



City of Bullhead City

Bullhead Area Transit System

ADA Paratransit Plan

**Adopted and Authorized by Resolution of the
Bullhead Area Transit System Commission
February 1, 2016**

RESOLUTION NO. 2016R-08

A RESOLUTION OF THE BULLHEAD AREA TRANSIT SYSTEM COMMISSION OF THE CITY OF BULLHEAD CITY ADOPTING THAT CERTAIN DOCUMENT ENTITLED BULLHEAD AREA TRANSIT SYSTEM ADA PARATRANSIT PLAN AND AUTHORIZING ITS USE FOR GUIDING THE DELIVERY OF PARATRANSIT SERVICE.

WHEREAS, the Bullhead Area Transit System is a public transit agency that operates a fixed route system and provides complementary paratransit services to qualified individuals with disabilities; and

WHEREAS, the national goals of the Americans with Disabilities Act (ADA) are to guarantee that persons with disabilities have equality of opportunity, a chance to fully participate in society, ability to live independently and be economically self-sufficient; and

WHEREAS, the Bullhead Area Transit System has formulated an ADA Paratransit Plan that provides an operational framework for the implementation of and compliance with Federal Transportation Administration ADA policies in providing complementary paratransit service;


NOW, THEREFORE, BE IT RESOLVED THAT, the Bullhead Area Transit System Commission hereby adopts the Bullhead Area Transit System ADA Paratransit Plan and authorizes its use for guiding the delivery of paratransit service.

PASSED AND ADOPTED by the Bullhead Area Transit System Commission of the City of Bullhead City this 1st day of February, 2016.

By: 
Doug Bonate, Vice-Chairperson

ATTEST:

APPROVED AS TO FORM:

By: 
Susan Stein, City Clerk
(SEAL)

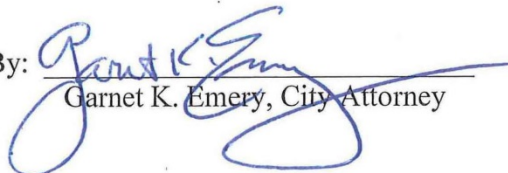
By: 
Garnet K. Emery, City Attorney

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**City of Bullhead City
Bullhead Area Transit System
ADA Paratransit Plan**

Contact Information

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Public Participation Process

In January 2016, notices were posted in all Bullhead Area Transit System service vehicles, at the public library, senior centers, City Hall, and on the Bullhead City website and social media pages. The notices invited the public to participate and comment on the ADA Paratransit Plan Update in the public meeting to be held February 1, 2016.

Population Served

According to the Arizona Department of Administration, Office of Employment and Population Statistics, Bullhead City's 2015 population is estimated at 40,088. The population is comprised of individuals with the following characteristics:

| Bullhead City, Arizona | |
|---|------------|
| Age ¹ | |
| Under Age 18 | 20% |
| Age 65 and older | 24% |
| Ethnicity and Race ¹ | |
| White persons not Hispanic | 71% |
| Hispanic or Latino (of any race) | 24% |
| White | 82% |
| American Indian and Alaska Native | 1% |
| Asian | 1% |
| Black | 1% |
| Person of two or more races | 3% |
| Education ² | |
| High school graduates (age 25+) | 82% |
| Bachelor's degree or higher (age 25+) | 13% |
| Mean travel time to work (workers age 16+) ² | 17 minutes |
| Median household income ² | \$37,121 |
| Person below poverty level ² | 19% |

¹ U.S. Census 2010

² 2010-2014 American Community Survey 5-Year Estimates

Description of Fixed Route System

Bullhead Area Transit System operates three fixed routes within the corporate limits of the City (Red, Blue, and Green lines) along with on-call service to the Katherine Heights housing community located 2.5 miles outside the City limits. All routes are accessible to persons with disabilities and persons who use wheelchairs. The Red Line fixed route serves the community from north to south along State Route 95. The Blue Line fixed route serves neighborhoods east and west of State Route 95. The Green Line fixed route serves the neighborhoods in northern Bullhead City and along the Bullhead Parkway along with on-call service to Katherine Heights located on State Route 68 northeast of Bullhead City. The fixed routes run with a 60-minute headway.

Definition of Complementary Paratransit Service

The Americans with Disabilities Act regulations require the City of Bullhead City, as a public entity that operates a fixed route system, to provide complementary paratransit services to individuals with disabilities (“complementary” is that service comparable to the level of service provided to individuals without disabilities who use the fixed route system). See 49 CFR Sec. 37.121 (a). Bullhead City’s paratransit service is often called dial-a-ride service. Paratransit service and dial-a-ride service are terms that may be used interchangeably and refer to the same service.

ADA of 1990 and ADA Amendments of 2008

The Americans with Disabilities Act (ADA) of 1990 prohibits discrimination and ensures equal opportunity and access for persons with disabilities. It provides the general framework and approach for ending discrimination for persons with disabilities. The stated national goals of the ADA are to guarantee that persons with disabilities have equality of opportunity, a chance to fully participate in society, ability to live independently and be economically self-sufficient.

Section 223 of the ADA of 1990 requires that public entities that operate non-commuter fixed-route transportation service also provide complementary paratransit service for individuals unable to use the fixed-route system. The regulations define minimum service characteristics that must be met for this service to be considered equivalent to the fixed route service it is intended to complement. ADA complementary paratransit standards are provided for in 49 CFR §37.123 of the Code of Federal Regulations.

In general, the law prohibits public transit systems from denying individuals with disabilities the opportunity to use public transportation services, if the individuals are capable of using the system. It also prohibits public entities from providing services that discriminate against persons with disabilities. The ADA is an opportunity to develop programs that will ensure the integration of all persons into not just the transportation system of America, but all of the opportunities transportation makes possible. The goal is to ensure non-discriminatory, equitable, accessible and safe public transportation and enhancing the social and economic quality of life for people with disabilities. Specific actions must be taken by public transit agencies to avoid discrimination. For example, the law requires that:

1. All newly purchased or leased vehicles used in fixed-route service must be accessible to persons with disabilities.
2. Public agencies that provide fixed-route public transportation service also must offer similar complementary paratransit services to individuals with disabilities who are unable to use the fixed-route system.
3. New facilities must be accessible.
4. Alterations to facilities must include features to make them accessible.

The City of Bullhead City public transportation program complies with all requirements of the Americans with Disabilities Act.

ADA Effect on Transportation Services Provided by the City of Bullhead City

The ADA regulations require the City, as a public entity that operates a fixed route system, to provide complementary paratransit service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route transit system. ADA regulations require the complementary paratransit service area to be within $\frac{3}{4}$ mile of the fixed-route system (see 49 CFR §37.131(a)). Per 49 CFR §37.131(g), public entities may provide complementary paratransit service to ADA paratransit individuals exceeding that required by §37.131(a).

Meeting the Requirements of the ADA Regulations

Under Bullhead City's Complementary Paratransit Service Plan, the level of service provided to persons determined to be ADA eligible is similar to Bullhead Area Transit System fixed-route bus service. Six service criteria are included in the regulations. The following is a description of how the City's complementary paratransit service meets or exceeds the six service criteria and eligibility standards:

1. **Service Area:** Bullhead Area Transit System service must be provided to all origins and destinations within a corridor $\frac{3}{4}$ mile on each side of the fixed route. Service beyond this area may be provided at the City's discretion. The City must coordinate where service areas overlap or are contiguous.

Bullhead Area Transit System Dial-A-Ride service exceeds this requirement. The transit service area map is included on the next page. Paratransit service is provided to origins and destinations beyond the $\frac{3}{4}$ mile corridor of the fixed routes along with service to and within the Katherine Heights community in unincorporated Mohave County.



2. **Reservations:** Next-day service must be provided for requests made the preceding day. Requests for service must be taken when administrative offices are open and during comparable normal business hours on days when

administrative offices are closed if service is provided on the following day. Reservations may be made up to 14 days in advance.

Next-day service is provided on Bullhead Area Transit System Dial-A-Ride for requests made the preceding day during regular business hours Monday through Friday from 7am to 6pm and on Saturday from 8am to 4pm. Reservations are taken seven days a week for next-day service and can be made up to two weeks in advance. Reservations will be taken by an answering machine on days when the administrative/dispatch office is closed.

- 3. **Fares:** Fares can be no more than twice the fixed route adult fare.

The fare is \$2.00 on Bullhead Area Transit System Dial-A-Ride and \$1.00 on Bullhead Area Transit System fixed routes. A personal care attendant is permitted to accompany an ADA-eligible rider at no charge, and a companion may ride at the same fare charged the ADA rider only if they have the same origin and destination as the ADA-eligible rider.

- 4. **Service Days and Hours:** Days and hours of operation must be at least the same as the fixed route system.

Paratransit service is provided during the same time period as the Bullhead Area Transit System fixed route system, which includes the following:

| | <i>Mon</i> | <i>Tues</i> | <i>Wed</i> | <i>Thurs</i> | <i>Fri</i> | <i>Sat</i> |
|--------------------|---|---|---|---|---|-------------------------------|
| <i>Dial-a-Ride</i> | <i>6 AM to 8 PM</i> | <i>6 AM to 8 PM</i> | <i>6 AM to 8 PM</i> | <i>6 AM to 8 PM</i> | <i>6 AM to 8 PM</i> | <i>7:30 AM to 3:30 PM</i> |
| <i>Red Line 1</i> | <i>6 AM to 7 PM</i> | <i>6 AM to 7 PM</i> | <i>6 AM to 7 PM</i> | <i>6 AM to 7 PM</i> | <i>6 AM to 7 PM</i> | <i>8 AM to 2 PM</i> |
| <i>Red Line 2</i> | <i>6 AM to 6 PM</i> | <i>6 AM to 6 PM</i> | <i>6 AM to 6 PM</i> | <i>6 AM to 6 PM</i> | <i>6 AM to 6 PM</i> | |
| <i>Blue Line</i> | <i>6 AM to 8 PM</i> | <i>6 AM to 8 PM</i> | <i>6 AM to 8 PM</i> | <i>6 AM to 8 PM</i> | <i>6 AM to 8 PM</i> | <i>7:30 AM to 3:30 PM</i> |
| <i>Green Line</i> | <i>6:18AM to 12:18PM 3:18 PM to 7:18 PM</i> | <i>6:18AM to 12:18PM 3:18 PM to 7:18 PM</i> | <i>6:18AM to 12:18PM 3:18 PM to 7:18 PM</i> | <i>6:18AM to 12:18PM 3:18 PM to 7:18 PM</i> | <i>6:18AM to 12:18PM 3:18 PM to 7:18 PM</i> | <i>8:18 AM to 2:18 PM</i> |

Like the fixed route, paratransit service is offered Monday through Friday 6:00 A.M. to 8:00 P.M. and Saturday from 7:30 A.M. to 3:30 P.M. Service is not provided on City observed holidays on either the fixed route or Bullhead Area Transit System Dial-A-Ride.

- 5. **Trip Purpose:** Trips must be accepted and handled on an equal basis. There can be no restrictions on trip purposes or prioritizing by trip type.

Trips are not prioritized or restricted by trip purpose for ADA riders.

6. **Capacity Constraints:** Service cannot be limited because of capacity constraints. No waiting lists can be maintained, and the number of trips provided to an individual cannot be restricted.

Service is not limited due to capacity constraints. Bullhead Area Transit System does not maintain waiting lists and trips are not restricted to individuals. Subscription trips are limited to no more than 50% of complementary paratransit service capacity.

7. **Eligibility Requirements:** To be eligible for Bullhead Area Transit System Dial-A-Ride service, an individual would submit a completed application to the Operations Supervisor. Within 21 days, staff will review the application and render an eligibility decision. The completed application includes a healthcare professional attesting to the applicant's disability and that such disability would prevent the applicant's independent use of fixed route transit or access a fixed route transit bus stop. Once approved, the individual is added on the eligibility list and the individual can schedule rides by calling the dispatch office at (928) 704-2287.

The City's eligibility requirements are in compliance with the ADA.

Paratransit Services Currently Provided in the Area

The City as the public transit provider for the City of Bullhead City and limited areas of unincorporated areas of Mohave County (Katherine Heights) is the only provider of complementary paratransit services that meets the requirements of the ADA. Western Arizona Council of Governments (WACOG) and WestCare provide ADA compliant demand responsive services for seniors and persons with disabilities in various areas of Mohave County, including Bullhead City. Bullhead Transit closely coordinates service with the Bullhead City Senior Center. The [WACOG Transportation Coordination Plan](#) contains additional information about area agencies and the services that are provided.

Personal Care Attendant/Caregiver Policy

A Personal Care Attendant (PCA)/Caregiver will be permitted to accompany ADA eligible riders on ADA eligible trips at no charge. The City will require that applicants state the need for a PCA during the eligibility application process. A PCA/Caregiver is not considered to be a companion or guest.

Companion Policy

One companion/guest will be allowed to accompany an ADA eligible complementary paratransit passenger on an ADA eligible paratransit trip. More than one companion will be allowed on a space available basis. Companions/guests are required to pay the applicable paratransit fare.

Door to Door Assistance Policy

It is the policy of the City of Bullhead City to provide complementary paratransit services within the service area boundary of the City's non-commuter bus routes. Transportation service is provided by ADA accessible buses or vans.

Drivers are trained to provide minimal assistance only. Drivers will provide assistance to passengers entering and exiting the vehicle which includes securing the passenger in a seat or wheelchair restraints and handling a very limited amount of light weight packages into and out of the vehicle. When needed, drivers will also assist passengers from the door of their origin to the vehicle and from the vehicle to the door of their destination. Drivers are not expected to assist passengers into their homes or other destinations. Drivers are not considered personal care attendants, nor are they trained to provide medical assistance.

Shopping Trips

To ensure timely service, passengers are expected only to bring what they can safely carry on their own in one trip or with assistance of a personal care attendant (PCA). Passengers must keep their packages secure, and packages may not occupy another needed passenger seat or obstruct the aisle way. Passengers are welcome to bring a collapsible shopping cart on board the vehicle to assist them with their purchases.

Trip Cancellation Policy for a Scheduled Trip

Passengers are encouraged to be cooperative in reducing cancellations. Cancellations are disruptive to the overall operation and the time could have been scheduled by another passenger. There is no penalty for a cancellation as long as the Dispatch office is notified at least two (2) hours in advance of the scheduled pick up time. Passengers are encouraged to give as much notice as possible if unable to keep the appointment. If a passenger cancels a trip less than two hours before the scheduled pick up time, it will be considered a Late Cancellation and treated the same as a No Show. All Late Cancellations are recorded in the Passenger Individual Ridership Percentage record, which is maintained in the Dispatch office.

Passengers should call the Bullhead Area Transit System Dispatch office at (928) 704-2287 as soon as known to cancel any trips.

Cancellations can be made by leaving a message on the answering system 24 hours a day 7 days a week, but every effort should be made to call during business hours which are Monday through Friday, 7:00 AM to 6 PM and Saturday 7:00 AM to 4:00 PM.

No Show Definition

The City requests that passengers be ready to be transported within the scheduled 30 minute pick-up window. Bullhead City defines a No Show as occurring when all five of the following circumstances have occurred:

1. The customer (or the customer's representative) has scheduled ADA paratransit service.
2. There has been no call by the customer or his/her representative to cancel the scheduled trip two or more hours before the start of the pick-up window.
3. The paratransit vehicle has arrived at the scheduled pickup point within the scheduled pick up time.
4. The driver has waited at least three (3) minutes beyond the scheduled pick up time, but the customer has failed to board the vehicle or refuses a trip.
5. The driver cannot reasonably see the customer approaching the vehicle.

No Show Policy/Procedure

1. If a No Show occurs, the return trip is not automatically cancelled. Staff will attempt to contact the customer to verify the need for the return trip. However, only the customer can cancel the return trip.
2. If a passenger is not ready at the scheduled pick up time or refuses a trip, the driver will continue with his/her regular schedule and the trip will be considered a No Show.
3. Drivers will notify the Dispatch office to log the trip as a No Show in the Passenger Individual Ridership Percentage record.
4. The driver marks the appointment on the Driver Manifest as a No Show.
5. Designated staff conducts a monthly evaluation of the Passenger Individual Ridership Percentage record to determine ridership/cancellation percentage. A letter of warning is sent to customers that had three or more No Shows and whose ridership percentage falls below 90 percent.
6. Letters are sent out at the beginning of each calendar month. For visually-impaired customers, a phone call will be made in addition to the letter.

Policy Relating to Suspension of Riding Privileges

The City reserves the right to suspend service to an individual who, for reasons within his or her control, has a "pattern or practice" of missing scheduled trips. A monthly review of ridership will be conducted to evaluate every passenger's ridership percentage or ratio of rides a passenger keeps compared to number of rides a passenger cancels late or fails to show for the scheduled trip. This provision does not apply to trips that are missed for reasons that are beyond the passenger's control, including trips that are missed due to a family emergency, sudden turn for the worse in a variable medical condition, or City error. The City also reserves the right to suspend service to an individual who engages in violent, seriously disruptive or illegal conduct on

a paratransit vehicle or toward a paratransit driver. Before suspending service, the City will take the following steps:

1. The City will monitor the ridership percentage of every paratransit patron on a monthly basis. A notice of warning will be mailed to patrons when they had three or more No Shows and whose ridership percentage has fallen below 90 percent for reasons within the individual's control. The notice will: (a) advise patrons that ridership needs to improve to at least 90 percent during the next evaluation period; (b) invite patrons to adjust their schedule if needed; and (c) notify patrons that service may be suspended at a future date if the ridership percentage continues to fall below the acceptable threshold.
2. If ridership remains below the 90 percent threshold for a second consecutive month or if a notice of warning is issued three or more times in the 12-month period following the initial letter of warning, and the reasons for missed trips are within the patron's control, the City will issue a written notice of suspension of service.
3. The first suspension of service will be for a period of 14 calendar days. The second suspension of service will be for a period of 30 calendar days. Each subsequent suspension will add 30 calendar days to the previously issued suspension.
4. In the notice of suspension, the City describes an appeal process, which gives the individual the opportunity to be heard and to present information and arguments to an individual that was not involved with the initial decision to suspend service to the individual. The appeal process is described below.

Appeal Process

An appeal process is established to provide an objective and unbiased process through which individuals who are denied eligibility or service can obtain a review of the denial. An individual may appeal the City's decision to:

- (a) deny paratransit service eligibility;
- (b) grant conditional or temporary paratransit service eligibility;
- (c) suspend or deny service due to a continuous pattern or practice of no shows or late cancels;
- (d) suspend or deny service due to willful refusal to pay the fare;
- (e) suspend or deny service because an individual engages in violent, seriously disruptive or illegal conduct on a paratransit vehicle or toward a paratransit driver.

An appeal must be submitted within 60 days of the denial or suspension to the City of Bullhead City Transit Director by telephone at (928) 763-9400, TDD/TTY at 928-763-0143, through the Relay Service, by fax at (928) 763-0131; in writing, or in person at 2355 Trane Road, Bullhead City, AZ 86442. The appellant shall identify his/her name, address, telephone number and facts supporting the appeal, including any supporting

documentation. The appellant shall clearly and concisely state the grounds of the appeal.

Once an appeal has been submitted, the appeal will be granted or a hearing date shall be set to provide an opportunity for the appellant to be heard and to present information and arguments to support his or her qualifications for service. The appellant will be notified in writing of the date and time of the hearing within fourteen (14) business days. The hearing will be held as soon as administratively possible. If necessary, the City will arrange for transportation at no cost for the appellant to and from the appeal hearing within the Bullhead Area Transit System service area. The appellant may bring a representative, advocate or witnesses to assist with the presentation of the appeal. However, the City will not provide transportation for the representative, advocate, or witnesses.

The appeal will be heard in an orderly and professional manner by the Bullhead Area Transit System Commission. The Commission is not involved in the initial certification process nor does it have prior knowledge of why the appellant would be denied or suspended from Bullhead Area Transit System paratransit service. At the hearing, the appellant will have the opportunity to submit additional information, and written evidence and/or arguments to support his/her qualifications for service.

An individual may waive the in-person hearing and proceed on the basis of a written presentation.

Appellant will be notified of the Commission's decision in writing within thirty (30) days of the hearing. The written determination shall state the reasons for confirming or overturning the denial. If no decision is made within thirty (30) days after completion of the appeals process, there will be a presumption of eligibility or termination of suspension unless and until a contrary decision is made.

The appeal files will be forwarded to the Transit Director for safekeeping and storage.

The Transit Commission decision is final.

Types of Paratransit Service that City of Bullhead City Offers

Bullhead City's complementary paratransit service for ADA eligible users will be origin to destination service. This includes:

1. Door to door paratransit service;
2. Paratransit feeder service to an accessible fixed route, where such service enables the individual to use the fixed route bus system for part of the trip;
3. Paratransit feeder service to a neighboring jurisdiction, such as Silver Rider Laughlin Connection;
4. Coordinated paratransit service with a 5310 program and with a commercial bus line, such as Greyhound.

Types of Vehicles Used For Transportation

Bullhead City uses accessible low floor minivans and buses with a ramp and small passenger cutaway buses that are high floor with wheelchair lifts.

Pick Up Times

Passengers will be given an approximate time of pick up when scheduling an appointment. Bullhead Area Transit is a federally subsidized, shared ride system and cannot offer exact pick up or drop off times. Drivers strive to maintain a prompt schedule to ensure that all rider reservations are honored. Passengers are asked to allow a 30-minute window of time for arrival. For example, if passengers have a pick up scheduled for 2PM, the Driver may arrive between 2 and 2:30PM. It is highly recommended that passengers be ready to board the vehicle when the Driver arrives. Drivers are instructed to wait at the place of pick up for three minutes before departing from the pick-up location. There may be times when traffic, road conditions and/or weather conditions may delay arrival.

Return Trips After Appointment

When arranging for transportation, passengers will be asked to schedule a return time if necessary at a pre-arranged location.

Lift and Securement Use Policy

In accordance with ADA regulations, the City will provide service to all individuals using mobility devices. Mobility devices that exceed ADA defined devices or capacity of securement areas may be transported at the driver's discretion. Service will be declined if safety or vehicle integrity could be compromised.

Passengers are advised that drivers are not permitted to operate a mobility device onto the lift or ramp of the vehicle. The passenger is responsible for getting onto the vehicle with minimal driver assistance.

Use of the securement system on the City's vehicles will be a required condition of service. All wheelchairs and mobility devices must be secured to the passenger's satisfaction before transport. When transporting passengers using mobility devices, the City can suggest that passengers transfer into a van/bus seat. The passenger, in this case, has the final decision as to whether a transfer is appropriate given the passenger's particular ability.

As the regulations require, a passenger who cannot enter the vehicle using the stairs or ramp, but who does not use a wheelchair, will be allowed to enter the vehicle using the lift. The City does not provide wheelchairs or other mobility devices.

Accommodating Other Mobility Devices, Life Support Equipment or Service Animals

The City will permit the use of a lift or ramp for Segway or other personal transportation devices when used as a mobility device by eligible customers as long as safety or vehicle integrity is not compromised. Securement provisions do not apply.

The Americans with Disabilities Act (ADA) allows paratransit passengers to travel with service animals trained to assist them. The ADA (49 CFR §37.3) defines a service animal as one that is individually trained to do work or perform tasks for the benefit of an individual with a disability.

The work or tasks performed by a service animal must be directly related to the handler's disability. Examples of work or tasks include, but are not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

People with disabilities who use service animals will not be charged extra fees, isolated from other patrons, or treated less favorably than other patrons.

A person with a disability cannot be asked to remove a service animal from the premises unless: (1) the animal is out of control and the animal's owner does not take effective action to control it (for example, a dog that barks repeatedly); or (2) the animal poses a direct threat to the health or safety of others. The City will not provide care or food for a service animal or provide a special location for it to relieve itself. Allergies and fear of animals are not valid reasons for denying access or refusing service to people with service animals.

Passengers will be permitted to travel with respirators, portable oxygen and other life support equipment. Travel with this equipment will only be denied if it violates rules concerning the transportation of hazardous materials.

Other Assistance

All material made available to applicants and passengers of the City's complementary paratransit service will be provided in accessible formats upon request. For visually-impaired customers, phone calls will be made in addition to letters referenced in this document.

Those persons who would like to learn how to use the lift or ramp equipment on an accessible fixed route bus can practice on a vehicle that is not in regular service. Whenever possible, the City will make available demonstrations, which can be attended by all interested persons, and will arrange transportation to such sites for those needing those services. City staff may be able to accompany passengers on all or part of their

first trip if advance arrangements are made. The City will also make mobility training available upon request.

Subscription Service Policy

Passengers who use Dial-A-Ride Paratransit service to make regular trips (daily, weekly, etc.) can request a standing reservation service through the Dispatch office. These reservations allow passengers to not have to call and schedule each recurring trip. To qualify for this service, a rider must have two consecutive months of 100 percent ridership percentage, and must maintain 95 percent ridership percentage to keep the ongoing standing reservation. Standing reservation privileges will be withdrawn by the Operations Supervisor if a passenger is unable to maintain the 95 percent ridership percentage. Passengers that successfully return to 95 percent ridership percentage for a period of three months may once again qualify for the standing reservation service with approval by the Transit Operations Supervisor. Trips missed by the individual for reasons beyond his or her control (included but not limited to trips that are missed due to operator error) are not a basis for determining that a pattern or practice exists for missing appointments.

Visitor Policy

Visitors from another area or region have access to the use of the complementary paratransit service provided by Bullhead Area Transit System. A visitor will be asked to provide documentation stating the visitor is ADA paratransit eligible in the area in which the visitor resides. If a visitor is unable to do so, they will be required to present documentation of their place of residence, and documentation of the visitor's disability, if not apparent. This service is available for a combination of 21 days during a 365-day period beginning with the visitor's first use of the service. If a visitor exceeds any combination of 21 days within a 365-day period, then that individual is required to submit the required application a resident would be required to submit.

Americans with Disabilities Act (ADA) Policy

It is the policy of the City of Bullhead City and Bullhead Area Transit System to abide by all provisions of the Americans with Disabilities Act (ADA) of 1990, as amended, including but not limited to those stated below, in all activities, operations and relationships with—and accommodations of—employees, client-customers, and the general public.

The ADA requires that persons with disabilities receive the same level of service for transportation as non-disabled persons. Services that are "separate but equal" are not acceptable (i.e. all individuals using wheelchairs on one bus and everyone else on another bus).

All recipients must keep federally funded equipment and facilities in good operating condition; have policies and procedures to maintain vehicles; and must maintain, in operative condition, those features of facilities, vehicles, and other capital equipment that are required to make them accessible. ADA accessibility features must be repaired

promptly if they are damaged or out of order. Recipients must establish a system of regular and frequent maintenance checks of lifts and ramps sufficient to determine if they are operative.

Specific transportation provisions of the ADA as amended include but are not limited to the following requirements:

Accessible Vehicle Availability: As required by the ADA, the City shall maintain a 100 percent accessible transit fleet to ensure that persons needing a mobility device have equivalent access to our transportation services as ambulatory persons.

Maintenance of Accessible Features on Vehicles: As required by the ADA, the accessible features on City vehicles are maintained to a high level, so that persons needing these features receive equivalent service to persons not needing those features.

Adequate Time for Vehicle Boarding and Disembarking: As required by the Americans with Disabilities Act (ADA), the City provides adequate time for boarding and disembarking vehicles for persons with disabilities.

Use of Portable Oxygen/Respirator Equipment: As required by the ADA, persons using the transportation service may bring a respirator, portable oxygen, and/or other life support equipment on board vehicles, as long as they do not violate the law or rules relating to the transportation of hazardous materials. All equipment must be small enough to fit into vehicles safely and without obstructing the aisle and/or block emergency exits.

Service Animals: As required by the ADA any animal individually trained to work or perform tasks for the benefit of an individual with disabilities, including but not limited to, guiding individuals with impaired vision or alerting individuals with impaired hearing, are accepted on City vehicles.

Training in Securement, Sensitivity to Passengers: As required by the ADA, City transit operators are trained to proficiency in the use of mobility device equipment and in passenger sensitivity. This training is provided by a trained trainer within three months of employment to drive for the City.

Fleet Inventory

All Bullhead Area Transit System service vehicles meet the requirements of the ADA and the fleet is 100% accessible to mobility devices. The fleet as of February 1, 2016 is defined below:

| Unit # | Year | Make/Model | Seats | ADA Securement Areas |
|--------|------|-------------------|-------|-------------------------|
| 8114 | 2010 | Chev ARBOC | 23 | 2 |
| 8116 | 2010 | Chev ARBOC | 23 | 2 |
| 8118 | 2012 | Chev ARBOC | 23 | 2 |
| 8119 | 2012 | Chev ARBOC | 23 | 2 |
| 8120 | 2014 | Chev ARBOC | 23 | 2 |
| 8122 | 2015 | Chev ARBOC | 22 | 2 |
| 8123 | 2015 | Chev ARBOC | 22 | 2 |
| 8009 | 2013 | Eldorado Amerivan | 5 | 1 |
| 8117 | 2009 | Dodge Entervan | 5 | 1 |
| 8121 | 2014 | Eldorado Amerivan | 5 | 1 |

Certification

The Bullhead Area Transit System certifies that a survey of existing services was conducted in 2016. The results of the survey of services provided by Bullhead Area Transit System are summarized in Appendices A and B of this document. The survey results of other paratransit providers are included in the [Western Arizona Regional Transportation Coordination Plan](#).

Attachments

- Appendix A: Bullhead Area Transit System Service Summary
- Appendix B: ADA Paratransit Compliance Matrix
- Appendix C: Bullhead Area Transit System Eligibility Application and Dial-A-Ride Customer Guidelines
- Appendix D: Public Participation Notices and Public Meeting Sign-in Sheet

Appendix A

Bullhead Area Transit System Service Summary

| Route Number/Name | Type of Route | Frequency Of Route | Peak Bus Requirement | Service Hours | Where Does the Route Go? |
|---|----------------------|--|-----------------------------|---|---|
| Red Line SR Highway 95 between Riverside Casino Boat Dock and Target/Kohl's | Rural Fixed Route | 60 minutes | 2 | Monday-Friday 6:00 am to 7:00 pm Saturday 8:00 am to 2:00 pm | Service spanning from the Riverside Casino Boat Dock on the north end of town to Target/Kohl's at the south end of town. Serving destinations near SR Highway 95 including shopping centers, food and drug stores, community park, schools, service stations, residential areas, health care providers, and government offices. |
| Blue Line Central Bullhead City neighborhoods east and west of SR Highway 95 | Rural Fixed Route | 60 minutes | 1 | Monday-Friday 6:00 am to 8:00 pm Saturday 7:30 am to 3:30 pm | Service spanning from the local hospital on the east side of town to Rio Grande Road on the west. Serving destinations in residential areas, community parks, shopping centers, health care facilities, food and drug stores, schools, government offices, the courts, and library, and senior centers. |
| Green Line North Bullhead City with on-call service to Katherine Heights and South to Fox Creek Medical Center | Rural Fixed Route | 60 minute limited service | 1 | Monday-Friday 6:18 am to 12:18 pm and 3:18 pm to 7:18 pm Saturday 8:18 am to 2:18 pm | Service from Safeway, Riverside Casino Boat Dock via SR Highway 95, SR Highway 68, Bullhead Parkway, and Silver Creek Road to Katherine Heights, the local hospital and professional center, along with the Safeway shopping center, residential areas, and various apartment complexes. |
| Dial-A-Ride Origin to Destination Door to Door upon request service within the Bullhead Area Transit System Service Area | Rural Dial-A-Ride | Next day reservations up to 14 days in advance | 2 | Monday-Friday 6:00 am to 8:00 pm Saturday 7:30 am to 3:30 pm | Door to Door upon request demand responsive transit service that is in compliance with the ADA as it relates to providing complementary paratransit service within the established Bullhead Area Transit System service area |

Appendix B

ADA Paratransit Compliance Matrix

| ADA Requirement | Bullhead Area Transit System Dial-a-Ride Performance | Meets Requirements |
|--|---|--|
| Service Area | | |
| ADA paratransit service must be offered in all areas defined as being within 3/4 mile of a fixed route. | Bullhead Area Transit System Dial-a-Ride service is provided beyond the 3/4 mile boundary of scheduled Bullhead Area Transit System fixed route service that is non-commuter or non-deviated. | Bullhead Area Transit System Dial-A-Ride exceeds this ADA requirement. |
| Coverage | | |
| Service must be offered during the days and times when fixed route service is offered. | Bullhead Area Transit System Dial-A-Ride service is provided in parallel to fixed route service hours throughout the Bullhead Area Transit System service area. | Bullhead Area Transit System Dial-A-Ride meets this ADA requirement. |
| Fares | | |
| Fares for ADA paratransit may be up to twice the cash fare for equivalent fixed route service for riders who are not mobility limited. | The regular non-commuter cash fare for Bullhead Area Transit System fixed route service per boarding is \$1.00. Bullhead Area Transit System Dial-A-Ride is \$2.00/one way passenger trip. | Cash fare is in full compliance; charging the maximum fare allowable by ADA. |
| Eligibility | | |
| Individuals who are unable to use fixed route transit due to a disability or mobility impairment must be eligible for paratransit. An appeal process is required for persons denied eligibility or granted conditional or temporary eligibility. | Bullhead Area Transit System Dial-A-Ride provides demand-response service to ADA-certified registrants. An appeal process that includes a separation of authority is provided for persons wishing to appeal a decision to deny eligibility. | Bullhead Area Transit System Dial-A-Ride meets this ADA requirement. |
| Reservations | | |
| ADA-certified registrants must be able to make "next day" reservation. Reservations may be made up to 14 days in advance. Standing reservations may be offered. | Bullhead Area Transit System Dial-A-Ride accommodates advance bookings from 1 to 14 days in advance. Subscriptions bookings are available. | Bullhead Area Transit System Dial-A-Ride meets this ADA requirement. |
| Trip Purpose and Trip Limit Restrictions | | |
| There may be no prioritization or limitation placed on trip purposes, and there may be no limit on the number of trips an individual may take on paratransit. | There are no trip purpose restrictions or limits on the number of trips an individual can book. Service to non-ADA registrants is provided on a space available basis. | Bullhead Area Transit System Dial-A-Ride meets these ADA requirements. |

Appendix B

| ADA Requirement | Bullhead Area Transit System Dial-a-Ride Performance | Meets Requirements |
|---|--|--|
| Subscription Trips or Standing Orders | | |
| Subscription trips or standing orders may not exceed 50% of capacity during any time period when capacity is limited. | Rule does not apply if there are no trip denials. | Bullhead Area Transit System Dial-A-Ride meets this ADA requirement. |
| Passenger Assistance | | |
| Origin to destination service is required with passengers traveling from their residence or destination locations to and from the vehicle. | Bullhead Area Transit System Dial-A-Ride provides origin to destination door to door service. | Bullhead Area Transit System Dial-A-Ride meets this ADA requirement. |
| Capacity Limitations | | |
| Under a recent ADA legal interpretation, no trip request booked in advance for the next day can be denied. However, agencies can offer travel time alternatives within one hour before or after the originally requested drop off or pick up time. | Bullhead Area Transit System does not deny time call bookings. When needed, travel time alternatives are offered in compliance with ADA. However, same day bookings can be denied because of capacity constraints. | Bullhead Area Transit System Dial-A-Ride meets this ADA requirement. |
| Attendants | | |
| Attendants who are required to assist a rider with mobility may ride at no charge, provided they have reserved in advance. | Bullhead Area Transit System Dial-A-Ride transports and does not charge a fare for PCAs that are traveling with ADA registrants. | Bullhead Area Transit System Dial-A-Ride meets this ADA requirement. |
| Companions/Guests | | |
| Companions or guests who may or may not have mobility limitations may ride the paratransit service provided they have reserved in advance, pay the full fare for their ride and are subject to capacity constraints. | Bullhead Area Transit System Dial-A-Ride provides service to companions on a space available basis. Companions are required to pay the full fare for the ride. | Bullhead Area Transit System Dial-A-Ride meets this ADA requirement. |
| No Show Policy | | |
| A suspension policy for a pattern or practice of no shows must take into account frequency of rides and no shows and cannot be simply based on a number threshold. The policy may only consider no shows that are under the rider's control. A mandatory financial penalty is not to be included in a no show policy. | Bullhead Area Transit System Dial-A-Ride provides a suspension policy that is based on a percentage or ratio of no shows compared to the number of scheduled rides. When determining no show performance, only those no shows under the control of the passenger are considered. No monetary penalty is imposed for no show trips. | Bullhead Area Transit System Dial-A-Ride meets this ADA requirement. |

Appendix B

| ADA Requirement | Bullhead Area Transit System Dial-a-Ride Performance | Meets Requirements |
|--|---|--|
| Vehicle Design | | |
| Vehicles must be designed to accommodate both ambulatory passengers and persons using a mobility device. | Bullhead Area Transit System Dial-A-Ride operates a fleet of accessible buses and passenger vans. Bullhead Area Transit System Dial-A-Ride operates sufficient accessible vehicles to meet capacity requirements. | Bullhead Area Transit System Dial-A-Ride meets this ADA requirement. |

Appendix C



Dial-a-Ride
Paratransit Service Application
A Service of the City of Bullhead City, Arizona



Pursuant to the requirements of the Americans with Disabilities Act of 1990, Dial-a-Ride paratransit service is a shared-ride public transportation service offered specifically to passengers with mobility limitations who cannot access the fixed route bus system due to a functional or cognitive disability. Paratransit is an alternative to fixed route service. However, fixed route service should be the first choice for transportation before making a paratransit reservation.

Dial-a-Ride service hours are concurrent with the fixed route schedule. Presently, paratransit service is provided to origins and destinations within the ADA required $\frac{3}{4}$ -mile corridor surrounding the fixed routes and to origins and destinations beyond the ADA service requirement that are located within the Bullhead Area Transit System service area.

Provided with this letter is the application for paratransit service, along with the mandatory health care provider verification form, as well as customer guidelines and policies. A health care verification form is provided on Page 4 of this packet. All passengers seeking paratransit service are required to visit a licensed health care professional to document the presence of a disability and a description of how the disability prevents use of the fixed route system. Dial-a-Ride paratransit service is provided only to those passengers who have a confirmed disability that prevents their use of the fixed route bus system.

Passengers approved for the service will be added to the Dial-a-Ride rider listing. Paratransit eligibility expires three years from the date of approval. Recertification of eligibility will be required upon expiration. The three year approval timeframe includes passengers categorized as having a permanent disability.

Once eligibility is granted, passengers may schedule rides through the Dispatch Office. Dispatchers are available 7AM to 6PM Monday through Friday and from 7AM to 4PM on Saturday. Passengers may schedule rides for next day service or up to two weeks in advance. Please remember that Dial-a-Ride paratransit is a shared ride service.

After completing the application, please retain pages 5 & 6 for your reference, and **return pages 2, 3 & 4** to:

Transit Operations Supervisor
Bullhead Area Transit System
2355 Trane Road
Bullhead City, AZ 86442



Appendix C

Received applications will be processed within a period of 21 days or less and all applicants will be notified of their eligibility with a letter sent via U.S. mail. If you have any questions about the Bullhead City Dial-a-Ride paratransit service please call (928) 704-2287.

Paratransit Service Application

Paratransit service is intended for those who have a mobility limitation resulting from a functional or cognitive disability that prevents the reasonable use of fixed route bus service. This does not include persons who find it inconvenient or difficult to get to or from regular bus stops. Disability is not an automatic qualifying determinant for ADA Paratransit bus service; a mobility limitation must be present.

Name _____
 LAST FIRST

Street Address _____

City _____ State _____ ZIP _____

Mailing address (if different from above) _____

Daytime phone _____ Please check if this is a TDD line []

Cell phone _____ Please check if this is a TDD line []

Emergency contact information: whom should we contact in case of emergency or if we are unable to contact you at your regular number (family, friend, neighbor, caseworker, etc.)?

Name _____

Relationship _____

Daytime phone _____ Cell phone _____

Mobility Aids: Will you use any of the following when you use paratransit service?

Please check all that apply

- | | | |
|--|---|--|
| <input type="checkbox"/> manual wheelchair | <input type="checkbox"/> power wheelchair | <input type="checkbox"/> power scooter |
| <input type="checkbox"/> cane/crutches | <input type="checkbox"/> white cane | <input type="checkbox"/> walker |
| <input type="checkbox"/> portable oxygen | <input type="checkbox"/> other _____ | |



Appendix C

Do you travel at times with a Personal Care Attendant (PCA) or Caregiver?

YES NO

Do you use a service animal?

YES NO If so, please describe what type of animal and for what specific purpose it was trained. _____

Please note: *Service animals must be kept under the control of their owner at all times. If the animal acts out of control or causes a major disturbance, the animal may be removed from the bus.*

Is your disability: Permanent Temporary

If temporary, I expect it to last until _____

PLEASE NOTE:

- Passengers using wheelchairs or other mobility aids exceeding the design capacity of the vehicle's securement areas may be transported at the driver's discretion. Service will be declined if safety or vehicle integrity is compromised.
- Oxygen tanks must be in a portable carrier.
- A passenger needing to travel with a Personal Care Attendant (PCA) or Caregiver is instructed to indicate that need during this registration process. Unless the need for a PCA/Caregiver is indicated on the application, anyone accompanying the medically qualified individual on trips will be considered a companion.

I hereby certify that, to the best of my knowledge, the information given in this application is correct and I authorize the health care professional identified to provide additional information to Bullhead Area Transit System regarding my general mobility.

Signature of Applicant _____ **Date** _____

If someone other than the Applicant completed this application, the following information must be provided:

Name of person completing application (Please Print) _____

Relation to applicant _____ Phone Number _____

Appendix C



**Health Care Professional Certification
Medically Qualified Verification Form**

Important Instructions for Healthcare Providers

As a requirement of the Americans with Disabilities Act of 1990, Bullhead Area Transit System Paratransit is a federally subsidized public transportation service set aside for passengers who are prevented from using the fixed route service due to a mobility limitation. Paratransit is not intended to include persons who find it inconvenient or even difficult to get to or from fixed route bus stops. Disability alone is not an automatic qualifying determinant for ADA Paratransit service. As a medical provider, you are uniquely familiar with the general health and abilities of your patient. As such, please provide answers to the following questions as they relate to mobility limitations resulting from a functional or cognitive disability.

Disability verification for _____
PATIENT NAME

1. Does the applicant have a mobility limitation due to a functional or cognitive disability that is permanent or temporary in nature? YES NO

If yes, please answer the following question.

2. In your professional opinion, does the patient's mobility limitation prevent him or her from reasonable access and use of the Bullhead Transit fixed route bus stops? YES NO

If yes, please describe how the disability prevents access to or use of the fixed route bus system:

I hereby certify this information to be true and correct to the best of my knowledge.

Signature _____ Date _____

Health Care Professional **Printed Name** _____

Health Care Professional **License Number** _____

Address _____

City _____ State _____ ZIP _____

Phone _____



Appendix C

DIAL-A-RIDE CUSTOMER GUIDELINES

GENERAL GUIDELINES

- Fixed Route service should be a passenger's first choice and should be used for as many trips as possible.
- With the exception of water, no eating, smoking, or weapons are permitted on the vehicle. Water must be in a spill proof container.
- For your safety, do not engage the Driver in conversation while the vehicle is in motion.
- Make sure your address number is clearly visible.
- Shirt, shoes, clean and dry clothing must be worn while on the vehicle. No offensive body odor allowed.
- Cell phone conversations must be kept at a low volume.
- Carry-on items must be limited to what the passenger can manage in one trip and keep secure while riding. Drivers can provide a very limited level of assistance, if necessary, but cannot enter a private residence or leave the vehicle out of sight.

SCHEDULING DIAL-A-RIDE PARATRANSIT SERVICE

All rides must be reserved through the Dispatch Office at 928-704-2287. Drivers are not authorized to schedule rides or take reservations. Dispatch Office hours are Monday – Friday 7AM to 6PM, Saturday 8AM to 4PM. Passengers may schedule rides for next day service or up to two weeks in advance. Please be prepared to schedule your return trip if needed when calling for your initial ride.

PICK UP AND DROP OFF

Dial-a-Ride paratransit is a federally subsidized, shared ride system and cannot offer exact pick up or drop off times. Drivers strive to maintain a prompt schedule to ensure that all rider reservations are honored. Passengers are asked to allow a 30-minute window of time for arrival. For example, if you have a pick up scheduled for 2PM, the Driver may arrive between 2PM and 2:30PM. Passengers must be ready to board the vehicle when the Driver arrives. Drivers will wait for three minutes before departing from the pick-up location. Riders that require a more precise pick up or arrival time are encouraged to utilize the services of a local taxi company or other transportation provider.

Drivers are not allowed to enter a private residence or go beyond the main entrance of a business or other destination that is out of sight from their vehicle. Passengers requiring service beyond the door of a location are encouraged to travel with a Personal Care Attendant (PCA)/Caregiver for additional help.

SUBSCRIPTION SERVICE

Passengers who use Dial-a-Ride paratransit service to make a regular trip (daily, weekly, etc.) can request subscription service through the Dispatch Office. After a subscription service is established, passengers do not need to call to schedule each reoccurring trip. It will be necessary to call a day in advance if a trip needs to be cancelled. Frequent cancellations will be subject to review and may be cause for suspension of service.



Appendix C

PERSONAL CARE ATTENDANTS (PCA) & ADDITIONAL ASSISTANCE

Paratransit passengers in need of additional assistance are encouraged to travel with a personal care attendant (PCA) or caregiver. PCAs/Caregivers ride fare free when traveling with a disabled individual between the same origin and destination. Passengers traveling with a PCA/Caregiver are expected to notify the Dispatch Office of their accompanying PCA/Caregiver when reserving their trip. In addition to one PCA/Caregiver, paratransit passengers are allowed to travel with one companion. Companions are required to pay the standard paratransit fare. Additional companions may be allowed to ride only if space is available.

Drivers will provide assistance to passengers entering and exiting the vehicle which includes securing the passenger in their seat or wheelchair restraints and handling a very limited amount of light weight packages into and out of the vehicle. Upon request, drivers will assist passengers from the door of their pickup location to the vehicle and from the vehicle to the door of their destination. Drivers are not expected to assist passengers into their homes or other destinations. Passengers are expected to notify the Dispatch Office when reserving their trip if they will require additional assistance to or from the door of a location.

SERVICE VIOLATIONS

Bullhead Transit is a shared service used by many people. The safety and comfort of all passengers must be respected. To provide a timely and reliable service to all passengers it may be necessary to suspend service to passengers who are disruptive or unreliable. Suspension of service may occur for the following situations:

- A history of short-notice cancellations or no-shows.
- A passenger who is rude or verbally abusive to transit employees or other passengers.
- A passenger who is unsafe or disruptive.
- Passengers who cannot travel without an attendant and refuses to use one.

In addition, Bullhead Transit reserves the right to refuse service to individuals under the influence of drugs or alcohol. Individuals who are sedated for medical purposes, or disoriented or confused may be asked to travel with a PCA/Caregiver or make their travel arrangements with a qualified medical transportation provider.

FARES (Per Boarding)

- Dial-a-Ride Paratransit - \$2.00 (Cash or two coupons)
- Dial-a-Ride Laughlin Connection – additional \$1.00 (Cash or one coupon)
- Personal Care Attendant/Caregiver – No Charge
- Companion - \$2.00 (Cash or two coupons)

DIAL-A-RIDE SERVICE HOURS

- Monday – Friday, 6:00 AM – 8:00 PM
- Saturday, 7:30AM – 3:30PM
- Sundays and City observed holidays – CLOSED
- Dispatch Office: Monday – Friday 7:00 AM to 6:00 PM, Saturday 7:00 AM to 4:00 PM

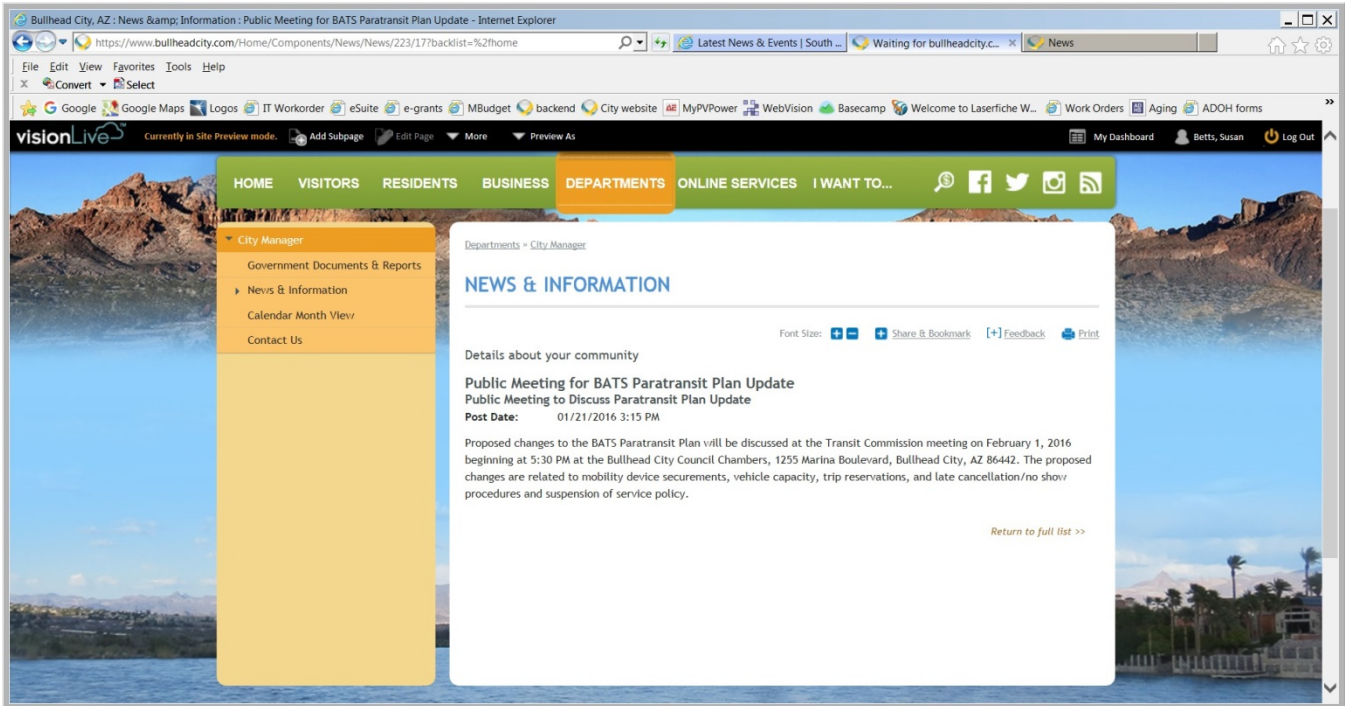
Appendix D

Public Participation Notices and Public Meeting Sign-in Sheet

**You are Invited to attend a
Public Meeting
to discuss the BATS
Paratransit Plan
February 1, 2016 ♦ 5:30 PM
Bullhead City Council Chambers
1255 Marina Blvd
928-704-2287
see the plan at City Hall or online at
www.bullheadcity.com**

Para obtener información en español , por favor llame (928)704-2287

Appendix D



Appendix D

Appendix D

City of Bullhead City
Bullhead Area Transit System
 1255 Marina Boulevard, Bullhead City, AZ 86442
Public Meeting
Draft Paratransit Plan 2016 Update
 February 1, 2016 ♦ 5:30 PM

| Name | Address | Phone Numbers | Email |
|-----------------|--|----------------|--------------------------|
| Michael Peluso | 4604 S. Rio Camino Loop Ft. Mohave, AZ | (928) 514-1180 | mpeluso@bullheadcity.com |
| Linda Kyle | 2298 W Riverview | 928-201-4635 | |
| Maurice Leonard | 2298 W RIVERVIEW | 928-763-4801 | |
| Tracy Gift | 1959 Gold Lake Dr. PM | 928-241-2277 | tracymgift@gmail.com |
| CARNEMER | CITY- Legal Dept. | | |
| Susan Stein | CITY CLERK DEPT. | 928-763-6111 | — |
| | | | |