

3.11 Warnings

Late Cancellations and No-shows or Cancellations at the Door

A post card is sent out after each late cancelation, no show or cancel at the door in order to give the client a chance to address the issue in a timely manner. If there are no extenuating circumstances, each late cancel, no show or cancel at the door is worth 1 penalty point.

Riders will be at risk for suspension if they have:

1. 2 penalty points in a month
2. booked at least 10 trips
3. no showed or late canceled at least 5% of their scheduled trips

The reason for the late cancellation, no show or cancel at the door, if given, will be taken into consideration when assessing a suspension of service.

Kootenai County's Citylink Paratransit System will send a letter of "intent to suspend" will be once the minimum threshold has been met. The individual will have 15 days to respond by phone or in writing to be heard and to present any pertinent information and/or argument. After the response time has passed, or after the response is made, the individual will be provided with a written notification of the decisions and the reasons for it.

3.12 Suspension of Service

Records will be reviewed when a person has a pattern of late cancellations, no-shows, at the door cancellations, or any combination of all. A written letter of "intent to suspend" will be sent and the individual will have 15 days to respond by phone or in writing to be heard and to present any pertinent information and/or argument. After the response time has passed, or after the response is made, the individual will be provided with a written notification of the decisions and the reasons for it. Errors made by Kootenai County Transit will not count against a client.

Falsifying of an application, violence, sexual harassment, seriously disruptive, or illegal conduct toward passengers, staff, or driver/operators will result in an immediate suspension of service and possible criminal action. Suspension will begin immediately and will be followed up with a written letter detailing the reasons for the suspension. The individual will have 15 days to respond by phone or in writing to be heard and to present any pertinent information and/or argument. After the response time has passed, or after the response is made, the individual will be provided with a written notification of the decisions and the reasons for it.

3.13 Appeal Procedure

Before suspension of service takes place, excluding abusive, sexual, or threatening behavior which requires immediate suspension, the passenger will be notified by mail of the intention to suspend service. Passengers who have been notified of the intention to suspend service may call, 208-446-1616, write Kootenai County's Citylink Paratransit at 451 N. Government Way, PO Box 9000, Coeur d'Alene, ID 83816 or email khobson@kcgov.us for appeal information. If the decision to suspend service is upheld, you have the right to request an administrative review, in writing or alternative format, within 15 calendar days of the date of the warning or decision. The hearing decision will be final. Persons who do not appeal will have service suspended beginning of the 10th day after receipt of the notice.

Assistance

4.1 Assistance from Drivers/Operators

1. Origin to Destination service
 - a. Driver/Operator will not lift passengers and/or wheelchairs.
 - b. Driver/Operator will not enter homes or nursing facilities. Passengers must be able to exit on their own or receive appropriate assistance from their personal care attendant.
 - c. Driver/Operator will not handle keys to lock or unlock doors, activate or de-activate house alarms, or use security codes.
 - d. Driver/Operator will not enter a business facility to look for passengers. Passengers must be ready at the door of the scheduled location when the vehicle arrives.
 - e. Driver/Operator will make reasonable accommodations to assist wheelchair passengers up or down outside ramps. Ramps must meet ADA specifications and be free of snow, ice, and debris. If ramps are not to ADA specifications, or if the driver/operator is unable to navigate the ramp safely, the client may be required to meet the driver/operator at the curb.
 - f. The pathway to and from the bus must be safe and free of debris. If the driver/operator or supervisor determines the pathway too dangerous, the Driver/Operator will look for an alternative pathway that is safe and free of debris.
2. Passenger assistance is limited.
 - a. Driver/Operator will not carry grocery bags for passengers. Driver/Operator will not hold or carry children or child carriers on or off the bus.
 - b. Large items or items that pose a safety/health threat will not be transported. It is the passenger's responsibility to make separate delivery arrangements (examples: televisions, firearms, furniture, computers, plants, gasoline, boxes, etc.)