

# ***Cambria County Transit Authority***



## **ADA COMPLEMENTARY PARATRANSIT**

**January 1992**  
**Revised April 15, 2016**

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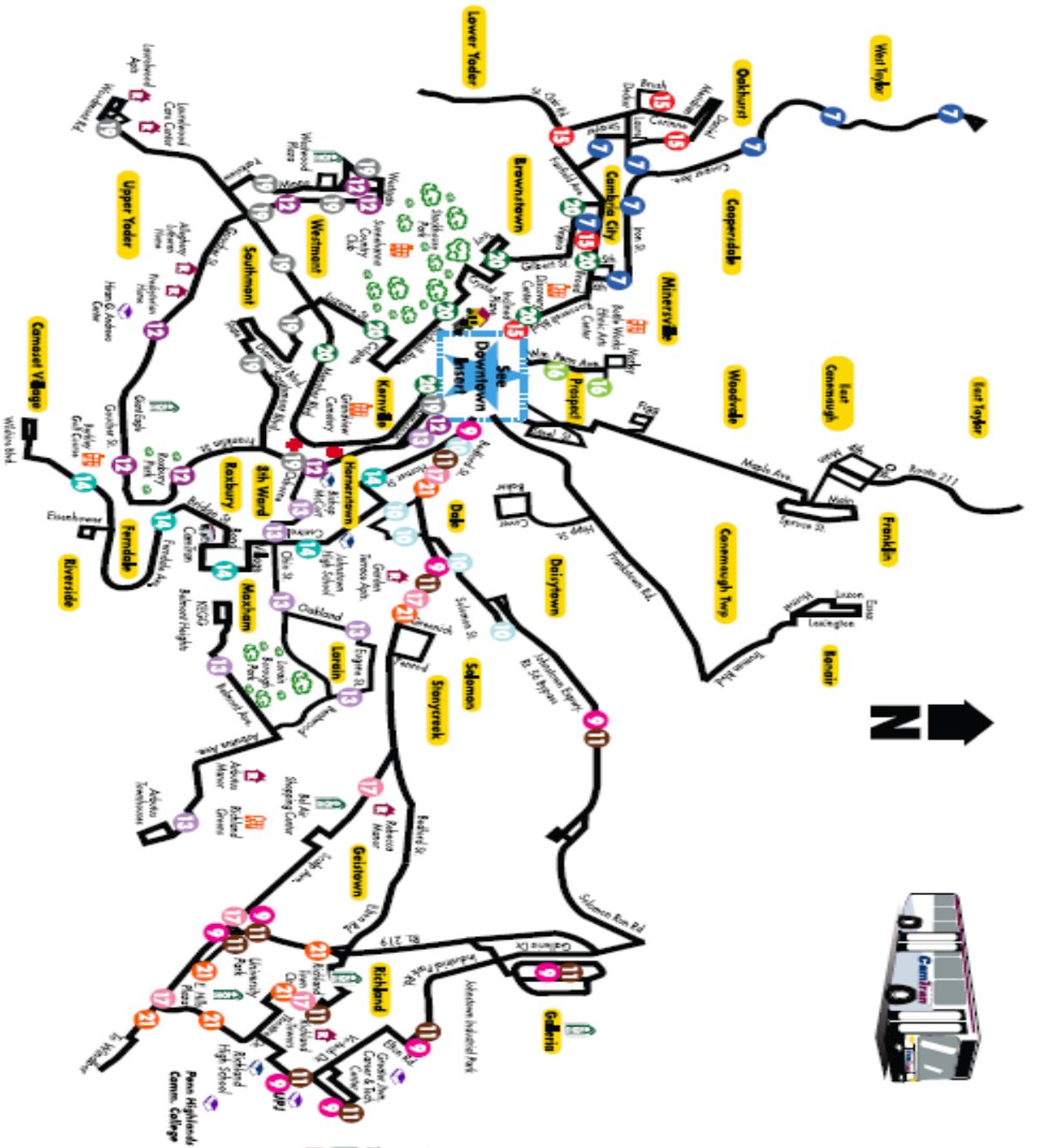
## **General Information**

This document constitutes the Paratransit Plan (the “Plan”) of the Cambria County Transit Authority (CamTran). Implementation of a paratransit plan is required under the provisions of the Americans with Disabilities Act of 1990 (“the Act”). On September 6, 1991, the Department of Transportation (“DOT”) promulgated final regulations, 49 CFR Part 37, (the Regulations) implementing the Act. Subpart F of the Regulations (49CFR Subsection 37.121 – 159) sets forth the requirements for a paratransit plan. The Plan is intended to detail the manner in which CamTran will comply with the requirements of the Regulations. (Reference Section 37.139 (a) (1). Effective July 13, 2015 Cambria County Transit is in compliance with reasonable Modifications plan as listed in 49 CFR Parts 27 and 37 [Docket OST–2006–23985] RIN 2105–AE15 Transportation for Individuals With Disabilities; Reasonable Modification of Policies and Practices.

### **Service Area and Route Structure.**

CamTran provides fixed route service on fourteen (14) routes in the Johnstown area of Cambria County, and a portion of Somerset County, on weekdays and thirteen (13) on Saturdays along with nine (9) on Sundays. The rural division (CamTran +) provides five (5) fixed routes in the northern part of Cambria County and three (3) fixed routes on Saturday and zero (0) on Sundays.

**Population Served.** It is estimated by Cambria County Planning Commission that the service area population is 137,732 as of 2014.

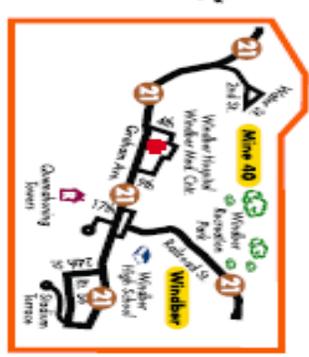


**ROUTE KEY**

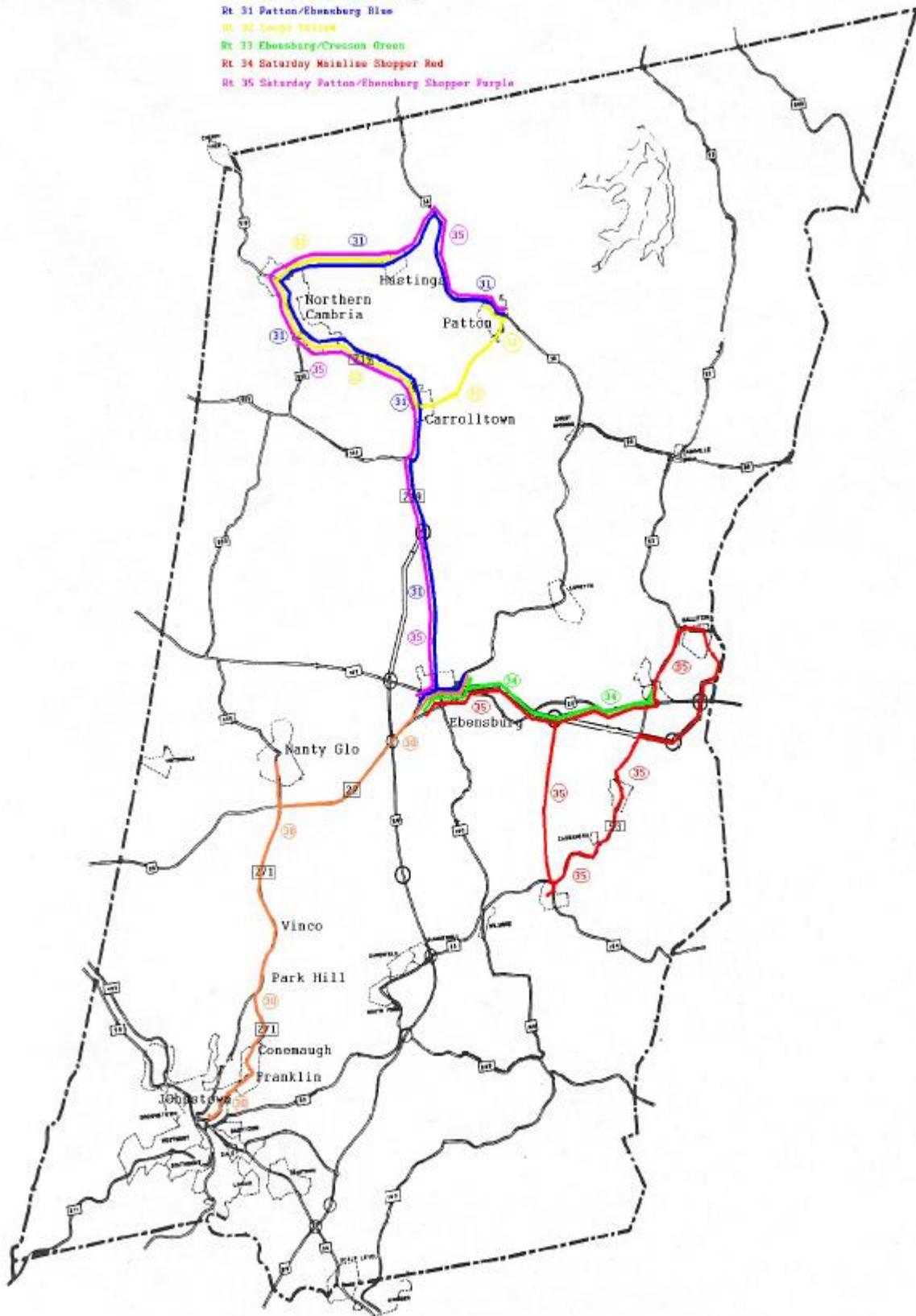
- 7 Cooperdale
- 9 Waldner/Galleria
- 10 Dede Solomon
- 11 Galleria/Waldner
- 12 Hystone/Westwood
- 13 Adairus/Salmon
- 14 Maxham/Horner
- 15 Oakhurst
- 16 Prospect
- 17 Sculp Ave/Waldner
- 18 Downtown Shuttle
- 19 Southman/Westwood/Laurwood
- 20 Westman/Brownstown
- 21 Windler

**SYMBOL KEY**

- CamTran Administrative Offices
- Hospital
- Retirement/Elderly Care
- High School
- Shopping Center
- College/Ve-tech
- Point of Interest
- Landred Plane



- Rt 30 Ebensburg/Johnstown Orange
- Rt 31 Patton/Ebensburg Blue
- Rt 32 Sango Patton Yellow
- Rt 33 Ebensburg/Creson Green
- Rt 34 Saturday Mailbox Shopper Red
- Rt 35 Saturday Patton/Ebensburg Shopper Purple



## **Hours of Service:**

The hours of service are as follows:

### Urban Service Area

Monday – Friday	5:00 A.M. to 10:25 P.M.
Saturday	5:00 A.M. to 7:00 P.M.
Sunday	9:00 A.M. to 5:56 P.M.

### Rural Service Area

Monday – Friday	5:00 A.M. to 10:25 P.M.
Saturday	5:50 A.M. to 7:00 P.M.
Sunday	9:00 A.M. to 5:56 P.M.

## **ADA Eligibility for ADA Paratransit Service**

ADA paratransit service must be provided to all passengers described as being ADA eligible under 49 CFR §37.123. ADA eligibility includes the following:

\* The first eligibility category included, among others, persons with mental or visual impairments who, as a result, cannot “navigate the system”. This eligibility category includes people who cannot board, ride, or disembark from an accessible vehicle “without the assistance of another individual.” If an individual needs an attendant to board, ride, or disembark from an accessible fixed route vehicle (including “navigating the system”), the individual is eligible for paratransit. Eligibility in this category is based on the ability to board, ride, and disembark independently.

\* The second category applies to persons, who could use accessible fixed route transportation, but accessible transportation is not being used at the time, and on the route, the person would travel. This concept is route based, not system based. For purposes of this standard, a route is accessible when all buses scheduled on the route are accessible.

\* The third eligibility category concerns individuals who have a specific impairment-related condition which PREVENTS them from getting to or from a bus stop. Difficulty in traveling to or from boarding or disembarking locations is not a basis for eligibility.

## **Service Policy**

CamTran provides public fixed route transportation services to ALL individuals and will grant equal access to public transportation for people with disabilities. It further recognizes that since the passage of the Americans with Disabilities Act, provisions have evolved which dictate the operations of its transit service. CamTran is committed to adhering to all ADA regulations. A mutual understanding of responsibilities should exist

between CamTran and all passengers. The policies stated below apply to any and all fixed route passengers and may be enforced against any passenger, regardless of whether they fall within the definitions set forth in the ADA. The information provided below outlines each participant's role in providing for a safe and enjoyable trip.

### **Drivers Must**

- Provide rides to customers with disabilities.
- Treat ALL passengers with dignity and respect.
- Offer assistance, but not lifting, with boarding and/or deboarding. Such assistance is limited to ensuring that the passenger can have access to transportation.
- Not assume an escort, medical personnel or family members will provide boarding assistance.
- Charge the same fare for a trip whether or not the customer has a disability or requires assistance.
- Not deny service because a disability is annoying, inconvenient, or offensive to the driver or other customers.
- Not deny transportation to a rider whose wheelchair or mobility device is difficult to secure.
- Allow service animals to accompany their owners.
- Provide audible announcements of major stops and transfer points.

### **Passengers Must**

- Know whether or not your mobility aid is within ADA requirements.
- Know the size and weight of your mobility device with yourself in it because the maximum size and weight capabilities of lifts vary.
- Know how to contact CamTran and receive service route schedules and information.
- Arrive at the bus stop at the correct time.
- Pay the proper fare.
- Just like all passengers on CamTran vehicles, riders shall maintain appropriate, reasonable personal hygiene. If riders have open or seeping sores or are leaking bodily fluids, for health and safety reasons, CamTran may refuse service until the situation has been contained or corrected.
- Keep service animals under control. This means that your animal must be properly leashed and/or harnessed and under the control of their handlers at all times
- Comply with CamTran's policy of securing ALL wheelchairs and mobility devices.
- Request lap/shoulder belts and securement for your wheelchair, if desired.
- Signal or ask the driver to stop the bus at the designated stop before you get there.
- Treat the driver and other passengers with courtesy and respect.

## **Application Process**

The application form for the determination of ADA eligibility shall consist of two (2) parts. Part "A" shall be completed by the applicant. Part "B" shall be completed by a physician or an authorized representative of an approved social service agency. Part "A" and Part "B" of the application form are attached as Exhibit "D". Completion of Part "B" by a Physician or an Approved Social Service Agency. The purpose of requiring the submission of Part "B" of

the application form is to obtain the evaluation and verification of an individual's disability by a physician or by a social agency with recognized expertise in dealing with that individual's particular disability. Part "B" should, therefore be completed by the physician or social service agency whose area of expertise most closely relates to the applicant's disability. If an applicant believes that the social service agencies are not capable of providing a proper evaluation of the applicant's disability or due to religion believes, and doesn't have a physician to complete the form, then the applicant should contact CamTran's ADA Paratransit Administrator for instructions with respect to the completion of Part "B".

## **Determination of Eligibility**

### **Determination by the CamTran ADA Paratransit Administrator.**

The completed application form (both Part "A" and Part "B") shall be submitted by the applicant to the CamTran ADA Paratransit Administrator. The CamTran ADA Paratransit Administrator shall review the application and make a determination of eligibility. A third party medical provider is utilized to determine eligibility. If the application is denied; or the determination of eligibility is restricted in a manner which is inconsistent with the recommendation of the physician or social service agency an appeal may be filed.

Applicants for ADA eligibility are required to fill out an application which is provided via mail or can be picked up at either the Woodvale or Ebensburg CamTran office or filled out on our website. The applicant needs to describe their disability or condition that prevents them from using fixed-route service. When CamTran receives the completed application, it is evaluated, and eligibility is determined based on the applicant's functional ability to use CamTran's fixed-route transit system. As explained by CamTran's eligibility brochure, an applicant may be eligible for ADA paratransit service if, as a result of a specific disability or health-related condition, the applicant is:

1. Unable to travel to or from transit stops or transit center within the service area; or
2. Unable to independently board, ride or exit an accessible fixed-route vehicle; or
3. Cannot independently "navigate the system" even if the applicant is able to get to a transit stop or transit center and can get on and off of the vehicle. (Example: A person who can't ride the bus independently, recognize bus stops, understand how to complete bus trips, determine the fare, etc.)

CamTran may request additional information, either by phone or an in-person interview with the applicant, or written medical/professional verification if one was not provided with the application. As required by ADA, CamTran notifies applicants by letter of its decision within 21 days of receipt of the completed application. An applicant who does not get written notice of CamTran's eligibility determination within 21 days of receipt of the completed application may ask for and receive paratransit services until a decision is made.

The determination of the CamTran ADA Paratransit Administrator shall include a written explanation setting forth the basis upon which the determination was made. Such written

explanation shall also advise the applicant of the application's appeal rights under the Plan should the application be denied.

**Contact Information:**

**Woodvale Office:** 502 Maple Avenue, Johnstown PA 15901. Phone: (814) 535-5526 or TDD/Hearing Impaired: 1 (800) 601-8466.

**Ebensburg Office:** 1226 North Center St., P.O. Box 267, Ebensburg, PA 15931-0267 or 1 (800) 252-3889 or TDD/hearing Impaired: 1(800) 601-8466.

**Website:** [www.camtranbus.com](http://www.camtranbus.com)

**Disagreement with Evaluation of Physician or Social Service Agency**

If the applicant disagrees with the evaluation of the physician or social service agency, the applicant should submit with the application a written statement containing the following: (1) the basis upon which the applicant disputes the evaluation; and (2) the eligibility status for which the applicant seeks to qualify.

**Identity Card.**

Each individual who is determined to be ADA eligible shall be issued an identification card (Exhibit E), which shall include relevant information with respect to the applicant, including any restriction on eligibility. This card will also indicate if a Personal Care Attendant is required. The identity card shall be valid for an unlimited period of time, unless the disability in question is believed to be temporary, in which case the identity card shall be valid for a period of time commensurate with the anticipated duration of the disability. CamTran reserves the right to require any cardholder to resubmit an updated application form for the purpose of verifying the individual's continued ADA eligibility.

**Temporary Identity Card**

In the event that the ADA Paratransit Administrator does not issue a determination within twenty-one (21) days after a completed application is submitted to CamTran, the applicant shall be issued a temporary identity card and shall be treated as ADA eligible until the ADA Paratransit Administrator issues a determination denying the application or otherwise restricting the applicant's eligibility.

**Request for Additional Information or Verification**

The ADA Paratransit Administrator may make such additional requests for information concerning, and/or verification of, an individual's disability under certain circumstances to determine eligibility. Failure to comply with such requests within a reasonable time shall render an application incomplete and shall serve as a basis upon which an application may be denied or an individual's ADA eligibility otherwise restricted and/or revoked.

## **Appeal of Determination**

[ Reference 49 CFR, Section 37.125 (g)].

### **Appeals Board**

CamTran shall establish an Appeals Board, which shall consider all appeals from determination of eligibility (including suspension or revocation of eligibility) made by the ADA Paratransit Administrator. The Appeals Board shall consist of three (3) individuals who are appointed by the Executive Director. The decision on the appeal must be made by someone uninvolved with the initial decision to deny eligibility. The ADA Paratransit Administrator will not serve as a member of the Appeals Board. [Reference 49 CFR, Section 37.125 (g) (2)].

### **Filing of Appeal**

An individual may appeal a determination of the ADA Paratransit Administrator with respect to eligibility by mailing to the ADA Paratransit Administrator of a written appeal requesting that the determination by the ADA Paratransit Administrator be reviewed by the Appeals Board. Oral appeals will not be accepted. The appeal must: (1) identify the determination which is the subject of the appeal; (2) specify the basis upon which the individual disputes the determination; and (3) sign and date the written appeal. The ADA Paratransit Administrator shall immediately forward the appeal to the Appeals Board.

### **Time for Filing of Appeal**

An appeal with respect to the denial, restrictions, suspension, or revocation of eligibility must be delivered to the ADA Paratransit Administrator no later than sixty (60) days from the date of the determination, which is the subject of the appeal. [Reference 49 CFR, Section 37.125 (g) (1)].

### **Procedure**

The Appeals Board shall afford to the appellant the opportunity to be heard and to present information and arguments, which are relevant to the determination which is the subject of the appeal. [Reference 49 CFR, Section 125 (g) (2)].

### **Decision**

The Appeals Board shall, to the maximum extent possible, consider the appeal and issue a written decision within thirty (30) days after the filing of the appeal. The Appeals Board may sustain, reverse, or modify the determination of the ADA Paratransit Administrator, as the Appeals Board may consider appropriate, consistent with the provisions of the Act, Regulations, and the Plan. [Reference 49 CFR, Section 37.125 (g)].

If the transit agency has not made a decision within 30 days of the completion of the appeals process, paratransit service must be provided until and unless a decision to deny the appeal is issued.

## **Denial of Eligibility**

A determination denying ADA eligibility shall remain in effect pending consideration of an appeal by the Appeals Board: Provided, however, that the applicant shall be treated as ADA eligible if the Appeals Board has not issued a decision within thirty (30) days after the filing of the appeal, until a decision to deny the appeal is issued. [Reference 49 CFR, Section 37.125 (g) (3)].

## **Late Appeals**

Appeals which are not filed within the time requirements shall not be considered by the Appeals Board. The Appeals Board shall have jurisdiction to determine whether an appeal was timely filed.

## **Calculation of Time**

In calculating time, the first day (date of issuance of a determination) shall not be counted and the last day shall be counted. If the last day falls on a day that the administration offices of CamTran are not open for business, the last day shall be considered to be the first day thereafter that the administrative offices of CamTran are open for business.

## **ADA Trip Denials**

The ADA requires public entities operating fixed route transportation systems to provide comparable complementary paratransit services to people with disabilities.

Essentially, complementary paratransit serves a core area of 0.75 mile-wide corridors on each side of an established fixed route. Outside the core area, 1.5 mile-wide corridors are permitted. If a paratransit-eligible individual lives in an isolated area, he or she is responsible for reaching the nearest paratransit service pickup point as determined by the authority and available upon request.

Trips can be booked for the following day. Twenty –Four (24) hour notice is not required and reservations can be made up to 14 days in advance. Trips may be booked during a transit agency's administrative offices hours of operation which are Monday thru Friday 6:30am- 5:00pm, or by leaving a telephone message after hours. Standing appointments or subscription service for regular trips, going to and from work, for example, may also be arranged. However, subscription service cannot constitute more than 50 percent of paratransit trips scheduled at a given time. Waiting lists for paratransit are prohibited, except for subscription service.

Providers can negotiate pick up times, but trips must begin no later than one hour before or after the person's desired departure time at either end of the trip. Operators must provide service within this window even when the individual making the reservation agrees to another time period.

CamTran cannot limit the number of trips a person schedules during a given time period, and cannot place restrictions or set priorities on a trip's purpose. To reserve a trip, the only information needed is as follows:

- the origin;
- the destination;
- the time of travel; and
- how many people will be traveling on that trip.

CamTran will accommodate each trip request from ADA-eligible passengers on an advance reservation basis, to and from destinations within the designated CamTran service area and service times. A trip denial is defined as any of the following:

- When CamTran is unable to schedule the requested trip on the day that the client is requesting.
- When the trip is scheduled more than one hour before or after the requested pick-up time.
- When the customer requests a round trip and CamTran is only able to schedule one leg of the trip and is unable either to schedule the other trip at all, or can only schedule the other leg of the trip more than one hour before or after the requested pick-up time, even if the customer declines or cancels the offered trip.

CamTran will document trip denials daily as defined above and review for future planning purposes.

## **Capacity Constraints**

The Regulations prohibit constraints on service through restrictions on the number of trips by an individual, waiting lists, or any operational patterns or practices. The CamTran program does not limit the number of trips, have waiting lists, or any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons. Such patterns or practices include, but not limited to, substantial numbers of significantly untimely pickups for initial or return trips, substantial numbers of trip denials or missed trips, and substantial numbers of trips with excessive trip lengths. Operational problems attributable to causes beyond the control of the entity (including, but not limited to, weather, or traffic conditions affecting all vehicular traffic that were not anticipated at the time a trip was scheduled) shall not be a basis for determining that such a pattern or practice exists.

The Americans with Disabilities Act (ADA) does not permit transit agencies to have any capacity constraints in ADA paratransit. Capacity constraints are defined as any operational patterns or practices that significantly limit the availability of service to ADA paratransit eligible individuals. CamTran has established the standard that 95 percent of calls should be answered within three minutes and 99 percent of calls should be answered within five minutes. This is monitored and reported on a monthly basis.

## **Scheduling/Reservations**

Eligible riders may schedule all of their trips by calling the CamTran+ office at 1-800-252-3889 or (814) 471-6601 or TDD # 1-800-601-8466. Office hours are Monday thru Friday from 7:00am to 5:00pm.

The office is not open evenings, weekends, and holidays however passengers calling to schedule a trip will be able to make reservations using the automated answering system 24 hours a day/7 days a week.

Prior day reservations should be scheduled by 2:00pm the prior day or as far as 2 weeks prior to travel.

Same day service and trips scheduled after the prior day reservation time are based on availability and are not guaranteed.

Trips scheduled on the previous business day or up to two weeks prior, are negotiated within one hour before or after the requested time.

Trips cannot be prioritized. They are scheduled on a first come-first served basis.

Return trips should be scheduled when the "going" trip is scheduled, however we understand this is not always possible.

On those occasions, return trips will be recorded as "will calls" and will be completed within an hour of the requested return time as long as you call by 4:00 p.m. This will allow time for the driver to pick you up prior to the end of service for that day.

A CamTran Customer Serve Representative will give you an agreed upon pick-up time and a return time (if requested) for your trip. The bus operator may arrive up to 15 minutes before that pickup time or 15 minutes after the agreed pick-up time. Under no circumstance are you required to start your trip prior to the agreed upon pick-up time. However, if you are not ready to board the bus 5 minutes after your scheduled and agreed upon pick up time the driver will alert the transit authority. The scheduler will attempt to contact you to alert you that the driver has arrived via a phone call. If they cannot contact you or you do not board the bus within 5 minutes of the bus arriving, you will be counted as a no show. Which will result in a no show violation and recorded as such and appropriate action will be taken, as per CamTran's No Show Policy.

### **PATTERN OR PRACTICE OF MISSED TRIPS BY THE RIDER**

The DOT ADA regulation addresses important principles about how the ADA allows transit agencies to impose service suspensions based on passenger no-shows. The DOT ADA regulation Appendix D, which provides interpretive guidance on the regulation, states: It is very important to note that sanctions could be imposed only for a "pattern or practice" of missed trips. A pattern or practice involves intentional, repeated or regular actions, not

isolated, accidental, or singular incidents. Moreover, only actions within the control of the individual count as part of a pattern or practice. Missed trips due to operator error are not attributable to the individual passenger for this purpose. If the vehicle arrives substantially after the scheduled pickup time and the passenger has given up on the vehicle and taken a taxi or gone down the street to talk to a neighbor that is not a missed trip attributable to the passenger. If the vehicle does not arrive at all, or is sent to the wrong address, or to the wrong entrance to a building, that is not a missed trip attributable to the passenger. There may be other circumstances beyond the individual's control (e.g., a sudden turn for the worse in someone with a variable condition, a sudden family emergency) that make it impracticable for the individual to travel at the scheduled time and also for the individual to notify the entity in time to cancel the trip before the vehicle comes. Such circumstances also would not form part of a sanctionable pattern or practice.

## **RETURN TRIP PROCEDURES**

**All passengers who “no show” a trip will be automatically cancelled for all other scheduled trips for the day. It is the responsibility of the passenger to call at least one (1) hour in advance of the scheduled return trip (for subsequent trip) of the passenger still needs a ride. IF the passenger contacts CamTran+ less than one hour before the scheduled return trip (or subsequent trip), the passenger may be required to pay full fare.**

## **CAMBRIA COUNTY TRANSIT AUTHORITY (CAMTRAN) PARATRANSIT /SHARED RIDE NO-SHOW POLICY Adopted 6/26/2015 by Board of Directors**

### **NO SHOW POLICY:**

In any calendar month, any customer who has booked ten trips or more and has “no-showed” or “late cancelled” at least 10% of those trips will receive a suspension notice in accordance with CamTran’s no-show policy. (A trip cancelled in accordance with our policy, i.e. more than two hours before the start of the pick-up window, will not be counted in the total number of trips booked, nor will it receive penalty points.)

### **Definitions:**

A “No-Show” occurs when a customer does not board the vehicle within five minutes of the vehicle’s arrival within the 30-minute pick-up window. Each No-Show is counted as one penalty point.

A “Late Cancellation” occurs when a customer cancels a trip less than two hours before the start of the 30-minute pick-up window. Each Late Cancellation is counted as one-half (1/2) a penalty point.

**\*\*To ensure that only habitual offenders are suspended, a customer will have to accumulate three or more penalty points to receive a suspension. A customer will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month.**

## **Suspensions:**

All suspension periods will begin on a Monday. The length of a customer's suspension will adhere to the following schedule:

- Upon a first violation in the calendar year, a customer will receive a warning letter.
- Second Violation: 7-day (1-week) suspension
- Third Violation: 7-day (1-week) suspension
- Fourth Violation: 14-day (2-week) suspension
- Fifth and Subsequent Violations: 14-day (2-week) suspension

## **Examples of No Shows Beyond the riders control**

- The ADA does not allow transit agencies to base a suspension of service on any trips missed by a rider for reasons beyond his or her control, including trips missed due to transit agency error or lateness. Those trips may not be a basis for determining that a pattern or practice of missing scheduled trips exists.

There are many circumstances that may be beyond the rider's control, including but not limited to:

- Family emergency
- Illness that precluded the rider from calling to cancel
- Personal attendant or another party who didn't arrive on time to assist the rider
- Rider was inside calling to check the ride status and was on hold for extended time
- Rider's appointment ran long and did not provide opportunity to cancel in a timely way
- Another party cancelled rider's appointment
- Rider's mobility aid failed
- Sudden turn for the worse in someone with a variable condition
- Adverse weather impacted rider's travel plans, precluding the rider from cancelling in a timely way
- Transit agency error, which may not be counted as a rider no-show, includes but is not limited to:
  - Vehicle arrived late, after the pickup window
  - Vehicle arrived early, before the pickup window, and rider was not ready to go
  - Vehicle never arrived
  - Vehicle went to the wrong location
  - Driver didn't follow correct procedures to locate the rider
  - Rider cancelled in a timely way but the cancellation was not recorded correctly or wasn't transmitted to the driver in time

## **Cancellation Policy**

ADA passengers, who wish to cancel a scheduled ride, must notify CamTran+ at least 1 hour prior to their pickup time for a ride. Riders must contact CamTran+ at either **814-471-6601 or toll free at 800-252-3889 in order to cancel a ride. TDD # 1-800-601-8466.** Any cancellation not made within 1 hour of a pickup (24 hours notification preferred) will result in a no show for that trip.

### **Written Appeals:**

Customers must submit the completed **Notice of Appeal Form** for any appeal to be reviewed and/or considered. **The outside of the envelope should be address to the Attention of ADA Administrator.**

Customers must submit a letter listing the dates of the violation, documenting why they believe the violation should be excused and any supporting documentation that is relevant to the no-show in question.

These documents must be postmarked within 30 calendar days of the date on which the warning/suspension Notice was issued.

### **In-Person Appeals:**

Customers must submit the completed Notice of Appeal Form postmarked 30 calendar days of the date on which the warning/suspension Notice was issued.

Customers should circle the dates of the violation from the report that they intend to appeal in person. Customers shall be contacted to schedule a meeting. Customers should be available to attend the meeting at a mutually agreed-upon date and time.

No suspension will take effect if the customer has filed an appeal in accordance with the instructions and deadlines noted in this Policy.

CamTran+ will advise customers in writing of its decision concerning their appeal, within seven (7) calendar days of the appeal hearing. If the decision upholds the suspension, the notice of decision will provide customers with the beginning and ending dates of the suspension period.

**Other Appeals:** If a service suspension/termination appeal form cannot be completed within 10 days, the customer must call CamTran+ at (814) 471-6601 or 1-800-252-3889, or TDD (Telephone Device for the Deaf) # 1-800 601-8466 and a staff member will complete the form over the phone.

## **Missed Trips:**

- Missed trips –are those trips missed by the transit authority.
- Time frame would be beyond the 15 minute window of the agreed upon pick up time and if the passenger elects not to travel.
- If a missed trip occurs calls are made by dispatch to all those individuals scheduled to alert them of the situation and option to keep their travel or cancel.

Under no circumstance will a no show be charged if a missed trip occurs.

## **Service Animals:**

Beginning on March 15, 2011, all animals are recognized as service animals under titles II and III of the ADA.

A service animal is an animal that is individually trained to do work or perform tasks for a person with a disability.

Title II and title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.

**Service animals are defined as animals that are individually trained to do work or perform tasks for people with disabilities.** Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

## **Visitors**

### **ADA Eligibility Determination of Other Jurisdictions**

CamTran shall honor the ADA eligibility determination of other jurisdictions for visitors to the Cambria County area. Visitors may avail themselves of complementary paratransit service for a period of twenty-one (21) days without separately establishing ADA eligibility under CamTran procedures. A visitor must present to the ADA Paratransit Administrator either by fax or mail (814-536-5951 or 502 Maple Avenue Johnstown Pa. 15902-adequate documentation of an ADA eligibility determination in another jurisdiction in order to receive a temporary visitors' identification card. Upon receiving ADA identification card (Exhibit E), the individual can then call for a reservation at (1-800-252-3889 or TDD # 1-800-601-8466). [Reference 49 CFR, Section 37.127 (c)].

## **Visitors without ADA Eligibility Determination From Another Jurisdiction.**

Visitors who wish to utilize CamTran's complementary paratransit services and who have not received an ADA eligibility determination from another jurisdiction may receive a temporary visitors' identification card by certifying to the ADA Paratransit Administrator (814-535-5526 Ext. 205) that they are unable to use fixed route service. The ADA Paratransit Administrator may require such additional verification of a visitor's disability, as the ADA Paratransit Administrator deems appropriate under the circumstances. This verification can be faxed or mailed 814-536-5951 or 502 Maple Avenue Johnstown Pa. 15901) for purpose of eligibility. [Reference 49 CFR, Section 37.127

### **Length of Temporary Eligibility**

A temporary visitor's identification card shall be valid for use on the paratransit system for period not to exceed twenty-one (21) days. [Reference 49 CFR, Section 37.127 (e)].

### **Appeal**

Any determination made by the ADA Paratransit Administrator under the provisions listed may be appealed in accordance with the provision above.

## **Origin to Destination service The Right to Assistance Beyond the Curb (When Necessitated by Disability)**

The Americans with Disabilities Act (ADA) classifies complementary paratransit service as origin to destination service. The ADA allows transit agencies to establish whether, or in what circumstances, they will provide door-to-door service or curb-to-curb service. In door-to-door service, the vehicle operator (driver) offers assistance from the rider's door to the vehicle, and comparable assistance at the destination. In curb-to-curb service, assistance is not provided until the rider reaches the curb. In either case, the driver is required to assist riders to enter and exit the vehicle.

**DOT requires transit agencies with curb-to-curb service to still provide assistance to riders who need it due to a disability.**

The original U.S. Department of Transportation (DOT) ADA regulation, promulgated in 1991, expressly introduced the requirement for origin to destination service [49 C.F.R. § 37.129(a) and 49 C.F.R. Part 37, App. D, § 37.129]. On September 1, 2005, DOT released formal Disability Law Guidance on the subject of Origin to Destination Service. This Guidance explains that the DOT interpretation of its ADA regulation requires transit agencies that adopt a policy of curb-to-curb service as the standard service mode must still provide additional assistance to riders who need it on the basis of disability.

The **Department's ADA regulation, 49 CFR §37.129(a)**, provides that, with the exception of certain situations in which on-call bus service or feeder paratransit service is appropriate, "complementary paratransit service for ADA paratransit eligible persons shall be origin-to-destination service." This term was deliberately chosen to emphasize the obligation of transit providers to ensure that eligible passengers are actually able to use paratransit service to get from their point of origin to their point of destination.

Service may be needed for some individuals beyond curb-to-curb.

It complies with the ADA for a transit provider to establish either door-to-door or curb-to-curb service as [their] basic mode of ... service. Where the local planning process establishes curb-to-curb service as the basic paratransit service mode, however, *provision should still be made to ensure that the service available to each passenger actually gets the passenger from his or her point of origin to his or her destination point.* To meet this origin to destination requirement, service may need to be provided to some individuals, or at some locations, in a way that goes beyond curb-to-curb service.

Adverse weather conditions, a physical barrier, or the nature of a disability may prevent a passenger from reaching the door.

For instance, the nature of a particular individual's disability or adverse weather conditions may prevent him or her from negotiating the distance from the door of his or her home to the curb. A physical barrier (e.g., sidewalk construction) may prevent a passenger from traveling between the curb and the door of his or her destination point. In these and similar situations, to ensure that service is actually provided "from the user's point of origin to his or her destination point," *the service provider may need to offer assistance beyond the curb*, even though the basic service mode for the transit provider remains curb-to-curb. All reasonable accommodations should be used in transporting clients on their trips.

**Public Participation Process** [Reference 49 CFR, Section 37.139 (f).

**A. Development of Plan** [Reference 49 CFR, Section 37.139 (f) (1)].

This ADA Plan was developed by an ADA Advisory committee comprised of people in transportation, people with disabilities, representatives from organizations serving people with disabilities, the elderly, and the Cambria County Planning Commission. This ADA Advisory committee was established on November 18, 1991 at the Hiram G. Andrews Rehabilitation Center to review the new ADA regulations governing transportation services, particularly with respect to paratransit services, and to determine how they will affect the provision of services in Cambria County.

The DOT (Department of Transportation) issued proposed regulations on April 4, 1991 and the ADA Advisory committee began its first work session in November 25, 1991. The Advisory committee met approximately fifteen (15) times over the last seven (7) months, studying the regulations, preparing the ADA Plan, reviewing public comments on the Plan, and revising the Plan in light of public comments.

Notice of the proposed adoption of the ADA Plan was published in accordance with the requirements of Pennsylvania law. In addition, Cambria County Transit Authority, dba: CCTA, at that time, provided interviews to the local media regarding the ADA Plan and the Plan was the subject in the

The Johnstown Tribune-Democrat. Copies of the Plan were mailed to all individuals who were eligible for CCTA's Section 504 program.

A public hearing on the ADA Plan was held at 7:00 pm on January 8, 1992 at St. Benedict's Church hall in Carrolltown, Pennsylvania and 11:00 am on January 9, 1992 at the Cambria County Transit Authority's office, 726 Central Avenue, Johnstown, Pennsylvania.

Copies of the draft proposal were available for review at the Authority's transit office. The draft ADA plan was also available on audio for persons, who were unable to read the proposal. After consideration of the comments submitted by the public, the ADA plan was revised and submitted to the Cambria County Transit Authority's Board of Directors at their scheduled monthly meeting on January 9, 1992. The Board of Directors approved and adopted the Cambria County Transit Authority's ADA Complementary Paratransit Plan.

**B. Public Comments** [Reference 49 CFR, Section 37.139 (f) (2)].

Cambria County Transit Authority received no written comments on the Plan. There were individuals that commented on the ADA plan at the public hearing on January 9, 1992. The main comments were directed in support for the ADA plan. Therefore, the ADA plan was generally acceptable to those that made the comments.

Those who commented on the ADA plan expressed a desire that the Plan be implemented more quickly; although they recognized that the speed of implementation was largely dependent on the amount of funding made available to CCTA. These comments were not

negative in substance or tone, but rather a request that CCTA consider, if finances permit, acceleration of the implementation schedule sooner than July 1, 1992. The ADA Complementary Paratransit service commenced on July 1, 1992.

### **Informational Materials**

A brochure and information listed on the website describes CamTran's paratransit service, copies of this Plan and application forms for the determination of ADA eligibility shall be available at the Urban office, 502 Maple Avenue Johnstown **(814-535-5526)** or **(TDD # 814-539-1149)** the Rural/Ebensburg office, 1226 N. Center, Ebensburg **(1-800-252-3889)** or **(TDD # 1-800-601-8466)**. A CamTran representative will mail forms upon request.