

HANDI-VAN
Americans with
Disabilities (ADA)
Program Information

Fond du Lac County
Senior Services
160 South Macy Street
Fond du Lac, WI 54935

Telephone: (920) 929-3110

January 4, 2021

The City of Fond du Lac, Wisconsin operates a fixed route public transportation system, which includes a complementary Paratransit service as defined by the Americans with Disabilities Act (ADA). Individuals unable to use regular fixed route transit service because of a disability can use this service. This service is called HANDI-VAN and satisfies the public transportation requirements of the U.S. Department of Transportation final rule (49 CFR Parts 37 and 38) portion of the Americans with Disabilities Act of 1990 (ADA) law. This pamphlet outlines some general definitions and rules applicable to this ADA complementary Paratransit service.

FARE

“Per federal regulations Handi-Van fare is only double the regular bus fare.” If you have an attendant, they ride for free. The HANDI-VAN is a truly affordable alternative when you compare it with similar services costing much more. Exact fare at time of trip is mandatory, as drivers will not make change.

ELIGIBILITY AND GRIEVANCE APPEAL PROCESS

- Step 1: The person must initially file a complaint, in writing, to the FDLAT Transit Manager. This could be for a eligibility denial or service problem.
- Step 2: If the decision to deny is confirmed, the notice of denial shall be sent to the applicant address. The notice shall include the reasons for the denial and procedures, which may be utilized to appeal the decision. If there is a service problem disagreement the transit manager shall review and communicate within 21 days. The period permitted for the appeal can be no later than 60 days after the date of notice or service review communication.
- Step 3: An individual has the right to appeal such decisions before the Transit Manager or his/her delegate with the City of Fond du Lac. The delegate shall not be the person making the initial denial or service analysis. The individual making the appeal has the right to be heard in person. No service need be provided while the appeal is heard. If no decision is made within thirty days, presumptive eligibility applies until a final decision.
- Step 4: The denial of ADA eligibility or service can become the subject of a civil rights complaint and ultimately be reviewed by the courts.

eligible by another public entity but claim that they are ADA Paratransit eligible, they are entitled to presumptive eligibility for up to 21 days. If service is needed beyond this period, they will be required to apply for eligibility in the area they are visiting.

NON-SECURABLE WHEELCHAIRS POLICY

Any person whose wheelchairs, mechanical or otherwise, that cannot be safely secured in any HANDI-VAN transport vehicle will be required to transfer to a HANDI-VAN provided wheelchair. The non-securable wheelchair will be transported separately and the person will be returned to that wheelchair at the completion of their trip. If the person refuses to transfer, HANDI-VAN will not transport.

Any questions about non-securable wheelchairs, or this policy, should be directed to:

Fond du Lac County
 Senior Services
 160 South Macy Street
 Fond du Lac, WI 54935
 (920) 929-3110

ANIMALS

All dogs, cats, birds, or other animals are not permitted on board unless so caged or so restricted as to not pose a hazard to the passengers or driver. An exception is animals protected by ADA.

WHERE TO FILE A COMPLAINT

Any person wishing to file a complaint in regard to policies or services should file that complaint in writing to:

City of Fond du Lac
 Fond du Lac Area Transit
 Transit Manager
 530 Doty Street
 Fond du Lac, WI 54935
 (920) 322-3652

CONTENTS

What is a disability..... 4
 Who can use the Complementary
 Paratransit HANDI-VAN Service 4
 Where can I get certified to use ADA Complementary
 Paratransit Service and Who do I call to Order Service..... 5
 How To Become Eligible 6
 Advanced Scheduling..... 6
 Same Day Scheduling..... 6
 Pick-up Window..... 6
 5 Minute Wait Time 6
 No Show Policy 7
 Cancellations..... 8
 Violent or Threatening Behavior Policy..... 8
 Personal Attendants 8
 Guests..... 8
 Carry-ons 9
 Steps..... 9
 Safety..... 9
 Privacy Regarding Medical Information..... 9
 Visitor Policy..... 9
 Non-Securable Wheelchairs Policy 10
 Animals 10
 Where to File a Complaint..... 10
 Eligibility and Grievance Appeal Process 11

WHAT IS A DISABILITY?

1. Any “physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or being regarded as having such an impairment. Major life activities include caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, working, persons with cognitive disabilities and those with a contagious or non-contagious disease.
2. This definition of disability applies to individuals who are likely candidates to be eligible to use the Fond du Lac Area Transit (FDLAT) complementary Paratransit service called HANDI-VAN.

WHO CAN USE THE COMPLEMENTARY PARATRANSIT HANDI-VAN SERVICE?

Any individual who is unable to use or navigate the regular FDLAT accessible fixed route transit system, as the result of a physical or mental disability, 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 accessible fixed route bus who does not meet the following conditions described on the following pages.

If an individual with disabilities is able to use the bus for certain trips the individual must utilize the fixed route bus routes for those trips.

- A. That by providing mobility training may sufficiently assist that individual to use the regular bus system so that the need for complementary Paratransit service is not required. Because the disabled person prefers Paratransit service over fixed route transit service is not sufficient reason for eligibility.
- B. Even though FDLAT has a fully accessible fixed route fleet, in some cases individuals may be eligible to use the complementary Paratransit service, examples are:

- B. An additional individual accompanying the ADA paratransit eligible individual shall be provided service, provided that space is available for them on the vehicle carrying the ADA paratransit eligible individual and that transportation of the guest will not result in a denial of service to ADA paratransit individuals
- C. In order to be considered as “accompanying” the eligible individual, the guest shall have the same origin and destination as the eligible individual.

CARRY-ONS

Each eligible rider is allowed to bring up to two (2) carry-ons. This includes personal belongings and grocery bags.

STEPS

Drivers are able to help riders up or down no more than 2 steps.

SAFETY

To ensure safety, our rider policy prohibits seriously disruptive behavior, public health threats, and refusal to comply with policies & safety rules.

PRIVACY REGARDING MEDICAL INFORMATION

The medical information, gathered as part of ADA Paratransit eligibility determination process, is not to be shared with any other party. Staff will be instructed to respect the privacy of persons seeking ADA Paratransit eligibility certification.

VISITOR POLICY

Paratransit service must be provided to visiting ADA eligible individuals. If these individuals have been certified as “ADA Paratransit eligible” by another public entity, that certification must be honored for up to 21 days. If they have not been certified as

Any further occurrences within a 6 month period after an initial 7-day suspension which also attain the 10% or higher threshold will result in progressive sanctions; a 14-day suspension, followed by a 21-day suspension of Handi-Van service. Repeated instances within the 12 month period following the 21-day suspension may result in additional suspension(s).

All suspension notices include a copy of this policy, information on disputing no-shows and how to appeal suspensions.

CANCELLATIONS

If you need to cancel a trip, the cancellation should occur more than one hour prior to the scheduled pick-up time. A late cancellation (less than one hour) is considered a no-show.

VIOLENT OR THREATENING BEHAVIOR POLICY

Persons, whose behavior threatens or has threatened the safety of Paratransit personnel or other customers, may be denied the service. The determination must be in writing and state the basis for the determination. Suspension of service is allowed before and during the appeal process.

PERSONAL ATTENDANTS

A personal attendant (PCA) is allowed. A PCA is not considered to be a guest. A PCA individual is required to certify eligibility with the ADA Paratransit service provider. The PCA does not have to pay a fare. One PCA per individual is allowed.

GUESTS

Each certified Handi-Van rider is allowed a personal care attendant. In addition to the personal care attendant, one other individual accompanying the ADA paratransit eligible individual shall be provided service –

- A. A family member or friend is regarded as a person accompanying the eligible individual, and not as a personal care, unless the family member or friend is acting in the capacity of a personal care attendant.

1. Bus stop where environmental factors make it impossible to safely deploy the bus lift...at such a stop, service is to be equally refused. In doing so, no extra exposure to Paratransit eligibility exists simply because the nearest available bus stop is further up/down the route.
2. Any individual with a disability who has a specific impairment-related condition which prevents such individuals from traveling to a boarding location or from a disembarking location on such system.
3. The specific impairment-related condition must prevent the person from using the fixed route system. Conditions, which make getting to and from stops/stations more difficult, do not confer eligibility. If, however, travel to or from a boarding location is impossible when these factors are combined with the person's specific-related condition, Paratransit service must be provided.
4. Architectural barriers not under the control of the public entity (such as curb cuts), and environment barriers (such as distance, terrain and weather) do not, when considered alone, confer eligibility. If, however, travel to or from a boarding location is impossible when these factors are combined with the person's specific related condition, Paratransit service must be provided.

WHERE CAN I GET CERTIFIED FOR ADA COMPLEMENTARY PARATRANSIT SERVICE AND WHO DO I CALL TO ORDER SERVICE?

Fond du Lac County
Senior Services
160 South Macy Street
Fond du Lac, WI 54935
(920) 929-3110

HOW TO BECOME ELIGIBLE?

You must complete an ADA application to determine eligibility. The application process evaluates if the applicant has a qualifying disability that prevents him/her from using ADA bus service.

ADVANCED SCHEDULING

Rides should be scheduled by 4:30 p.m. All requests for next day service that are placed over the weekend, or the day before a holiday, must be received by the Handi-Van office no later than 4:30 p.m. the day prior to the service request.

SAME DAY SCHEDULING

Same day service includes trips scheduled after 4:30 p.m. the day prior to the trip. Same day service can be denied by dispatch when vehicles are filled with advanced scheduled demand. If same day service can be provided, riders may experience longer wait times and/or delayed pick-up times.

PICK-UP WINDOW

When your pick-up time is scheduled in advance, the vehicle can arrive anytime within a 30-minute pick-up window, which is defined as fifteen minutes before and fifteen minutes after the scheduled pick-up time. For example, if your pick-up appointment is scheduled for 9:00 a.m., the pick-up window time frame is 8:45 a.m. - 9:15 a.m. It is the rider's responsibility to be prepared to board the vehicle within the pick-up window.

5 MINUTE WAIT TIME

Once the vehicle arrives for a pick-up, the driver will wait up to 5 minutes for a passenger. If the rider is not prepared to board, the trip will be counted as a no-show and the vehicle will be dispatched to another location.

NO-SHOW POLICY

A no-show is defined as the act of a person, who, having scheduled a paratransit trip, changes his/her mind about making the trip but does not cancel the appointment, allowing the vehicle to arrive but not boarding it. The definition also includes cancellations less than one hour before the scheduled pick-up time but does not include incidents like scheduling problems, late pickups and other operational problems of the provider. The provider will wait up to 5 minutes for each rider after arriving at the pick-up location.

Fond du Lac Area Transit Handi-Van does not count as no-shows [or late cancellations] any trips due to our contractor's error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required five minutes
- Long hold times that prevent callers from canceling trips by telephone in a timely manner

Fond du Lac Area Transit Handi-Van does not count as no-shows [or late cancellations] situations beyond a rider's control, such as:

- Medical emergency
- Family emergency

Fond du Lac Area Transit Handi-Van will maintain records of no-show incidents. Each no-show will count as one occurrence.

The first and second occurrence of no-show will trigger a phone call. A third occurrence of no-show within a rolling 30-day period will trigger a written notice. An additional occurrence beyond the first 3 no-shows within a 30-day period will result in a 7-day suspension of service, if it results in a percentage of 10% of scheduled rides or higher. If the percentage threshold of 10% of scheduled rides has not been reached, another written notice will be provided.