

**KOOTENAI COUNTY
PUBLIC TRANSPORTATION**



**Kootenai County Public
Transportation System:
Citylink North and Riverstone Transit
Center Property and User(s) Policy**

September, 2019

Approve: _____

Jody Bieze
Jody Bieze, Director

1. TRANSIT AGENCY INFORMATION

Name: Kootenai County Public Transportation "Citylink North"
Address: 2400 Riverstone Drive, Coeur d'Alene, ID 83814

2. POLICY DEVELOPMENT, APPROVAL, AND UPDATES

Kootenai County "Citylink North"	
Public Transportation System and Properties Policies Completion/Revision	
Plan Completion Date:	October 4, 2019
Accountable Executive:	<u>Jody Bieze</u> <u>7 October 2019</u>
	Jody Bieze, Director Date
Approving Board:	Chairman Chris Fillios, Board of County Commissioners
	Date of Approval:
	<u>10 / 15 / 2019</u>
	<u>Chris Fillios</u>
Version Number:	1 – Completed October 4, 2019

SERVICE AREAS AND PROPERTIES

In the Kootenai County area, regular route bus service consists of the A Route providing service to the core area of Coeur d'Alene, B Route providing service to Post Falls and Huetter, and the C Route providing service to Hayden, Dalton Gardens, and Coeur d'Alene. The system inclusive of the A, B, and C routes is herein after referred to as "Citylink North." All regular bus routes originate and terminate at the Riverstone Transit Center. Citylink North also provides complementary Paratransit service within $\frac{3}{4}$ of a mile of the regular route service, as well as a senior Ring-a-Ride program. Citylink North is under authority of the Kootenai County government.

South of the Coeur d'Alene urban area, the Link Route provides connections with the local Citylink bus routes leaving from the Riverstone Transit Center, as well as regional routes that connect at Coeur d'Alene Casino. The Plummer Express Route, provides direct regional service between Coeur d'Alene and Plummer. The Link, Rural, and Plummer Express routes are herein after referred to as "Citylink South." Citylink South is under authority of the Coeur d'Alene Tribe.

ACCESSIBILITY

Buses on both Citylink North and Citylink South are lift equipped and wheelchair accessible. Any person who is not able to climb steps may request to use the lift platform or ramp when boarding and alighting. Handrails are provided on both the lift device and the steps for stability. The seats closest to the front of the fixed route buses are reserved for persons with disabilities and the elderly. If bus stops are inaccessible for those with disabilities, drivers have been directed to accommodate those riders by finding a safe, reasonable access point in the right of way where the lift can be deployed.

POLICY APPLICABILITY

Policies referenced in this document apply to services and properties specific to Citylink North regular route buses, bus stops, and shelters on the A, B, and C, routes, Paratransit and Ring-A-Ride services, and the Riverstone Transit Center (RTC), herein after referred to as "RTC".

CITYLINK NORTH PUBLIC TRANSPORTATION SYSTEM HOURS OF SERVICE

The A, B and C regular route bus service, and the Paratransit and Ring-a-Ride bus services are provided from 6:00AM - 7:00PM Monday through Friday and 9:00AM – 4:00PM Saturday. There is no Sunday service at this time.

HOLIDAY CLOSURES:

New Year's Day, January 1st
Memorial Day, Last Monday of May
Independence Day, July 4th
Labor Day, First Monday of September
Thanksgiving Day, Fourth Thursday of November
Christmas Day, December 25th

ROUTE INFORMATION FOR CITYLINK NORTH:

- Online: <http://citylink.passiogo.com>
- By Phone: 208.446.2255
- By e-mail: citylinknorth@kcgov.us

Route schedules are available upon request in an accessible format. Persons with a hearing impairment may use the TTY number 711 to call for information.

CITYLINK SOUTH TRANSPORTATION SYSTEM

The Link service provides connectivity between the northern transfer station at RTC, and the southern transfer station located at the Coeur d'Alene Casino. A Link bus leaves RTC every 85 minutes. Passengers for Worley and destinations south must ride the Link bus first. To board the bus at Fighting Creek or Mica Grange, customers must make arrangements in advance by calling 877-941-RIDE. Service for the Link route from Coeur d'Alene to the Casino service is provided from 5:40AM - 1:00AM seven (7) days a week, with final scheduled departure from RTC at 11:50PM.

Citylink Rural Route buses provide service between DeSmet in Benewah County, and the southern transfer station located at the Coeur d'Alene Casino. Rural buses leave the southern transfer station every two hours and serve bus stops in the towns of Worley, Plummer, Tensed and DeSmet.

The Plummer Express is direct bus service between the towns of Coeur d'Alene and Plummer. Please note that this bus is a direct express, and will not make any stops until it arrives in Plummer. Although this bus service is designed to encourage the use of public transportation as a means of commuting to work; everyone is welcome to ride the bus, which is environmentally friendly and wheelchair accessible.

ROUTE INFORMATION FOR CITYLINK SOUTH:

- By Phone: 1-877-941-RIDE (7433)
- By Mail: P.O. Box 236, Worley ID 83876
- By email: citylinkmanagers@idahocitylink.com

TRAINED SERVICE ANIMALS – CITYLINK NORTH AND CITYLINK SOUTH

Service animals are allowed on the public bus system and must have proof of current licensing and rabies tags. Service animals must sit or lie at the owner's feet or be held in owner's lap and must not block aisles or occupy a seat. Companion animals, mental/emotional health animals and pets are not allowed.

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.167(d), transit entities are only required to allow service animals to accompany individuals with disabilities in vehicles and facilities. DOT ADA regulations at 49 C.F.R. Section 37.3 define a service animal as an animal "individually trained to work or perform tasks for an individual with a disability." Passengers must maintain control of their service animal at all times. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these

devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. You will be asked to leave your dog at home if: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff will offer the person with the disability the opportunity to obtain goods or services without the animal's presence. If your service animal is out of control, they will not be allowed to board and will not be allowed on future rides.

BICYCLES

Bike racks are located on all Citylink buses (other than Paratransit and Ring-a-Ride buses), and can hold up to two bikes at one time. No bikes are allowed inside the bus. It is the passenger's responsibility to secure the bike on the rack and to remove it immediately after departing the bus. Please return the rack to the folded position when finished. Bicycles may not be ridden on at the Riverstone Transit Center for the safety of the rider; please walk your bicycle to the adjacent bike path or sidewalk.

CODE OF CONDUCT

PROHIBITED ACTIONS/BEHAVIORS ON RIVERSTONE TRANSIT CENTER PROPERTY, BUS SHELTERS, AND BUSES:

To ensure the safety and comfort of all riders and employees, the following is prohibited and may be grounds for being asked to leave the property, disembark the bus, suspension or termination of services, and/or being trespassed from the Riverstone Transit Center (RTC) property and/or bus shelters:

Prohibited:

- Non-compliance with verbal or written instructions/directions issued by Citylink staff.
- Smoking or vaping on public transportation property.
- Alcohol, intoxication or being under the influence of illegal substances.
- Loitering or lying down.
- Littering, spitting, feet on sitting areas, or creating unsanitary conditions.
- Loud or unreasonable noises, noise producing devices (headphones are allowed).
- Unruly behavior, fighting, swearing, or harassing/abusive language; this includes improper, suggestive, or sexual communication.
- Soliciting or unauthorized commercial activity, unlawful posting of materials.
- Flammable liquids, such as gasoline, kerosene, propane, etc.
- Dangerous or large items (car batteries, fireworks, furniture, trees, panes of glass, etc.).
- Operating or tampering with vehicle equipment or transit property.
- Obstructing or impeding flow of customers or buses.
- Leaving items or children unattended.
- Animals, other than trained service dogs (and miniature horses), on buses.

- Failure to clean up after defecating animals is punishable by fine per City Code.
- Bike riding, skateboarding, rollerblading, other than on bike trail.
- Driving vehicles at speeds over 10 mph or dangerous driving (“spinning donuts,” etc.)
- Overnight parking without permit or overnight camping.
- Clothing soiled with bodily fluids.
- Open or uncovered sores or wounds.

In addition to the above policies, the below policies are specific to riding on public transportation – NO:

- Eating, drinking, or open food and drink containers in the vehicles.
- Excessive carry-on items or packages in seats or aisles.
- Blocking of aisles (including feet, legs, arms).
- Bikes inside the vehicle.
- Strollers that are not empty or folded prior to boarding or that block aisles or doorways.
- Cell phones on speaker or loud conversations that may distract the driver.
- Standing in front of the standee line, in doorways, or on the steps.
- Standing when open seats are available.
- Standing before the bus comes to a complete stop.
- Distracting or inappropriate conversation with the driver.
- Idle riding: Riders must have a destination and get off at that location.

RULE VIOLATION PENALTIES

Passengers who violate any of Kootenai County’s Citylink rules are subject to penalties, including being verbally asked to refrain from the behavior, being removed from the bus or suspended from Kootenai County’s Citylink Public Transportation services and facilities. Riders who engage in physical abuse or cause physical injury to another rider or driver/operator will be immediately suspended and may face criminal prosecution. Suspension from services will be between thirty (30) days and six (6) months based on the nature and seriousness of the infraction. Passengers who repeatedly violate policies will face increasing lengths of suspension. A review panel will determine suspension timeframes.

APPEAL PROCESS

An appeal must be filed within 30 days of the suspension or trespass of an individual's access to public transportation and properties. The process shall include an opportunity to be heard and to present information. The appeal process shall be conducted by a person who was not involved with the initial decision to suspend or trespass, and riders will be given a written notification of the decision, and the reasons for it.

PARKING

Parking at RTC is for persons accessing transportation and trails, and staff use only. Vehicles will be monitored, and any vehicle in the parking lot overnight without a parking permit will be towed at the owner’s expense. Overnight permits are issued by the Coeur d’Alene Tribe Transportation

Department. Please remember to keep your vehicle locked and valuables stored out of sight when you are away from your vehicle.

SAFETY COMMUNICATION

Safety is of the utmost importance at all times. Riders or members of the public who notice anything that can cause harm to another or property are asked to report the observance to RTC staff. The RTC is designed to be a safe environment and transportation hub for everyone! If you see something, please say something to our staff. For a full copy of our Safety Plan, please contact the RTC offices at 208.446.1616.

TRAVEL TRAINING

Citylink North staff can provide training to anyone who would like to access the regular route buses for transportation but is unsure how. Travel training is also available for persons approved for the Paratransit and Ring-a-Ride programs. Training can also help seniors and persons with disabilities gain more independence by assisting them in accessing the freedom of the regular route bus service. Trainers familiarize you with how the system works and most importantly, how the system can work for your specific needs. If you are hesitant to ride the bus, travel training will give you the confidence you need to be comfortable and in control of your schedule. The trainer will determine your needs and design an individualized training plan, including one-on-one instruction while actually riding the bus with you. If you are interested in Mobility Training, call **208.446.1616**. TTY users should use 711.

RIDING THE REGULAR ROUTE BUS

PLANNING YOUR TRIP

Passio Go! App: Citylink North has an easy to use app for smartphones that shows the routes, estimated and actual times of arrival; you can even track your bus in real time: <http://citylink.passiogo.com> will show the same information on a web browser and offer the link for the app for Apple and Android users.

Google and Apple Maps: Trip planning is also available on both Google and Apple Maps. Simply enter your location, the destination you wish to go to, select the bus icon, and both apps will give you walking directions to the nearest bus stop, bus stop information, arrival times, and information on transfers, as well as the estimated travel time.

FARES

There is currently no fare for the regular route bus or the Paratransit or Ring-a-Ride programs: Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.121 require paratransit fares to be comparable to the fare for a trip between the same points on the regular fixed route transit system. “Comparable” is defined in DOT ADA regulations at 49 C.F.R. Section 37.131(c) as not more than twice the fare that would be charged

to an individual paying full fare for a trip of similar length, at a similar time of day, on the entity's fixed route system, exclusive of discounts.

AT THE BUS STOP

Arrive at the bus stop a few minutes (we suggest five minutes) prior to the scheduled bus arrival. Buses may occasionally run a few minutes late due to unavoidable traffic congestion, construction, or boarding delays; exact bus arrival information in real time is available on the Passio Go! app found at: <http://citylink.passiogo.com>

Check the electronic banner on the front of the bus to ensure it is the right bus. There are only a few locations where our routes overlap (mostly in the Kootenai Health/Ironwood area), but you'll want to make sure you are getting on the right bus route.

Be close to the bus stop sign. If it is not readily apparent to the bus driver that you are waiting for the bus, they may not stop to check. Stand on the sidewalk within a few feet of the sign...it's also helpful if you are looking at the bus to signal that you are waiting for it to stop.

Wait for other passengers to get off before you get on. Most of the drivers will signal to you when there are no more people getting off of the bus.

If you need the lift, notify the driver.

RIDING THE BUS

Sit in a seat if there is one available, and/or hold on. Look for an open seat and sit in it. If you can't find one, stand somewhere that is as out of the way as possible, but you must stand behind the driver line, and not blocking the doors. Be sure to hold onto a pole so that you don't fall and hurt yourself or someone else once the bus starts moving.

Seniors and people who are disabled get first priority of the seats that are located at the front of the bus. If a person who is elderly or disabled gets on the bus and you're sitting in the front, stand up and offer them your seat and move to a seat in the back.

Try to minimize the amount of space you take up. We usually have enough seats for everyone, but seats taken up with your bags, purses, backpacks, jackets, and other personal items may have to be moved to your lap and floor between your feet if there are not enough seats for everyone.

Pull the signal cord when your stop is close (usually about a block from your stop). Buses do not automatically stop at all bus stops unless they see someone waiting to get onboard, or unless someone activates the stop request by pulling the signal cord. You only need to pull the signal cord once.

Wait until the bus is gone before crossing the street. Do NOT cross the street in front of the bus unless you have the pedestrian walk signal.

Shirt and shoes required.

PARATRANSIT AND RING-A-RIDE

Citylink North ADA Paratransit and Ring-a-Ride services are curb-to-curb, origin to destination, accessible bus services.

ADA PARATRANSIT

Americans with Disabilities (ADA) Paratransit bus service, which provides “origin-to-destination” curb-to-curb service for people with an ADA eligible, functional limitation that prevents them from using the regular route buses part, or all of the time. Per the ADA, complementary Paratransit is not intended to be a comprehensive system of transportation for individuals with disabilities. Like the regular route bus, this is a shared ride service, but unlike the regular route bus, rides must be scheduled in advance.

RING-A-RIDE

Ring-a-Ride service is provided for seniors over the age of 65 where public transportation is insufficient, unavailable or inappropriate, and/or have some level of physical mobility challenge. Ring-a-Ride can also be for people 18-64 who have a disability and live outside of the paratransit area, but within the supplemental Ring-a-Ride zone; persons under the age of 65 will be assessed for Ring-a-Ride services at the ADA Paratransit level.

Kootenai County is committed to providing the best public transportation for the community that can be achieved, and realizes that all persons should be afforded equal public transit opportunities. It is not intended to be a comprehensive system of transportation that meets all of the travel needs of persons with disabilities.

ELIGIBILITY FOR SERVICE

Citylink fixed route buses are considered the primary mode of public transportation for everyone in our service area. However, in accordance with the Americans with Disabilities Act (ADA), Citylink North and its partners together provide ADA Paratransit and Ring-a-Ride and non-emergency medical transportation services.

ADA PARATRANSIT

ADA Paratransit is a curb-to-curb, origin to destination, service for people determined to have a functional inability to use the wheelchair accessible regular route bus system as defined by FTA Circular 4710.1.

If your disability prevents you from taking the regular route bus service, you may be eligible for paratransit bus service some or all of the time:

- Having a disability does not by itself qualify you for Paratransit eligibility.

- Eligibility is not a medical decision; the decision is based only on your functional ability to use the regular route bus.
- Distance to bus stop, lack of bus service to an area, or lack of transportation are not qualifiers, nor used to determine eligibility.

Certification for Kootenai County’s Citylink Paratransit eligibility is not forever. Most eligibility is granted for a period of one (1) to three (3) years. The Americans with Disabilities Act allows for recertification of a customer’s eligibility. A notification letter and recertification form is sent at least 60 days before your eligibility is due to expire.

Specific conditions may affect the driver’s ability to pick up in certain locations, in these cases rides may be canceled or an alternate pick-up point established.

DEMAND RESPONSE AND RING-A-RIDE

Demand Response Ring-a-Ride services are provided by Kootenai County, through MV Transportation, for seniors over the age of 65 where public transportation is insufficient, unavailable or inappropriate, and/or have some level of physical mobility challenge.

TYPES OF SERVICE

1. The first level is for persons who qualify for **ADA Unconditional (Full)** service. This level of service allows customers to take the paratransit bus for all of their trips during our service hours and within our service area. This level is for those individuals who are unable under any circumstances to utilize the regular route bus system.
2. The second level is for persons who are able to take the regular route bus some of the time and require paratransit service at other times. This is called **ADA Conditional** service. It’s tailored to each individual’s abilities based upon the information provided in the application and/or the results of an in-person assessment. The letter notifying you of your eligibility will have an explanation of the conditions under which you can use paratransit bus service. Abilities change over time and you can reapply for a new assessment at any time.
3. The third level of service is for people who have an **ADA Temporary** need for the service due to a catastrophic event. Your ID card and letter will have the expiration date on it. If you feel you may be eligible for service after the expiration date, you will need to fill out a new application and have a new assessment.
4. **Ring-a-Ride** services are currently offered, as capacity allows, for not more than 8 round trip rides per month, excluding group shopping trips. ADA eligible clients have priority; Ring-a-Ride clients may have their appointment rescheduled as needed. Non-emergency medical transportation is also provided by Kootenai Health in accordance with their policies.

APPLYING

Persons wanting to become certified to use ADA Paratransit or Ring-a-Ride must complete the applicable application form and return it to Kootenai County. Applications are available by calling 208.446.1616, or by downloading the application from the website at www.kcgov.us, or by writing the Kootenai County's Transportation Department at PO Box 9000, Coeur d'Alene, Idaho, 83816-9000. Kootenai Health does not require an application for service.

DETERMINING ELIGIBILITY-ADA CLIENTS

Kootenai County's Public Transportation Paratransit will determine your eligibility within 21 days after receiving your completed application and conducting an in person interview assessment. You will be notified of the results of your application. If eligible, you will receive a letter and ID card notifying you of the decision. If you qualify, the ID card will have your customer number and expiration date. If you are not satisfied with the decision, you may appeal within 60 days of the date of the letter.

APPEAL PROCESS

In accordance with 49 CFR 37.125:

- (1) An appeal must be filed within 60 days of the denial of an individual's application.
- (2) The process shall include an opportunity to be heard and to present information and arguments. The appeal process shall be conducted by a person who was not involved with the initial decision to deny eligibility, and you will be given a written notification of the decision, and the reasons for it.
- (3) Citylink North, or its contractor, is not required to provide paratransit service to the individual pending the determination on appeal. However, if Citylink North has not made a decision within 30 days of the completion of the appeal process, they shall provide paratransit service from that time until and unless a decision to deny the appeal is issued.

AREA SERVED

ADA CLIENTS

As required by the FTA, ADA Paratransit service will be provided to persons who qualify under FTA regulations and who travel to or from locations within three-quarters ($\frac{3}{4}$) of a mile of any regular route bus route. Passengers living outside this area may still be certified as eligible, but will only be allowed to utilize Kootenai County's Citylink Paratransit service to travel to or from locations within the $\frac{3}{4}$ -mile corridor service area.

RING-A-RIDE

Ring-a-Ride services also operate within three-quarters ($\frac{3}{4}$) of a mile of any regular fixed-route bus route for seniors. However, pick up service also will be provided to those living outside the $\frac{3}{4}$ of a mile area in designated supplemental areas, but the destination must be within the paratransit area.

BOOKING A RIDE

Ride requests for ADA Paratransit may be made Monday through Friday from 8:00 a.m. to 5:00 p.m. and on Saturday from 9:00 a.m. to 4:00 p.m. You may also leave a voice mail requesting your ride at any time. Passenger calls may be received by a voicemail service when the scheduling personnel are assisting other clients or when the office is closed. Messages will be returned as soon as possible and all calls are recorded. If you leave a message after hours, your call will be returned the next business day. If you reach the voice mail, please leave a message stating your name and phone number.

Ride requests for Ring-a-Ride service may be made Monday through Friday from 8:00 a.m. to 5:00 p.m. If you reach the voice mail, please leave a message stating your name and phone number.

Passengers must provide the following information:

1. Exact pick-up location (including address, door, apartment number, building, etc.).
2. Exact destination location (including address, door, apartment number, building, etc.).
3. Date and desired pick-up time. Also state desired arrival time.
4. Return pick-up time, if return trip is desired.
5. If a Personal Care Attendant (PCA) and/or companion will be accompanying you.
6. Any mobility aids you will be using or other special instructions.

Vehicle Driver/Operators do not make trip reservations, unauthorized stops, or destination changes.

Ring-a-Ride Passengers should arrange for a ride at least twenty-four (24) hours prior to the scheduled ride time during scheduling hours, but no more than seven (7) days in advance of the ride. **Rides are scheduled on a first-come, first-served basis, with ADA clients receiving priority scheduling**, so it is recommended you schedule a ride as early as possible within the 7-day scheduling window.

If space is available, passengers may arrange for a ride any time prior to 5:00 PM the day before the ride is needed by calling the scheduling office. Rides requested for the same day will be scheduled only if time and space are available.

DETERMINING ELIGIBILITY-RING-A-RIDE CLIENTS

Ring-a-Ride applicants must be seniors over the age of 65 where public transportation is insufficient, unavailable or inappropriate, and/or have some level of physical mobility challenge. A program specialist for Kootenai County Public Transportation will meet with seniors to determine their eligibility based on age, general health, and access to transportation.

SUBSCRIPTION TRIPS

Standing ride/subscription trips are subject to limited availability and depending on demand, it may be necessary to limit the number of standing ride/subscription trips we provide. Riders

travelling to dialysis will take priority for subscriptions trips, not to exceed 50% of the rides available at any given time. Ring-a-Ride clients will not be eligible for standing rides.

GETTING READY FOR YOUR TRIP

It is your responsibility to be ready to leave at the scheduled time and place when the vehicle arrives. If you are not able to let yourself in/out of your home and/or cannot be left alone, be sure that another person is present to help you. Drivers do not provide personal care assistance and are not trained or authorized to render medical aid. Those who need such assistance, or need help in obtaining an attendant, should call a local disability agency or an independent living resource center.

Due to time constraints and to alleviate distress caused to other passengers, it is necessary to have a limited waiting period for the time a driver will wait on a passenger at the pick-up point. **Drivers will wait five (5) minutes from the scheduled pick-up time.** If the vehicle has been delayed past the scheduled pick-up time, the driver/operator will wait five (5) minutes from the actual arrival time. Passengers who are not ready to board by this time or who are not at the designated location will be reported as a no-show and the vehicle will continue on with its route.

Passengers should be at a location where they can see or hear the vehicle when it arrives. **Please be aware that there is a 30-minute window for arrival. This means that we have up to 30 minutes after your appointment time to arrive for pickup before being late.** If requested, a specific means of indicating the vehicle has arrived will be pre-arranged for persons with both hearing and visual impairments.

RETURN RIDES

Requests for return rides should be placed when the original ride request is made, not at the time of drop off. When the desired return time is uncertain, for scheduling purposes and to secure your return, it is necessary for you to contact the office or the individual with whom you have the appointment to ask for an estimated completion time. Allow plenty of time to finish your appointment in order to meet the vehicle at the scheduled pick-up time.

Passengers who must cancel a return ride because an appointment ran late should state that as the reason for canceling the trip. Upon the rider's request and **time permitting**, a return ride may be scheduled, subject to availability.

TRIP NEGOTIATION TIME

ADA Paratransit: When assigning your ride to a vehicle, the scheduler will make every effort to honor your requested time. When the exact time is not possible for scheduling, Kootenai County's Citylink Paratransit will negotiate a scheduled pick up or drop off within a 1-hour window for each leg of the trip.

Ring-a-Ride: Ring-a-Ride clients will be scheduled as space allows.

SUBSTITUTE CONTRACTORS

At times, passengers may be transported by Kootenai Health Transportation Services rather than through a Citylink/Kootenai County paratransit vehicle. Drivers will have an ID displayed on their shirt and the vehicle will have company signage that is easily identifiable to passengers.

CANCELLATIONS

To cancel a ride, you must call at least two hours prior to the scheduled pick-up time. Canceling in advance allows us the opportunity to redirect vehicles to other riders needing service and prevents a late cancellation or no-show violation. Passengers who must cancel a return ride because an appointment ran late should state that as the reason for canceling the trip. Upon the rider's request and time permitting, a return ride may be scheduled, subject to availability.

Even when a trip is cancelled at least two hours before the established pick-up time, a pattern of a high percentage of cancellations can cause the paratransit service to not be available at the times other customers desire service. Accordingly, this could result in a suspension of service, however, reasons for the cancellations and cancellations out of the rider's control will be taken into consideration.

To cancel a ride call the Dispatch Office at 208.446.2255, Option 2, then Option 1:

- Speak to the person answering or leave a message on the voice mail.
- Give your name and telephone number.
- Give the date and time of the ride(s) to be canceled.
- Give the address of the pick-up and destination locations.

Please note: When leaving a message, please speak slowly and clearly into the phone.

Late Cancellations: If you call to cancel within two (2) hours of the scheduled pick-up time, it is known as a late cancellation. When cancelling late, please state the reason for the cancellation. A pattern of a high percentage of late cancellations may result in suspension of service for a period of no more than one (1) week for the first offense, with subsequent offenses receiving successively longer periods up to a maximum of four (4) weeks.

NO-SHOWS

A ride is considered a *no-show* when:

- A passenger does not show up at the designated location on time, *or*
- A passenger is not ready to board within the standard five (5) minute waiting time.

Return rides, if applicable, will **NOT** be canceled and may result in additional no-shows. Please contact the office immediately if you want subsequent rides canceled. Rides missed due to circumstances beyond the passenger's control, for example an unexpected hospitalization or emergency, will not be classified as a no-show. A pattern of a high percentage of no-shows may

result in suspension of service for a period of no more than one (1) week for the first offense, with subsequent offenses receiving successively longer periods up to a maximum of four (4) weeks.

LATE CANCELLATIONS AND NO-SHOWS OR CANCELLATIONS AT THE DOOR

Kootenai County Paratransit is working hard to provide a quality shared-ride service. Space is very limited and no-shows and late cancellations are paid as though the ride was taken, while also costing other passengers opportunity to use that appointment time.

In order to be good stewards of taxpayer money, and as affirmed by regulation, we will identify and notify individuals who have more “late cancellations” (less than two hours’ notice or notice made at the door) and/or “no-shows and cancellations” at the door than are allowed by Kootenai County’s policy. In addition to denying a time spot to another rider, a pattern of late cancellations and no-shows puts you at risk for suspension of service.

Please contact us in writing, in person, or by phone **within 10 days** to present any mitigating circumstances, such as a hospitalization etc., to prevent suspension.

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. A pattern of a high percentage of cancellations and no shows may put the rider at risk for a one (1) week suspension of service.

SUSPENSION OF SERVICE

Records will be reviewed when a person has a pattern and a high percentage of late cancellations, no-shows, at the door cancellations, or any combination thereof. 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 Citylink or Citylink contractors 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.

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 PO Box 9000, Coeur d’Alene, ID 83816-9000 or email citylinknorth@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 appeal decision will be final. Persons who do not appeal will have service suspended as noted in the letter of intent to suspend.

RENEWAL PROCESS

1. Paratransit passengers: Thirty (30) or more days prior to expiration of eligibility, paratransit passengers will be sent an application for renewal of services. A one-month extension will be granted at the request of the rider if additional time for the application and re-assessment process is required. Paratransit riders reapplying for service will be granted a one-month extension of service at their request if they are determined to be ineligible for continued paratransit transit services in order for them to make alternate travel arrangements.
2. Ring-a-Ride passengers: Thirty (30) or more days prior to expiration of eligibility, passengers will be notified either by phone or by mail. Passengers may be granted a one-year extension without application at the discretion of public transportation staff. Passengers who have not been actively accessing services within the past three (3) months will not be notified of expiration dates.

ASSISTANCE

1. Origin to Destination – Curb-to-Curb Service:

- Drivers will not lift passengers and/or wheelchairs.
- Drivers will not enter homes, stores, or nursing facilities. Passengers must be able to exit on their own or receive appropriate assistance from their personal care attendant.
- Drivers will not handle keys to lock or unlock doors, activate or de-activate house alarms, or use security codes.
- Drivers 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.
- Drivers will make reasonable accommodations to assist wheelchair passengers up or down outside ramps. Ramps must meet ADA specifications and be able to use safely. If ramps are not to ADA specifications, or if the driver is unable to navigate the ramp safely, the client may be required to meet the driver at the curb.
- The pathway to and from the bus must be safe and free of debris. If the driver or supervisor determines the pathway too dangerous, the driver will look for an alternative pathway that is safe and free of debris. If this is not possible, the ride will have to be re-scheduled and the site evaluated.

2. Passenger assistance is limited.

- Drivers will not carry grocery bags for passengers. Drivers will not hold or carry children or child carriers on or off the bus.
- Passengers are to find other assistance or make separate arrangements for delivery if there are more items than they can handle in one load or one trip to the vehicle; **multiple loads or trips to and from the vehicle are prohibited**. In addition, bags or packages must not be stowed in the walkways or seats. Drivers will not empty carts in order to transport.

- If a passenger has a need to transport an additional mobility aid along with them, prior notice must be given to the Paratransit provider.
- Passengers must maintain control of their motorized device, scooter or wheelchair, at all times. Drivers cannot operate the controls or push a motorized device without power.
- If a passenger falls, the driver cannot assist the passenger to his or her feet or wheelchair. If the passenger is unable to rise without assistance, a friend or family member should be called, or the driver will call dispatch and have an ambulance sent.
- If a passenger cannot be left alone at a stop, there must be someone to meet them, or a PCA to travel with them. Kootenai County Public Transportation will not be responsible for waiting with a passenger.
- If requested, reasonable accommodations will be made where possible. If a reasonable accommodation is denied, an appeal made be made by writing Kootenai County’s Citylink Paratransit at PO Box 9000, Coeur d’Alene, ID 83816-9000, or email citylinknorth@kcgov.us or by calling 208.446.1616.

OTHER ASSISTANCE INFORMATION

Please be sure the address of your house, apartment, or building is posted and visible from the street to assist the driver in locating you. It is the passenger’s responsibility to provide clear, concise location information. If a passenger cannot be left unattended at their destination, a staff or family member must be waiting to receive the passenger; the driver will not be responsible for waiting with the passenger.

PERSONAL CARE ATTENDANTS (PCAS)

Personal Care Attendants (PCAs) may accompany a registered Paratransit rider. You must reserve space for your PCA(s) when scheduling your trip and they must have the same origin and destination as you.

COMPANIONS

Guests are welcome to ride with you. Each Paratransit rider is allowed a guest per trip, additional guests may ride with you based on space availability. You **must** reserve space for your guest (including children) when scheduling your trip and they must have the same origin and destination as you do. Reservations must be made for all guests and escorts (including children) prior to the appointment.

CHILDREN

A child 6 years of age or younger, or up to 4’9” inches, must be properly secured in a child safety restraint that meets the requirements of the Federal Motor Vehicle Safety Standard (FMVSS) No. 213. Kootenai County’s Citylink North paratransit vans are not equipped with child seats, so you will need to bring one with you. You are responsible for securing the car seat and securing your child in the car seat. If you need assistance getting your child seated, please bring along someone to help you. The driver cannot transport children who are not safely seated and wearing a seat belt. **You are responsible for your child during your trip.**

USE OF SECUREMENTS AND SEAT BELTS

Kootenai County's Citylink Paratransit and Ring-a-Ride services require all wheelchairs and motorized scooters be secured when in any bus or contracted vehicle to prevent movement during normal trips, while making emergency stops or in order to avoid incidents. Lap and shoulder belts are available at wheelchair securement locations and Citylink North requires its riders to use them for additional safety. Seat belts are available for ambulatory passengers. Persons who are unable to use a safety belt for medical reasons and possess a written statement from a licensed physician will be exempt from this requirement. A written statement from a licensed physician should be submitted at the time of your application.

Passengers are to remain seated and keep their mobility aid secured until the vehicle comes to a complete stop at their destination. It is the responsibility of the driver to attach and remove the securements. In addition, the driver is the only person who should be operating the lift device or any other device on the vehicle. Drivers are not permitted to operate or control a passenger's electric mobility aid.

At a minimum, all common wheelchairs as defined by the ADA will be transported. The lift will accommodate most three and four-wheel mobility aids, such as scooters, manual and electric wheelchairs, as long as the mobility aid fits within the dimensions and weight capacity of the wheelchair lift/ramp and fit safely in the securement area. Lift capacity constraints will not be exceeded. Please make certain mobility aids are clean, safe, and in good working condition before traveling. All mobility aids must be free from clutter (clothing, bags, sacks, etc.) to allow for proper securement. Electric mobility aids must have power.

ADA VISITORS

Individuals with a disability who do not reside in Kootenai County will be treated as eligible for Kootenai County's Citylink North paratransit service when they present documentation that they are ADA paratransit eligible, under the criteria of 49 C.F.R. 37.125, in the jurisdiction in which they reside. Visitors with a disability who cannot use the wheelchair accessible fixed-route buses will be presumed eligible for a period of 21 days per year. After 21 days, visitors will be required to complete a Kootenai County's Citylink Paratransit application for ADA paratransit eligibility.

COMPLAINTS AND COMPLIMENTS

Citylink North and Citylink South both strive for excellence in customer service. Input from riders is the best way we can make sure your ride is a safe, positive, and easy experience. If you would like to lodge a complaint or share a compliment about our services, please contact us via one of the methods below, or you can see us at the Riverstone Transit Center in-person:

- By Phone: 208.446.2255
- By e-mail: citylinknorth@kcgov.us

Kootenai County's Citylink Public Transportation System reserves the right to amend these rules as necessary to comply with regulations and as Kootenai County's Citylink Public Transportation System deems appropriate.