to arrange same-day rides. This service is available only for same-day rides that occur between 8:00 a.m. and 5:00 p.m. Monday through Friday and are only on a space/time available basis, for the convenience of eligible riders.

Subscription Service –

Subscription service is the provision of repetitive trips over an extended period of time. PCT will allow Senior Mobility eligible riders to schedule rides for up to a 6-month period. However, these rides are subject to rescheduling and cancellation if required for PCT to remain in compliance with its ADA Policies & Procedures.

Subscription Service –

Subscription service is the provision of repetitive trips over an extended period of time. PCT will allow ADA eligible riders to schedule rides for up to a 6-month period. However, PCT will not schedule in a subscription context more than fifty percent of the possible/potential trips during any two-hour window.