



**AMERICANS WITH DISABILITIES ACT
PARATRANSIT PLAN FOR
CASCADES EAST TRANSIT**

November 2017

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2017 CET ADA Paratransit Plan Contact Information

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Mission Statement

“Cascades East Transit connects people to places through high-quality transit service. Our mission is to always exceed expectations of riders with courteous and friendly customer service representatives, transit operators, and staff.”

Cascades East Transit Overview

Cascades East Transit (CET) is operated by the Central Oregon Intergovernmental Council (COIC), which is a Council of Governments organized under ORS-190 serving Crook, Deschutes, and Jefferson Counties. CET provides intercity transit service between Bend, Culver, LaPine, Madras, Metolius, Prineville, Redmond, Sisters, and Warm Springs along with ten fixed routes within Bend. CET also provides Dial-A-Ride services open to the public in LaPine, Madras, Prineville, Redmond, Sisters, and Warm Springs as well as a complementary paratransit service within Bend. CET directly operates all of the intercity routes and the Dial-A-Ride services outside of Bend. CET employs a contractor to operate its Bend fixed routes and the complementary paratransit service.

Definition of Complementary Paratransit Service

The Americans with Disabilities Act regulations require CET, a public entity that operates a fixed route system in Bend, to provide complementary paratransit services to individuals with disabilities (e.g., service that is comparable to the level of service provided to individuals without disabilities who use the fixed route system). See 49 CFR Sec. 37.131 (a).

Americans with Disabilities Act of 1990 and 2008

The Americans with Disabilities Act of 1990 (ADA) 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 Americans with Disabilities Act 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 Sec. 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, when they are available. It prohibits public entities from providing services that discriminate against persons with disabilities. The ADA requires the development of programs that will ensure the integration of all persons into the public transportation system, and thus all of the opportunities transportation makes possible. The goal is

to ensure non-discriminatory, equitable, accessible and safe public transportation that enhances 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 which 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.

Cascades East Transit (CET) complies with all requirements of the Americans with Disabilities Act. This plan should be consulted and updated any time there are service adjustments to any of CET's services. In doing so, future compliance is assured and any change in service delivery can accurately be tested against all the regulations contained in the ADA as they pertain to public transportation services. Review and update of this plan shall occur on an annual basis.

Overview of Population Served

The 2015 American Community Survey estimated that the combined population of Crook, Deschutes, and Jefferson counties was approximately 220,000, an increase of 4.5% over the 2014 estimate. Table 2-1 shows the change in population among key subgroups broken down by age group, income status, and disability status. Low-income individuals are defined as having a household income that less than or equal to 100% of the national threshold for poverty, according to Department of Health and Human Services guidelines. For the three-county area, the population of low-income individuals grew overall in all age groups compared to the population at large, especially for older and younger individuals. Additionally population changes are examined based on disabilities within the civilian noninstitutionalized population. Overall, the disabled population is growing faster than the population at large in Crook, Deschutes, and Jefferson Counties, which may indicate an increasing need for services in the CET service area.

Service Area Target Populations and Change from 2014-2015

	% change (2014 to 2015)			2015 (1-year estimated)			2014 (1-year estimated)		
	Crook	Deschutes	Jefferson	Crook	Deschutes	Jefferson	Crook	Deschutes	Jefferson
Total population	15.9%	2.8%	2.0%	22,905	174,498	21,991	19,768	169,671	21,565
Low-income individuals (income in the last month below poverty level)	-15.2%	17.0%	19.8%	4,130	25,902	5,658	4,871	22,136	4,722
Total population	14.5%	2.9%	2.3%	22,905	174,719	22,071	20,006	169,846	21,568
Disabled individuals (all ages)	16.9%	9.2%	-8.8%	5,281	25,034	3,375	4,516	22,935	3,699
Children (under 18)	5.9%	0.9%	-3.3%	4,612	36,993	5,414	4,355	36,658	5,596
Low-income individuals (under 18)	13.4%	48.4%	0.2%	1,508	7,968	1,840	1,330	5,371	1,836
Children (under 18)	5.9%	0.9%	-3.3%	4,612	36,993	5,414	4,355	36,658	5,596
Disabled individuals (under 18)	-44.3%	85.9%	16.3%	273	1,707	100	490	918	86
Adults (18-64)	12.0%	1.1%	6.4%	13,092	104,577	12,953	11,688	103,412	12,179
Low-income individuals (18-64)	-28.5%	12.6%	31.5%	2,195	15,781	3,537	3,071	14,021	2,690
Adults (18-64)	12.0%	1.1%	6.4%	13,092	104,577	12,953	11,688	103,412	12,179
Disabled individuals (18-64)	3.1%	5.6%	2.3%	2,570	12,379	1,976	2,492	11,726	1,932
Seniors (65+)	29.8%	11.1%	-2.7%	5,261	33,698	4,299	4,053	30,318	4,417
Low-income individuals (65+)	-9.1%	-21.5%	43.4%	427	2,153	281	470	2,744	196
Seniors (65+)	29.8%	11.1%	-2.7%	5,261	33,698	4,299	4,053	30,318	4,417
Disabled individuals (65+)	58.9%	6.4%	-22.7%	2,438	10,948	1,299	1,534	10,291	1,681

Transportation Services Provided by COIC

The following section describes all transportation services provided by COIC.

Bend Fixed-Route Buses

- Regularly scheduled buses on 10 fixed routes serving the general public in Bend. Service is available Monday through Friday from 6:00 a.m. to 7:30 p.m. Service is available on 8 of the routes on Saturdays with reduced frequency from 8:00 a.m. to 5:30 p.m.
- All fixed route buses are wheelchair accessible with at least two designated wheelchair locations and drivers announce major stop and transfer locations.
- Passenger fares for the Bend Fixed Routes are \$1.50 (\$2.50 for a day pass) for full-fare passengers, \$0.75 (\$1.25 for a day pass) for reduced-fare passengers who are 60 years of age or older, Medicare cardholders, or persons with a disability. Up to two children, five years and younger, ride free with each adult paying full fare. Additional children must pay full fare. Children six and older pay adult fare. Youth age six to eighteen may purchase discounted monthly passes. Fare passes of various time periods and denominations are also offered. Monthly passes are \$30.00 for full fare riders and \$15.00 for reduced passes to seniors and persons with disabilities. Monthly passes are \$20.00 for children age six to eighteen. A six-pass day pass ticket book is \$12.00 full fare and \$6.00 for disabled riders and riders 60 years and older.

Bend Dial-A-Ride ADA Paratransit and Beyond ADA Service

- Bend Dial-A-Ride is the only ADA required transit service within the CET service area; however it also serves low income seniors and individuals with disabilities outside of the ADA mandated buffer from Bend's fixed routes.

Dial-A-Ride is an origin to destination, shared-ride transit service provided to individuals with disabilities and seniors with low income not living near, or unable to use, fixed-routes. Rides may be scheduled up to 14 days in advance; however same day rides or changes may be accommodated. The service is provided above and beyond compliance with the guidelines of the Americans with Disabilities Act (ADA) because it provides service beyond a $\frac{3}{4}$ mile buffer from the fixed route system and includes operating hours beyond those of the Bend fixed route bus system. The service is available within Bend City Limits. Bend Dial-A-Ride is operated seven days a week and is closed on major holidays, (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day).

- Service Hours available for Bend Dial A-Ride Paratransit Service:
 - Monday – Friday: 6:00 a.m. – 7:00 p.m.
 - Saturday: 7:30 a.m. – 5:30 p.m.
 - Sunday: 8:30 a.m. – 3:15 p.m

- Standard cash fare is \$2.50 per one-way trip and is \$1.25 for low-income senior and/or disabled passengers. Ten-trip punch cards are also available with a \$25.00 standard price and a \$12.50 low-income price.

Rural Public Dial-A-Ride Service

- Rural Dial-A-Ride is a curb-to-curb, shared ride transit service provided to the general public in Redmond, La Pine, Sisters, Prineville, Madras, and Warm Springs. Rides may be scheduled up to 30 days in advance. Door to door service is available upon request.
- Rural Dial-A-Ride operates on the following schedules:
 - Redmond: Monday – Friday from 6:30 a.m. to 6 p.m.
 - La Pine: Monday – Friday from 6 a.m. to 5:30 p.m.
 - Madras: Monday – Friday from 7:45 a.m. to 5:30 pm.
 - Prineville: Monday – Friday from 7 a.m. to 5:30 p.m.
 - Sisters: Tuesday only from 9:30 a.m. to 10:30 a.m. & 1 p.m. to 2 p.m.
- Standard cash fare is \$1.50 per one-way trip and is \$1.25 for low-income senior and/or disabled passengers. Ten-trip punch cards are also available with a \$15.00 standard price and a \$12.50 low-income and/or disabled price. Up to two children, five years and younger, ride free with each adult paying full fare. Additional children must pay full fare. Children six and older pay adult fare. These services are open to the general public and no eligibility exists.

Community Connector Service

- The Community Connector bus service provides a fixed-schedule for buses that connect the communities of Bend, Redmond, Terrebonne, Prineville, Madras, Culver, Metolius, Warm Springs, La Pine and Sisters.
- Passenger fares for travel within a single zone in Zones 2 and 3 are \$1.50 for full-fare passengers and \$1.25 for reduced-fare passengers who are 60 years of age or older, Medicare cardholders, or persons with a disability.
- Within Zone 4 (Warm Springs,) single ride passes are \$1.00 for full fare and \$0.50 for reduced-fare passengers who are 60 years of age or older, Medicare cardholders, or persons with a disability.

Passenger fares for a single ride and no transfers multiple-zone travel are \$3.75 full fare and \$3.00 for reduced-fare passengers who are 60 years of age or older, Medicare cardholders, or persons with a disability. For a day pass with unlimited travel between multiple zones, full fare is \$6.25 and reduced fare is \$5.00 for passengers who are 60 years of age or older, Medicare cardholders, or persons with a disability.

- 6-day-pass ticket books for multiple-zone travel are \$30 for all riders. Monthly passes for multiple-zone travel are \$100 for all riders.

- These services are open to the general public and no eligibility exists.

Deviated Route Service

- CET operates deviated route service within and between Warm Springs and Madras Monday through Friday.
- The service begins in Madras with a trip to Warm Springs. It then begins providing service in Warm Springs serving each of its stops at specific time points.
- After completing its route in Warm Springs, the bus returns to Madras to provide a deviated route service in Madras.
- The bus continues throughout the day providing service within and between Madras and Warm Springs with the ability to make deviations in each community.
- Passengers may schedule deviated pickups and drop offs by scheduling a ride over the phone with CET's Customer Service Representatives by 4 p.m. the previous day at 541-385-8680.
- These services are open to the general public and no eligibility exists.

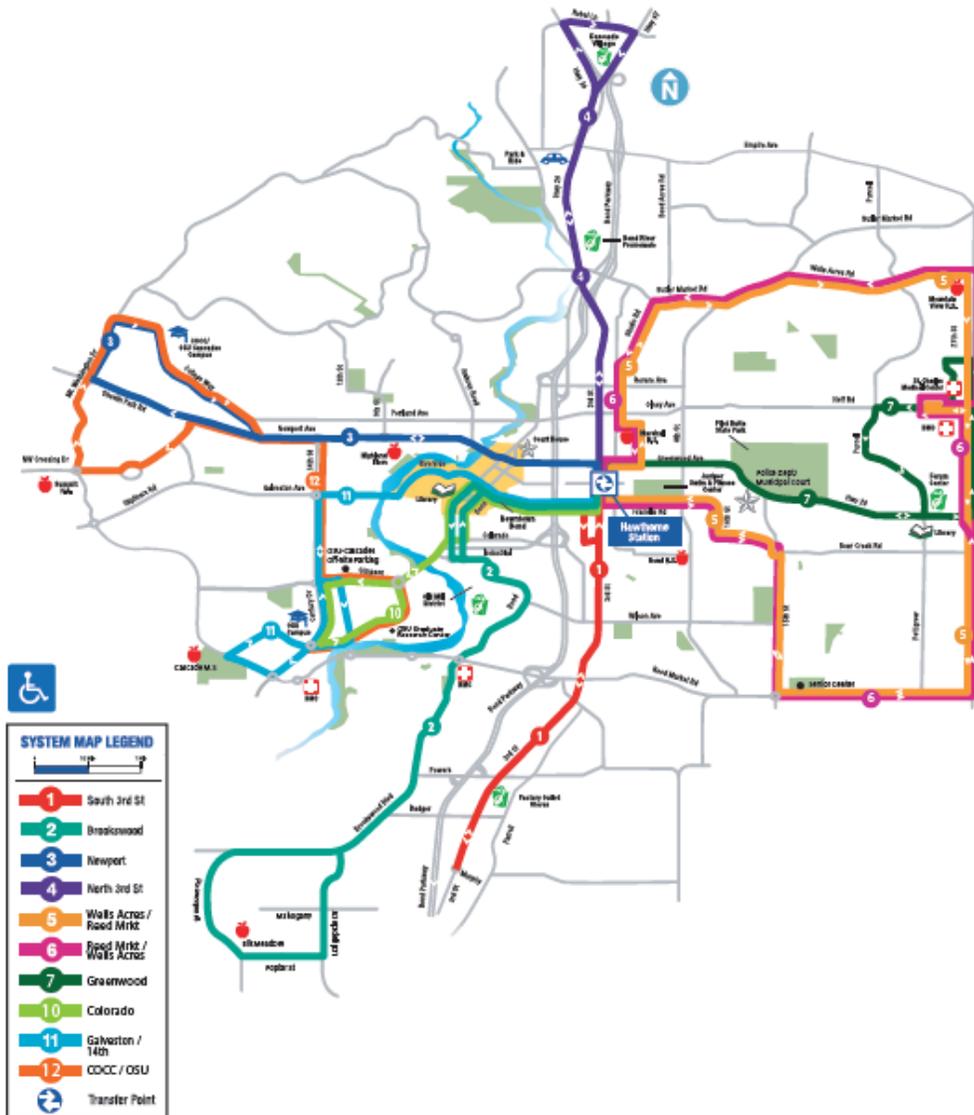
Recreational Shuttles

- Recreation shuttles connect Central Oregon residents and visitors with some of Central Oregon's most fun outdoor attractions. These services reduce congestion, enhance mobility, support economic vitality, and preserve community livability. The Mt. Bachelor shuttle to the mountain is available when Mt. Bachelor is operating during the winter. The Lava Butte shuttle takes riders between the Lava Lands Visitor Center and the top of Lava Butte. Ride the River provides service to people tubing the Deschutes River through Bend throughout the summer. These services are open to the general public and no eligibility exists.

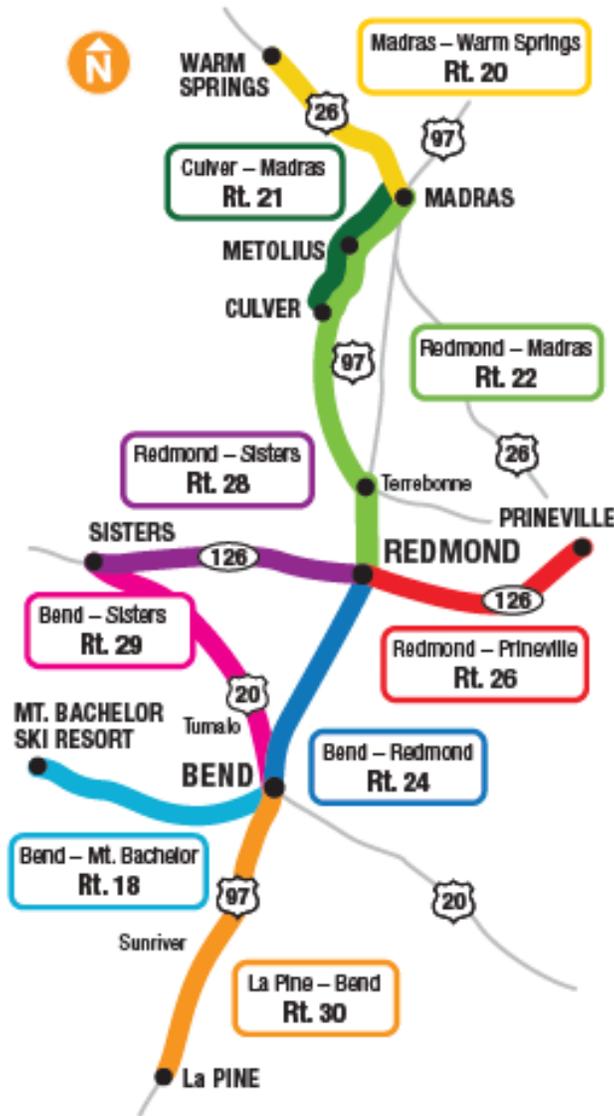
Cascades East Ride Center (CERC) – Medicaid Non-Emergent Medical Transportation (NEMT)

- Cascades East Ride Center (CERC) is a call center that provides non-emergency medical transportation for individuals covered by Medicaid. CERC offers the following services:
 - Rides scheduled for eligible Oregon Health Plan (OHP) clients to and from covered medical services.
 - Travel reimbursements claims processed for OHP clients providing their own transportation to and from eligible medical visits.

CET's Bend Fixed Route Service Map



CET's Regional System Map



CET Bend Dial-A-Ride Application Process

Eligibility Requirements

A passenger interested in riding ADA Paratransit is required to submit a completed application. Within 21 days of receipt, the application will be reviewed and a decision made. The completed application will include a medical professional attesting to the passenger's disability and that such disability would prevent the passenger's ability to independently use the fixed route transit or access a fixed route transit bus stop. Once approved, the passenger would be added to the eligibility list. The passenger is eligible to ride during the application period. The application is included as Appendix A. Cascades East Transit has a separate application process and service for eligible low income seniors and individuals with disabilities beyond the ¾ mile required area in Bend.

Applications for CET's complementary paratransit service are available by calling CET's Bend Dial-A-Ride at (541) 385-8680 or Voice-TTY at 7-1-1 to request an application. Applications are also available for download from CET's website located at http://cascadeseasttransit.com/wp-content/uploads/2016/06/DAR-Application-Eff.-9.1.16_1.pdf; in person at CET's Bear Creek facility at 1250 NE Bear Creek Road, Bend, Oregon, 97701; and also at the Antler Facility at 343 E. Antler, Redmond, Oregon, 97756. Riders may also be asked to participate in an in-person and/or over-the-phone interview for CET to further understand and assess their functional abilities.

Riders must meet the conditions established by the Americans with Disabilities Act (ADA) to qualify for CET's Bend Dial-A-Ride. Federal law restricts eligibility for CET's Bend Dial-A-Ride paratransit service to persons who cannot, due to a disability, utilize CET's fixed route bus services. The CET's Bend Dial-A-Ride eligibility application contains a series of questions that helps CET determine whether or not you are capable of using the fixed-route bus service.

If a rider refuses to provide information about his/her degree of ability or is unwilling to participate in a professional evaluation or in-person assessment by CET staff, his/her eligibility may be denied. Eligibility is based on each person's capability, not on a specific medical diagnosis.

Once the completed application is received, CET will notify the applicant within twenty-one (21) days of his/her eligibility status. If a determination has not been made within 21 days of receiving the completed application, the applicant will be treated as eligible and will be provided with complementary paratransit service until CET makes a determination of eligibility. The applicant will receive a letter verifying whether they are eligible for service or not, and if so, what type of eligibility, and for how long. If the eligibility is limited or denied, CET will state specifically the reason for the limitation or denial and provide appeal information.

Incomplete Applications

Incomplete applications will be returned to applicants unprocessed. Under conditions where the applicant satisfactorily shows the Professional Verification cannot be completed in a reasonable time due to protracted appointment dates or other causes beyond the control of the applicant, CET staff may make a temporary determination regarding eligibility based only on the Bend Dial-A-Ride Application. If granted, it will extend until twenty-one (21) days after the provided appointment date. If not granted, it will be reconsidered as a new application once the completed Professional Verification is received.

Types of Eligibility

There are three (3) types of eligibility: Temporary Eligibility, Conditional Eligibility and Full Eligibility. Temporary Eligibility will expire on a specified date determined by CET based on application information. Full Eligibility currently has a three (3) year recertification cycle. A Conditional Eligibility allows individuals to take Bend Dial-A-Ride trips to certain destinations due to inaccessible infrastructure barriers such as the absence of sidewalks or curb-cuts, where other destinations can be accessed successfully by the individual using the fixed-route system. Certain environmental weather conditions like snow or high temperatures may also be a determining factor for Conditional Eligibility.

Eligibility Expiration/Recertification

CET may request any or all clients to reapply at any time based on health conditions or after legal or policy changes, among other reasons, but must give at least a 90-day notice of expiration in writing. At any rate, these requests will not be arbitrary or capricious, discriminatory, or unreasonably frequent.

Eligibility Determination Process

Eligibility will be determined by trained CET staff and will be based on ADA eligibility standards described in 49 CFR 37.123 and 49 CFR 37.125. Regulation 49 CFR 37.125(a) states, "The process shall strictly limit ADA paratransit eligibility to individuals specified in 37.123 of this part." The CET will review applications to ensure that due process has been observed. The applicant will receive a letter describing their eligibility. If eligibility is denied or limited, the letter will describe why they were denied or provided limited service, and how they can appeal the decision. The letter will be sent in the format requested in the application.

Appeals Process for ADA Eligibility

If the applicant disagrees with the determination, he/she may appeal the decision. The appeals process will be carefully explained to all applicants who are rejected or granted limited eligibility. The following steps will be used to appeal the eligibility determination:

- The applicant will have sixty (60) days to file an appeal with the Operations Department, which can be mailed, emailed or presented in person.

- An Appeals Committee, comprised of members independent of CET, will investigate all eligibility appeals. The Operations Department may collect additional information as part of the review. The applicant will have the opportunity to be heard in person or may submit all his/her arguments in writing or an accessible format. The appeals committee will have thirty (30) days from the date of the appeal to render a decision. After thirty (30) days, the applicant will be temporarily eligible until a decision has been reached. The applicant will be notified by letter, and other methods requested.
- If a customer appeal is denied and the applicant believes the ADA paratransit eligibility process was unfair, the applicant can file a complaint with the Federal Transit Administration Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington D.C. 20590 (866) 377-8642 (Voice) (800) 877-8339 (TTY)

Members of the community interested in becoming a peer member of the Appeals Committee, please contact (541) 385-8680.

ADA Eligible Visitors Policy

Visitors from out-of-town may use Bend Dial-A-Ride services when visiting from another area. Visitors who are ADA eligible with another transit system or can demonstrate that they have a disability that would prevent them from using CET's fixed route bus service will be given 21 days of paratransit service for one (1) year. Service needs beyond the 21 day period will require the visitor to apply for the Bend Dial-A-Ride program.

CET's ADA Complementary Paratransit Service

Meeting the Requirements of the Americans with Disabilities Act

Under CET's Paratransit Service Plan, the level of service provided to persons determined to be ADA eligible is equivalent to CET's fixed-route bus service. The following is a description of how CET's Bend Dial-A-Ride paratransit service meets or exceeds the ADA service criteria:

Service Area

CET provides dial-A-ride service beyond the required $\frac{3}{4}$ of a mile from the center of each fixed bus route. Instead it operates within the entire city limits of Bend.

Response Time

As stated in the regulations, pickup times will be negotiated with ADA eligible passengers to maintain or increase efficiencies. As a shared ride service, CET is allowed to negotiate within a one-hour window on either side of the requested pick up time. Referred to as the "pickup window," a CET vehicle can arrive up to fifteen minutes before or after the agreed pickup time.

Fare Structure

Fares charged for an ADA eligible complementary service trip to eligible ADA users may be up to twice the amount of the base cash fare paid by passengers of CET's fixed-route bus system. The 2017 fare for a

one-way ADA complementary paratransit trip is \$2.50. Personal Care Attendants (PCA) traveling with an ADA eligible client will not be charged, as defined in the regulations. Guests riding with an ADA eligible client will be charged the standard \$2.50 paratransit fare.

Trip Purposes

There are no priorities on trips based on trip purpose.

Hours and Days of Service

ADA complementary paratransit service shall be offered during the same days and hours as CET's fixed-route service. CET also provides this service on Sundays when Bend's fixed routes are not operating. As of December, 2016, the hours of operation allow for scheduled drop-offs and pick-ups Monday – Friday 6:00 a.m. – 7:00 p.m., Saturday 7:30 a.m. – 5:30 p.m., and Sunday 8:30 a.m. – 3:15 p.m.

Hours and Days of Reservation Requests for Bend ADA Paratransit Dial-A-Ride Service

Bend Dial-A-Ride telephone reservation requests are accepted Monday – Friday 7:00 a.m.- 5:00 p.m. .

As an eligible client for Bend complementary ADA rides, you may request a ride from one (1) to fourteen (14) days in advance by calling CET's call center at [\(541\) 385-8680](tel:5413858680). To talk to a customer service representative, please call Monday through Friday from 7:00 a.m. to 5:00 p.m. You may also leave a message after 5:00 p.m. Monday through Friday or on Saturday or Sunday. The date and time of each call is time stamped. After 5:00 p.m. Monday through Friday, the call center phone lines remain open until 7:30 p.m. for general information and ride cancellations.

If leaving a message outside of the Monday-Friday 7:00 a.m. to 5:00 pm hours, provide the following information when requesting a ride:

- Name, address, and phone number.
- Pick-up address.
- Destination name, address, and phone number.
- Desired pick-up, appointment—if applicable, and return times.
- Whether you will be traveling with a Personal Care Attendant (PCA), service animal, and/or guest(s).
- Any assistive equipment you, your PCA, or your guest(s) may be using.
- Any special directions: how to find locations, a specific entrance you will be at, etc.

Hours and Days of Reservation Requests for Rural Public Dial-A-Ride

Rural Public Dial-A-Ride reservation requests are taken on Monday-Friday 7:00 a.m. – 4 p.m. by calling CET's call center at [\(541\) 385-8680](tel:5413858680). Voice mail requests are accepted anytime the reservation line is closed; requests for same day or next day transportation will not be accepted via voice mail other than Sunday voice mail requests for Monday, depending on availability.

No-same-day Request Exception

No same-day transportation requests are accepted. All trips must be made, at a minimum, the day before in order to receive transportation services.

Capacity Constraints

Currently, there are no capacity constraints for paratransit service. The Bend Dial-A-Ride program has strict service standards and strives to accept every trip request. If capacity restraints do arise, only trips that are outside of the ¾ mile ADA buffer from Bend's fixed routes will be denied.

Personal Care Attendant Policy

Personal Care Attendants (PCA) are permitted to accompany ADA eligible riders on ADA eligible trips at no charge. CET requests that clients state the need for a PCA when they schedule their trip. CET does not provide PCA's. One guest is allowed to accompany an ADA eligible complementary paratransit client on their ADA eligible trip. More than one guest will be allowed on a space available basis. A PCA is not considered to be a "guest" or companion. All guests, family members, companions or friends are required to pay the applicable paratransit fare. Children under the age of six (6) may ride free with a fare-paying ADA eligible adult, limit two (2) children.

CET's Origin-to-Destination Assistance

CET provides paratransit services with a fleet of accessible vans and service is provided within Bend's city limits. CET provides all trips as origin-to-destination unless otherwise requested. Drivers may offer a steadying arm or push a manual wheelchair from the entrance of a pick-up address to the vehicle or assist with carrying allowable items. At the destination, drivers will offer the same level of assistance from the vehicle to the entrance of the destination.

Drivers cannot assist passengers up or down stairs or through the door (past the threshold). Riders will need to be accompanied by a personal care attendant (PCA) if they need personalized assistance while traveling on CET's Bend Dial-A-Ride or if they need assistance when they arrive at their destination. To ensure efficient and timely service, clients are encouraged to bring only what they can carry themselves or with the assistance of a PCA or guest.

CET's Pick-Up, Cancellation, and Appeals Policies**Pick-up Policies**

Bend Dial-A-Ride has a 30-minute pick-up window which allows a vehicle to arrive 0 minutes before to 30 minutes after the scheduled pickup time. Clients must board within 5 minutes of the vehicles arrival when within the 30-minute pick-up window. Drivers can leave after waiting 5 minutes if the client does not appear. Drivers must first notify dispatch before charging a no show to determine if special conditions exist. Dispatch may make efforts to contact the client.

- Clients will be charged a "No Show" if they do not board the vehicle within 5 minutes after the vehicle arrives. If the driver has not left after 5 minutes, the client will still be charged with a "No Show"

- If the Bend Dial-A-Ride vehicle will arrive more than 30 minutes after a scheduled pick-up time, CET will make every effort to inform the client.

Cancellations

To cancel trip requests, clients should notify the scheduling line as soon as possible, but at least thirty (30) minutes before their scheduled transport time. Cancelling within thirty (30) minutes of the schedule time will result in a “No Show.”

The client may be considered a “No Show” if:

- No Show – client does not show up for a scheduled ride
- Late Boarding – boards more than 5 minutes after the vehicle arrives (if no special condition exists)
- Cancel at Origin – chooses not to ride once the vehicle arrives
- Late Cancellation – Cancels the ride within thirty (30) minutes of scheduled time

No shows will not be imposed for circumstances beyond the client’s control. Clients who do not show up for their initial ride starting at their home must contact the Bend Dial-A-Ride program and cancel any other scheduled trips no longer needed to avoid receiving additional no shows. Clients receiving three (3) no shows or no shows which are at least ten (10) percent of their total completed trips (whichever is greater) may have their transportation service suspended. Clients with two (2) no shows or more will receive a warning letter stating additional no shows may result in a suspension of service. The standard service suspension is ten (10) service days. Clients will be given at least 14 days before a service suspension takes place.

No Show Appeals

If a rider’s service is scheduled for suspension due to a series of no-show trips, he/she may request a review of the decision by calling CET’s Bend Dial-A-Ride at (541) 385-8680. A CET manager will conduct an independent review of the decision. The manager will review the file and, if necessary, gather additional information. The rider may be asked to participate in an in-person interview. CET’s Manager will make every effort to complete the review process as soon as possible and provide written notification within five (5) business days of the review decision. If the rider is not satisfied with the outcome of the review, he/she may initiate an appeal.

Suspension Appeals

The client may appeal suspensions within fourteen (14) calendar days of receipt of the suspension letter. Appeals may be initiated by the client or by another person on the client’s behalf and submitted to CET Transportation Manager, 1250 Bear Creek Rd, Bend, OR 97701. The appeals must document the specific reason that the incident was beyond the client’s control or other reasons the appeal should be granted.

Suspension hearings will be heard by an Appeals Committee comprised of members independent of CET staff. The client will have the opportunity to be heard in person or may submit all his/her arguments in writing or an accessible format. The appeals committee will issue a response in writing within fifteen

(15) calendar days of the receipt of the appeal. During the appeals process, the client's eligibility will remain until the outcome of the appeal.

Description of the Public Participation Process

In an effort to solicit full public participation, CET has defined a comprehensive public participation process through its Regional Public Transit Advisory Committee (RPTAC). Additionally CET solicits the input of persons with disabilities through membership in the Central Oregon Coalition for Access, which consists of service agencies and disabled citizens, many of whom utilize CET's paratransit services.

APPENDIX A – Eligibility Application



BEND DIAL-A-Ride

ADA PARATRANSIT ELIGIBILITY APPLICATION

This application will determine eligibility for passengers unable to ride a fixed route bus due to a disability that is temporary, conditional or permanent. It is important that applications are filled out completely. Any incomplete applications will be returned.

After Dial-A-Ride receives your application, what can you expect?

- If you believe you qualify for Dial-A-Ride, you will be allowed service for 30 days while you complete and submit an application.
- You will receive notice whether or not you are eligible within 21 days of receipt of your completed application.
- Once accepted, re-certification will be required every three (3) years.
- If denied, please contact the Dial-A-Ride office (541-385-8680) to discuss the appeal process.

If you need assistance completing this application, would like the application in an alternative format, or have additional questions about public transportation under the Americans with Disabilities act, contact the Dial-A-Ride office at: [541-385-8680](tel:541-385-8680). For persons with hearing or speech disabilities, call the Oregon Telecommunications Relay Service at [1-800-735-2900](tel:1-800-735-2900) TTY-Oregon Relay).

Please complete form and mail or fax to:

**Cascades East Transit
343 E Antler Ave
Redmond, OR 97756
Phone 541-385-8680
Fax 541-548-9548**

PERSONAL INFORMATION

Last Name _____ First Name _____ Middle Initial _____

DOB _____ Address _____ Apt/Space # _____

Mailing Address if different _____

City _____ State _____ Zip Code _____

Cross Street _____ Name of Building or Facility _____

Name of person/party responsible for applicants mail _____

Telephone: Day _____ Evening _____

Optional Cell Phone _____ Fax _____ Email _____

EMERGENCY CONTACT PERSON

Please list two contact people to be notified in case of an emergency.

1. Name _____ Number(s) _____

Relationship to Applicant _____ Address _____

2. Name _____ Number(s) _____

Relationship to Applicant _____ Address _____

MOBILITY EQUIPMENT AIDS OR ASSISTANCE – This information will assist Dial-A-Ride in providing quality service.

1. Will you use any of these aids when riding Dial-A-Ride? (Check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Cane, Walker, Crutches or White Cane | <input type="checkbox"/> Service Animal |
| <input type="checkbox"/> Communication Aid | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Portable Oxygen or other medical device | <input type="checkbox"/> None of the above |

2. Will you use a **wheelchair or motorized scooter** when riding Dial-A-Ride:

- Yes No

a. If you use a wheelchair or motorized scooter, which device will you use?

- Manual Wheelchair Motorized Wheelchair Motorized Scooter

b. Is the combined weight of you and your wheelchair or scooter more than 600 pounds?
 Yes No

c. Does your wheelchair or scooter exceed 48 inches in length or 30 inches in width?
 Yes No

Note: We cannot accommodate you if your wheelchair or scooter exceeds 48 inches in length 30 inches in width or the weight is more than 600 pounds when occupied.

APPLICANT'S ASSESSMENT FOR PARATRANSIT ELIGIBILITY

1. What prevents you from using the Cascades East Transit fixed route bus service?

(check all that apply)

Physical disability

Hearing disability

Visual disability

Cognitive/Mental disability

Other (explain) _____

2. Is the circumstance described above:

Temporary

Permanent

3. What circumstances prevent you from using fixed route transit?

4. Dial-A-Ride drivers are not able to perform the duties of a **Personal Care Attendant**.

(A person who provides assistance during a ride or at a destination). Will you be accompanied by a Personal Care Attendant when riding Dial-A-Ride?

Always

Never

Sometimes

5. When you arrive at your destination, does someone else need to be there to take responsibility for you before the driver leaves? Yes No

If yes, the emergency contact person you listed will be called if no one is available to receive you at your destination.

I certify that the provided information is correct:

Signature _____ Date _____

If completed by someone other than the applicant.

Signature _____ Date _____

APPLICANTS ABILITIES AND NEEDS (FUNCTIONAL ABILITY)

The Following Section **MUST BE COMPLETED** by:
Applicant's PHYSICIAN, HEALTHCARE PROFESSIONAL or CASE MANAGER

INSTRUCTIONS:

In deciding whether the applicant is eligible for the program please remember; an individual must have a disability and, as a result of their physical or mental impairment, they are on occasion, unable to board, ride, or exit from any accessible Cascades East Transit fixed route bus.

Please focus your response on the **functional ability of the applicant**. If an individual has a temporary medical condition, please provide information as to duration of that medical condition.

Client's Name: _____

1. Please check all the following that apply (functional ability) to the applicant:

- Can walk, use a wheelchair or scooter, etc., for 1/3 city block (approximately 200 feet) without help from another person?
 Can walk, use a wheelchair or scooter, etc., for 3 city blocks (1/4 mile) without help from another person?
 Can climb three 12 inch steps without help?
 Can wait outside for a bus for 30 minutes without help?
 Can travel to or from their home to a bus stop without assistance?
 Can get on and off a lift-equipped bus without help?
Does the client have the cognitive ability to ride the fixed bus system? **Yes** **No** (circle one)

2. Does the client require curb-to-curb service? Yes No Sometimes

3. Does the client require door-to-door service (someone must help from door to bus)?

Yes No Sometimes

If yes, why? _____

4. Can the client, with the assistance of a working wheelchair lift or other boarding assistance device, board, **ride**, and exit a Cascades East Transit bus? (**Dial a Ride**)

Yes No

Applicant's condition is:

Please check one:

Permanent Temporary – From: _____ for how many months _____

Conditional, could use fixed route under some circumstances.

Please explain the circumstances in which you feel the applicant would be functional (*able*) to use the regular Fixed Route system:

Transport to and from fixed route

Adequate training on system

Other (describe)

Name of Certifying Person (**Print**) _____

I certify that the information I have submitted is my medical or professional opinion on my client's functional ability to use the fixed route bus system.

Signature _____

Title _____ Telephone _____

Agency _____ Date _____

Address _____

**Please complete form and mail or Fax to:
Cascade East Transit
343 E Antler Ave
Redmond, OR 97756
Phone 541-385-8680
Fax 541-548-9548**