

# CITY OF LAKE WORTH

## Shuttle Service Policies and Procedures

---

---

### I. MISSION

To provide a safe and effective shuttle service to the citizens of Lake Worth and provide special shuttle service for the mobility impaired.

### II. GOAL

It is the goal of the Lake Worth Shuttle (LWS) to design, implement and maintain an efficient and effective shuttle system for the citizens for transport within the City of Lake Worth and, to the Intermodal Transportation Center (ITC) located in the City of Fort Worth and door to door service for the mobility impaired citizens of the City of Lake Worth.

### III. POLICY

It is the policy of the City of Lake Worth, Texas, that no otherwise qualified person shall, solely by reason of his/her disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by the City of Lake Worth.

### IV. OBJECTIVES

The specific objects of LWS are:

1. To provide shared-ride transportation to all citizens using contracted vehicles and/or services designed to accommodate citizens with disabilities.
2. To provide transportation to the mobility impaired using contracted vehicles and/or services.

### V. ADMINISTRATION

- A. GENERAL. The Lake Worth Shuttle shall provide an adequate service too successfully transport the citizens of Lake Worth.
- B. ORGANIZATION. The City of Lake Worth will be responsible for securing contracted service provider to provide specific daily routes and provide services to the mobility impaired.
- C. DIVISION AND ASSIGNMENTS. It will be the responsibility of the contracted service provider to provide the following:
  1. establish a system to organize and monitor the specific daily activities necessary to provide adequate services as directed by the city;
  2. to oversee the operations of the service and to supervise the drivers and schedulers;

3. to monitor and supervise driver performance and to insure that the vehicles are properly maintained;
4. to schedule trip request to ensure maximum efficiency and effectiveness;
5. to provide administrative support when needed;
6. to provide an efficient clerical system for billing and monitoring usage; and
7. to provide quality customer service.

## **VI. OPERATIONS**

- A. HOURS OF OPERATION. The Lake Worth Shuttle will contract with a provider to operate a fleet of appropriate size vehicles that will run an established schedule designated by the city.

Hours of operation for the regular shuttle service will be according to the attached schedule and amended as necessary.

The Lake Worth Shuttle will contract with a provider to provide vehicles for the mobility impaired that will accommodate persons with a disability.

Appointments will be scheduled 24 hours in advance.

Service will not be offered on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day (July 4<sup>th</sup>)
- Labor Day
- Thanksgiving Day
- Christmas Day

- B. FARE STRUCTURE. For regular shuttle service the fare will be \$1.50 per trip. For the mobility impaired service the cost will be \$4.00 per trip for the first two trips per day. Subsequent trips in a day shall be \$10.00 per trip unless the passenger pre-arranges an intermediate trip, in which case the fare for any such intermediate trip shall be \$6.00.

Passengers may choose to pay fares by either cash or tickets. Ticket books in increments of ten (10) tickets per book, each book at a cost of \$20.00 are available at Lake Worth City Hall and the Mary Lou Reddick Library.

- C. DISCOUNTS. Students who display a valid LWISD I.D. card will be eligible for a rate of \$1.00 per trip on the regular shuttle.

## **VII. ELIGIBILITY FOR MOBILITY IMPAIRED**

- A. GENERAL ELIGIBILITY. To be eligible for service, each individual must be disabled (as defined by current Federal regulations) and live within the City of Lake Worth. To become eligible for service, each individual shall be required to complete the mobility impaired service application. It is the responsibility of the passenger to update the application as information changes or circumstances require. To determine eligibility for a citizen, a doctor's certification of disability is required. The City of Lake Worth may require further verification of any or all information provided on the service application, including residency or disability information. If there are any questions about a specific

disability, the applicant may be asked to see a specialist for further clarification. The city shall reserve the option to utilize a medical consultant to review applications to clarify questions regarding physical, mental, behavioral, emotional, or psychological conditions of the applicant.

Individuals who, in the past, have displayed or who presently display tendencies toward violent or destructive behavior and/or who might pose a direct threat to the health or safety of themselves, the driver or other passengers during transit will be ineligible for service. The past or present tendency toward violent or destructive behavior will be determined by the physician completing the service application.

- B. **ELIGIBILITY REQUIREMENTS.** An individual wishing to use the service must be a resident of Lake Worth and be transportation restricted by virtue of a physical or mental disability.

Under the Americans With Disabilities Act of 1990 (ADA), a "disability" means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

The phrase "physical or mental impairment" means:

- a. Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculoskeletal, special sense organs, respiratory including speech, organs, cardiovascular, reproductive, digestive, genitor-urinary, hemic and lymphatic, skin and endocrine;
  - b. Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.
  - c. The term "physical or mental impairment" includes, but is not limited to, such contagious or noncontagious diseases and conditions as orthopedic, visual, speech, and hearing impairments; cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, specific learning disabilities, HIV disease, tuberculosis, drug addition and alcoholism.
- C. **APPLICATION PROCESS.** The applicant shall submit to the city the completed application with certification of disability. The applicant shall also include proof of residency by submitting any one of the following: Any state or federal picture ID, passport, drivers license or a utility bill with applicants name as the addressee. If the application is approved, the applicant shall be notified by mail and issued an identification number and identification card. The applicant is then immediately eligible to request the service.

Identification cards and passes are non-transferable and may be revoked if misused. The passenger shall not loan, sell, give or allow the use of his/her identification card or pass by another person.

If the applicant is found to be ineligible, the applicant may appeal by following the appeal procedure set forth in this policy.

All passenger information will be kept confidential by the city staff unless release is required by law or court order.

All passengers must be able to sit upright in a bus/car seat or wheelchair in order to be transported.

Any passenger may be denied service if his/her condition is such that the passenger is incoherent or requires medical attention while in transit to sustain life. The mobility impaired service is considered a "common carrier" and does not perform ambulance or emergency service.

Passengers in wheelchairs must have the proper equipment necessary to keep them safely in the wheelchair. This includes, but not limited to, lap belts, footrests with toe or heel straps, and brakes in working order.

A passenger who requires medical care during transit due to an unstable condition may not be eligible for service during this period of instability. The service should not be substituted for emergency medical transportation services.

If a passenger's physical or mental condition or conduct is reasonably believed by the driver to be hazardous, or if a passenger possess instruments or equipment which are reasonably believed to be dangerous, service may be terminated immediately and notice of the termination and the opportunity to appeal will be provided to the passenger as soon as reasonably possible. If determined by the driver, police assistance will be obtained to subdue or remove a passenger.

All passengers must be attired appropriately so that all private areas are adequately covered. Any passenger attempting passage without such attire may be refused service with that trip being recorded as a no show or cancellation.

All passengers, escorts and any accompanying animal or package shall be free from odors that other passengers may reasonably find offensive.

The City may refuse service to any passenger, escort or accompanying animal or package not meeting these requirements.

#### D. SERVICE TYPES.

Regular Route: The city will provide a regular route service that will service the business area of the City of Lake Worth for the purpose of transportation around the City of Lake Worth to the Intermodal Transportation Center in Fort Worth. Riders will then have the opportunity to further their travel by alternate transportation sources such as the Fort Worth Transportation Service (The T).

Routine Service: Routine service will be offered for any trip that occurs on the same day every week for a minimum of four consecutive weeks and originates and terminates at the same scheduled location, at the same time each day. Request for routine service may be made up to 14 days in advance, but no later than 24 hours in advance for the first trip. Routine service must be cancelled by the passenger when service is no longer needed.

Routine service may be temporarily cancelled in advance of the scheduled service by a passenger for periods no longer than four weeks without the passenger forfeiting the scheduled time slot.

When routine requests are made, the passenger may make unforeseeable changes. If more than two changes are made within four weeks, routine service may be denied and the passenger must ride on a demand basis for four weeks before the privilege of routine service is again given.

If a passenger no shows two routine trips in succession, that passenger will be taken off the schedules until contact is made to reschedule. Notice of the no show and appeal process will be sent to the passenger in accordance with the no show policy. If the passenger does not make contact within two (2) weeks, routine service for that passenger shall be cancelled.

Semi-weekly routine service is not scheduled. Should the schedule indicate that the passenger is canceling every other week, routine service may be denied.

Routine service will be provided for drop-off locations within Tarrant County only.

- E. DEMAND SERVICE. Demand service shall be available for any trip that does not occur on a regular basis. Requests for demand service may be made at least 24 hours in advance, Monday through Friday 8:00 A.M. – 5:00 P.M.

Demand service will be provided for drop-off locations within Tarrant County only.

When completing a round-trip, the return trip must originate from the location where the passenger was originally dropped off.

An intermediate trip is one or more pre-arranged stop which takes place during a round-trip.

- F. REQUESTING SERVICE. There is no limit on trip purpose, with the exception of public school transportation. The city is prohibited by the Federal Transit Administration from providing public school transportation. Requests for service are accepted as outlined below. Each original and return trip will be recorded separately, and each direction shall be recorded as a one-way trip. The trip shall be scheduled so as to arrive at the pick-up location within a 30-minute time frame, that is no sooner than 15 minutes before the scheduled time or 15 minutes after.

- G. ADVANCE SCHEDULING. A request for demand service may be made up to six (6) days prior to the desired trip time. Routine service may be requested up to 14 days in advance. In order to schedule a trip one must speak with scheduling office personnel who may require the following information in scheduling a trip:

- |                          |   |
|--------------------------|---|
| 1. Name and Service Date | 5. Number of Passengers                 |
| 2. I.D. Number           | 6. Phone Number                         |
| 3. Pick-Up Address/Time  | 7. Number of intermediate trips         |
| 4. Destination Address   | 8. Destination(s) of intermediate trips |

The service scheduling phone number shall be used when requesting service. Requests for service are taken from 8:00 a.m. until 5:00 p.m., Monday through Friday.

- H. RIDERSHIP. Passengers shall be ready for pick up at least 15 minutes prior to the requested trip time, and 15 minutes after, if necessary. It is the passenger's responsibility to notify of the pick-up location (large buildings typically have multiple entrances/exits) and to be in the right place at the right time for pick-up.

When the driver arrives at the pick-up location, he/she is not required to wait more than five (5) minutes for the passenger.

Service may not be rendered if the origin or destination location cannot be accessed by the vehicle or if the location does not provide safe passage for the vehicle or safe access to and/or from the vehicle by the passenger. The driver shall immediately call the Dispatch office for further instructions in such a case. Steep driveways, deteriorated sidewalks, etc., may result in denial of service. Curb-to-curb service may be offered in these instances, as approved by the city.

To increase efficiency, a "shared ride" service may be implemented. Passengers may often ride while other passengers are picked up and dropped off.

Drivers shall make reasonable effort to provide door-to-door service but are not permitted to enter passengers' homes or other building where passengers may be located.

Drivers are not permitted to maneuver a wheelchair up or down more than one step with a maximum height of six inches (6).

Drivers are not permitted to lift passengers.

Drivers have the discretion to assign seats and determine wheelchair placement when necessary for the efficiency and/or safety of the operation. Passengers must pay their fares upon boarding the shuttle. Failure to do so will result in no service for that trip and the recording of a no show or cancellation.

Passengers are required to wear seat belts. Refusal to do so may result in suspension of service. A physician's statement of a passenger's physical inability to wear a seat belt may waive this requirement.

Profanity or abusive conduct shall not be permitted and may result in immediate suspension or termination of service.

Eating, drinking, or smoking is not allowed on the shuttle.

Drivers are not allowed to accept tips.

Drivers are not allowed to give their telephone or cell phone numbers to passengers.

If a passenger's pre-arranged schedule changes, passengers shall call the main dispatch number to reschedule. An attempt to change the pick-up time to the earliest possible time will be made, within service hours, depending on vehicle availability. No guarantees of a schedule modification are made herein.

Children under two years of age will not be transported without a car seat as mandated by State law. The car seat must be provided by the passenger. Passengers traveling with infant guests will be required to provide their own infant carrier approved for use in vehicles. The passenger will be responsible for placing the infant into the carrier and securing the carrier with a safety belt. The passenger and guest must both be ready at the door when the vehicle arrives. The infant may be carried into the vehicle by the driver. The infant will not be allowed to ride up the lift with a passenger in a wheelchair. The infant's car seat must be secured by a safety belt to the vehicle seat during transport.

The minimum age for a child to travel alone aboard the shuttle is 13 years of age. Children under the age of 13 must have an adult attendant accompany them during transport. Exceptions may be granted by the city.

The shuttle will accommodate common wheelchairs. Common wheelchairs are devices which do not exceed 30 inches in width and 48 inches in length when measured two inches above the ground, and do not weigh more than 600 pounds when occupied. Common wheelchairs do not include motors or any battery-powered device.

The shuttle will accommodate motorized mobility aids that do not exceed the limits as listed above for common wheelchairs. Any passenger using a motorized mobility aid that does not have a four-sided main frame and open wheels and cannot be secured by the tie down system will be requested to independently transfer to a seat for transport for his/her safety. Any passenger using a mobility aid that has a single post supporting the seat will be requested to independently transfer to a bus seat for transport for his/her safety. The passenger may use the boarding chair for boarding or to transfer to a seat. In cases when the passenger transfers to a seat, the mobility aid will be secured separately.

Personal care attendants will be allowed to accompany a passenger at the same fare amount as the passenger. Passengers are required to supply their own attendants at their own expense. Generally, the following conditions would warrant an attendant:

1. Immobility - if the passenger is unable to provide self-mobility, or if self-mobility is possible but great risk of falling or physical injury exists, and the assistance of an attendant would provide mobility or lessen the danger of injury.
2. Disorientation - if the passenger, due to a visual or mental impairment, is unable to properly orient and navigate to reach a particular destination, and if the assistance of an attendant would overcome the problem.
3. Non-comprehension - if the passenger, due to mental impairment, is unable to adequately perform those mental processes necessary to handle common occurrences or is unable to effectively control his/her own actions, and if the assistance of an attendant would overcome the problem.
4. Communication impairment - if the passenger is unable to effectively transmit or receive communications due to sensory or mental problems and the assistance of an attendant would overcome the problem.
5. Other - other impaired passengers not included in these general guidelines may also be eligible if, in the opinion of a licensed physician, the passenger would be unable to use the service without the aid of an attendant. The reasons supporting this opinion should be clearly stated, in writing, by a physician on the service application.

Personal care attendants are required to specifically assist the passenger. This assistance includes, but is not limited to the following duties;

1. assisting the passenger from his/her door to the vehicle and back again;
2. opening doors;
3. pushing wheelchairs to and from the vehicle;
4. carrying packages; and
5. communicating with driver (if passenger is unable)

If an attendant does not specifically perform some type of assistance for the passenger, then that individual is considered a guest and will be charged at full fare price of \$20.64 per trip.

The minimum age for a child to perform as a personal care attendant is twelve (12) years of age.

Attendants will not assist in wheelchair boarding or securement, as this is the driver's responsibility.

Attendants are also recommended under the following circumstances:

1. passengers utilizing non-conventional wheelchairs and who are unable to independently transfer;
2. passengers requiring mobility into large, multi-floor facilities; and
3. others, as recommended by the city.

- I. **SERVICE ANIMALS & ACCOMMODATION OF ANIMALS.** Service animals will be allowed to accompany their owner without restraint. Under the ADA Act of 1990 a service animal means any guide dog, signal dog, or other animal that is required to aid the owner that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or retrieving dropped items.

The ADA allows for the imposition of legitimate safety requirements that are necessary for the safe operation of service. The city can generally require use of a secured pet travel carrier for any animal that, in the opinion of the city or his/her designee, is a health or safety hazard regardless of the kind of training it has received and the function it serves for its owner. Animals other than service animals as described above are allowed to ride a service vehicle in a secured pet travel carrier.

Both service and non-service animals must be scheduled in advance to insure accommodations can be made.

- J. **CARRY ON PACKAGES.** Passengers shall limit their carry-on packages to not more than five (5) full brown paper grocery bags or 10 plastic grocery bags at one time unless they have an attendant traveling with them to load/unload the packages. Oversized packages will be refused for transport. Packages must be limited to no larger than a brown paper grocery bag. No one package shall weigh more than 20 pounds. Passengers must make other arrangements for delivery of larger items.

- K. **SERVICE SUSPENSIONS AND TERMINATIONS.**

Cancellations: Notification of cancellations must be made at least three (3) hours prior to the scheduled trip. This allows time to reassign that time to another passenger whose service request may have been previously denied.

A cancellation is considered "late" if it is made less than three (3) hours prior to the trip (or after 8:00 a.m. for those trips scheduled before 9:30 a.m.).

To encourage proper and timely cancellations, passengers who have made late cancellations on five (5) trips within a calendar month will be notified of their violation of the cancellation policy. They will also be notified in writing (and oral notification if deemed reasonably necessary due to passenger disability) of the detrimental effects late cancellations have on the efficient operation of the service and the resultant service refusals to other passengers. In addition, proper cancellation procedures will be included to encourage timely cancellations.

If a passenger continues to make late cancellations, progressive penalties may be levied. When considering a passenger's record of late cancellations, the previous three-month period is considered. Five (5) late cancellations within a calendar month may be penalized as outlined below:

- 1st Occurrence of Five Late Cancellations in a Calendar Month:  
Written notification of violation of cancellation policy
- 2nd Occurrence within Three Months of Five Late Cancellations in a Calendar Month:  
One-week suspension of service
- 3rd Occurrence within Three Months of Five Late Cancellations in a Calendar Month:  
Two-week suspension of service

Suspension periods cannot be split or otherwise divided or altered.

If a passenger is unable to keep the scheduled appointment time, the dispatch office should be notified at least 30 minutes prior to the scheduled pick-up time. Failure to do so may result in the recording of a no show.

- L. NO SHOWS. When no cancellation notice is reported and the passenger is not at the scheduled location at the scheduled time, he/she shall be classified as a "no show".

If a passenger no shows on the originating trip, the return trip is automatically cancelled to avoid a second no show. The return trip can be rescheduled at the passenger's request. If a passenger no shows and later calls for a duplicate trip, an attempt will be made to return at the earliest time possible, within service hours, depending upon vehicle availability. No guarantees of return are made herein.

No shows will be penalized as a no show even if the ride is completed at a later time.

No shows shall be penalized as follows:

- 1st No Show:  
Written copy of no show policy/warning\*

- 2nd No Show in Three (3) Months:  
One-week suspension
- 3rd No show in Three (3) Months:  
One-week suspension
- 4th No Show in Three (3) Months:  
Two-week suspension
- 5th No Show in Three (3) Months:  
Two-week suspension
- 6th No Show in Three (3) Months:  
One-month suspension

\* Verbal notices will be provided if disability precludes the passenger from reading such notices.

More than six no shows in a three-month period constitutes abuse and may result in a service termination for a period of three (3) months.

Suspension periods cannot be split or otherwise divided or altered.

- M. OTHER SUSPENSIONS. Routine service may be suspended for those riders who have cancelled or no showed four (4) trips in a row, unless prior arrangements for temporary cancellation of routine service has been made as outlined in this policy. Once routine service has been cancelled, the rider may request such trip(s) on a demand basis. After a period of four weeks without cancellation on a demand basis, the rider may again request routine trips.

Passengers, guests or personal care attendants who, in the judgment of the city, demonstrate tendencies toward violent or destructive behavior through threats, verbal and/or physical behavior, shall have their service eligibility terminated.

- N. APPEALS OF SUSPENSIONS AND TERMINATIONS. Passengers may appeal their denial of eligibility, suspension(s) or termination by written notification as outlined in this policy.

A passenger whose service has been terminated because of abuse may reapply for eligibility one (1) year from the date of termination.

The City Manager shall have the discretion to alter the penalty as dictated by individual circumstances.

- O. APPEAL PROCEDURES.

1. PROCEDURE. The following administrative procedure has been established to insure prompt and equitable resolution of appeals for any person with a disability based on any alleged acts of discrimination due solely to his/her disability that would cause him/her to be excluded from participation in or denied the benefits of any Lake Worth transit service program or activity.

Any person with a disability who feels that he/she has been discriminated against must file such an appeal by communication directly to the City Manager within 10 days of the event or occurrence in question, or the appellant is considered to have waived appeal rights. Upon the filing of such appeal, an investigation will take place to determine if probable cause exists to believe an act of discrimination has been committed.

This procedure will also be used to appeal suspensions and terminations of service. Should the appellant waive his/her right to appeal, the termination or suspension of service will be imposed beginning 10 days from the date of notification.

An individual wishing to appeal a service suspension, termination, or denial must file such an appeal by communication with the City Manager within 10 days of the event or occurrence in question.

The City Manager's decision may be appealed to the City Council by using the same time frames for filing an appeal as described, above.

The City Council shall be the final decision maker on all appeals.