



Cheyenne Transit Program
ADA Paratransit Compliance Review
Final Report
August 2018



U.S. Department of Transportation
Federal Transit Administration

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- A FTA Notification Letter to City of Cheyenne
 - B CTP Response Letter to Draft Report
 - C CTP Brochure: ADA Complementary Paratransit
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Executive Summary

Objective and Methodology

This report reviews the complementary paratransit service of the City of Cheyenne Transit Program (CTP) in Cheyenne, WY. It verifies whether this service is meeting CTP's obligations under the Americans with Disabilities Act (ADA) requirements to provide paratransit as a complement to fixed route service.

This compliance review included three stages:

1. Preparation: compilation of information covering policies and procedures and interviews with eligible CTP paratransit riders and local disability organizations
2. Site visit: a three-person review team's observation of CTP's paratransit trip requests including scheduling and dispatching, examination of eligibility applications and related documents (including appeals), and interviews with CTP and contractor employees
3. Analysis and reporting: identification of deficiencies requiring corrective actions and suggestions of effective practices in complementary paratransit service

CTP's complementary paratransit service includes the following positive program elements:

Positive Program Elements

- CTP's on-time performance for paratransit riders is very good.
- CTP employees are well trained.
- CTP processes applications for ADA paratransit eligibility promptly.

The following administrative deficiencies are easily correctable to bring its program into compliance with 49 CFR Parts 27, 37 and 38:

Administrative Deficiencies

- CTP's eligibility letters do not document use of personal care attendants.
- Public advertising of and access to CTP's complaint process is insufficient.
- The appeals processes for eligibility and no-show suspensions do not offer the required separation of function.

The following substantive deficiencies need to be addressed to bring its program into compliance with 49 CFR Parts 27, 37 and 38:

Substantive Deficiencies

- Letters denying eligibility do not state the specific reasons for CTP's determination.

Please see Section 6 for a discussion of all ten deficiencies. The Summary Table of Compliance Review Findings (following Section 6) lists all findings. Unless otherwise stated, CTP must address all deficiencies within 60 days of receipt of this report.

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1 General Information

This chapter provides basic information concerning this CTP compliance review. Information on CTP, the review team, and the dates of the review are presented below.

| | |
|--------------------------------|---|
| Grant Recipient: | City of Cheyenne Transit Program (CTP) |
| City/State: | Cheyenne, WY |
| Grantee Number: | 80020 |
| Executive Official: | Marian Orr, Mayor |
| On-site Liaison: | Renae Jording, Transit Director |
| Report Prepared By: | the Collaborative, Inc. |
| Dates of On-Site Visit: | May 21–23, 2018 |
| Review Team Members: | Bill Schwartz, the Collaborative, Inc. David Chia, the Collaborative, Inc. |

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2 Jurisdiction and Authorities

Public entities that operate fixed route transportation services for the general public are required by the U.S. Department of Transportation (DOT) regulations implementing the Americans with Disabilities Act of 1990 (ADA) to provide ADA complementary paratransit service for persons who, because of their disability, are unable to use the fixed route system. These regulations (49 CFR Parts 27, 37, 38, and 39) include eligibility requirements and service criteria that must be met by ADA complementary paratransit service programs. Section 37.135(d) of the regulations required that ADA complementary paratransit service met these criteria by January 26, 1997.

The Federal Transit Administration (FTA) is responsible for ensuring compliance with the ADA and the DOT regulations implementing the ADA.

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3 Purpose and Objectives

This chapter discusses the purpose and objectives of an FTA ADA complementary paratransit compliance review and the review process.

3.1 Purpose

Pursuant to 49 CFR §§ 27.19 and 27.123, as part of its oversight efforts, the FTA, through its Office of Civil Rights, conducts periodic reviews of fixed route transit and ADA complementary paratransit services operated by its grantees. Compliance with all applicable requirements of the Americans with Disabilities Act (ADA) of 1990 (42 U.S.C. 12101–12213) including the DOT’s ADA regulations is a condition of eligibility for receiving Federal financial assistance.

3.2 Objectives

The primary objective of this paratransit review is to verify whether a public operator of a fixed route transit system that benefits from FTA funding is meeting its obligations under the ADA to provide paratransit as a complement to its fixed route service. This review examines the policies, procedures and operations of CTP service concerning service provision, including origin to destination service; eligibility, including the process used to determine who is eligible for the service; receiving and resolving complaints; and meeting the ADA complementary paratransit service criteria as specified in 49 CFR § 37.131.

The review team observed dispatch, reservations and scheduling operations and independently analyzed service statistics, basic service records, and operating documents. FTA solicited comments from eligible riders and from local disability organizations.

This report will summarize findings and advisory comments. Findings of deficiency require corrective action and/or additional reporting. Advisory comments are statements detailing recommended or suggested changes to policy or practice to ensure effective practices under the ADA.

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4 Introduction to Cheyenne Transit Program

The City of Cheyenne's Transit Program (CTP) provides fixed route bus service and ADA complementary paratransit service in Cheyenne, WY. CTP is a municipal department. CTP's administrative office is located at 322 West Lincolnway, Cheyenne.

CTP's Fiscal Year (FY) 2018 budget, including operating and capital, is projected at \$3.15 million. The budget in FY 2017 was \$2.47 million. A majority of funds comes from Federal assistance with other funds coming from state support, local support, and fares.

CTP's fixed route service consists of six local routes. In FY 2016, CTP's fixed route ridership was 237,218 passenger trips. CTP directly operates all fixed route service.



For more information on CTP services, go to <https://www.cheyennecity.org/252/Transit>

4.1 Complementary Paratransit Services and Organizational Structure

CTP provided 18,047 complementary paratransit trips in FY 2017. Table 4.1 presents ridership statistics for 2013–2017 as well as the percent change in ridership from the prior FY. CTP reported zero denials during these years.

Table 4.1 – CTP Paratransit Ridership

| Fiscal Year | Trips | Annual Change |
|-------------|--------|---------------|
| 2014 | 22,149 | — |
| 2015 | 21,644 | -2.28% |
| 2016 | 21,027 | -2.85% |
| 2017 | 18,042 | -14.20% |

CTP managers cited a change in policy as the primary reason for the decrease in paratransit ridership from FY 2016 to FY 2017. CTP previously provided paratransit trips to senior citizens who did not meet ADA eligibility criteria. CTP also provided a small number of trips to eligible riders within Cheyenne but beyond 3/4-mile of a bus route.

CTP owns the paratransit vehicle fleet. At the time of the review team's site visit, the fully accessible fleet comprised eight vehicles: four Ford Aerotechs, model year 2011; three Ford Goshen GCII, model year 2009; and one Chevy Starcraft, model year 2018. All have lifts.

CTP manages and operates paratransit service with its own staff. They work at the transit office, 322 West Lincolnway, Cheyenne. Reservations, vehicle dispatching, eligibility determination, and other administrative activities for the paratransit service take place at this office. The garage for paratransit vehicles is at 2617 Old Happy Jack Road, Cheyenne, directly across from Fleet Maintenance garage, where vehicles are maintained.

5 Scope and Methodology

The purpose of this review is to provide FTA with a tool for determining whether a public operator of a fixed route system is in compliance with the complementary paratransit requirements under DOT ADA regulations. However, the deficiencies identified, and findings made in this report are by necessity limited to the information available to and the observations made by the review team at the time of the site visit. A lack of findings in a particular review area does not constitute endorsement or approval of an entity's specific policies, procedures or operations; instead, it simply indicates that no deficiencies in the delivery of service were observed at the time of the site visit.

The scope of the review and the methodology employed by the review team is described in greater detail below.

5.1 Scope

The review focused on whether the CTP complementary paratransit service operates according to the service criteria specified in 49 CFR § 37.131 of the DOT ADA regulations, and without capacity constraints prohibited under 49 CFR § 37.131(f). The review examined the paratransit service area, response time, fares, and hours and days of service, as well as CTP's policies, standards and procedures for monitoring service provision, including on-time performance, on-board travel time, telephone hold times, and avoiding trip denials and missed trips. The review seeks to ascertain whether service is being provided to eligible individuals within at least the minimum required service area on a next-day basis, during the same hours and days as the fixed route system, for not more than twice the fixed route fare for the same trip; whether there are patterns or practices that result in a substantial number of trip limits, trip denials, untimely pickups, and/or trips of excessive length; policies which cause riders to arrive late to appointments; or long telephone hold times, as defined by the transit agency's established standards (or typical practices if standards do not exist).

Overall, the complementary paratransit compliance review included the following regulatory requirements:

- Complaint resolution and compliance information (49 CFR §§ 27.13(b), 27.121(b), and 37.17)
- Nondiscrimination (49 CFR. § 37.5)
- Service under contract (49 CFR § 37.23)
- Requirement for comparable complementary paratransit service (49 CFR § 37.121)
- ADA paratransit eligibility: Standards (49 CFR § 37.123)
- ADA paratransit eligibility: Process (49 CFR § 37.125) including whether:
 - Information is made available in accessible formats upon request
 - A decision is made within 21 days or presumptive eligibility is granted pending a decision
 - There is written notification of all decisions
 - All denials or conditional eligibility determinations are completed in writing with specific reasons for the decision
 - There is an administrative appeals process for denials and conditional eligibility determinations
- Reasonable policies for suspending service to eligible riders who establish a pattern or practice of missing trips
- Complementary paratransit service for visitors (49 CFR § 37.127)
- Types of service (49 CFR § 37.129)

- Service criteria for complementary paratransit (49 CFR § 37.131) including:
 - Service area
 - Response time
 - Fares
 - Trip purpose restrictions
 - Hours and days of service
 - Capacity constraints
- Subscription service (49 CFR § 37.133)
- Training requirements (49 CFR § 37.173)

5.2 Methodology

FTA's Office of Civil Rights sent a notification letter on April 26, 2018 to Cheyenne Mayor Marian Orr, requesting her to send information to the review team before the site visit. See Attachment A.

The review team spoke by telephone with CTP representatives to discuss the information request. Prior to the on-site visit, the review team examined the following service information:

- The structure of CTP complementary paratransit service
- Public information describing the complementary paratransit service
- CTP's standards and goals for on-time performance, trip denials, missed trips, complementary paratransit trip length, on-time performance, and telephone hold times

As requested by FTA, CTP made additional information available during the visit:

- Thirty-six months of service data, including the number of trips requested
- Records of consumer comments and complaints related to capacity issues, including trip denials, on-time performance, travel time, and telephone access
- Procedures for addressing rider complaints and other incident reports
- Complaint recordkeeping processes
- A fleet roster of paratransit vehicles
- A listing of complementary paratransit drivers and their start dates
- Operating budgets, capital spending plans, and cost data

The CTP complementary paratransit service site visit took place from May 21–23, 2018. The visit began with an opening conference, held at 9 a.m. on May 21 at the City of Cheyenne's Municipal Building, 2101 O'Neil Avenue. Attending the conference were:

- Renae Jording, Transit Director, CTP
- Keith McQueen, Transit Manager, CTP
- Vicki Nemecek, Public Works Director, City of Cheyenne
- Morgan Hecht, Regional Civil Rights Officer, FTA Region 8 (via telephone)
- John Day, Program Manager for Policy and Technical Assistance, FTA (via telephone)
- Bill Schwartz, Review Team Leader, the Collaborative, Inc.
- David Chia, Review Team Member, the Collaborative, Inc.

Following the opening conference, the review team met with CTP's transit director and transit manager at CTP's office to discuss the requested information and CTP complementary paratransit policies and procedures. They discussed service criteria for ADA paratransit service. Reviewers also discussed site visit logistics with CTP managers, including staff interviews and data sources. CTP provided a tour of the

fixed route transfer center and the City's vehicle maintenance facility where drivers check in, receive their manifests, and pick up their CTP vehicles.

During the afternoon, one team member began to review the eligibility determination process. This included an interview with the transit manager and a review of data, including sample applicant files. The other team member observed the CTP dispatchers, who also serve as call-takers and schedulers. He also collected sample trip data and analyzed on-time performance. Team members also interviewed three CTP drivers.

On May 22, one team member continued to review the eligibility determination process and files. The second discussed the complaint process with the transit director while also gathering information about CTP's new telephone monitoring system. He also continued to analyze on-time performance, including no-shows and missed trips and analyzed travel time for a sample of trips. Both team members met with the CTP road supervisor, who trains all drivers. Both observed the dispatchers and discussed the call-taking and scheduling process. One team member also interviewed another driver.

On May 23, one team member interviewed another driver. He also followed up with the transit manager on eligibility procedures. Both team members discussed CTP policies for suspending riders for excessive no-shows or violent/disruptive behavior. They prepared for the exit conference, which took place at 2 p.m. at CTP. Attending the conference were:

- Renae Jording, Transit Director, CTP
- Keith McQueen, Transit Manager, CTP
- Vicki Nemecek, Public Works Director, City of Cheyenne
- Cindy Terwilliger, Region 8 Administrator, FTA (via telephone)
- Morgan Hecht, Regional Civil Rights Officer, FTA Region 8 (via telephone)
- John Day, Program Manager for Policy and Technical Assistance, FTA (via telephone)
- Bill Schwartz, Review Team Leader, the Collaborative, Inc.
- David Chia, Review Team Member, the Collaborative, Inc.

FTA provided CTP with a draft copy of the report for review and response. See Attachment B for CTP's correspondence documenting its response to the draft report.

5.3 Stakeholder Interviews

Before the site visit, the review team interviewed two complementary paratransit riders and five representatives of agencies that work with paratransit riders. The following is a summary of comments received:

Eligibility. No interviewee cited concerns with the initial eligibility determination process, or with the process for recertification. Interviewees described the process as reasonable.

Telephone access. No interviewee cited any concerns with telephone access.

Reservations, denials, and wait lists. No interviewee cited concerns with trip denials or wait lists. Several interviewees stated they had to negotiate pickup times that were usually within 15 minutes of times requested.

On-time performance. Overall, interviewees were satisfied with on-time performance. One rider said most of his pickups were early. One rider representative (who has a relative who uses CTP paratransit) said he knew of two instances when his relative was dropped off late but speculated that his relative scheduled her pickup too late. Interviewees described drivers' knowledge of the service area as good.

Travel times. No interviewee had a concern with long trips.

Drivers. Interviewees complimented the paratransit drivers. One rider described drivers as personable, friendly, and helpful. A rider representative described drivers as “wonderful.”

Resolving complaints. One rider called CTP to discuss a driver who was not on time for a pickup. He did not ask for a formal response from CTP and did not know if his comment was helpful. Other interviewees had no complaint-related experiences.

6 Findings and Advisory Comments

This chapter details the findings for each of the areas pertinent to the regulations found in 49 CFR Parts 27, 37 and 38 outlined in the Scope and Methodology section above. For each area, an overview of the relevant regulations and a discussion of the regulations as they apply to CTP complementary paratransit service is provided, with corrective actions and a timetable to correct deficiencies for each of the requirements and sub-requirements where necessary.

Findings are expressed in terms of “deficiency” or “no deficiency.” Findings of deficiency denote policies or practices found to be not in compliance with DOT ADA regulations or matters for which FTA requires additional reporting to determine whether an ADA compliance issue exists.

Findings of deficiency always require corrective action and/or additional reporting, and will always be expressed as:

- A statement concerning the policy or practice in question at the time of the review
- A statement concerning the DOT ADA requirements being violated or potentially being violated
- A statement concerning the required corrective action to resolve the issue

Advisory comments are statements detailing recommended or suggested changes to policies or practices to ensure effective practices under the ADA or otherwise assist the entity in achieving or maintaining compliance.

6.1 Comparable Complementary Paratransit Service

Requirement: Under 49 CFR § 37.121, transit agencies operating a fixed route system must provide complementary paratransit service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.

Discussion: During this compliance review, no deficiencies were found with the requirement. See Attachment C for CTP’s brochure that describes its paratransit service.

6.2 Paratransit Eligibility Process

Absence of Administrative Burdens

Requirement: Under 49 CFR § 37.125, transit agencies must establish an eligibility process for complementary paratransit. The process may not impose unreasonable administrative burdens on applicants, and, since it is part of the entity’s nondiscrimination obligations under § 37.5(d), may not involve “user fees” or application fees to the applicant.

Discussion: During this compliance review, no deficiencies were found with the requirement to not impose unreasonable administrative burdens on applicants.

CTP uses paper applications, which include a two-page professional verification form to be completed by a licensed professional. The form verifies an applicant’s disability and use of fixed route transportation. There is no in-person interview or assessment. See Attachment D for CTP’s application form.

Individuals may obtain the application by mail, e-mail, or a downloaded form from the City’s website. CTP publicizes the availability of paratransit service through in-person presentations at the VA medical center and at senior centers.

Paratransit Eligibility Standards

Requirements: Under 49 CFR § 37.123(e)(1)(3), a transit agency's eligibility processes, application materials and public information must be comprehensive enough to permit the transit agency to determine that the following individuals are ADA paratransit eligible:

Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities

Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities

Any individual with a disability who has a specific impairment-related condition that prevents the individual from traveling to a boarding location or from a disembarking location

Discussion: During this compliance review, deficiencies were found with the requirement that eligibility determinations be made in accordance with the regulatory criteria.

CTP Paratransit brochure states:

Under the ADA, the standard for determining eligibility is not whether a disabling condition exists, but whether (or under what circumstances) the applicant's disabling condition prevents them from using the regular fixed-route bus service.

The review team reviewed CTP's web page describing the eligibility process as well as the CTP paratransit brochure. The review also examined the application form, professional verification (PV) form, and worksheet CTP uses when assessing an applicant's information. The review team interviewed the transit manager who makes the eligibility determinations. The review team examined the files of 29 applicants, including all applicants during the current fiscal year who received conditional eligibility or were determined not eligible.

The review team identified concerns regarding determinations made for applicants with incomplete documentation and determinations that do not consider the full range of potential trips that a rider may take. These are discussed below.

Eligibility Process

An applicant for CTP paratransit service must complete a written application and also have a healthcare professional separately complete a professional verification. There is no in-person interview or assessment. CTP date stamps applications upon receipt, and the office manager reviews the application to ensure that it is complete.

The transit manager reviews the documentation and typically makes an immediate determination. His review emphasizes an applicant's current or recent use of fixed route buses and ability to travel to and wait at bus stops. All CTP fixed route and paratransit buses are lift-equipped, so climbing steps is not a barrier to using fixed route service. The transit manager also compares an applicant's responses with the treating professional's. He accepts the treating professional's judgment, and when the professional states the applicant may use fixed route service, he may decide the applicant is not eligible or apply conditions to eligibility.

If either the application or professional verification is not complete, CTP follows up to gather the missing information from the applicant and/or treating professional, as appropriate. CTP sends letters to applicants

if more information is needed, asking applicants to request the missing information from the treating professional. Sometimes, CTP follows up directly with treating professionals.

CTP makes eligibility decisions, and communicates them in writing. See Written Eligibility Determinations Including Specific Reasons for Denials or Temporary or Conditional Eligibility Determinations below.

Eligible Riders, Application Volume, and Certification Outcomes

As of the time of the site visit, CTP had approximately 320 riders with some level of paratransit eligibility. Table 6-1 shows eligibility determination statistics and outcomes for 116 applications between July 1, 2017 and May 23, 2018. These include both initial determinations and recertifications. During this period, CTP found 108 applicants (93.1 percent) eligible and eight applicants (6.9 percent) not eligible. Of those determined eligible, 83.6 percent were granted unconditional or temporary eligibility, and 9.5 percent, conditional eligibility.

Table 6.1 – CTP Eligibility Determination Outcomes, July 1, 2017 through May 23, 2018

| Determination | Number | Percent |
|--------------------------|---------------|----------------|
| Total Eligible | 108 | 93.1% |
| Unconditional, temporary | 101 | 87.1% |
| Conditional | 7 | 6.0% |
| Not Eligible | 8 | 6.9% |
| Total | 116 | 100% |

Examination of Sample Eligibility Decisions

To assess whether determinations correctly applied the regulatory criteria for eligibility, the review team reviewed a sample of 29 eligibility decisions made during FY 2018. These included eight determinations where applicants were found to be not eligible, seven determinations of conditional eligibility, two of temporary eligibility, and 12 applicants with unconditional eligibility. The not eligible and conditional eligibility applicants represent the full set of those categories of determinations for FY 2018 (as of the time of the site visit). CTP denied eligibility to the following three applicants:

- The first applicant used a single crutch. She noted that she currently used the fixed route bus service. Other responses noted that her ability to reach a bus stop and wait for the bus depends on the weather and her physical condition that day. The professional verification noted that “walking to the bus stop is painful and difficult.” It cited a diagnosis of scoliosis. According to the transit manager, the key factor in making a determination of not eligible was that there was no reply to “Explain how your disability prevents you from independently using fixed route bus service,” and CTP could not get a reply when it followed up with the applicant.
- The second applicant cited vertigo and dizziness. She said that she could travel one to two blocks. The professional verification confirmed that the applicant could travel independently up to one block but not two blocks. It also noted that “patient has had some dizziness which could interfere with walking longer distances... she is not able to ambulate smoothly in rain or snow.” Again, according to the transit manager, the key factor in making a determination of not eligible was that there was no reply to. “Explain how your disability prevents you from independently using fixed route bus service,” and CTP could not get a reply when it followed up with the applicant.
- The third applicant indicated she lives less than one block from a CTP bus stop. She noted that she can only walk less than one block independently. She uses a walker and an oxygen tank. The professional verification noted that the applicant has “limited mobility due to pulmonary” issues and “has chronic respiratory issues.” The professional confirmed that the applicant was “unable to walk long distances.”

For the first two applicants, the transit manager acknowledged that CTP denied eligibility because the applicants did not respond to all relevant questions. In such cases, FTA recommends returning the applications and explaining to applicants that the process cannot continue until they supply the missing information.

For the third applicant cited above, CTP denied eligibility because the applicant is able to travel independently to the bus stop nearest her home. In this instance, the determination should have accounted for travel throughout the service area, not just the distance from the applicant's home to the nearest bus stop.

The review of the sample files and the discussion with the transit manager identify two concerns with the assessment process:

- CTP made determinations of ineligibility for applicants because their applications were not complete and CTP was not able to gather the missing information. CTP staff was under the mistaken impression that if CTP did not make a determination on these *incomplete* applications within 21 days of receipt, CTP would have to provide presumptive eligibility to the applicants. As a result, CTP made determinations of ineligibility for applicants who had incomplete applications as of 21 days after receipt.
- If an applicant can travel independently to and from his/her home to the nearest bus stop and to and from the three most common destinations listed on the application, CTP determines that the applicant is not eligible for paratransit service. The transit manager stated that this is the determination for any applicant that offers these responses as long as the professional verification does not contradict.

FTA encourages transit agencies to contact applicants who do not complete the application process and inform the applicants the application is on hold until the missing information is received. After a period of 2-3 months with no further applicant communications, it is appropriate to inform the applicant in writing that the application is closed and invite him or her to reapply.

CTP may not deny ADA paratransit eligibility for applicants who use fixed route service some of the time or under typical conditions. For example, if individuals can reasonably walk up to three blocks to get to and from bus stops, it is inappropriate to deny eligibility because a bus stop is located only two blocks from their home. Such decisions incorrectly assume individuals are only traveling to and from their home and do not consider travel conditions for other origins or destinations applicants may visit.

Similarly, it is not appropriate for CTP to deny eligibility to applicants whose path of travel from home to the nearest bus stop is accessible. Again, this does not account for architectural barriers elsewhere in the service area that would prevent travel to potential destinations.

For individuals determined to be conditionally eligible, CTP allows use of paratransit for one or more of the following conditions:

- Rain
- Snow
- Ice
- Hills
- Multi-lane streets to cross
- Sensitivity to hot or cold temperature

In practice, CTP has generally not enforced conditional eligibility. As a result, riders in this category have been receiving trips they request, without regard to the weather and/or environment. CTP intends to enforce conditional eligibility at a later date.

Corrective Actions and Schedule: Within 60 days of the issuance of the final report, CTP must revise its criteria for evaluating applications for paratransit eligibility:

- CTP must no longer deny eligibility to applicants who do not complete the application process but instead communicate the application is incomplete.
- CTP must base an applicant's eligibility on his/her most limiting condition, whether related to the environment or the variable nature of disability.

Accessible Information

Requirement: Under 49 CFR § 37.125(b), transit agencies must make all information about the process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility available in accessible formats, either as a rule or upon request.

Discussion: During this compliance review, no deficiencies were found with the requirement to provide accessible eligibility information or with how the transit agency communicates the availability of materials in accessible formats to applicants and potential applicants.

CTP's paratransit brochure includes the following statement:

Document is available in alternate formats (e.g. large print, electronic, Spanish) upon request.

Applicants can also download the application and other information from CTP's web page in PDF format. CTP also provides materials in Word format.

Eligibility Determinations or Presumptive Eligibility Within 21 Days

Requirement: Under 49 CFR § 37.125(c), a transit agency that has not made a written eligibility determination by the 21st day following submission of a complete application must treat the applicant as eligible on the 22nd day and provide service until and unless the transit agency denies the application. Transit agencies that require functional assessments must schedule such assessments within a reasonable period of time (7–10 days). The transit agency's process must communicate to applicants the right to this presumptive eligibility so they are aware of their rights to schedule and use the service beginning on the 22nd day.

Discussion: During this compliance review, no deficiencies were found with the requirement to have a presumptive eligibility process in place and/or make an eligibility determination within 21 days of receipt of a complete application. Advisory comments are made regarding how CTP communicates application processing time and presumptive eligibility to applicants and how CTP's tracks its process.

CTP's application states:

Once the completed application and professional verification has been received, a determination of your eligibility will be made within 21 calendar days. You will be notified of your eligibility by mail.

The CTP web page includes similar wording. However, neither the application nor the web page refers to presumptive eligibility.

Based on the examined sample of applications, CTP makes determinations and informs applicants promptly. Of the 29 applications examined, CTP made all determinations in less than five days with most completed on the same day.

CTP does not keep hard copies of determination letters but instead maintains the information in electronic files. PDF files created for each applicant include a date, e.g., "Smith.Mary.5-15-21."

- For an applicant determined not eligible, the date in the file name is the date that CTP made the determination and sent the letter to the applicant.

- For an applicant determined unconditionally eligible, the date in the file name is the end date of the three-year eligibility term; this means that the date of the letter was three years previous (e.g., file name that has “5-15-21” indicates that CTP sent the determination letter on May 15, 2018).
- For an applicant given temporary eligibility, the date in the file name is the end date of the eligibility period. Since the term varies, the only (indirect) documentation of the date that CTP sent a determination letter is handwritten notes on the applicant’s eligibility worksheet (included in the applicant file).

Advisory Comments: It is an effective practice to ensure all public documents describing eligibility explicitly set forth the right to presumptive eligibility when determinations take more than 21 days.

It is also an effective practice to keep determination process records (e.g., in a spreadsheet) of all key milestones and application interactions. CTP may consider tracking:

- Receipt of application
- Receipt of professional verification
- Initial review
- Follow-up information request(s) to applicant and/or professional, if any
- Receipt of follow-up information, if any
- Completed application
- Determination made
- Determination letter sent

Written Eligibility Determinations Including Specific Reasons for Denials or Temporary or Conditional Eligibility Determinations

Requirements: Under 49 CFR § 37.125(d), determinations of eligibility must be made in writing. The documentation must include the name of the eligible individual, the name of the transit provider, the telephone number of the entity’s paratransit coordinator, an expiration date for eligibility, and any conditions or limitations on the individual’s eligibility including the use of a personal care attendant (PCA). Under § 37.125(e), if applicants are found to be ineligible, the determination must state the specific reasons for the decision (a mere statement that the applicant has been found to be ineligible is not sufficient). If an individual has been determined to be conditionally or temporarily eligible, the determination must state the conditions under which eligibility is granted and the basis for that determination. Information concerning the applicant’s right to appeal under § 37.125(g) must also be provided.

Discussion: During this compliance review, deficiencies were found with certain aspects of CTP’s written eligibility determinations.

CTP provided the review team the following sample determination letters:

- Unconditional
- Conditional
- Unconditional, lives outside service area
- Not eligible

The letters sent to applicants offering any level of eligibility serve as the official documentation required by 49 CFR § 37.125(d). CTP does not issue separate ID cards to certified riders.

Letters offering any level of eligibility include the following required information:

- Name of eligible individual

- Name of transit provider
- Telephone number of transit agency's paratransit coordinator
- Expiration date for eligibility

The letters do not state whether a rider has indicated the use of a personal care attendant (PCA).

Letters applying conditions to eligibility cite the circumstances under which riders may use paratransit and include information on appealing the decision.

Letters for applicants determined to be ineligible do not include specific reasons for the decision but instead include following wording:

Based upon a thorough review of your application for certification of ADA paratransit eligibility, the CTP has determined that you are not eligible for ADA paratransit service. The basic eligibility criteria for ADA paratransit service is whether or not the disability stated in the application prevents you from independently using the fixed-route service... The application submitted did not state a disability or health related condition that prevents use of the route bus. If there is additional information you would like to provide, you are welcome to forward it to our office for consideration.

For those determined to be temporarily eligible, CTP applies a shortened expiration date (rather than the full three years) to its unconditional eligibility letters. Therefore, letters granting temporary eligibility do not include specific reasons for CTP's decision or information on the right to appeal the decision.

CTP keeps copies of letters sent only for those granted conditional eligibility. Because CTP has been using boilerplate language for other letters, it does not see a reason to maintain copies.

Corrective Action and Schedule: Within 60 days of the issuance of the final report, CTP must revise its eligibility determination letters as follows:

- Letters for applicants determined to be ineligible must state specific reasons for the decision.
- Letters for temporary eligibility must state specific reasons for the decision and provide information on the appeal process.
- Letters for applicants who indicate the use of a PCA on their application must reflect this information.

Advisory Comment: It is an effective practice to keep copies of all determination letters.

Recertification of Eligibility at Reasonable Intervals

Requirement: Under 49 CFR § 37.125(f), transit agencies are permitted to require paratransit riders to recertify eligibility at reasonable intervals. As stated in Appendix D, a reasonable interval would be between one and three years.

Discussion: During this compliance review, no deficiencies were found with the recertification process or with how CTP communicates recertification of eligibility to applicants. An advisory comment is offered concerning simplified recertification for certain individuals.

CTP's full term of paratransit eligibility is three years. CTP sends a reminder letter and application to riders approximately two months prior to the end of their respective term. The application (including professional verification) is the same as the application used for the initial certification. CTP's recertification process is the same as its initial certification process. CTP has chosen to send the reminder letter and application only to riders who have used CTP service within the past 12 months.

Advisory Comment: It is an effective practice to use a simplified recertification process for certain riders such as those who have been granted unconditional eligibility and whose functional abilities are not likely to change over time even with different mobility aids. Such simplified recertification forms ask riders to

update their contact information and note any changes in their travel abilities or needs. Appropriate use of simplified recertification forms and processes may reduce eligibility determination costs.

Administrative Appeal Process for Denials or Decisions Granting Conditional or Temporary Eligibility

Requirements: Under 49 CFR § 37.125(g), transit agencies must have a process for administering appeals through which individuals who are denied eligibility can obtain review of the denial. Transit agencies are permitted to require written notice, within 60 days of its written decision denying or limiting eligibility that the applicant wishes to exercise his or her right to an appeal hearing. Transit agencies cannot require the “filing of a written appeal.”

The appeal process must include an opportunity for the applicant to be heard and to present information and arguments, with appropriate separation of function (i.e., a decision by a person not involved with the initial decision to deny eligibility). Appeal decisions must be provided in writing and explain the reasons for denying the appeal. The appeal hearing must be scheduled within a reasonable amount of time, and if a decision has not been made within 30 days of the completion of the appeal process, the appellant must be provided complementary paratransit service from that time until and unless a decision to deny the appeal is issued, as required.

Discussion: During this compliance review, deficiencies were found with the process for requesting appeals and with the requirement to have appropriate separation of function. No deficiencies were found with the requirement to hear appeals in a timely way or how CTP communicates appeal decisions.

The CTP web page provides the following information about appealing eligibility determination decisions:

Appeals Process - Eligibility Determination

You may appeal your ADA complementary paratransit eligibility determination, within 60 calendar days of receipt of denial letter. In accordance with the ADA, CTP allows two appeals.

FIRST APPEAL

Your request must be in writing. A first appeal is decided by the Transit Director and/or Assistant Director. A written decision will be made within 30 calendar days after receiving the written request for an appeal.

SECOND APPEAL

Your request must be made in writing. The second and final appeal is decided by an Appeal Committee made up of three individuals independent from the Transit Department who did not take part in the original eligibility determination or suspension determination. CTP will notify you of the date and time of the Appeal Committee meeting and you may be present. A written decision will be issued within 30 calendar days of the written request of the appeal.

Since developing and implementing this appeal process in 2016, CTP has not received any appeals.

The appeal process has two deficiencies. First, while CTP may require appellants to request an appeal in writing, CTP may not require actual written appeals. As worded, CTP’s policy implies that the appellant must present his/her case in writing in the initial request without the opportunity “to be heard and to present information and arguments.”

Second, individuals involved with the initial determination or their direct supervisor cannot be involved with formal appeals. Since CTP’s transit manager (assistant director) makes the initial determination, the transit director, who directly supervises the transit manager, cannot hear appeals.

CTP's current process for a second appeal could be the basis for a proper appeals process. The second appeal includes the required separation of function and clearly states the appellant may present information to the appeal committee in person.

Corrective Action and Schedule: Within 60 days of the issuance of the final report, CTP must revise its appeal process so that it explicitly allows an appellant to request an appeal without having to provide reasons for the request. CTP must also revise its appeal process to ensure proper separation of function.

Complementary Paratransit for Visitors

Requirements: Under 49 CFR § 37.127(d)–(e), complementary paratransit service must be made available to visitors not residing in the jurisdiction(s) served by a transit agency for any combination of 21 days during any 365-day period, beginning with the visitor's first use of the service during the 365-day period. Transit agencies must treat as eligible all visitors who present information that they are eligible for complementary paratransit service in the jurisdiction in which they reside; for those who do not present such documentation, transit agencies may require documentation of the individual's place of residence and, if the individual's disability is not apparent, of his or her disability. In no case may transit agencies require visitors to apply for or receive eligibility certification for their own complementary paratransit service before providing service to eligible visitors.

Discussion: During this compliance review, no deficiencies were found with the requirement to provide paratransit service to individuals meeting the definition of a visitor. No deficiencies were found with the way that CTP publicizes its visitor policy.

CTP describes its visitor policy on its web page and in its paratransit brochure. Information in the paratransit brochure states:

Visitors from out of town who are certified ADA-eligible by another transit provider, provide documentation of a disability, or self-certify that they have a disability that prevents them from using the fixed-route buses may use the ADA complementary paratransit service for up to 21 calendar days in a 12 month period without going through the application process. CTP may request proof of residency. Please call 637-6253 for a visitor's pass. A visitor who needs ADA complementary paratransit service for more than 21 calendar days in a 12 month period must apply for eligibility.

CTP provides a visitor's pass without delay to visitors who visit CTP's office. For visitors that provide documentation via mail, e-mail or fax, CTP responds the same day and issues the pass via mail. Over the past two years, CTP has provided service to one visitor.

6.3 Types of Service

Requirement: Under 49 CFR § 37.129(a), transit agencies must provide complementary paratransit service on an origin-to-destination-basis. Transit agencies may determine, through their local planning process, whether to establish either door-to-door or curb-to-curb service as the basic mode of complementary paratransit service. Where the local planning process establishes curb-to-curb service as the basic complementary paratransit service mode, however, provision must still be made to ensure that the service available to each passenger actually gets the passenger from his or her point of origin to his or her destination point. To meet this origin-to-destination requirement, service may need to be provided to some individuals, or at some locations, in a way that goes beyond curb-to-curb service.

Discussion: During this review, no deficiencies were found with CTP policies and practices to provide complementary paratransit service on an origin-to-destination-basis.

The base level of CTP service is curb-to-curb. CTP's paratransit brochure states:

CTP's ADA complementary paratransit service provides comparable service to our regular fixed route service for individuals who meet the requirements under the Americans with Disabilities

Act (ADA). CTP asks that passengers be ready for pick up at the curb. Should you need assistance beyond the curb please notify dispatcher when making reservation.

Four of the five interviewed drivers said they provide assistance to and from the door; one driver said that he provided assistance from the vehicle only to and from the curb. The transit director said that while CTP's written policy specifies a base policy of curb-to-curb, she expects drivers to provide as much assistance as requested, to and from the front door—including several steps, if feasible—even if the rider does not notify the dispatcher when making the trip reservation.

In telephone interviews, riders and agency representatives said that drivers provided help when needed.

6.4 Service Criteria for Complementary Paratransit

Requirement: As codified in 42 U.S.C. 12143, the ADA directed the Secretary of Transportation to issue regulations that establish minimum service criteria for determining the level of service provided by paratransit as a complement to fixed route service. These criteria are contained in 49 CFR § 37.131 and include service area, response time, fares, and hours and days of service, and prohibit restrictions on trip purpose and capacity constraints that limit the availability of service to eligible individuals. The review team assessed the CTP complementary paratransit system using these criteria as described in this section.

Service Area

Requirement: Under 49 CFR § 37.131(a)(1), all public entities operating a fixed route transit system must provide complementary paratransit service that covers, at a minimum, all areas within a 3/4-mile radius of all of its bus routes, and within a “core service area” that includes any small areas that may be more than 3/4 mile from a bus route, but are otherwise surrounded by served corridors. This includes any areas that cross political boundaries or taxing jurisdictions, but are within a 3/4-mile radius of a fixed route, unless the transit agency does not have the legal authority to operate in those areas. For transit agencies operating a light rail or rapid rail transit service, the complementary paratransit service area must also include a 3/4-mile radius around each station, with service provided from points within the service area of one station to points within the service area of another.

Discussion: During this compliance review, no deficiencies were found with the CTP service area. CTP's paratransit service area includes all origins and destinations within 3/4-mile of its bus routes. The CTP paratransit brochure states:

CTP provides ADA complementary paratransit service within a 3/4 mile radius of a CTP fixed route. All trips must take place within the defined service area. CTP will determine whether your trip is eligible when you call to schedule a ride.

CTP also understands that riders may live beyond the service area. Individuals who CTP determines are eligible but do not live in the service area receive a determination letter that reminds them their trips must have an origin and destination within the CTP service area.

CTP incorporates its service area extents into its paratransit software. Dispatchers can also enlarge on-screen maps to verify whether trips begin and end within the CTP service area.

Response Time

Requirement: Under 49 CFR § 37.131(b), transit agencies must schedule and provide complementary paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day, including during times comparable to normal business hours on a day when the offices are not open before a service day. Reservations may be taken by reservation agents or by mechanical means. Under 49 CFR § 37.131(b)(2), while transit agencies may negotiate the pickup time with a caller prior to a trip being scheduled, they cannot require a rider to schedule trips to begin more than one hour before or after the rider's desired departure time. Any greater deviation would exceed the bounds of comparability. Negotiations should take into account riders'

practical constraints. Transit agencies must have policies and procedures in place to ensure that schedulers and dispatchers do not adjust a rider's negotiated pickup time or pickup window without the rider's consent.

Under 49 CFR § 37.131(b)(4), if transit agencies propose to change their reservations system, they must comply with the public participation requirements equivalent to those of § 37.137 (b)–(c). Transit agencies may permit reservations to be made up to 14 days in advance of an eligible individual's desired trips, subject to the same trip negotiation requirements as next-day trips required under § 37.131(b)(2).

Discussion: During this compliance review, no deficiencies were found with the trip negotiation process. No deficiencies were found with the next-day service requirements or with reservations hours. An advisory comment is offered concerning how CTP records trips with known appointment times.

CTP's paratransit brochure states:

Reservations must be made at least the day before or up to 14 calendar days in advance by calling 637-6253, between 8am and 5pm, Monday through Friday. A telephone answering machine is available on Sundays and holidays between 8am and 5pm.

The dispatcher will let you know your pick-up and return times, or may call back later with the times. CTP will make every effort to schedule your trip at the desired times. The ADA allows the ride to be scheduled up to one hour before or one hour after the requested times.

The review team confirmed that CTP dispatchers accept trip requests weekdays between 8 a.m. and 5 p.m. Riders who call on Sunday for a Monday trip leave a recorded message. The early morning dispatcher (who arrives at 5:30 a.m.) checks the voicemail for trip requests, and if the trip is for that Monday, the dispatcher calls back the rider to confirm the pickup times.

The review team observed CTP dispatchers taking trip requests on Tuesday, May 22 and Wednesday, May 23. CTP dispatchers have several responsibilities, including dispatching fixed route and paratransit vehicles, taking trip requests, and creating schedules for paratransit service. Dispatchers first write trip requests on a slip of paper and then find a trip option within the negotiation window. Most of the time, they grant a trip request at the requested hour. On occasion, dispatchers negotiate pickup times with callers. When a caller provides an appointment time, the dispatcher selects a pickup time to allow an on-time drop-off—rarely greater than 30 minutes prior to the appointment time.

After negotiating the pickup times and completing the call, a dispatcher enters trips into the paratransit software and completes the schedule for the following day (or on Friday for Monday trips). Another dispatcher calls each rider to confirm pickup time(s) for scheduled trips. This generally takes place after 5 p.m.

During observations, callers cited appointment times for a portion of the requested trips. Dispatchers accounted for the appointment times when scheduling the corresponding pickup times. However, dispatchers did not consistently record requested appointment times. As a result, requested drop-off times do not appear on driver manifests or on dispatcher screens. Dispatchers said that they and drivers know their riders and travel patterns, so they account for appointment times. Dispatchers also said they schedule the pickups so that riders with appointment times arrive at destinations on time. Without a record of requested pickup times, however, there is no way to verify drop-off performance.

Advisory Comment: It is an effective practice for CTP to record appointment times when riders provide this information. This enables CTP dispatchers to explicitly schedule trips based on appointment times, for drivers to have this information on manifests, and for CTP to measure its performance on-time drop-offs.

Fares

Requirement: Under 49 CFR § 37.131(c), complementary paratransit fares must be no more than twice the fixed route fares for the same trip at the same time of day on the fixed route system, excluding discounts. Transit agencies must allow eligible riders to travel with at least one companion (with additional companions accommodated on a space-available basis). If personal care attendants (PCAs) accompany riders, transit agencies must provide service to one companion in addition to the PCA. Companions may be charged the same fare as the eligible rider; no fare may be charged for a PCA.

Discussion: During this compliance review, no deficiencies were found with CTP's complementary paratransit fare policy.

The base fare for CTP fixed route buses is \$1.50. The fare for a single CTP paratransit trip is \$3.00. There is no fare for a personal care attendant. The companion fare is \$3.00. CTP also offers discount paratransit fares via a multi-ride punch card: \$30 for 11 trips (\$2.73 per trip).

No Trip Purpose Restrictions

Requirement: Under 49 CFR § 37.131(d), there can be no restrictions or priorities based on trip purpose. When a user reserves a trip, the entity will need to know the origin, destination, time of travel, and how many people are traveling. The entity does not need to know why the person is traveling, and should not even ask.

Discussion: During this compliance review, no deficiencies were found with this requirement. In material provided prior to the site visit, CTP noted that it records trip purpose. The dispatchers do not explicitly request this information from callers, but they infer the trip purpose based on the origin and destination or based on a caller's prior rides. CTP collects this information at the request of the City of Cheyenne. However, CTP does not restrict or prioritize trip requests based on trip purpose.

Hours and Days of Service

Requirement: Section 37.131(e) of the DOT ADA regulations requires that the complementary paratransit service be available during the same hours and days as the fixed route service. This means that if a trip can be taken between two points on a transit agency's fixed route system at a specific time of day, it must also be able to be taken on complementary paratransit. It also means that the service area may change depending upon the time of day or day of the week, when certain routes or areas may not be served. This requirement applies on a route-by-route basis. For example, an area that has fixed route bus service on weekdays but not weekends must have complementary paratransit service (provide trips) on weekdays but not necessarily on weekends; an area that has bus service from 5 a.m. until 9 p.m. must have complementary paratransit service, at minimum, from 5 a.m. until 9 p.m.

Discussion: During this compliance review, no deficiencies were found with this requirement. CTP paratransit is available during all days and hours when fixed route service operates. According to the CTP paratransit brochure:

CTP's ADA complementary paratransit service operates the same days and hours as our fixed-route service. For Monday through Friday, trips can be scheduled for a pick-up as early as 6:00 am and as late as 7:00 pm. On Saturdays, trips can be scheduled for pick-up as early as 10:00 am and as late as 5:00 pm. No service is provided on Sundays.

Absence of Capacity Constraints

Requirement: Under 49 CFR § 37.131(f), transit agencies may not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following: restrictions on the number of trips an individual will be provided; waiting lists for access to the service; or any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons. Such patterns or practices include, but are not limited to: substantial numbers of

significantly untimely pickups for initial or return trips, substantial numbers of trip denials or missed trips, or substantial numbers of trips with excessive trip lengths.

No Restrictions on the Number of Trips Provided to ADA Paratransit Eligible Individuals

Requirement: Under 49 CFR § 37.131(f)(1), transit agencies may not impose restrictions on the number of trips provided to ADA paratransit eligible riders.

Discussion: During this compliance review no deficiencies were found with this requirement. CTP does not limit the number of trips eligible riders may request and receive.

No Waiting List for Access to the Service

Requirement: Under 49 CFR § 37.131(f)(2), transit agencies are prohibited from establishing policies or engaging in practices and/or procedures that establish waiting list(s) for accessing the service.¹

Discussion: During this compliance review, no deficiencies were found with the requirement to establish waiting lists for CTP paratransit trips. CTP has sufficient capacity to serve all requested paratransit trips. During interviews prior to the site visit, no rider or individual who worked with riders noted any waiting lists. Review team members saw no evidence of wait lists when observing the CTP dispatchers accept trip requests.

No Substantial Numbers of Significantly Untimely Pickups for Initial or Return Trips

Requirement: Under 49 CFR § 37.131(f)(3)(i)(a), transit agencies must provide complementary paratransit service without any substantial numbers of significantly untimely pickups for initial or return trips.

Discussion: During this compliance review, no deficiencies were found with the requirement that complementary paratransit service be provided without a substantial number of untimely pickups. No deficiencies were found with CTP's on-time pickup performance standards or with how it monitors on-time pickup performance. CTP provided the review team with a trip sample from the month of April 2018. As shown in Table 6.2, of the 1,262 trips performed, 99.6 percent of the trips were early or on-time as follows.

Table 6.2 – On-Time Pickup Performance for 1,262 CTP Trips: April 2018

| Trips | All Trips | |
|---------------------------|--------------|--------------|
| | Number | Percent |
| Early | 63 | 14.9% |
| In window (-15/+15) | 1,069 | 84.7% |
| Early or in Window | 1,257 | 99.6% |
| All late | 5 | 0.4% |
| 1–15 minutes late | 4 | 0.3 |
| 16–30 minutes late | 1 | 0.1 |
| >30 minutes late | 0 | |

No Substantial Numbers of Trip Denials or Missed Trips

Requirements: Under 49 CFR § 37.131(f)(3)(i)(b), transit agencies must provide complementary paratransit service without substantial numbers of trip denials or transit agency missed trips. A denial occurs whenever a transit agency is unable to provide a trip on a next-day basis as requested by an eligible passenger between points within the complementary paratransit service area, at a time when the

¹ Under § 37.133(c), waiting lists may only be established for participation in subscription service that may be offered as part of the transit agency's complementary paratransit system.

fixed route system is operating, subject to the limitations on trip time negotiation. Under 49 CFR § 37.131(b), transit agencies may negotiate pickup times with a passenger, but cannot require the passenger to schedule a trip to begin more than one hour before or after his or her desired departure time. If the trip cannot be arranged within this timeframe, a denial has occurred whether or not the passenger accepts a departure time of more than one hour earlier or later. In addition, when a denied trip makes a subsequent requested trip impossible, as could occur in the case of an individual taking a round trip to and from a specific location, two trips have been denied.

Discussion: During this compliance review, no deficiencies were found with the requirements that ADA paratransit service be provided without substantial numbers of trip denials or missed trips. No deficiencies were found with CTP's standards for defining denials and transit agency missed trips or with how CTP monitors service to determine whether any capacity constraint exists. Advisory comments are made regarding establishing a missed trip standard and verifying that missed trips are not incorrectly counted as no-shows.

Denials

In material sent to the review team prior to the site visit, CTP stated, "Our standard is 0% ADA trip denials. We do not deny any ADA trip requests, we use our dispatchers to perform trips if necessary."

The review did not observe CTP dispatchers deny any trips. In telephone interviews prior to the site visit, riders and individuals who work with riders did not cite any trip denials.

Missed Trips – Definition and Performance

CTP does not have a formal definition of a missed trip, nor does it track the number of missed trips. However, for the month of April 2018, the review team analysis found no missed trips. In other sample manifests, the review team found no missed trips. As discussed in Section 6.6, CTP has a proper definition of a rider no-show.

Advisory Comment: It is an effective practice for CTP to establish a standard for missed trips. It is also an effective practice for CTP to review recorded rider no-shows to verify that they are not missed trips.

No Substantial Numbers of Trips With Excessive Trip Lengths

Requirement: Under 49 CFR § 37.131(f)(3)(i)(c), transit agencies must provide complementary paratransit service without substantial numbers of trips with excessive trip lengths.

Comparability is based on the length of time required to make a similar trip between the same two points using the fixed route system, including time spent traveling to and from a boarding point and waiting for the fixed route vehicle to arrive. FTA recommends basing complementary paratransit travel time on the comparable fixed route travel time, plus 20–30 minutes to allow for a reasonable estimate of time spent walking to and from a bus stop, waiting for the bus to arrive, and making any necessary transfers from one vehicle to another.

Discussion: During this compliance review, no deficiencies were found with the number of trips with excessive trip lengths or with CTP's long-trip standard.

CTP's pre-visit information regarding long-trips stated:

All paratransit rides shall have travel times equal to or less than comparable fixed route travel times. Any rides that are longer than the comparable fixed route travel time will be considered excessively long (60 minutes).

We strive to get people to their destinations as quickly as possible. A ParaPlan report – Trip Durations with Trips Per Hour —shows how long trips were and is reviewed often.

CTP's fixed route service is a pulse service, meaning all bus routes converge on Downtown Cheyenne. The paratransit service has no such limitations and virtually all trips via paratransit are shorter than via fixed route.

No Operational Patterns or Practices Limiting the Availability of Service to ADA Paratransit Eligible Individuals

Telephone Hold Times

Requirement: Under 49 CFR § 37.131(f), transit agencies may not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any operational patterns or practices that significantly limit availability of service to ADA paratransit eligible people. Examples of such operational patterns or practices include insufficient capacity to take reservations, long telephone hold times, and untimely drop-offs for appointments that may limit the availability of CTP paratransit service.

Discussion: During this compliance review, no deficiencies were found with CTP's telephone performance. During the review team's observations, callers spoke directly with dispatchers without calls being placed on hold.

Untimely Drop-offs for Appointments

Requirement: Under 49 CFR § 37.131(f), transit agencies may not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any operational patterns or practices that significantly limit availability of service to ADA paratransit eligible people. Examples of such operational patterns or practices include insufficient capacity to take reservations, long telephone hold times, and untimely drop-offs for appointments.

Discussion: During this compliance review, no deficiencies were found with this requirement. An advisory comment is made regarding tracking trips with known appointment times. CTP's telephone reports confirmed the adequacy of telephone capacity.

6.5 Subscription Service

Requirement: Under 49 CFR § 37.133, transit agencies are permitted (but not required) to provide subscription service (pre-arranged trips at a particular time not requiring individual trip reservations for each trip). If provided, however, subscription service may not comprise more than 50 percent of the available trips at any given time unless the system is experiencing no capacity constraints.

Discussion: During this compliance review, no deficiencies were found with the requirements concerning the provision of subscription trips as part of the ADA paratransit program or with how the transit agency communicates this requirement to eligible riders and potential users of the service.

CTP offers subscription service to riders. As of the time of the site visit, 21 individuals had subscription service, with 61 one-way subscription trips scheduled per week. The review team did not identify specific periods during the week when there were capacity constraints, so CTP does not need to limit the proportion of subscription trips.

6.6 Reasonable Policies for Proposed Service Suspensions for Missing Scheduled Trips and the Right to Appeal

Requirements: Section 37.125(h) of the DOT ADA regulations states that transit agencies "may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips." FTA has permitted transit agencies to regard late cancellations as no-shows if and only if they have the same operational effect on the system as a no-show, generally within less than 1–2 hours of the

scheduled trip time. If riders do not show up for the outgoing portions of round trips, transit agencies cannot automatically assume that the return trip is not needed.

Under 49 CFR § 37.125(h)(1), trips missed by riders for reasons beyond their control, including trips missed due to operator or transit agency error, must not form a transit agency's basis for determining that such a pattern or practice exists. The transit agency's policies must therefore distinguish between no-shows that are within the rider's control and those that are not, and propose sanctions only on the basis of the former. In order to establish whether a rider has engaged in a pattern or practice of missing scheduled trips, the transit agency must also account for a passenger's frequency of use. The appeal process required under § 37.125(g) must be available to an individual on whom sanctions have been imposed, and the sanction must be stayed pending the outcome of the appeal.

Discussion: During this compliance review, deficiencies were found with CTP's process for appealing proposed suspensions of service. No deficiencies were found with the requirements concerning the CTP's no-show and late cancellation policies, the reasonableness of proposed suspension periods, or with how CTP communicates these requirements to eligible riders and potential users of the service.

The CTP web page properly defines a rider no-show:

A no show occurs when:

- You fail to show up for your scheduled trip.
- You fail to cancel at least 2 hours prior to your scheduled trip.
- You are not ready within 5 minutes of the driver's arrival during the pick-up window.

If you are a no show for your going trip, your return trip will remain unless you call to cancel. No shows are not counted when they are due to situations beyond the rider's control, such as: medical emergency, hospitalization, sudden illness.

The potential schedule of suspensions is also reasonable. In fact, a potential rider suspension would not take place until after a second instance of exceeding the no-show threshold. The web page states:

Riders may be suspended from paratransit service when they show a "pattern or practice" of no shows, which occurs when:

- Rider has (4) or more no shows in a calendar month; AND
- The number of no shows represents more than 20% of the trips booked by the rider in the same calendar month.

Consequences for pattern and practice of no shows:

1st violation - letter of warning

2nd violation - 5 day suspension

3rd violation - 15 day suspension

4th violation (and subsequent violations) - 30 day suspension

The written policy informs the rider that he/she has the right to appeal any proposed suspension, and/or specific no-shows charged to the rider. The policy does not specifically discuss who would hear and make decisions on appeals to no-show suspensions. CTP's transit manager said that the decision-making process would be the same as the appeals process for eligibility decisions: he and the transit director would hear the first appeal and make the decision. As such, this is the same separation of function issue discussed under eligibility appeals.

The no-show appeal process does not offer an in-person hearing, a requirement of § 37.125(g).

In practice, since it revised its policies in 2016, CTP has not suspended any riders for excessive no-shows.

Corrective Action and Schedule: Within 60 days of the issuance of the final report, CTP must revise its appeal process so riders facing possible suspensions for excessive no-shows can have in-person appeals.

CTP must also revise its appeal process to provide the appropriate separation of function in hearing such appeals.

6.7 Complaint Resolution and Compliance Information

Requirements: Under 49 CFR §§ 27.13(a) and 37.17(a), the transit agency must designate at least one person to coordinate its efforts to comply with the nondiscrimination requirements contained in DOT ADA regulations.

Under 49 CFR §§ 27.13(b) and 37.17(b), the agency must adopt procedures that incorporate appropriate due process standards and provide for the prompt and equitable resolution of complaints. This includes sufficiently advertising to the public the process for filing a complaint. Public advertising will typically include the agency's website. The complaint procedures must be accessible to and usable by individuals with disabilities. Finally, the agency must promptly communicate its response to the complaint allegations, including its reasons for the response, to the complainant by a means that will result in documentation of the response.

Under 49 CFR § 27.121(b), the agency must keep all complaints of noncompliance on file for one year and a record of all such complaints (which may be in summary form) for five years. Establishing these policies and procedures is the responsibility of the transit agency, not its contractors.

Discussion: During this compliance review, deficiencies were found with how CTP advertises its complaint process as well as with how complainants file. No deficiencies were found with the designation of an ADA coordinator, the process for promptly and equitably resolving complaints, or with recordkeeping.

The transit director is CTP's designated ADA coordinator. In addition, the City of Cheyenne's human resources director is the City ADA coordinator.

CTP promptly and equitably investigates and resolves complaints and communicates their resolutions to complainants. Records are maintained in a spreadsheet and cover several years.

During its most recent triennial review, FTA found a deficiency with the City's complaint process. Those wishing to file an ADA-related complaint (City or CTP) were required to create an account. At the time of the site visit, the CTP web page did not address complaints per se, but instead offered a link under "Report a Concern" in the left-most column. See <https://www.cheyennecity.org/255/ADA-Complementary-Paratransit-Service>. Clicking this link opens a request tracker with "ADA Request" as the first option. The request tracker requires users to sign in.

Since the site visit, the request track has been modified to enable users to proceed as a "guest." In addition, the CTP website provides contact information on filing complaints (telephone and mailing address.)

Corrective Actions and Schedule: Within 60 days of receiving the final report, CTP must provide documentation to FTA that it provides open access to filing ADA complaints.

6.8 Nondiscrimination

Requirement: Under 49 CFR § 37.5, transit agencies are prohibited from discriminating against an individual with a disability in connection with the provision of transportation service, or deny any individual with a disability the opportunity to use the transportation services it provides to the general public. Discriminatory practices include and are not limited to requiring the use of alternate transportation services, requiring persons with disabilities to be accompanied by an attendant, imposing user fees or special charges upon people with disabilities and requiring people with disabilities to use designated priority seating.

Discussion: During this compliance review, no deficiencies were found with CTP's procedures for service suspensions due to rider conduct. No deficiencies were found with CTP's public information or with policies related to alternate transportation services, requiring persons with disabilities to be accompanied by an attendant, imposing user fees or special charges upon people with disabilities and requiring people with disabilities to use designated priority seating. An advisory comment is made about permitting certain riders to eat or drink on a paratransit vehicle.

CTP's web page includes "General Ridership Policies" and a "Rider's Code of Conduct." In general, the requirements and prohibitions apply to riders on both paratransit and fixed route bus service. The General Ridership Policies include a requirement for paratransit passengers to wear seatbelts. The transit manager said seatbelts are provided on all CTP vehicles, including fixed route, and seatbelt use is suggested but not required.

All riders are directed to "refrain from smoking, eating or drinking on the bus and have all drinks and food contained in spill-proof containers."

Advisory Comment: It is an effective practice for CTP to consider allowing riders to eat or drink on paratransit vehicles if they can demonstrate that doing so is related to their medical condition.

6.9 Training Requirements

Requirement: Under 49 CFR § 37.173, each public or private entity which operates a fixed route or demand responsive system shall ensure that personnel are trained to proficiency, as appropriate to their duties, so that they operate vehicles and equipment safely and properly assist and treat individuals with disabilities who use the service in a respectful and courteous way, with appropriate attention to the difference among individuals with disabilities.

Discussion: During this compliance review no deficiencies were found with the requirement to train personnel to proficiency as appropriate to their duties or with how CTP communicates, manages and/or oversees training requirements with staff.

Drivers undergo training for both fixed route and paratransit service. The review team spoke with the driver supervisor (who also drives for CTP paratransit). He explained the screening and training program. Drivers may be assigned to drive both fixed route and paratransit vehicles, though some drivers primarily drive paratransit.

Based on review team interviews with five other drivers, it appears that drivers understand how to assist riders. They are trained in passenger sensitivity (via a course developed by U.S. DOT's Transportation Safety Institute).

Office staff members have received training appropriate to their duties. The transit director said that CTP is considering recording known appointment times as trip requests. The dispatchers will receive training to revise their trip intake procedures.

Service Under Contract with a Private Entity

Requirement: Under 49 CFR § 37.23, transit agencies must ensure that any private entity with which it has entered into a contract or other arrangement to provide complementary paratransit service meets all the obligations of the DOT ADA regulations, including those for service provision and vehicle acquisition, that the transit agency would be required to meet, if it provided the service directly.

Transit agencies must have policies and procedures in place to monitor contractors' performance and ensure that contractors meet the requirements. Transit agencies are not permitted to neglect monitoring or to limit their monitoring to the terms and conditions of contract or other arrangements with the private entity or entities.

Discussion: During this compliance review, no deficiencies were found this requirement. CTP does not contract with any private entities for paratransit service.

6.10 Service Provided by Another Public Entity

Requirement: 49 CFR Part 37 applies to any public entity that provides designated public transportation or intercity or commuter rail transportation. Under 49 CFR § 37.21(b), for entities receiving Federal financial assistance from the Department of Transportation, compliance with the applicable requirements of 49 CFR Part 37 is a condition of § 504 of the Rehabilitation Act of 1973 and of receiving financial assistance. Where a transit agency relies on another public entity to provide complementary paratransit service on its behalf, the transit agency remains responsible for meeting the requirements of 49 CFR Part 37. In other words, a transit agency must ensure that the service provided on its behalf meets all of the requirements that the transit agency would be required to meet, if the transit agency provided the service directly.

Transit agencies must have policies and procedures in place to monitor the performance of such service to ensure that these requirements are met; transit agencies are not permitted to defer to the public entity operating the service.

Discussion: During this compliance review, no deficiencies were found this requirement. CTP does not contract with any public agencies for paratransit service.

6.11 Coordination of Service

Requirement: Under 49 CFR § 37.139(g), public transit operators were required to address efforts to coordinate service with other fixed route operators with overlapping or contiguous service areas or jurisdictions when developing their complementary paratransit plans. Coordination is an ongoing process; while these efforts are likely to have evolved over time, it is expected that such transit agencies will have a mechanism in place to ensure that complementary paratransit riders have an ability to make interjurisdictional trips on a comparable basis to individuals using the fixed route system.

Discussion: During this compliance review, no deficiencies were found with how CTP coordinates service with other fixed route operators with overlapping or contiguous service areas or jurisdictions. There is no fixed route operator with overlapping or contiguous service areas or jurisdictions.

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Summary Table of Compliance Review Findings

| Item | Part 27 or 37 or 38 Requirement | Reference | Site Visit Finding deficiency/no deficiency or advisory comment | Finding(s) of Deficiency/Exit Meeting Notes | Response Days/ Date |
|------|---|-------------------|---|---|-------------------------------------|
| 1 | Comparable complementary paratransit service | 37.121 | No deficiencies | | |
| 2 | Absence of administrative burden | 37.125 & 37.5 | No deficiencies | | |
| 3 | ADA paratransit eligibility standards | 37.123(e) (1)-(3) | 2 deficiencies | CTP denies eligibility to applicants with incomplete application CTP does not always consider an applicant's most limiting condition when determining eligibility | 60/Oct 18 60/Oct 18 |
| 4 | Accessible information | 37.125(b) | No deficiencies | | |
| 5 | Eligibility determinations within 21 days | 37.125(c) | No deficiencies 2 advisory comments | | |
| 6 | Written eligibility determinations including specific reasons for denials or temporary or conditional eligibility | 37.125(d)(e) | 3 deficiencies 1 advisory comment | Letter for not eligible applicants does not state specific reasons for the decision Letter for temporary eligibility does not state specific reasons for the decision or describe the appeal process Letter for applicants who note the need for a PCA does not indicate that PCA use | 60/Oct 18 60/Oct 18 60/Oct 18 |
| 7 | Recertification of eligibility at reasonable intervals | 35.125(f) | 1 advisory comment | | |
| 8 | Administrative appeals process for denials and conditional eligibility | 37.125(g) | 2 deficiencies | Appeal process does not clearly allow appeal without having to state reasons in writing, and does not clearly explain right to in-person hearing Appeal process does not include appropriate separation of function | 60/Oct 18 60/Oct 18 |
| 9 | Complementary paratransit for visitors | 37.127 | No deficiencies | | |

| Item | Part 27 or 37 or 38 Requirement | Reference | Site Visit Finding deficiency/no deficiency or advisory comment | Finding(s) of Deficiency/Exit Meeting Notes | Response Days/ Date |
|------|--|---------------------------------------|--|---|------------------------|
| 10 | Types of service | 37.129 | No deficiencies | | |
| 11 | Service area | 37.131(a) | No deficiencies | | |
| 12 | Response time | 37.131(b) | No deficiencies 1 advisory comment | | |
| 13 | Fares | 37.131(c) | No deficiencies | | |
| 14 | No trip purpose restrictions | 37.131(d) | No deficiencies | | |
| 15 | Hours and days of service | 37.131(e) | No deficiencies | | |
| 16 | Absence of capacity constraints | 37.131(f) | See below | | |
| 17 | No restrictions on the number of trips provided to an individual | 37.131(f)(1) | No deficiencies | | |
| 18 | No waiting list for access to the service | 37.131(f)(2) | No deficiencies | | |
| 19 | No substantial numbers of significantly untimely pickups for initial or return trips | 37.131(f)(3)(i)(a) | No deficiencies | | |
| 20 | No substantial numbers of trip denials or missed trips | 37.131(f)(3)(i)(b) 37.131(3)(1)(b) | No deficiencies 2 advisory comments | | |
| 21 | No substantial numbers of trips with excessive trip lengths | 37.131(f)(3)(i)(c) | No deficiencies | | |

| Item | Part 27 or 37 or 38 Requirement | Reference | Site Visit Finding deficiency/no deficiency or advisory comment | Finding(s) of Deficiency/Exit Meeting Notes | Response Days/ Date |
|------|---|-------------------------|--|--|------------------------|
| 22a | No operational patterns or practices significantly limiting service availability (telephone hold times) | 37.131(f) | No deficiencies | | |
| 22b | No operational patterns or practices significantly limiting service availability (untimely drop-offs) | 37.131(f) | No deficiencies | | |
| 23 | Subscription Service | 37.133 | No deficiencies | | |
| 24 | No-show, late cancel and reasonable service suspension & appeal policies | 37.125(h) (1)-(3) | 2 deficiencies | Process does not clearly allow appellant to have in-person appeal Original decision-maker hear appeal | 60/Oct 18 60/Oct 18 |
| 25 | Complaint Resolution & Compliance Information | 27.13(a)(b) & 27.121 | 1 deficiency | Public advertising of and access to complaint process insufficient | 60/Oct 18 |
| 26 | Nondiscrimination | 37.5 | 1 advisory comment | | |
| 27 | Training | 37.173 | No deficiencies | | |
| 28 | Service under contract with a private entity | 37.23 | Not applicable | | |
| 29 | Service provided by another public entity | 37.21(b) | Not applicable | | |
| 30 | Coordination of service | 37.139(g) | Not applicable | | |

Attachment A
FTA Notification Letter to City of Cheyenne



U.S. Department
Of Transportation
**Federal Transit
Administration**

Headquarters

East Building, 5th Floor, TCR
1200 New Jersey Ave., SE
Washington, D.C. 20590

April 26, 2018

The Honorable Marian Orr
Mayor
City of Cheyenne
2101 O'Neil Ave.
Cheyenne, WY 82001

Dear Mayor Orr:

The Federal Transit Administration (FTA) is responsible for ensuring compliance with the Americans with Disabilities Act of 1990 (ADA) and the Department of Transportation's (DOT) implementing regulations at 49 CFR Parts 27, 37, 38 and 39 as they apply to public transportation. As part of its ongoing oversight efforts, FTA through its Office of Civil Rights conducts a number of on-site ADA compliance reviews of grant recipients. The City of Cheyenne Transit Program (Cheyenne Transit) has been selected for a review of ADA paratransit service to take place from May 21–24, 2018.

The purpose of this review will be to determine whether the City of Cheyenne is meeting its obligations to provide paratransit service as a complement to their fixed route services in accordance with the service criteria and eligibility requirements contained in Subpart F of 49 CFR Part 37, and other related requirements contained in 49 CFR Parts 27, 37 and 38.

The review process includes data collection prior to the site visit, an opening conference, an on-site analysis of the ADA complementary paratransit service, and an exit conference. The entire on-site portion of the review will be completed over seven working days. FTA has engaged the services of the Collaborative, Inc. (the Collaborative) of Boston, MA to conduct this compliance review. As part of the review, the following FTA contractor personnel will be granted temporary access to your TrAMS account: William Schwartz and David Chia. Please do not remove these individuals. FTA will do so at the close of the review. The Collaborative team and FTA representatives will participate in the opening and exit conferences, with FTA participating by telephone.

We request an opening conference at **9 a.m. Mountain Time Monday May 21, 2018**, to introduce the Collaborative team and FTA representatives to the City, including you or your designee, representatives responsible for ADA paratransit eligibility and paratransit operations, and other key staff. During the opening conference, the review team members will present an overview of the on-site activities.

Because review team members will spend considerable time on site during the week, please provide them with temporary identification and a workspace within or near the Cheyenne Transit offices for the duration of their visit. Please let us know if you will designate a member of your staff to serve as the City's liaison with the review team and will coordinate the site visit and address questions that may arise during the visit.

So that we may properly prepare for the site visit, we request that you provide the information described in Enclosures 1 and 2. Enclosure 1 consists of items that the Collaborative must receive by May 15, 2018. These materials should be forwarded to:

Bill Schwartz
Sr. Vice President
The Collaborative, Inc.
122 South Street
Boston, MA 02111
617-306-9466
wschwartz@thecollaborative.com

Enclosure 2 consists of items that the Collaborative team will review on site beginning on May 21, 2018 after the opening conference.

We request the exit conference be scheduled for **10 a.m. Mountain Time Thursday May 24, 2018**, to afford an opportunity for the reviewers to discuss their observations with you and your agency. We request that you or your designee, the director of ADA Paratransit service, each grantee's ADA coordinator, and other key staff attend the exit conference. The FTA Office of Civil Rights will make findings and will provide them to you in a draft report. You will have an opportunity to correct any factual errors before FTA finalizes the report. The Draft and Final Reports, when issued to the City of Cheyenne, will be considered public documents subject to release under the Freedom of Information Act, upon request.

Cheyenne Transit representatives are welcome to accompany the review team during the on-site activities, if you so choose. If you have any questions or concerns before the opening conference, please contact me at 202-366-1671 or via e-mail at *john.day@dot.gov*.

Thank you in advance for your assistance and cooperation as we undertake this process. We look forward to working with City Transit staff.

Sincerely,



John Day
Program Manager for Policy
and Technical Assistance

cc: Cindy Terwilliger, Regional Administrator, FTA Region VIII
Morgan Hecht, Regional Civil Rights Officer, FTA Region VIII
Rena Jording, Director, Cheyenne Transit Program
William Schwartz, the Collaborative, Inc.

Enclosure 1

The following information must be submitted to the Collaborative by May 15, 2018.

1. A description of how complementary paratransit service is structured and provided, including:
 - How trip requests/reservations are handled (by contractors?) and the location address where reservations are taken
 - How trips are scheduled (by contractors?) and the location/address where scheduling is done
 - How dispatching is handled (by contractors?) and the location/address of the central dispatch offices

Note that the Collaborative may contact you in advance to discuss this first question.

2. Copies of any current contracts or agreements with other entities for complementary paratransit eligibility, operations, or other related services
3. A copy of all rider guides, service brochures, or other documents that explain to the public and eligible riders how trips are requested and how service is provided
4. Information on the following complementary paratransit service standards and definitions:
 - Definition of an “on-time” trip
 - Standard for on-time pickup performance and how it’s tracked and reported
 - Standard for on-time drop-off performance and how it’s tracked and reported
 - Standards for an acceptable numbers or percentages of ADA trip denials?
 - Definition of an “excessively long trip”
 - Standard for long-trip performance and how it’s tracked and measured
 - Telephone service standards by call type as applicable (reservations, dispatch, eligibility appointments, etc., and how its tracked and measured
 - Do you make any such definitions or standards public?
5. Samples of driver manifests (described in Item #1 of Enclosure 2) and samples of records, reports, or tabulations of the complementary paratransit information (described in Item #2 of Enclosure 2)
6. Capital and operating budget and expenditures for complementary paratransit service for the four most recent fiscal years, including the current fiscal year
7. The number of complementary paratransit trips scheduled and provided, and trips denied for the four most recent fiscal years, including the current fiscal year
8. Three copies of the fixed route system map

Enclosure 2

We request that the following information and/or assistance be available at the **beginning of the site visit**:

1. Copies of (or electronic access to) completed driver manifests for the most recent six-month period
2. The following complementary paratransit data, by month, for the last six months (paper copies or electronic access):
 - Trips requested
 - Trips scheduled
 - Trips denied
 - Canceled trips
 - Passenger no-shows
 - Carrier missed trips
 - Trips provided
 - A listing of trips denied each month showing customer's name, origin, requested destination, day and time, and if the person was ambulatory or used a wheelchair
 - On-time performance information (pickups and drop-offs)
 - A listing of trips longer than 60 minutes showing the customer name, origin, destination, day and time, if the customer was ambulatory or used a wheelchair, and the total time on-board
 - A listing of passenger no-shows and carrier missed trips for last month with negotiated pickup times and actual vehicle arrival and departure times
 - Telephone call management records (if available) showing hold times by hourly or half-hourly periods and day, total call volume, calls answered and abandoned
3. A record of complaints from the past year related to the ADA paratransit eligibility process, provision of complementary paratransit service or other complaints of discrimination. Provision of service complaints should include all complaints related to trip denials, missed trips, wait lists, trip caps, trip restrictions or limits, on-time performance, lengthy trips, phone capacity issues, etc. showing the customer's name, trip origin, date and type of complaint, and transit agency resolution (any corrective actions requested and taken)
4. The following ADA paratransit eligibility information:
 - Copy of a blank application form
 - Copies of eligibility guidelines and policies and any assessment or interview forms
 - Sample letters of all types of determination (unconditional, conditional, temporary, trip eligible (if applicable) and
 - Other letters related to receipt of applications, incomplete applications, eligibility appeals and other eligibility issues
 - Total number of ADA paratransit eligible individuals
 - Access to eligibility files and appeals records

City of Cheyenne: ADA Complementary Paratransit Compliance Review

- For the most recent 12 months:
 - Number of applications received
 - Number of completed applications considered and processed
 - Number of applications determined incomplete
 - Number of people determined unconditional eligible
 - Number of people determined conditionally eligible
 - Number of people determined temporarily eligible
 - Number of people determined ineligible
- 5. Any documentation of policies, procedures and correspondence related to service suspensions for missing scheduled trips (i.e., passenger no-shows and/or late cancellations)
- 6. Work shift assignments for reservationists (call-takers), schedulers, dispatchers, and drivers
- 7. Access to personnel records showing hire and termination dates for reservationists (call-takers), schedulers, dispatchers, drivers, and road supervisors
- 8. Current complementary paratransit fleet roster with vehicle type, make and model year and odometer reading (designating whether the vehicles are accessible or inaccessible), numbers of accessible and inaccessible spares. For each accessible vehicle, please include the design load of the lift or ramp
- 9. Run structure (vehicles in service by hour of day)
- 10. Access to the most recent six months of daily vehicle pullout records showing late pullouts and closed runs
- 11. Vehicle availability reports for most recent six months
- 12. Assistance with viewing and capturing parameters used in the scheduling software
- 13. Assistance with viewing and collecting data on vehicle run structures and peak pullout requirements
- 14. Subscription trips by hour
- 15. Training curricula for each type of complementary paratransit employee
- 16. Procedures for providing information and communications in accessible formats

Attachment B
CTP Response Letter to Draft Report

RE: Draft Report: City of Cheyenne Paratransit Review

Renae Jording <rjording@cheyennecity.org>

Mon 7/30/2018 4:41 PM

To: Day, John (FTA) <John.Day@dot.gov>; Marian Orr <morr@cheyennecity.org>;

Cc: Terwilliger, Cindy (FTA) <Cindy.Terwilliger@dot.gov>; Hecht, Morgan (FTA) <Morgan.Hecht@dot.gov>; Heard, Anita (FTA) <ANITA.HEARD@dot.gov>; Mitchell, Yolanda CTR (FTA) <yolanda.mitchell.ctr@dot.gov>; Chia, David <dchia@thecollaborative.com>; Patti Monahan <PMonahan@thecollaborative.com>;

 1 attachment

Cheyenne Draft ReportX2.docx;

Mr. Day,

Attached is my correction to the draft report.

Thank you!

Renae Jording

Transit Administrator
City of Cheyenne
322 West Lincolnway
Cheyenne, WY 82001

(o) 307-637-6384

(f) 307-637-6550

www.cheyennecity.org

PUBLIC RECORDS ACT

Email to and from me may constitute a public record and may be subject to disclosure upon request under the Wyoming Public Records Act and similar laws.

From: Day, John (FTA) <John.Day@dot.gov>

Sent: Friday, July 20, 2018 7:30 AM

To: Marian Orr <morr@cheyennecity.org>

Cc: Renae Jording <rjording@cheyennecity.org>; Terwilliger, Cindy (FTA) <Cindy.Terwilliger@dot.gov>; Hecht, Morgan (FTA) <Morgan.Hecht@dot.gov>; Heard, Anita (FTA) <ANITA.HEARD@dot.gov>; Mitchell, Yolanda CTR (FTA) <yolanda.mitchell.ctr@dot.gov>; Chia, David <dchia@thecollaborative.com>; Patti Monahan <PMonahan@thecollaborative.com>

Subject: Draft Report: City of Cheyenne Paratransit Review

Dear Mayor Orr-

Attached for your review is the draft report from the ADA paratransit review of the City of Cheyenne Transit Program (CTP), which was conducted on May 21–23, 2018. Please review for any factual errors and provide any corrections to me by July 31.

We are seeking corrections to factual errors only; please do not submit corrective actions at this time. If you have no corrections, please let me know.

Best Regards,

John Day

Program Manager for Policy and Technical Assistance | Office of Civil Rights

Federal Transit Administration | U.S. Department of Transportation

1200 New Jersey Ave., SE, Room E-54-310 | Washington, DC 20590

☎ 202.366.1671 | ✉ john.day@dot.gov | 🌐 www.transit.dot.gov

Attachment C
CTP Brochure: ADA Complementary Paratransit

Rider's Code of Conduct

As a rider on the CTP system, I agree to:

- Wear a shirt and shoes at all times;
- Have exact change ready as the driver cannot make change;
- Refrain from smoking, eating or drinking on the bus and have all drinks and food contained in spill-proof containers;
- Use electronic devices, such as a radio or ipod only with headphones as long as the sound is not audible to others;
- Not distract the driver and stay behind the line (white or yellow) while the bus is in motion;
- Yield the seats in front of the vehicle for senior and disabled customers;
- Not bring onboard pets or animals with the exception of service animals which are trained to assist individuals with a disability as defined by the Americans with Disabilities Act (ADA);
- Not bring onboard the bus any article defined as a weapon;
- Stay clear of doorways and stairwells;
- Refrain from fighting, using vulgar, offensive or abusive language, pushing, shouting or participating in rough behavior;
- Remove children from strollers and fold down strollers;
- Not bring on the bus any cart that cannot be folded or put between the seats;
- Not bring onboard the bus certain restricted items including used gasoline cans, car batteries, skateboards, scooters and skates (unless placed in a bag or container with wheels covered), tires or any object too large to fit between passenger seats;
- Keep aisle clear of grocery bags or other packages;
- Not interfere with the safe operation of the bus;
- Respect the instructions of the bus driver in regard to the vehicle's operation;
- Keep conversations between riders or on cell phones to a reasonable volume;
- Not occupy more than one seat;
- Not hang out, reach out or put anything out of CTP bus windows;
- Refrain from loitering, soliciting for contributions or distributing materials on CTP properties;
- Keep feet off the seats, off the back of the seats and off the bus walls;
- Remain seated while vehicle is in motion;
- Acknowledge that safety belts are available for use; These rules are not intended to be complete. They serve as a guide only. Violation may result in removal from the bus.

Document is available in alternate formats (e.g. large print, electronic, Spanish) upon request.

7/5/2016

ADA Complementary Paratransit

We can get you there!

- ➔ Work
- ➔ Shopping
- ➔ School
- ➔ Medical
- ➔ Offices
- ➔ Professional
- ➔ Offices
- ➔ Recreation
- ➔ Culture



Introduction

The Cheyenne Transit Program (CTP) is the public transportation provider for the City of Cheyenne. Our goal is to provide the best possible transportation service to our customers.

CTP operates two types of service:

- Accessible fixed-route bus service; and
- ADA complementary paratransit service

CTP's fixed-route buses are lift-equipped making them accessible for people who use a mobility device or cannot climb stairs. Our drivers receive special training in assisting people with disabilities.

CTP's ADA complementary paratransit service provides comparable service to our regular fixed route service for individuals who meet the requirements under the Americans with Disabilities Act (ADA). CTP asks that passengers be ready for pick up at the curb. **Should you need assistance beyond the curb please notify dispatcher when making reservation.** Expect shared-ride service. Others may be picked up after you or dropped off before you reach your destination. Whenever possible, fixed route buses are to be utilized.

Any person who rides onboard a CTP vehicle is deemed to have accepted the normal risks that may be encountered when traveling onboard a public vehicle. CTP staff members do their utmost to operate in a safe and professional manner at all times. Passengers are reminded that sudden stops may occur without warning. Passengers are encouraged to fasten seatbelts and shall remain seated while vehicle is in motion.

CTP buses and facilities are equipped with audio and video surveillance.

Application Process

Any individual wishing to apply for ADA complementary paratransit eligibility, based on a disability, may pick up an application at the CTP office at 322 West Lincolnway, Cheyenne; or call 637-6253 to obtain an application by mail.

On the application form, each applicant must provide the name and address of a health care professional who is familiar with the applicant's disabling condition, and can explain how that condition **prevents** the applicant from using fixed-route service.

Under the ADA, the standard for determining eligibility is not whether a disabling condition exists, but whether (or under what circumstances) the applicant's disabling condition prevents them from using the regular fixed-route bus service.

Application Process (cont)

In some cases, eligibility is established for certain circumstances only.

An eligibility determination will be made, and the applicant will be notified in writing, within 21 calendar days after the completed application has been received. Eligibility will be valid for at least 90 calendar days (depending on eligibility criterion) and recertification is required every 3 years. If you are dissatisfied with your eligibility determination, you may appeal within 60 calendar days of the date of the letter notifying you of your eligibility status. Please review the section on how to file an appeal later in this document.

Visitors

Visitors from out of town who are certified ADA-eligible by another transit provider, provide documentation of a disability, or self-certify that they have a disability that prevents them from using the fixed-route buses may use the ADA complementary paratransit service for up to 21 calendar days in a 12 month period without going through the application process. CTP may request proof of residency. Please call 637-6253 for a visitor's pass. A visitor who needs ADA complementary paratransit service for more than 21 calendar days in a 12 month period must apply for eligibility.

General Ridership Policies

CTP has established the following general ridership policies for fixed route service.

- If a passenger uses oxygen, the tank must be portable, i.e., the passenger must be able to carry the tank onto the vehicle themselves. If the passenger is in a wheelchair, the tank must be attached to the wheelchair. Once onboard, the portable oxygen tank must ride in a secure location, for example, in the passenger's lap, in front of the passenger on the floor between seats, or on the floor behind the modesty panel.
- Child restraints must be used.
- Strollers, grocery carts and walkers must be folded and stored out of the aisles.
- Children may not remain in strollers.
- The number of packages a passenger can have is limited to the equivalent of four grocery bags, which passenger must be capable of carrying themselves.
- Large items, such as furniture, etc. are not permitted on CTP buses.
- Because watches and clocks seldom agree, please arrive at your stop at least 5 minutes before departure.

General Information

Service Area

CTP provides ADA complementary paratransit service within a 3/4 mile radius of a CTP fixed route. All trips must take place within the defined service area. CTP will determine whether your trip is eligible when you call to schedule a ride.

Service Hours

CTP’s ADA complementary paratransit service operates the same days and hours as our fixed-route service. For Monday through Friday, trips can be scheduled for a pick-up as early as 6:00 am and as late as 7:00 pm. On Saturdays, trips can be scheduled for pick-up as early as 10:00 am and as late as 5:00 pm. No service is provided on Sundays.

Fares

The fare is \$3. Children under 5 accompanying a qualified passenger, \$1. A fare is charged for each leg of a trip. Payment is required at the time of boarding. If a passenger does not have payment, service will not be provided. Fares may be paid with cash (must have exact fare as drivers do not carry change), a CTP token or a CTP punch card. Tokens (\$1.50 each) and punch cards (\$30 for 22 punches) may be purchased at the CTP office at 322 West Lincolnway, or by calling 637-6253. CTP does not accept credit cards as form of payment.

Personal Care Attendants and Companions

If you require the assistance of a personal care attendant, the attendant travels with you at no charge. The need for a personal care attendant is identified in the application process. At the time of scheduling a ride, please indicate if you will have a personal care attendant with you. The attendant must get on and get off at the same location you do.

One companion may accompany you, additional companions will be served on a space-available basis. Companions will pay the same fare as the ADA eligible rider. Companions must get on and get off at the same location you do. At the time of scheduling a ride, please indicate if a companion will accompany you.

Service Animals

Service animals are always welcome. The passenger must have the service animal fully under control at all times so as not to disrupt other passengers or the schedule. Service animals may not occupy a seat. Drivers cannot and will not, assume any responsibility for service animals. Comfort/companion animals do not fall under the definition of a service animal. At the time of scheduling a ride, please indicate if a service animal will accompany you.

For eligibility appeals process visit website:
cheyennecity.org/Transit for information.

Scheduling Rides

Reservations must be made at least the day before or up to 14 calendar days in advance by calling 637-6253, between 8am and 5pm, Monday through Friday. A telephone answering machine is available on Sundays and holidays between 8am and 5pm. No requests for rides are accepted on Saturdays. A dispatcher can be reached between 6am and 7pm, Monday through Friday and on Saturday between 10am and 5pm by calling 637-6253. Drivers cannot take reservation requests or trip changes from passengers.

Return Trips

CTP requires return trips to be scheduled at the same time original trips are scheduled. Passengers should anticipate the latest possible time needed for their return and schedule a trip for that time. If you are ready to return before your scheduled time, please call CTP, we will make every effort to pick you up at the earlier time.

- Name
- Date of travel
- Origin address
- Destination address
- Desired Arrival Time
- Desired pick-up time
- Whether you use a wheelchair or walker
- Whether a personal care attendant, companion, or service animal will accompany you.

Following is the information the dispatcher will need to schedule your trip:
The dispatcher will let you know your pick-up and return times, or may call back later with the times. CTP will make every effort to schedule your trip at the desired times. The ADA allows the ride to be scheduled up to one hour before or one hour after the requested times.

On Time Performance

Please be ready 15 minutes before the scheduled pick-up time. CTP makes every effort to arrive as close to the scheduled pick-up time as possible. However, service will be considered on time if it is within 15 minutes before or 15 minutes after the scheduled pick-up time. Example: If your scheduled pick-up time is 9:30 am, the vehicle may arrive between 9:15 am and 9:45 am.

Drivers, after arriving within the pick-up time period, will wait up to 5 minutes. Passengers who are not at the scheduled pick-up point will be considered a “no-show” and the driver will leave. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment. If you know you will be detained during a medical appointment please call CTP at 637-6253 as soon as possible and when you are ready, call and we will dispatch the next available vehicle to pick you up.

Negotiating a Trip Request

CTP is not always able to give riders the exact time they request. ADA allows for negotiated pick up time of up to one hour on either side of the request. CTP makes every effort to offer trip times as close as possible to those requested. However, if a rider refuses the negotiated trip time, it is considered a customer trip refusal and not a denial of service.

Cancellations

If you are unable to make your scheduled ride for any reason, please call the office at 637-6253 at least 2 hours prior to your scheduled pick-up time to cancel your ride. Cancellations made within 2 hours of the scheduled pick-up time will be considered a no show. CTP drivers cannot make schedule changes for you.

No Show Policy

- A no show occurs when:
- You fail to show up for your scheduled trip.
 - You fail to cancel at least 2 hours prior to your scheduled trip.
 - You are not ready within 5 minutes of the driver’s arrival during the pick up window.

If you are a no show for your going trip, your return trip will remain unless you call to cancel. No shows are not counted when they are due to situations beyond the rider’s control, such as: medical emergency, hospitalization, sudden illness.

- Riders may be suspended from paratransit service when they show a “pattern or practice” of no shows, which occurs when:
- Rider has (4) or more no shows in a calendar month; AND
 - The number of no shows represents more than 20% of the trips booked by the rider in the same calendar month.

Consequences for pattern and practice of no shows:
1st violation—letter of warning
2nd violation—5 day suspension
3rd violation—15 day suspension
4th violation—30 day suspension
(and subsequent violations)

CTP will notify you by mail of the date on which the suspension will begin, which will be no less than 15 calendar days from the date the letter is sent. Passengers have the opportunity to appeal any no shows listed. Appeals should be addressed to: Cheyenne Transit Program, No Show Appeals, 322 West Lincolnway, Cheyenne, WY 82001. Riders who miss the appeal request deadline will be suspended from CTP on the date listed on the suspension notice. All suspension appeals follow CTP’s appeal policy.

Extreme Weather Conditions

In the event of extreme weather conditions which make travel unsafe, CTP may cancel service. Service cancellation announcements are made public through local media, therefore you must tune in to local radio and television, as this is the only notification that will be provided.

Wheelchairs and Mobility Devices

In accordance with the ADA, CTP vehicles are designed to accommodate most mobility devices. Passengers must be in an upright sitting position for transport. All mobility devices must be in safe operating condition. All passengers using a wheelchair or scooter must use the restraint system to secure the wheelchair or scooter to the floor of the vehicle.

Driver Assistance

- CTP drivers are specially trained to assist you. Drivers will:
- Deploy lifts and ramps for persons using mobility devices and those without mobility devices who cannot navigate the bus steps, upon request.
 - Secure passengers using mobility devices.
- To ensure your safety and the safety of our drivers, CTP has the following restrictions:
- Drivers will not assist passengers using wheelchairs up or down steps. Please arrange with someone else to assist you.
 - Drivers will not carry packages.
 - Drivers will not dress passengers.
 - Drivers will not search a passenger’s body or belongings for the appropriate fare of ticket.
 - Drivers will not clear pathways of ice, snow or other barriers anywhere, except at Transfer Station.

Holidays

- No service is provided and the office is closed on the following holidays:
- | | |
|----------------------------|-------------------------|
| *New Years Day | *Labor Day |
| *Martin Luther King Jr Day | *Veterans Day |
| *Presidents Day | *Thanksgiving Day |
| *Memorial Day | *Day after Thanksgiving |
| *Independence Day | *Christmas Day |

When a named holiday falls on a Saturday, the preceding Friday is recognized as the holiday. When a named holiday falls on a Sunday, the holiday is recognized on the following Monday.

Title IV Rights

CTP operates all programs without regards to Race, Color or National Origin. CTP also strives to be non-discriminatory with regards to Age, Gender or Disability. If you feel you have been discriminated against or would like more information on this policy, please contact CTP’s administrative office.

Attachment C
CTP Paratransit Eligibility Applications and Instructions



ADA Paratransit Eligibility Application and Instructions

Dear Applicant,

Thank you for inquiring about applying for Cheyenne Transit's Paratransit service. Enclosed is a copy of an application for Certification for ADA Paratransit Eligibility.

Please read the enclosed materials carefully before completing the application.

Transit Program (CTP) ADA Paratransit service at Cheyenne provides service to individuals who are unable to use the fixed-route bus service because of a disability. An inability to use fixed route service may include being unable to travel to and from bus stops, board or exit busses, or understand how to ride and use the bus system.

CTP Paratransit provides shared ride, curb-to-curb service to persons determined to be "ADA eligible" for those trips that cannot be made using the fixed route service. You may, for example, be able to use fixed-route service for some trips if stops are nearby and there are no barriers that prevent you from getting to and from the bus. At other times, you may not be able to use the bus, CTP's Paratransit service is meant to assist you at those times.

If you need assistance completing this form or have questions, please contact our office at 307-637-6253. This letter and application are available in different formats.

After you have completed the application information, please have your licensed health care professional complete the Professional Verification section. The information you provide in this application is confidential.

PLEASE DO NOT ATTACH MEDICAL INFORMATION TO THIS APPLICATION

Revised 3-21-17

In order to be eligible to use CTP's Paratransit service as an ADA eligible rider, your disability must prevent you from using the existing accessible fixed route bus service. In accordance with the "*Americans with Disabilities Act of 1990*" (ADA), there are three specific circumstances under which a person would be considered ADA eligible for Paratransit service:

1. The individual is unable, as a result of physical, visual or mental impairment, and without the assistance of another individual (other than the driver of the bus) to board, ride or disembark from any vehicle in the fixed route system, which is accessible to individuals with disabilities.
2. The individual with a disability could utilize an accessible vehicle but such a vehicle does not operate on the fixed route he/she wishes to travel.
3. The individual with a disability has a specific impairment related condition, which prevents travel to a boarding location or from a disembarking location on the fixed route system.

Disability, age and/or distance to and from a bus stop **DO NOT**, by themselves, qualify a person for paratransit. Inconvenience and/or decreased comfort **ARE NOT** a basis for qualification. The condition must **PREVENT** travel by fixed route bus. Please keep in mind; all fixed route buses are equipped with wheelchair lifts or ramps, along with securement devices. Whenever possible, fixed route buses are to be utilized.

The information you provide will assist us in making an appropriate determination. Our evaluation is a transportation decision, not a medical decision. All information will be kept confidential. All questions must be answered in full or the application will be considered incomplete. An incomplete application will be returned to the applicant one time. If it is submitted a second time and is still incomplete, it will be held for 60 calendar days before it is discarded. CTP may retain the services of a registered occupational therapist or a registered physical therapist if consultation about a disability is thought necessary.

Please type or print clearly.

Once the completed application and professional verification has been received, a determination of your eligibility will be made within 21 calendar days. You will be notified of your eligibility by mail. Any fees charged for the completion of certification forms are not the responsibility of the Cheyenne Transit Program. Eligibility will be valid for at least 90 calendar days (depending on eligibility criterion) and recertification is required every 3 years. If you are dissatisfied with your eligibility determination, you may appeal within sixty days of the date of the letter notifying you of your eligibility status.

In order to be eligible for this service, you must reside within 3/4 of a mile of our fixed route corridor and the time of your trip must fall within the hours of the closest CTP bus route. If you do not reside within the 3/4 radius, you must have a means of getting within our service area before transportation is provided.

This document is available in large print and Spanish upon request.

ADA Paratransit Eligibility Application

1. INFORMATION

Name _____ ☐ Female ☐ Male
First Middle Initial Last

Home address: _____ Apt #: _____

City/State: _____ Zip: _____

Mailing address: _____ Apt #: _____

City: _____ Zip: _____

Telephone: (____) _____ Date of Birth: ____/____/____

Please provide the name of a LOCAL friend or relative to call in the event of an emergency:

Name _____ ☐ Female ☐ Male
First Middle Initial Last

Home address: _____ Apt #: _____

City/State: _____ Zip: _____

Telephone: (____) _____ Relationship: _____

Do you need information given to you in any of the following formats?

☐ Large Print ☐ Audio Tape ☐ Braille ☐ Computer Disk ☐ None

If this application is being completed by someone other than the applicant requesting certification, that person must complete the following:

Name: _____ Relationship: _____

Address: _____

Telephone: (Day) _____ (Evening) _____

Please check one of the items below:

- ☐ I certify that the information provided in this application is true and correct based upon information given to me by the applicant.
- ☐ I certify that the information provided in this application is true and correct, based upon my own knowledge of the applicant's health condition or disability.

Signature _____ Date: _____

About Your Disability

Do you have a disability which prevents you from using the Cheyenne Transit Program fixed-route bus service? ☐ Yes ☐ No

If yes, please describe any and all physical, mental, visual, or functional disabilities which prevent you from using Cheyenne Transit Program fixed-route bus services.

1. Explain how your disability prevents you from independently using fixed-route bus service:_____

2. Are the conditions you described? ☐ Permanent ☐ Temporary ☐ Vary day to day

If temporary, what is the expected duration?_____

3. Do you have a medically defined cold or heat sensitivity? ☐ Yes ☐ No

Above or below what temperatures?_____

If yes, please explain:_____

4. Do you have a visual impairment? ☐ Yes ☐ No ☐ Sometimes

If yes or sometimes, please explain:_____

5. Are you able to wait outside without assistance or support for 10 (ten) minutes?

☐ Yes ☐ No ☐ Sometimes If no or sometimes, please explain_____

6. Does the extent of your disability change after medical treatment? ☐ Yes ☐ No
☐ Sometimes

If yes or sometimes, please
explain: _____

7. Are there any other comments or additional information relating to your disability that
you would like to
explain? _____

Traveling To and From Bus Stops

1. Do you currently use Public Transportation (city bus)? ☐ Yes ☐ No
2. Have you ever ridden on a Cheyenne Transit Fixed Route Bus? ☐ Yes ☐ No

If yes,
when? _____

3. Are you able to locate fixed-route bus stops, destinations, locations, or cross streets
independently?

☐ Yes ☐ No ☐ Sometimes

If no or sometimes, please explain:

4. How far from your home is the nearest CTP public bus stop?

☐ Less than 1 block ☐ 1-2 blocks ☐ 3-4 blocks
☐ 5 blocks ☐ I don't know

5. Are you able to reach and return from your neighborhood bus stop independently?

☐ Yes ☐ No ☐ Sometimes

If no or sometimes, please explain: _____

6. Are you able to wait outside without assistance or support for ten (10) minutes?

☐ Yes ☐ No ☐ Sometimes

If no or sometimes, please explain:

7. Are you able to travel on flat surfaces in good weather?

☐ Yes ☐ No ☐ Sometimes

If no or sometimes, please explain:

8. Are you able to travel on slight inclines in good weather?

☐ Yes ☐ No ☐ Sometimes

If no or sometimes, please explain:

9. Are you able to cross multi-lane streets with crosswalks?

☐ Yes ☐ No ☐ Sometimes

If no or sometimes, please explain:

10. How do you currently travel to your most frequent destinations? (Check all that apply)

- | | | |
|---------------------------------------|---|---|
| <input type="checkbox"/> Route Bus | <input type="checkbox"/> Paratransit | <input type="checkbox"/> Friend/Relative drives vehicle |
| <input type="checkbox"/> Walk | <input type="checkbox"/> School Bus | <input type="checkbox"/> Private Taxi, car or Van |
| <input type="checkbox"/> Drive myself | <input type="checkbox"/> Other, Please Explain: _____ | |

11. Please list your three most frequent trips and how you get there now:

A. Destination: _____

Address _____

How do you get there now? _____

Times per week: _____ Get there by: _____

B. Destination: _____
Address _____

How do you get there now? _____

Times per week: _____ Get there by: _____

C. Destination: _____
Address _____

How do you get there now? _____

Times per week: _____ Get there by: _____

12. Have you had training to learn how to travel around the community or on how to use the fixed-route buses? ☐ Yes ☐ No

a. Would you like information about free training to use the fixed-route buses?
☐ Yes ☐ No

Boarding and Alighting the Bus

1. Can you safely and independently walk up and down three (3) 12 inch steps?

☐ Yes ☐ No ☐ Sometimes

If no or sometimes, please explain: _____

2. Are you able to board a wheelchair accessible bus without assistance?

☐ Yes ☐ No ☐ Sometimes

If no or sometimes, please explain: _____

Analysis of Applicants Needs

1. How far can you travel on your own or if you use a mobility aid?

- ☐ Less than 1 block ☐ 1 block ☐ 2 blocks
☐ ¼ mile (3 blocks) ☐ ½ mile (6 blocks) ☐ ¾ mile (9 blocks)

2. Do you use a wheelchair or scooter? ☐ Yes ☐ No

- a. How wide is it? _____ inches
b. How long is it? _____ inches
c. How heavy is it when occupied? _____ pounds

This information is not used to determine paratransit eligibility. It is the applicant's responsibility to know the dimensions of their mobility device and the weight of it while in use.

****Please Note: In accordance with the ADA, CTP vehicles are designed to accommodate mobility devices that weigh no more than six hundred pounds when occupied. If your mobility device exceeds these specifications, please call CTP for an evaluation to determine whether we can accommodate your mobility device.**

3. Do you use any of the following mobility aids or specialized equipment when traveling?

Check all that apply:

- ☐ Manual Wheelchair ☐ Long White Cane ☐ Cane ☐ Crutches
☐ Power Wheelchair ☐ Walker ☐ Communication Board
☐ **Service Animal ☐ Portable Oxygen Tank ☐ Power Scooter (3 wheel)
☐ Crutches ☐ Respirator ☐ Other Aid: _____
☐ Large Power Chair (exceeds ADA)

4. ** What type of animal? _____

a. What task(s) does the service animal provide? _____

**** Comfort/companion animals do not fall under the definition of a service animal.**

If you use a wheelchair or scooter, will you use it on paratransit? ☐ Yes ☐ No ☐ Sometimes

If no or sometimes, please

explain: _____

5. Do you require an attendant (personal care, sight guide) to travel with you? An attendant may assist you with any personal or travel needs, such as crossing the street, navigating stairs, etc.

☐ Yes ☐ No ☐ Sometimes

If no or sometimes, please
explain:_____

6. Is there anything else you want to tell us about your disability or health condition that might help us better understand your travel abilities and limitations?_____

Applicants Signature

I certify that the information I gave in the application is true and correct. I understand that falsification of information may result in denial of service. I understand all information will be kept confidential; only the information required to provide services I request will be disclosed to those who perform those services. The application will not be processed without application signature.

Applicant Signature

Date:_____

Applicant Name (Please Print)

If the applicant is a minor or has a legal guardian the parent or guardian must sign this application, and attest to the accuracy of the information contained herein.

Signature of parent or legal Guardian

Date:_____

Guardian Name (Please Print)

ADA PARATRANSIT ELIGIBILITY APPLICATION

AUTHORIZATION TO RELEASE MEDICAL INFORMATION (TO BE COMPLETED BY THE APPLICANT)

I hereby authorize the following licensed professional (doctor, therapist, social worker, etc.), who can verify my disability or health-related condition, to release this information to the Cheyenne Transit Program eligibility certification staff or a contractor working for the agency to conduct eligibility screenings. This information will be used only to verify my eligibility for ADA paratransit services. I understand that I have the right to request and receive a copy of this authorization, and that I may revoke it at any time.

Name of Medical Professional who may release my medical information:

Name of Medical Professional

Address of Medical Professional

City, State and Zip Code

Telephone Number of Medical Professional

Fax Number of Medical Professional

Medical Record or Identification number, if known

Applicant Name (Please Print) _____

Applicant Signature: _____ Date: _____

Please return this form and the following completed form to:

Cheyenne Transit Program
322 West Lincolnway
Cheyenne, WY 82001
(307) 637-6253

Professional Verification

This part of the application form should be completed by a health care professional **who is currently treating the applicant for their disability**, and is authorized to provide this information to Cheyenne Transit Program.

The individual who has asked you to review and sign this application is applying to the Cheyenne Transit Program to be considered eligible for paratransit service. **ADA paratransit service is intended ONLY for those trips that the person cannot take on the regular public bus fixed route system due to his/her physical or mental disability.**

Failure to complete this form could result in denial of service for the applicant.

Applicant Name: _____

1. In what capacity do you know the applicant and for how long?

2. Is the applicant your regular client? ☐ Yes ☐ No

3. Please indicate all the medical diagnoses of the applicant's disability. (Please Print Clearly)

4. If the disability is cognitive or developmental, please supply information regarding the applicant's functional abilities and any recent evaluations. All information will be kept confidential.

5. Is the condition temporary? ☐ Yes ☐ No

If yes, please specify the time from (example: 6 months) within which you anticipate the applicant to recover or next reevaluation.

6. How does the diagnosed disability prevent travel on ADA accessible fixed-route buses?

7. Does the applicant require use of the following? (Check each, where it applies)

| | Yes | No | Sometimes |
|---------------------------|-------|-------|-----------|
| Manual wheelchair | _____ | _____ | _____ |
| Motorized wheelchair | _____ | _____ | _____ |
| Cane, Crutches, or Walker | _____ | _____ | _____ |
| Service Animal | _____ | _____ | _____ |
| Personal care attendant | _____ | _____ | _____ |

8. Is the applicant able to do any of the following with the use of a mobility aid and without the assistance of another person?

| | Yes | No | Sometimes |
|--------------------------|-------|-------|-----------|
| Travel ½ block? | _____ | _____ | _____ |
| Travel 1 block? | _____ | _____ | _____ |
| Travel 2 blocks? | _____ | _____ | _____ |
| Travel 4 blocks or more? | _____ | _____ | _____ |
| Climb three 12” steps? | _____ | _____ | _____ |

a. If “no” or “sometimes,” describe in detail any factors which would have an adverse impact on the applicants abilities to travel. _____

9. Can the applicant independently cross the street? [] Yes [] No

10. Does weather impact the applicant’s ability to ambulate? [] Yes [] No
If yes, please explain and list the temperatures at which the applicant would be impacted.

11. Please note any additional information you feel is relevant about the applicant disability and the disability preventing travel on ADA accessible fixed-route buses.

I certify that the information contained in this application is true and correct to the best of my knowledge and ability.

Signature _____ Date: _____

Print Name _____

Daytime Phone Number: _____ Agency/Clinic: _____

Address: _____

Professional License, Registration or Certification

#: _____ Expires: _____