



# Dial-a-Ride & Complementary Paratransit Plan

A Reference guide to the South Metro Area Regional Transit's

**Dial-a-Ride & ADA Paratransit Services**

**RideSMART.com**

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## **SMART Contact Information**

**Phone Number:**

**503-682-7790**

**FAX Number:**

**503-685-9180**

**Comment Line:**

**503-682-0461**

**Address:**

**28879 SW Boberg Road, Wilsonville, OR, 97070**

**Website:**

**<https://www.ridesmart.com/transit/page/dial-ride>**

**Email:**

**[ADA@rideSMART.com](mailto:ADA@rideSMART.com)**

## Introduction

This plan describes SMART's Dial-a-Ride (DAR) Program and explains who is eligible for the many services provided by SMART. In addition, this plan describes in detail how an individual can become certified for SMART's services, and the procedures and policies that are adhered to by both staff and users alike.

SMART's Dial-a-Ride primarily serves the City of Wilsonville, with out-of-town medical trips currently serving the greater Portland metropolitan area. All Wilsonville residents, with priority given to ADA eligible customers, may use Dial-a-Ride within SMART's service boundaries as shown in Figure 1.1, and will not be required to transfer.

Additionally, Section 223 of the ADA requires SMART to provide complementary paratransit service to all ADA eligible riders who, because of a disability are not able to use SMART's regularly scheduled fixed route buses.

## The Americans with Disabilities Act

The Americans with Disabilities Act, (ADA), is a federal Civil Rights Law first enacted in 1990 for persons with disabilities. Section 223 of the ADA requires SMART to provide paratransit service to all ADA eligible riders, who, because of a disability, are not able to use SMART's regularly, scheduled fixed route buses.

In addition, SMART works with representatives from the community who assist with ADA issues and compliance.

If you are interested in helping in our efforts to provide a more inclusive and accessible service, please contact us. SMART is committed to providing safe, dependable, and accessible service to the citizens of Wilsonville and we look forward to serving your transportation needs.

## What is Dial-a-Ride?

Dial-a-Ride is a Demand Response program that SMART offers in the city of Wilsonville and surrounding region. “Demand response” is any non-fixed route system of transporting individuals that requires advanced scheduling by the customer. The Dial-a-Ride program has three subcategories: Americans with Disabilities Act (ADA) Complementary Paratransit, Service for seniors (age 60+), and Out-of-town Medical Transport. These services are described in further detail below, and in Table 1-1:

### 1) Americans with Disabilities Act (ADA) Complementary Paratransit

SMART offers ADA Complementary Paratransit (Paratransit) service to individuals certified as eligible under the federal ADA guidelines.

In order to utilize this service, a Dial-a-Ride Service application must be submitted to SMART and be approved through SMART’s Dial-a-Ride Eligibility Committee.

**\*\*\* Paratransit users are eligible for all other Dial-a-Ride services; however, some of the other services are outside of the ADA requirements and are on a first come, first served basis to all customers.**

Paratransit service is a fare-free service that operates during all hours of fixed-route bus transit service provided by SMART. At the time of this plan, service hours are Monday through Friday, from 4:50AM until 8:40 PM and Saturday 7:30AM-6:21PM.

The Paratransit service area is defined as “areas up to  $\frac{3}{4}$  of a mile from a fixed bus route,” in accordance with the ADA. SMART has expanded its Paratransit Service to be defined as the city limits of Wilsonville for weekday service. Weekend service is currently limited to the minimum requirements mandated by the ADA of the  $\frac{3}{4}$  mile distance from a fixed bus route (See Figure 1-1).

Eligible passengers can use Paratransit services for any purpose.

### 2) Seniors (60+)

SMART offers Dial-a-Ride service to seniors who are age 60 and older. Seniors Dial-a-Ride is limited to Monday through Friday from 8:00AM until 5:00 PM. All seniors must complete a SMART Dial-a-Ride application. The seniors Dial-a-Ride has limited availability and is scheduled on a first-come, first-served basis after Paratransit passengers, and as resources allow. The seniors Dial-a-Ride service is a fare-free service offered by SMART.

This service is not subject to the provisions of the Americans with Disabilities Act. However, ADA eligible riders may use this service on a space-available basis.

### **3) Out-of-Town Medical**

SMART offers out-of-town medical trips for seniors (ages 60+) and passengers with a disability originating in Wilsonville traveling into the Portland Metropolitan Area for medical appointments that are at a medical facility. To see if a specific medical facility is within SMART's service area, call our dispatch office. Out-of-Town Dial-a-Ride is limited to Monday through Friday, from 8:00AM until 3:30PM.

Due to the nature of the service, return trips have an average wait time of 20-40 minutes, but can exceed an hour in some circumstances, so please plan accordingly. SMART will not transport a passenger that has been given anesthesia or similar medications that puts a patient in an unconscious state during an appointment. Please notify SMART when scheduling an appointment and plan your return trip accordingly.

SMART does not provide medical assistance during transport and is not a certified medical shuttle.

One-way fare for this service is \$3.00, unless the ride is to or from the Meridian Park Medical Center complex in Tualatin---These rides do not require a fare. Out-of-Town Dial-a-Ride has limited availability and is scheduled on a first-come, first-served basis and is provided as resources allow. Please call us for any additional information regarding this service.

## How the System Operates

SMART's Dial-a-Ride offers door-to-door service for all of its programs. However, drivers will not assist passengers on unsafe or steeply inclined drives, mobility ramps, or stairs where it is unsafe to do so.

Dial-a-Ride operates as a shared-ride system. This means that other passengers may be on board during any part of a ride and that scheduled pick-up times or routes of travel may be altered so another passenger can be accommodated. It is likely that the vehicle will stop and pick-up other passengers as it proceeds. Shared rides help lower the cost of Dial-a-Ride so that more people can be served. For Dial-a-Ride service, we ask that you be ready at your door when the bus pulls up.

On occasion, the bus may arrive earlier than the time window, but the driver will wait for five minutes past the beginning of your pick-up time. If possible, early boarding is encouraged, but you may wait until the beginning of your pick-up window if you are not ready. It is not the responsibility of the dispatcher or driver to contact you that your pick-up has arrived. Dispatchers will attempt to contact you only if time allows them to do so.

Please keep in mind that the dispatchers are scheduling and monitoring as many as 75 Dial-a-Ride trips each day, along with making reservations for future trips. Dispatchers also have to ensure that your trip can be accommodated without creating problems for other passengers whose trips have already been scheduled.

Please see the Service Policies section of this document for more information.

## Dial-a-Ride Registration

Before you use the Dial-a-Ride service for the first time you must call our office (503-682-7790) or visit our website at <https://www.ridesmart.com/transit/page/dial-ride> to register. If you need assistance in filling out the application, please give us a call. All information about the process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility are available in accessible formats, upon request.

Once SMART receives your completed application, you will be notified by mail of your eligibility status within 21 days. If, by a date 21 days following the submission of a completed application, SMART has not made a determination of eligibility, the applicant shall be treated as eligible and provided service until and unless SMART makes a determination on the application.

SMART may require and schedule an in-person interview, travel training, and functional assessment at a time that is convenient to help determine eligibility type. Transportation will be provided by SMART to and from the interview. If applicants fail to appear for an in-person interview or assessment, SMART will reschedule and hold the applicant's information. Applicants will not be considered ADA eligible until the in- person interview and/or assessment has been completed, if necessary.

If an application is incomplete, SMART will return the application with an explanation of the required information necessary to complete registration.

When you are ready to register, please have the following information ready:

- a) First and last name of the passenger;
- b) Street address with city;
- c) Telephone number;
- d) Date of birth;
- e) Whether or not the passenger uses a mobility device;
- f) If passenger will be bringing a service animal;
- g) If passenger will be traveling with a Personal Care Attendant (PCA) and/or companion.

**\*\*\*An approval for Dial-a-Ride services is good for 3 years. A new application is required at the end of the 3 year time period.**

## Dial-a-Ride Eligibility Requirements

Eligibility for SMART's Dial-a-Ride Program varies depending on the service type. The eligibility requirements for each of the four services provided by SMART are described below:

### 1) ADA Complementary Paratransit

ADA service is directly related to the inability of a person with a disability to use the existing regularly scheduled fixed-route buses. Having a disability does not necessarily mean that an individual will be approved for service. A person's disability must prohibit them from using the regularly scheduled fixed-route bus service. Requirements for complementary paratransit do not apply to commuter bus service. At the time of this plan update, SMART's commuter routes include the 1X, 2X (north of Wilsonville), 3, 8X, and 9X. Several factors must be considered in determining ADA paratransit eligibility. These include:

- a) Individual Disability - 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.
- b) Limited Accessibility of the Fixed Route System - Any individual with a disability who is unable to independently board, ride, or disembark from an accessible vehicle when the system is not fully accessible. Limited accessibility occurs in places the lift cannot be deployed at the boarding or disembarking location the person with a disability wishes to use or where a required mobility device such as a wheelchair cannot be accommodated.
- c) Environmental & Architectural Barriers - Individuals whose disability PREVENTS them from traveling to a boarding or disembarking location (Example: steep terrain, extreme temperatures, severe air pollution, or inability to negotiate

architectural barriers to reach a specific bus stop) qualify for what is considered a conditional eligibility and a person may be eligible for only some trips.

Architectural barriers not under the control of SMART and environmental barriers (e.g., distance, terrain, weather) do not, standing alone, form a basis for eligibility under this paragraph. The interaction of such barriers with an individual's specific impairment-related condition may form a basis for eligibility under this paragraph, if the effect is to prevent the individual from traveling to a boarding location or from a disembarking location.

## **2) Seniors (60+)**

Individuals must be at least 60 years or older.

## **3) Out-of-Town Medical**

Individuals must be at least 60 years of age or must be certified as ADA Paratransit-eligible.

### **Dial-a-Ride Reservation Requirements**

Once your information has been received, you may schedule a trip by calling our office or by using the ride scheduling form on our website (<https://www.ridesmart.com/transit/webform/schedule-ride>). Reservations can be made Monday through Friday, from 8:00AM to 5:00PM by calling our office (503-682-7790) or at any time by visiting our scheduling form online.

When making a reservation on a weekend or after office hours, please leave a telephone message stating your name and phone number and a dispatcher will receive the request on the following business day.

For in-town Dial-a-Ride trips, you will need to book your return trip at the same time you arrange your first trip, thus ensuring you will be able to be picked up when you want to return (unless it is a one-way trip.) We also ask that you please be considerate of your fellow passengers, and remember that if you keep dispatch on the line, they cannot help other callers. With this in mind, please make sure you have all of the details of your trip when you place the call. Please have a pencil and paper ready to write down the pick-up window that dispatch gives you. This will help to avoid misunderstandings.

Please have the following information ready when making a reservation:

- a) First and last name of passenger;
- b) Date of travel;
- c) Requested pick-up or drop-off time.
- d) Requested return time if booking a round trip;

- e) Pick-up address: number, street, suite number, and city.
- f) Drop-off address: number, street, suite number, and city.
- g) If passenger will be using a wheelchair or other mobility device;
- h) If the passenger will require additional assistance to/from the vehicle to the exterior doorway to complete their trip;
- i) If passenger will be bringing a service animal;
- j) If passenger will be accompanied by a \*Personal Care Attendant (PCA) and/or companion (including children).

Having this information ready before you call will prevent dispatch from having to ask you to hold while they look up an address, and allows them to continue responding to other callers.

If you require additional assistance to complete your trip (wheelchair lift, or assistance to/from the vehicle to the first doorway) please let dispatch know, so that extra time can be scheduled for your pick-up or drop-off.

When calling to schedule a trip, please understand that our dispatchers are taking calls in the order that they are received, on a "first-come, first-served" basis, and passenger scheduling is done in a specific order so that the system can run efficiently and be available for all users. If you are placed on hold, please be patient and a dispatcher will be with you as soon as possible.

If more than one person is traveling from your address, you will need to advise dispatch when making your reservation so that they can schedule properly.

Although the bus may not be full when it arrives at your pick-up there are other passengers along the way that have scheduled trips and so we cannot guarantee that there will be available space for additional riders from your address unless already prearranged. Please see our Companion Policy.

ADA customers are encouraged to call at least one day prior to their ADA complementary paratransit trip. However, we suggest that all passengers scheduling a trip call as early as each program allows so that we can be sure to accommodate you at your requested time.

**\*\*\*Only Paratransit users are able to setup a subscription reservation, where they do not need to call in advance each time.**

SMART is allowed to maintain up to 50% of its rides in the form of subscription rides. SMART reserves the right to deny a user's request to setup a subscription ride.

### **Reservation and Pick-up Windows:**

You may discuss the details of your trip with the dispatcher to find a plausible solution, but there is no guarantee that the specific time you want will be available. Priority is given to ADA paratransit passengers.

When scheduling a ride, the passenger should provide a preferred pick-up time or drop-off time. Our dispatchers will work with the passenger to ensure that we can accommodate the requested ride time to the best of our abilities and within the scope of the program. Under ADA regulations, SMART is able to provide a ride within 1 hour before or after the passenger's requested time.

To account for factors that are outside of SMART's control, a scheduled ride may show-up within a 30-minute window of a scheduled ride and not be considered early or late. This ensures that the passenger is ready and prepared to board the bus in case the vehicle is arriving early or behind schedule. SMART will do its best to have the vehicle arrive as close to the scheduled time as possible.

*For example, if a passenger has an appointment at a doctor's office at 9:00AM, they should request a drop-off time of 8:45AM. SMART will then do its best to accommodate the ride by selecting a drop-off time no earlier than 7:45AM (1 hour) to ensure that the passenger can get to their appointment on time. Given the length of the trip, resources available, and the demand for service, if SMART can get the passenger to their destination in 45-minutes, then the scheduled pick-up time will be 8:00AM. The driver now has a 30-minute pick-up window, where the passenger should be prepared to board the bus between 7:45AM and 8:15AM.*

Once a driver has arrived to a pick-up location, they will wait until 5-minutes after your scheduled pick-up time. If passengers are not ready to go at this time the driver will continue on to the next address, as they cannot wait longer than the five minutes without making the other passengers' trips run late. **It is the passenger's responsibility to be ready and waiting at your door and ready to board when the bus arrives.**

**Reservation windows may differ between the four different services provided under SMART's Dial-a-Ride program:**

| Dial-a-Ride Service            | How Early Can I Schedule In Advance? | How Late Can I Schedule In Advance? | Can I Make a Subscription? |
|--------------------------------|--------------------------------------|-------------------------------------|----------------------------|
| <b>ADA Paratransit Service</b> | 2 Weeks                              | 11:59pm the night before            | Yes, if available          |
| <b>Seniors (60+)</b>           | 2 days                               | 1 day before                        | No                         |
| <b>Out-of-Town Medical</b>     | 2 weeks                              | 1 day before                        | No                         |

## Service Policies

### Cancellation Policy

If you decide to cancel a ride, please call our office immediately at (503) 682-7790. SMART requires that you call a minimum of one hour before your scheduled pick-up

time. There are no penalties for cancellations as long as a minimum of one hour notice is given. A late cancellation, or failure to do so, will be considered a no-show.

## No-Show Policy

A “no-shows occurs when a passenger demonstrates a pattern or practice of missing scheduled trips or provides late cancellation for a scheduled ride. Excessive no-shows may result in suspension of service. Allowances will be made for missed trips that are beyond the control of the passenger (including, but not limited to late pick-ups, family emergencies, trips which are missed due to operator error, and medical emergencies) and shall not be a basis for determining that a pattern or practice of no-shows exist.

To prevent potential abuse of this rule, no-shows will be monitored and a letter will be sent and/or a telephone call will be made after each incident notifying the rider of the policy and cautioning them of the possible loss of service. The individual will be offered an opportunity to be heard to explain the reason and to present information and arguments.

Within a rolling 30-day period, three (3) or more no-shows representing at least 20 percent of scheduled trips will be grounds for service suspension. Severity of suspensions follow the chart below:

| Number of times No-shows exceed allowed threshold | Suspension Length |
|---|-------------------|
| <b>First Offence</b>                              | 1 Week            |
| <b>Second Offence</b>                             | 2 Weeks           |
| <b>Third Offence</b>                              | 3 Weeks           |
| <b>Fourth and Subsequent Offences</b>             | 4 Weeks           |

Users of SMART’s Dial-a-Ride services can appeal a suspension decision by following the procedure outlined in the SMART Rider Rules document.

## Service Animals

Please refer to our SMART Rider Rules document for guidance on what is accepted as a service animal.

## Personal Care Attendant (PCA) and Companion Policy

A Dial-a-Ride passenger may travel with one companion. More than one companion may accompany an eligible person on a space-available basis only. All companions are required to pay the same fare as the passenger. A Personal Care Attendant (PCA) is regarded as a “mobility aid” and can be a paid employee, family member, or friend. PCA’s are not required to pay a fare. A passenger may not have more PCA’s than needed to perform the duties needed as a mobility aid. Additional persons, if allowed, will be considered companions and pay a fare.

Please advise the dispatcher when the trip is booked that you will be riding with a companion(s) and/or a PCA.

## **Eligibility Determination and Appeals Policy**

When a determination of eligibility is made, a letter will be sent to the applicant, regardless of the outcome. In the case of a denied application for Dial-a-Ride service, the applicant will receive a letter that lists the reason(s) for why the application was not approved. The applicant has the right to an appeal. The appeal process is as follows:

An individual may appeal a denial and/or termination of eligibility to the SMART Dial-a-Ride Eligibility Committee. If an individual disagrees with the decision of the SMART Dial-a-Ride Eligibility Committee, an appeal can be made to the Transit Operations Manager.

**Filing deadlines:** An appeal of a new or renewal eligibility determination must be filed within 30 calendar days of the date of the eligibility notice. An appeal may not be considered if it is not received by SMART within the specified time limit.

The appeal must be in written (email or letter) or audio form and may be completed by a third party if the appellant desires. The appeal must include the following information:

- k) Appellant's name;
- l) Address;
- m) Telephone number;
- n) Date of the incident or when the denial occurred; and
- o) Reason for the appeal.

If an appeal is filed timely and contains the required information, the SMART Dial-a-Ride Eligibility Committee will set the date, time and place of the hearing and notify the appellant thereof. The appellant will have an opportunity to be heard and to present relevant information and arguments at the hearing. The appellant will be provided with any necessary support, i.e., a sign language interpreter, if requested in the appellant's appeal.

The appellant may be represented by an individual of their choice. SMART may be represented by a Transit Supervisor, or other member of the SMART Dial-a-Ride Eligibility Committee.

At the hearing, the appellant and SMART may present evidence, including the testimony of witnesses, in support of or in opposition to the appellant's case. The decision of SMART's designee and the reasons for it will be provided to the appellant in writing and/or audio within 10 calendar days. The decision of SMART's designee is final, except for the right of appeal to the Transit Operations Manager.

## **Visitor Policy**

ADA paratransit service is available to visitors with disabilities who do not reside within the service area of Wilsonville and who present documentation that they are ADA paratransit eligible in the jurisdiction in which they reside.

With respect to visitors with disabilities who do not present such documentation, SMART requires at minimum, the documentation of the individual's place of residence and, if the individual's disability is not apparent, of his or her disability. All visitors will be required to provide the minimum amount of information.

SMART encourages visitors to complete the application process before they arrive, by mail, email, fax, or the online process so that the application can be processed expeditiously. However, individuals who are ADA-certified in another jurisdiction are allowed to ride SMART's paratransit services for any combination of 21 days within a one-year period before they are required to register with SMART.

Visitor's returning to Wilsonville whose eligibility has expired must reapply for visitor status paratransit eligibility. Visitor status will be granted only once per year. Those planning on returning to the region within one year or to be a more frequent visitor will be encouraged to apply for eligibility with SMART.

For the period of a visit, the visitor is treated exactly like an eligible local user, without any higher priority being given to either. A letter will be issued to the visitor which clearly states the terms and limitations of their eligibility.

### **Service Refusal and Service Conditions Policy**

SMART will refuse service to any individual who engages in violent, seriously disruptive or illegal conduct while on a SMART fixed-route or paratransit vehicle, in accordance with CFR 47, Section 37.5(h) of The Americans with Disabilities Act of 1990. This may include a person who assaults a driver or another passenger, who smokes or drinks on a vehicle in violation of established laws, or who engages in conduct that is so severe that the delivery of service is seriously disrupted.

Conditions may be placed on the use of service, in the cases in which SMART would otherwise have authority to suspend or refuse service. For example, a rider with a mental disability may have a tendency to move around the paratransit vehicle and accost other passengers. Because such behavior would be seriously disruptive to the service, SMART could refuse service. SMART could also, therefore, require that the person travel with an attendant.

### **Reasonable Modifications Policy**

It is SMART's policy to make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities when such modifications are necessary to avoid discrimination on the basis of disability.

Requests for modifications will be considered on a case-by-case basis and may be denied on one or more of the following grounds:

1. Granting the request would fundamentally alter the nature of SMART's service,

- programs, or activities;
2. Granting the request could create a direct threat to the health or safety of the requestor or others;
  3. Granting the request would create an undue financial or administrative burden for the District; or
  4. Without such modification, the individual with a disability is otherwise able to fully use SMART's services, programs, or activities for their intended purpose.

In determining whether to grant a requested modification, SMART will be guided by the provisions of United States Department of Transportation at 49 CFR Appendix E to Part 37.169.

When choosing among alternatives for modifications, SMART will give priority to those methods that offer services, programs and activities to qualified individuals with disabilities in the most integrated setting appropriate for the needs of the individual(s) with disabilities.

In any case in which SMART denies a request for a modification, SMART will attempt to ensure that the individual with a disability receives the services or benefits provided by SMART by other means that comport with this policy.

Requests for modifications of SMART's policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. SMART is best able to address and accommodate a request when customers make their requests for modifications in advance.

### **American's with Disabilities Act Complaint Policy & Procedure**

Any person who believes that they have been subjected to discrimination prohibited by the Americans with Disabilities Act (ADA) may file a complaint with City of Wilsonville - South Metro Area Regional Transit (SMART). A complaint may also be filed by a representative on their behalf. All complaints will be referred to the City of Wilsonville Transit Director for review and action.

In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:

- a) The date of alleged act of discrimination; or
- b) Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case, SMART may extend the time for filing or waive the time limit in the interest of justice, as long as SMART specifies in writing the reason for so doing.

1. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of SMART, the person shall be interviewed by the City of Wilsonville Transit Director. If necessary, the

- City's Transit Director will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to the City of Wilsonville's investigative procedures.
2. Within 10 days, the City's Transit Director will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as ODOT and USDOT.
  3. The recipient will advise ODOT and/or USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to ODOT and/or USDOT:
    - a) Name, address, and phone number of the complainant.
    - b) Name(s) and address(es) of alleged discriminating official(s).
    - c) Basis of complaint (i.e., race, color, or national origin)
    - d) Date of alleged discriminatory act(s).
    - e) Date of complaint received by the recipient.
    - f) A statement of the complaint.
    - g) Other agencies (state, local or Federal) where the complaint has been filed.
    - h) An explanation of the actions the City of Wilsonville has taken or proposed to resolve the issue in the complaint.
  4. Within 60 days, the City's Transit Director will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the Wilsonville City Manager. The complaint will be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
  5. Within 90 days of receipt of the complaint, the City's Transit Director will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with ODOT, or USDOT, if they are dissatisfied with the final decision rendered by SMART. The City's Transit Director will also provide ODOT and/or USDOT with a copy of this decision and summary of findings upon completion of the investigation.
  6. Contacts for the different Title VI administrative jurisdictions are as follows:

Federal Transit Administration Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE Washington, DC 20590

## **Services NOT Provided by SMART**

Passenger requests for a specific driver or vehicle will not be accepted. Passengers will be assigned to vehicles and drivers by the scheduler based on need, availability, and topography and location of pick-up and/or drop-off area. Passengers will not be able to request riding alone or for exact travel routes from pick-ups to destinations unless required under ADA. SMART may pick up several passengers as it proceeds. Shared rides help lower costs of Dial-a-Ride so that we can serve more people. At the time that these assignments are made, all consideration is made for the individual passenger's needs as much as is acceptable and required under current Dial-a-Ride and ADA

Complementary Paratransit guidelines.

## **Travel Training Program**

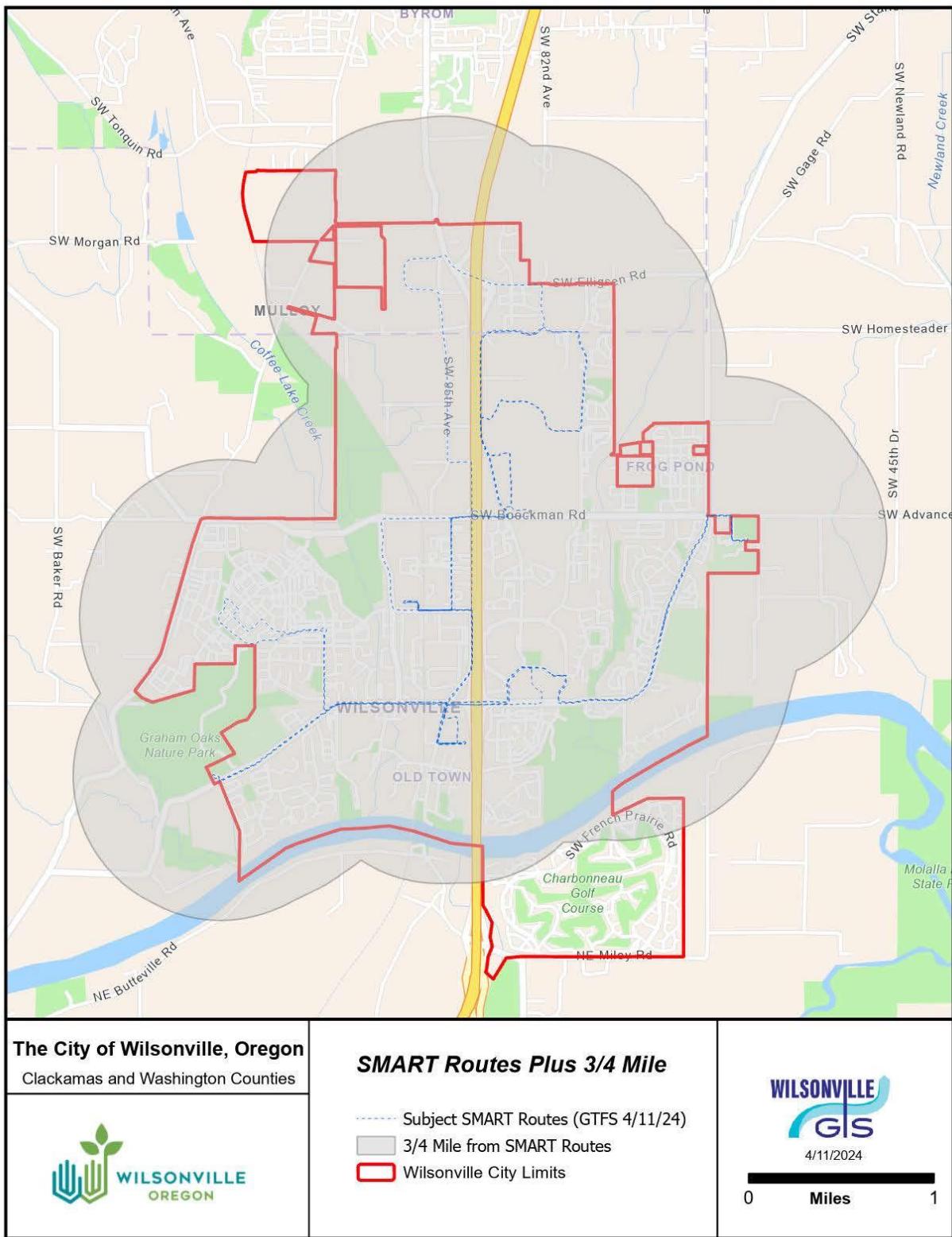
Customers who are unfamiliar with SMART's fixed route services are encouraged to take part in our Travel Training Program. Upon request, SMART will schedule a time to have a SMART Travel Trainer meet with you and help you understand how to plan your trip and successfully utilize SMART's fixed route services. SMART's Travel Training Program is great for first time riders and customers who may be challenged with direction, time, or may become disoriented.

SMART may use the Travel Training Program as part of the ADA Complementary Paratransit eligibility assessment to determine if a customer is physically and cognitively able to travel on fixed route.

**Table 1-1: SMART Dial-a-Ride Services**

| <b>Service</b>  | <b>ADA Complementary Paratransit</b>  | <b>Seniors (60 &amp; Older)</b>                               | <b>Out-of-Town Medical</b>                                       |
|---|---|---|--|
| <b>Required Application</b>                               | SMART DAR Application   | SMART DAR Application   | SMART DAR Application  |
| <b>Who is eligible</b>                                    | Passengers approved by ADA guidelines   | Anyone ages 60+   | Wilsonville residents ages 60+ and/or approved by ADA guidelines |
| <b>Hours of Operation</b>                                 | Monday – Friday<br>4:50AM – 8:45PM<br><br>Saturday<br>7:30AM – 6:30PM                     | Monday – Friday<br>8:00AM – 3:00PM                            | Monday – Friday<br>8:00AM – 5:00PM                               |
| <b>Appointment Reservation Period</b>                     | Up to 2 weeks in advance<br><br>No later than the day before                              | Up to 2 days in advance<br><br>Same-day scheduling is allowed | Up to 2 weeks in advance<br><br>No later than the day before     |
| <b>Hours for Phone Reservations</b>                       | Monday – Friday<br>8:00AM – 5:00PM<br><br>Leave a message outside of regular office hours | Monday – Friday<br>8:00AM – 5:00PM                            | Monday – Friday<br>8:00AM – 5:00PM                               |
| <b>Guaranteed Ride (within 2 hours of requested time)</b> | Yes   | No  | No   |
| <b>Subscription Reservation</b>                           | Yes   | No  | Yes  |
| <b>ADA-Accessible</b>                                     | Yes   | Yes   | Yes  |

**Figure 1-1: SMART Service Boundaries**



SMART's paratransit service area includes areas up to  $\frac{3}{4}$  of a mile from a fixed bus route, in addition to areas within the city limits of Wilsonville.