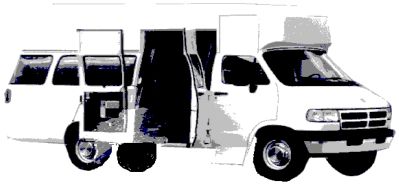

CITY OF GASTONIA
ADA PARATRANSIT SERVICE
PASSENGER POLICY

The following are the operating policies for the City of Gastonia ADA Paratransit service. These policies are subject to change as required.

I. Eligibility

A *Request for Certification of Eligibility for the City of Gastonia's ADA Paratransit Service* must be completed and returned to Gastonia Transit at PO Box 1748, Gastonia, NC 28053.

Eligibility will be defined according to the United States Federal Register, Volume 56, Number 173 (dated 9/6/91). The following individuals are eligible for this service:

1. Any individual with a disability who is unable, as a result of a physical or mental impairment (including vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the microtransit system which is readily accessible to and usable individuals with disabilities.

Any individual with a disability who needs the assistance of a wheelchair lift or other boarding device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities.

2. Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling on the microtransit system.

A determination of eligibility will be made within twenty-one (21) days from receipt of the completed application. Incomplete applications will be returned.

The determination of eligibility may require professional verification. If this is the case, a *Request for Professional Verification for the City of Gastonia's ADA Paratransit Service* will be sent to the individual identified on page 4 of the *Request for Certification of Eligibility for the City of Gastonia's ADA Paratransit Service.*

If an application is denied, the individual will be notified via US Mail. The individual may appeal the decision. Appeals will be accepted for up to 60 days after the notification of denial of a request for certification has been sent. A decision on the appeal must be made within 30 days of receipt of the notice of appeal. All appeals must be made in writing to the addresses listed and should include the reason for the appeal and any supporting documents. The first appeal will be made to:

City of Gastonia
Fleet Services Division
Cindy Forrester
PO Box 1748
Gastonia, NC 28053

II. Cost and Service Area

The fee for this service is $2.50 per trip. Guests may travel with a passenger on a space available basis and will be charged $2.50 per trip. Exact change is required. The operation will not be responsible for giving change. There will be no billing or purchase orders accepted.

The City of Gastonia's ADA Paratransit Service will operate Only within the City limits.

III. Hours and Days of Service

The City of Gastonia's ADA Paratransit Service will operate between the hours of 5:00 a.m. and 5:00 p.m. Monday through Friday. There is no service on Saturdays and Sundays.

Service will not operate on the following holidays: New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Christmas Eve, and Christmas Day, or on days determined to be adverse weather days. The City of Gastonia has the right to revise and add to these scheduled no service days.

IV. Scheduling

Trips are scheduled on a first come first served basis. No consideration will be given for the type of trip (medical, pleasure, or school). Passengers wishing to schedule a trip must call (704) 866-6855 at least one (1) day in advance but no more than fourteen (14) days in advance. Trips may be scheduled between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday, Saturdays and Sundays leave message. Someone will follow up with you Monday morning to confirm you requested trip. Unconfirmed trips will not be honored.

Passengers must schedule both the originating and the return trip at initial time of scheduling. Passengers on a medical trip will be allowed to call in for the return trip pick-up and need not schedule the return trip at initial time of scheduling.

V. Changes and Cancellations

We request that changes in pick-up times and/or destinations be made at least one (1) day in advance.

As a courtesy, we request that trip cancellations be done prior to the van arriving for the scheduled pick-up.

VI. Subscription Service

Subscription service will be available to passengers making the same trip three (3) or more times in one week. With this service, the passenger will not be required to call and schedule the trips on a daily basis.

The City of Gastonia's ADA Paratransit Service will allow up to 50 percent subscription trips; once this threshold is reached passengers desiring subscription service may call periodically to see if space has become available.

VII. Assistance Limitations

Passenger assistance will be from origin-destination. Drivers will not go into residences or other facilities to assist or look for passengers. Drivers will not load or unload packages; packages are limited to what the passenger can load onto the van at the time of boarding. Drivers will not take wheelchairs up or down stairs.

IX. On Time

The van may arrive up to fifteen (15) minutes before or fifteen (15) minutes after the scheduled pickup time. This will be considered on time. The van will wait for up to five (5) minutes for a passenger before proceeding on route and classifying the trip as a cancellation.

IX. Onboard Policies

Smoking, eating or drinking will not be permitted on the vehicles. Animals, except for service animals, will not be permitted on the vehicles. Passengers violating these policies will be removed from the service for a period of 30 days. Continued violation of policies may result in further suspensions of service and cancellation of eligibility.