



PVTA SERVICE POLICY MANUAL

April 11, 2017

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I. Registration and Eligibility

Registration Timing—Rider can make a reservation by noon the day after they register.

Get About—Age 60+ or Disabled *

One Step—Disabled Only*

Ready Now—Disabled*, (65+) effective March 1, 2017

Claremont, San Dimas and Group services are all general public

Disabled definition--For Get About services the definition of Disabled refers to “**an individual with a physical or cognitive disability that represents a significant barrier to the individual’s use of traditional public transit services.**”

Riders identifying as disabled must submit a doctor’s certification of disability on a form provided by PVRTA. All riders may use the service after registering. Those identifying as disabled have 30 days in which to submit documentation of the disability. **Other Accepted Documents**—In lieu of a doctor’s certificate PVRTA accepts any other transit system’s ID including (Omni, Access, Metro & Foothill). PVRTA registration personnel (including contractors) will review the documentation submitted by those requesting to register as disabled and they will make an initial determination of an individual’s eligibility.

Appeals

Applicants that are determined not to be eligible for Get About service may appeal the initial eligibility determination made by PVRTA by submitting a letter to the PVRTA Administrator providing any documentation supporting the request for certification. The PVRTA Administrator will make the final determination regarding the applicant’s eligibility. The PVRTA Administrator will notify the applicant of the result of appeal within 15 days of receipt of the written request for an appeal of the registration determination

Registration is not required for San Dimas or group services.

II. Service Areas & Hours

Get About—Anywhere in the four cities and the extended western boundary, plus specific destinations on the approved list. (See map on the brochure)

Hours 6:00am to 7:30am Monday-Friday
 8:30am to 5:00pm Saturday
 7:30am to 5:00pm Sunday

Ready Now--Same as regular Get About

not ready the vehicle must hold until the start of the window and then may wait the five minutes of dwell time and then proceed. Below is the description used in our flyers and brochures:

Get About schedules pickups in 15-minute blocks called “windows.” For example, if you are told by the Get About operator that you are scheduled for a 10:00am pick up you can expect the vehicle to arrive at your address within the 15 minute window between 10:00am and 10:15am.

The following is our guidance regarding the scheduling of time critical appointments:

Many riders use Get About to go to their doctor and other important appointments. The Get About operator will help you schedule your pick up that will get you to your appointment on time. Because Get About only offers shared rides your pick up will be scheduled one hour before your appointment. If your appointment is at 10:00am your pick up will be scheduled for 9:00am and you can expect Get About to pick you up between 9:00am and 9:15am.

On Time For Ready Now Trips

Many trips are scheduled on an immediate response or will call basis, such as, most Claremont, San Dimas, Ready Now and will call returns on Get About. For these trips it is the goal to pick up these riders within 30 minutes of their call on average. **A pickup is on time if the pickup is made within 45 minutes of the rider’s call.**

Dwell Time

PVTA’s dwell time for its services is five minutes. For door-to-door services whenever possible the driver will go to the rider’s door. In areas where it not possible to go to the door, (e.g. apartment complexes), or a curb-to-curb service, the vehicle will dwell at the pickup location for five minutes. To the extent possible, if the vehicle arrives at the pickup location and the rider is not visible, the driver will call in and request that dispatch call the rider.

VI. Shared Rides and Vehicles

All PVTA services are shared ride. Riders cannot specify a direct ride. The vehicle used is assigned by dispatch based on efficiency, on-time and accessibility considerations. Riders cannot specify a vehicle preference.

VII. Door-to-Door Service

Get About is a door-to-door service and door-to-door service can be provided for Claremont DAR and San Dimas DAC if the rider makes a request for reasonable modification.

In most cases the Get about drivers will come to your door. However, our drivers may not be able to do so in all cases. The drivers will not be able to provide door-to-door service if the driver determines it is unsafe. Drivers must maintain visual contact with the vehicles and be able to legally park and secure the vehicles. Sometimes riders need Get About to make an adjustment to effectively serve them, such as, adjusting a pick up location. Get About policy on requests for reasonable modifications is available on our website www.GetAbout.org

If you have service concerns or need a reasonable modification to the service call Pomona Valley Transportation Authority **(909) 596-7664**.

VIII. Rules of Conduct

- All riders are expected to conduct themselves in a manner that is safe for both themselves and others. No abusive, threatening or obscene language or actions toward drivers, passenger, or other transportation program employees will be tolerated.
- No eating, drinking or smoking on vehicles
- Riders must maintain acceptable standards of personal hygiene
- No radio or other music players or other sound generating equipment are to be played aboard the vehicles.

Violation of the rules of conduct may be cause for suspension of riding privileges from Get About and/or other PVTA transportation services.

IX. What You Cannot Take on the Vehicle

- Hazardous materials, including weapons of any kind, explosives, corrosive liquids and flammable materials.
- Packages that you cannot keep control of during you ride.
- A pet that is not a service animal and is not in a secured cage or container

X. Grocery Bags

Riders are limited to the number of bags they can carry themselves without a cart. We use 4 or 5 bags as a rule of thumb.

XI. Policy on Grocery Carts

Riders may use grocery carts. If there is room they will be secured in the rear of the vehicle. If this is not possible riders will be required to empty the contents of the cart, collapse the cart and hold the contents at their seat.

XII. Lift Use Policy

Any rider can make use of the vehicle lift if they indicate that they cannot negotiate the vehicle steps. Riders may use the lift to assist them in boarding with their grocery carts.

XIII. Dealing with Oversized Wheelchairs

The formal policy is shown below:

Size of Your Mobility Device: Most of the accessible vehicles in our fleet are designed to accommodate a mobility device no larger than 30 inches wide by 48 inches long and/or weighing with its passenger up to 600 lbs. While we make all reasonable efforts to accommodate our riders, if your mobility device is larger than this, we may not be able to transport you either because it would damage the vehicle or to do so would impose an unreasonable safety hazard.

If we encounter a mobility device that the driver does not believe can be transported safely. Contact your supervisor and if necessary the supervisor will make a direct observation. If it is necessary to decline service we ask that the Get About (First Transit) road supervisor to confirm that we cannot serve the rider. If we must deny service to a rider please notify the PVRTA office.

XIV. Call Out Policy

Currently, we are not always able to make a call out when the vehicle arrives. Accordingly, riders may not request call outs. We will make a call-out when it is feasible, but riders should not depend on a call-out to notify them of that the bus has arrived.

XV. Young Riders

Riders five (5) years old or younger must be accompanied by an adult. Children under the age of 8 must be secured in a car **seat** or booster **seat**. Riders must provide this equipment. PVRTA does not provide car or booster seats.

XVI. Escorts—All Get About Services

One escort may accompany a Get About rider. Escorts must pay a fare and be at least 12 years in age. No one under the age of six can ride Get About unaccompanied. Disabled riders under six years of age may ride if accompanied by qualified escort.

XVII.No Show Policy

When riders don't show up for their scheduled rides, time and valuable resources are wasted that could have helped other riders get to their destinations. A "No Show" will be added to a rider's record if any of the following situations occur:

- When a rider cancels a trip less than one (1) hour before the scheduled pick-up time.
- When the driver arrives within the on-time window, waits five minutes, and is unable to locate the customer at the scheduled pick-up.
- Failing to be ready at the scheduled pick-up time or within five minutes after the vehicle arrives.
- Choosing not to ride after the vehicle arrives at the scheduled pick-up time.

Once a pick-up has been determined to be a "No Show", and scheduled return trip will automatically be canceled, unless the reservation office is notified by the rider of the need for a return trip.

Riders who have three (3) No-Shows or have been a No-Show for more than 20% of their of their trips within a 45 day period, whichever is greater, may be subject to a suspension of riding privileges on any Pomona Valley Transportation Authority service for a period of seven (7) days. A suspended rider may appeal his/her suspension. A copy of the Appeal Process can be provided to you by calling Pomona Valley Transportation Authority at (909) 596-7664.

XVIII. ADA Service Accommodations

Service Animals

PVRTA permits service animals to accompany individuals with disabilities in its vehicles and facilities as well as all vehicles used in PVRTA service. A service animal

is “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection, rescue work, pulling a wheelchair or fetching items. Any other animal/pet that a rider wishes to take on-board must be in a suitable, securely closed container that the rider or companion can comfortably carry and does not create an obstacle on board the vehicle.

Use of Accessibility Features

PVTA and Claremont’s lifts and other accessibility equipment are in regular use and available to any rider needing to make use of them.

Public Information

In compliance with the Americans with Disabilities Act of 1990, information about PVTA services, meeting agendas and other public documents will be made available in appropriate alternative formats to persons with disabilities any person with a disability who requires an alternative format should contact PVTA at 909-596-7664.

Service to Persons Using Respirators or Portable Oxygen

All PVTA services, including Claremont Dial-a-Ride accommodate persons using respirators or portable oxygen.

Adequate Time for Vehicle Boarding and Disembarking

It is our policy to hold the vehicle until the rider can board if the rider can be seen. Further, drivers are required to assist passengers in boarding the vehicle if required. Passengers shall be providing with adequate time when disembarking as well.

Transport of Mobility Devices

All PVTA services including Claremont Dial-a-Ride will transport any wheelchair or mobility device that does not exceed the capacities of its equipment (lifts and/or ramps). At a minimum all PVTA vehicles can accommodate devices no larger than 30 inches wide by 48 inches long and/or weighing with its passenger up to 600 lbs. PVTA will make all reasonable efforts to accommodate all mobility devices.

XIX. PAYING OF FARES

Riders are required to pay a fare. If a rider does not pay the fare, there is no obligation to provide the ride. If we took the rider out then I would request we take them home, but they need to settle the fare before we provide another ride. If you

find it necessary to refuse a ride due to fare avoidance please inform the PVTA office by email so we can have a record in case there is an inquiry or further corrective actions are needed. Exact fare is required as our drivers cannot make change.

XX. SERVICE COMPLAINTS

Members of the public may make complaints, suggestions or other feedback in any of four ways:

1. By calling the PVTA offices at (909) 596-7664. You may speak with any of our staff to provide your information.
2. By emailing your comments to dalalpvt@verizon.net
3. Using the contact us link on our website at pvtrans.org
4. By mail to PVTA 2120 Foothill Blvd. #116, La Verne, CA 91750

If your complaint involves a specific incident it will help us in our response if the following information can be provided:

- a. The passenger's name
- b. Date and time of day
- c. The passenger's pick up address and destination
- d. A brief description of the incident including details like the vehicle #, driver name if available

It is our goal to respond to comments and complaints as soon as possible, but always within 3 business days.

XXI. POLICY ENFORCEMENT

As a general rule if a rider violates a rule such as fare payment or number of grocery bags we accommodate that rider on the first occasion, especially if there is reason to believe the rider was unaware of the policy or if enforcement of the policy at that moment would leave the rider in a difficult position. For example, we may not want to strictly enforce the grocery bags rule the first time if the rider has already made the purchases and would be stuck with no way to get them home. In these cases inform the rider of the policy and report the incident to PVTA. PVTA will follow up in these cases to counsel the rider or take further action. In no instance will we strand a rider away from home. For example, if the rider does not have the fare for a return trip, we will get them home and then deal with the issue.

XXII. REPORTING ACCIDENTS, INCIDENTS, DANGEROUS OR DISRUPTIVE BEHAVIOR

All accidents, service incidents or instances of dangerous or disruptive behavior should be reported to PVTA (909) 596-7664 as soon as possible. Report any service disruptions, (loss of phones, computers down, loss of radios) to PVTA as soon as

possible. Please inform the supervisor on duty of any such events and it will be the supervisor's responsibility to inform PVRTA. Any customer service issues, incidents (excessive no-shows, abusive language toward staff or other passengers, incidents of lack of courtesy on the part of staff, oversized wheelchairs, passengers with dangerous health conditions, etc.) should be reported to PVRTA as soon as possible.

XXIII. REQUESTS FOR REASONABLE ACCOMODATION

In some cases specific aspects of our service may limit a rider's ability to utilize the service. Disabled riders may make a request for a reasonable modification to our service. Examples of reasonable modification requests could include:

- Requests for the provision of door-to-door service for riders needing this assistance. These requests would apply to our services that normally provide curb-to-curb service, such as, Claremont Dial-a-Ride or San Dimas Dial-a-Cab. Get About already offers door-to-door service when it can be provided safely. The drivers cannot provide door to door service if they would lose sight of vehicle or leave it unattended with other passengers in the vehicle.
- Riders may request an alternative pick up or drop off location if the rider is unable to use the services at the normal pick up or drop off location.
- Riders using mobility devices may request to board separately from their device.
- If needed, a rider may request that the driver open exterior entry doors to buildings

Process for Making a Request for a Reasonable Modification to the Service

Most issues are foreseeable in advance, such as, the need for door-to-door service. In these cases make your request well in advance so it can be properly considered. Sometimes this is not possible, such as, when there is an unforeseen obstruction in your path of travel requiring an alternative drop off location. In this case your request can be made to your driver who may need to contact a supervisor to receive approval of the modification. In all other cases follow the procedures outlined below:

1. Requests for modifications should be made to:
George Sparks
PVRTA Administrator
Pomona Valley Transportation Authority
2120 Foothill Blvd. Ste. #116
La Verne, CA 91750
(909) 596-7664
Email - glspvta@gmail.com

You can make your requests in four ways:

- By calling PVRTA offices at **(909) 596-7664**
- By emailing glspvta@gmail.com
- By using PVRTA website's contact us link at pvtrans.org
- By mail at:

**Pomona Valley Transportation Authority
2120 Foothill Blvd. Ste. #116
La Verne, CA 91750**

Riders may request accessible formats, such as, large print, TDD or audiotape if needed. Riders or their representatives receive a response to their requests for modifications within two (2) business days.

Conditions that Apply to Requests for Reasonable Modifications to Our Service

Not all service modification requests can be approved. Below is a summary of the conditions and limitations that apply to requests for service modifications

Types of requests that cannot be approved:

1. Requests that would fundamentally alter the nature of the service, such as, changes to service hours, service areas or fares.
2. Requests that would create a situation endangering the health or safety of others, such as, the driver or other passengers.
3. If without the requested modification the individual with the disability is able to fully use PVRTA's services.

Specific examples of requests that cannot be approved:

1. Requests for specific types of vehicles or specific drivers
2. Exclusive or direct trips. All PVRTA services are shared ride and requests for exclusive or direct trips cannot be approved.
3. PVRTA cannot provide escorts or personal care attendants (PCAs) for riders and driver cannot perform personal care attendant functions, such as, remaining with passenger who due to his or her disability cannot be left alone once reaching their destination.

***If You Have Questions Regarding the Reasonable Modification Policy,
Call 909-596-7664***