

## **Appendix C: Janesville Transit System (JTS) Paratransit Policies**

### **Purpose**

The purpose of these policies is to ensure that all riders of the Paratransit service provided by Janesville Transit System understand their responsibilities as a rider; and understand the level of service they can expect to receive when using Paratransit services. The goal is to provide Paratransit service that is user-friendly to all riders and efficient with the use of public-funded resources.

### **Operation**

Paratransit service is operated by Rock County Transit on behalf of the Janesville Transit System.

### **Rider Responsibilities**

Riders must follow driver directions getting on and off buses and while in transport. Disruptive or unsafe behavior may result in suspension from Paratransit Service.

The following rules of conduct will assist in the safety and comfort of the riders and operator:

- No eating, drinking, or smoking on board.
- No abusive, threatening, or obscene language or actions; should a rider's actions be so abusive, threatening or obscene as to constitute a threat or significant concern to other passengers or driver, the rider may be asked to leave the paratransit vehicle.
- No physical abuse of another rider or the vehicle operator.
- No operating or tampering with any equipment while on board.
- No ride will be provided if the passenger appears to be under the influence of alcohol or illegal drugs.
- No playing radios or other electronic equipment at a loud volume or without headphones.
- Riders who can sit in a seat must wear a seatbelt.
- Riders who use wheelchairs must be secured using wheelchair securement straps and a shoulder belt.
- Riders must pay applicable fare.
- Rider must not pose a public health threat. Examples of public health threats include, but are not limited to the following:
  - The existence of excrement on clothes or on hands; or
  - The existence of other body fluids, such as blood or vomit.
- Riders exhibiting inappropriate personal hygiene, i.e. an individual whose bodily hygiene is so offensive as to constitute a nuisance to other passengers, may be asked to leave the paratransit vehicle.

## Scheduling Procedures

Individuals wishing to schedule a trip should call the reservation phone number: **608-757-5054**. Please remember the following rules concerning scheduling Paratransit services:

- Trips must be scheduled at least the day before the date of service.
- Trips can be scheduled up to 14 days in advance.
- Requests for service are taken during normal business hours. (8am - 5pm, Monday through Friday)
  - To schedule a trip for Monday a phone message can be left on Sunday during the time corresponding to weekday office hours. (8am thru 5pm)
- Be sure to state that you are a City of Janesville Transit Paratransit rider when making your reservation.
- State your desired departure time(s). For efficiency of the Paratransit service, the scheduler may ask you to change your departure time up to one hour earlier or later.
- The bus will be at your place of departure no more than 5 minutes before the agreed time and no more than 15 minutes after the agreed time. The bus is considered on-time when it arrives within this twenty minute "window".
  - In the event Rock County Transit is unavoidably delayed (accident, vehicle break-down, extreme weather), causing the actual pick-up time to occur outside of the twenty minute "window", the passenger shall be contacted by Rock County Transit and a revised pick-up time shall be arranged.
- You must be ready to travel within 5 minutes of the arrival of the bus or you will be considered a 'No Show' (see No Show Policy below).
  - The service is 'door-to-door' so the driver can meet you at the door and take you to the door of your destination. Please note, however, that the driver is not required to help you go up or down steps; and the driver will assist you on a ramp only if the ramp is ADA compliant.

## Procedure for Cancelling a Trip Reservation

Individuals wishing to cancel a scheduled trip reservation must call the Rock County Transit reservation phone number: **608-757-5054**. Individuals must give notice of their desire to cancel the scheduled trip reservation more than two (2) hours prior to the start of the scheduled trip. If the trip is not cancelled two (2) hours prior to the date of the schedule trip, the trip will be considered a Late Cancellation. Further, the trip will be treated as a No Show when considering suspensions if the effects of such a late cancellation are operationally

equivalent to a no-show in terms of the negative impact on paratransit service operations.

### **No Show/Late Cancellation Policy**

A no-show occurs when the paratransit vehicle arrives at the pickup location within the 20 minute window, waits the required 5 minutes and the rider does not board the vehicle.

A late cancellation occurs when the scheduled trip is canceled by the rider less than two (2) hours before the scheduled trip. Late cancellations will be treated as no-shows when considering suspensions if the effects of such a late cancellation are operationally equivalent to a no-show in terms of the negative impact on paratransit service operations.

Three (3) no-shows within a calendar month will trigger a review of the rider's no-show frequency. A detailed check of the rider's trip history and no-show frequency will be performed to determine the rider's proportion of no-shows in relation to all trips the rider took. Riders with a no-show rate of 15% or more may result in suspension of Paratransit Service.

### **Personal Care Attendant Policy**

Persons who might need extra help while traveling on JTS Paratransit service can be certified to have their personal care attendant (PCA) travel with them. The PCA will ride for free on JTS Paratransit Service, but only when traveling with the certified rider. The PCA must be picked up at the same location as the passenger to ride for free. Riders should make JTS aware they intend to use a PCA when they are applying for Paratransit Service. Obtaining a PCA is the rider's responsibility. JTS does not provide PCAs.

Passengers requiring a PCA must indicate that the PCA will accompany the rider on the requested trip when the reservation is made. This will help the paratransit provider ensure that there is space available on the bus for the PCA to ride.

### **Visitor Policy**

Persons visiting the City of Janesville who can show an "ADA Paratransit Eligible" identification card issued by another transit system in the United States, OR who can provide proof of disability, OR who can self-certify as to inability to ride Janesville Transit System fixed-route service, may use Janesville Transit System (JTS) complementary Paratransit Service for 21 days within a 365 day period. After 21 days of service within the 365 day period, the visitor must be certified by JTS to use complementary Paratransit Service offered by Janesville Transit System.

### **Guest Policy**

Paratransit riders may bring one guest along with them on their trip. The guest must pay a fare to ride. Riders desiring to bring a guest must be sure to inform the scheduler when making the trip reservation. Additional fare-paying guests may be accepted if there is room on the bus (no capacity constraint).

### **Suspension Policy**

A rider may have their ADA Paratransit Service Eligibility suspended for violation or disregard of the Janesville Transit System's Paratransit policies or any of the Rider Responsibilities.

### **Suspension Threshold for Violating Paratransit Policies or any of the Rider Responsibilities**

Excepting violations of the no show/late cancellation policy (see below for those thresholds), the first time a paratransit rider violates a paratransit policy or any of the Rider Responsibilities, Rock County Transit or Janesville Transit will make verbal contact with the rider to remind the rider of the regulations concerning paratransit services and request their assistance in eliminating the negative behavior.

If the negative behavior continues after the verbal contact, Janesville Transit will issue a letter of warning.

If the negative behavior continues following issuance of the letter of warning, a suspension of three (3) days will be enacted.

If the negative behavior continues following the first suspension, a suspension of five (5) days will be enacted.

If the negative behavior continues following the second suspension, a suspension of ten (10) days will be enacted.

If the negative behavior continues following the third suspension, a suspension of thirty (30) days will be enacted.

### **Suspension Thresholds for Violating No Show/Late Cancellation Policy**

Three (3) no-shows within a calendar month will trigger a review of the rider's no-show frequency. A detailed check of the rider's trip history and no-show frequency will be performed to determine the rider's proportion of no-shows in relation to all trips the rider took. Riders with a no-show rate of 15% or more may

result in suspension of Paratransit Service. If a detailed check of the rider's trip history indicates a no-show rate of 15% or more, a letter of warning will be sent.

If no-shows continue and the no-show rate remains at 15% or more in the forthcoming two month period, a suspension of three (3) days will be enacted.

If no-shows continue and the no-show rate remains at 15% or more in the forthcoming two month period following the first suspension, a suspension of five (5) days will be enacted.

If no-shows continue and the no-show rate remains at 15% or more in the forthcoming two month period following the second suspension, a suspension of ten (10) days will be enacted.

If no-shows continue and the no-show rate remains at 15% or more in the forthcoming two month period following the third suspension, a suspension of thirty (30) days will be enacted.

### **Suspension Procedure**

- An 'Intent to Suspend' letter will be sent from Janesville Transit System (JTS) to the rider. The letter will state a listing of the reasons for the intended suspension of riding privileges and the proposed length of the suspension. The letter will also explain the rider's right to appeal the 'Intent to Suspend'; and will state the date/time the Paratransit Eligibility Committee will meet to review the suspension.
- The Paratransit Eligibility Committee will review the 'Intent to Suspend' at a meeting, and make a decision regarding imposing the intended suspension and the length of the suspension. The rider may choose to attend the meeting of the Paratransit Eligibility Committee, this committee meets the third Thursday of every month in the first floor conference room of Janesville City Hall (18 N. Jackson).
- The Paratransit Eligibility Committee will send a letter informing the paratransit rider of their decision. The letter will state whether or not the rider is being suspended.
  - If suspended, the letter will state the reasons for the suspension; the length of the imposed suspension; the effective start and end dates of the suspension; and the behavior that must cease upon completion of the suspension. Any suspension letter will also explain that the rider has the right to appeal the suspension.

## Reminders Concerning Suspension

- JTS Management or the Paratransit Eligibility Committee reserves the right to place the rider on a 'probationary' status as an intermediary step prior to suspending rider privileges (usually for the rest of the calendar year), but is not obligated to do so.
- Paratransit Service will continue until the effective date of the suspension.

## Appeals Policy

An individual suspended from using the JTS Paratransit Service for any reason, including violation of the no-show policy, may elect to file a written appeal for reinstatement of service.

## Appeal Procedure

- The rider or the rider's designee has 60 calendar days from the date of receipt of the 'Intent to Suspend Service' letter to appeal the decision.
- The rider or the rider's designee must file a written appeal, to be addressed to the ADA Coordinator, Janesville Transit System, 101 Black Bridge Rd, Janesville WI 53545. The written request must provide the name, address and phone number of the rider filing the appeal, as well as the reasons the service should not be suspended, or other facts pertaining to the intended suspension that should be considered. The rider can request to meet with the Paratransit Eligibility Committee in person\*\*.
- The Paratransit Eligibility Committee will provide a decision in writing not more than 30 days after receipt of the written appeal. The written decision letter will be sent to the mailing address provided by the individual making the appeal.
- An individual objecting to the written decision of the Paratransit Eligibility Committee may file a follow up written appeal within 10 calendar days of receipt of the Committee's decision. This appeal shall be made to the Transit Director and must include the facts that the Transit Director should consider. This request must be made in writing to the Transit Director, Janesville Transit System, 101 Black Bridge Rd, Janesville WI 53545.
- The decision by the Transit Director is final.
- Anyone who files a written appeal may have their service reinstated pending the outcome of the appeal. If the suspension is upheld following the appeal, the suspension will recommence immediately.

\*\*Such appeals will be subject to open meeting statutes unless prior permission for a closed hearing is obtained. An individual wishing to appear at a closed hearing must include this request as part of their written request for a second appeal. Such requests are subject to review by the City of Janesville Attorney's office.

### **Distribution**

This policy may be found online at [www.ci.janesville.wi.us/paratransit](http://www.ci.janesville.wi.us/paratransit) on the Disabled Transportation/Paratransit webpage.

This policy is mailed to paratransit riders when approval letters are sent and is included with any 'Intent to Suspend' letters.

This policy was approved by the Federal Transit Administration and listed as closed on the Janesville Transit System's triennial findings on November 24, 2015. The policy and the paratransit services brochure was mailed to all current paratransit customers on December 4, 2015.

### **Paratransit Services Brochure Distribution**

Janesville Transit provides a brief brochure outlining paratransit services that are offered to City of Janesville residents. This brochure is distributed throughout Janesville and may be found online at [www.ci.janesville.wi.us/paratransit](http://www.ci.janesville.wi.us/paratransit) on the Disabled Transportation/Paratransit webpage.

## **Appendix C: Janesville Transit System (JTS) Paratransit Policies** **Apéndice C: Políticas de Paratransito del Sistema de Tránsito de Janesville (JTS)**

### **Purpose**

#### **Propósito**

The purpose of these policies is to ensure that all riders of the Paratransit service provided by Janesville Transit System understand their responsibilities as a rider; and understand the level of service they can expect to receive when using Paratransit services. The goal is to provide Paratransit service that is user-friendly to all riders and efficient with the use of public-funded resources.

El propósito de estas políticas es asegurar que todos los pasajeros del servicio de Paratransito proporcionado por el Sistema de Tránsito de Janesville comprendan sus responsabilidades como pasajero; y comprenden el nivel de servicio que pueden esperar recibir al usar los servicios del Paratransito. El objetivo es brindar un servicio de Paratransito que sea fácil de usar para todos los pasajeros y eficiente con el uso de recursos financiados con fondos públicos.

### **Operation**

#### **Operación**

Paratransit service is operated by Rock County Transit on behalf of the Janesville Transit System.

El servicio de paratransito es operado por el Tránsito del Condado de Rock en nombre del Sistema de Tránsito de Janesville.

### **Rider Responsibilities**

#### **Responsabilidades del Pasajero**

Riders must follow driver directions getting on and off buses and while in transport. Disruptive or unsafe behavior may result in suspension from Paratransit Service.

Los pasajeros deben seguir las instrucciones del conductor al subir y bajar de los autobuses y durante el transporte. El comportamiento alborotador o peligroso puede resultar en la suspensión del servicio de paratransito.

The following rules of conduct will assist in the safety and comfort of the riders and operator:

Las siguientes reglas de conducta ayudarán en la seguridad y comodidad de los pasajeros y el conductor:

- No eating, drinking, or smoking on board.
- No comer, beber ni fumar a bordo.
- No abusive, threatening, or obscene language or actions; should a rider's actions be so abusive, threatening or obscene as to constitute a threat or



significant concern to other passengers or driver, the rider may be asked to leave the paratransit vehicle.

- Ningún lenguaje o acciones abusivas, amenazantes u obscenas; en caso de que las acciones de un pasajero sean tan abusivas, amenazantes u obscenas que constituyan una amenaza o una preocupación significativa para otros pasajeros o el conductor, se le puede pedir al pasajero que salga del vehículo de paratransito.
- No physical abuse of another rider or the vehicle operator.
- Ningún abuso físico de otro pasajero o del operador del vehículo.
- No operating or tampering with any equipment while on board.
- No operar ni manipular ningún equipo mientras esté a bordo.
- No ride will be provided if the passenger appears to be under the influence of alcohol or illegal drugs.
- No se proporcionará transporte si el pasajero parece estar bajo la influencia del alcohol o drogas ilegales.
- No playing radios or other electronic equipment at a loud volume or without headphones.
- No poner radios u otros equipos electrónicos a un volumen alto o sin auriculares.
- Riders who can sit in a seat must wear a seatbelt.
- Los pasajeros que puedan sentarse en un asiento deben usar el cinturón de seguridad.
- Riders who use wheelchairs must be secured using wheelchair securement straps and a shoulder belt.
- Los pasajeros que usan sillas de ruedas deben asegurarse con correa segura para sillas de ruedas y un cinturón de hombro.
- Riders must pay applicable fare.
- Los pasajeros deben pagar la tarifa aplicable.
- Rider must not pose a public health threat. Examples of public health threats include, but are not limited to the following:
  - El pasajero no debe representar una amenaza para la salud pública. Los ejemplos de amenazas a la salud pública incluyen, pero no se limitan a los siguientes:
    - The existence of excrement on clothes or on hands; or
    - The existence of other body fluids, such as blood or vomit.
    - La existencia de excrementos en la ropa o en las manos; o
    - La existencia de otros fluidos corporales, como sangre o vómito.
- Riders exhibiting inappropriate personal hygiene, i.e. an individual whose bodily hygiene is so offensive as to constitute a nuisance to other passengers, may be asked to leave the paratransit vehicle.
- A los pasajeros que muestren una higiene personal inapropiada, es decir, una persona cuya higiene corporal sea tan ofensiva que constituya una

molestia para otros pasajeros, se les puede pedir que salgan el vehículo de paratransito.

## Scheduling Procedures

### Procedimientos de programación

Individuals wishing to schedule a trip should call the reservation phone number: **608-757-5054**. Please remember the following rules concerning scheduling Paratransit services:

Las personas que deseen programar un viaje deben llamar al número de teléfono de reserva: **608-757-5054**. Por favor recuerde las siguientes reglas sobre la programación de los servicios de Paratransito:

- Trips must be scheduled at least the day before the date of service.
- Los viajes deben programarse al menos el día anterior a la fecha del servicio.
- Trips can be scheduled up to 14 days in advance.
- Los viajes se pueden programar con hasta 14 días de anticipación.
- Requests for service are taken during normal business hours. (8am - 5pm, Monday through Friday)
- Las solicitudes de servicio se aceptan durante el horario comercial normal. (8 a. m. - 5 p. m., de lunes a viernes)
  - To schedule a trip for Monday a phone message can be left on Sunday during the time corresponding to weekday office hours. (8am thru 5pm)
  - Para programar un viaje para el lunes se puede dejar un mensaje telefónico el domingo en el horario correspondiente al horario de oficina del día laborable. (de 8 a. m. a 5 p. m.)
- Be sure to state that you are a City of Janesville Transit Paratransit rider when making your reservation.
- Asegúrese de indicar que es un pasajero de Paratransito del Transporte de la ciudad de Janesville al hacer su reserva.
- State your desired departure time(s). For efficiency of the Paratransit service, the scheduler may ask you to change your departure time up to one hour earlier or later.
- Indique su (s) hora (s) de salida deseada. Para la eficiencia del servicio de Paratransito, el programador puede pedirle que cambie su hora de salida hasta una hora antes o después.
- The bus will be at your place of departure no more than 5 minutes before the agreed time and no more than 15 minutes after the agreed time. The bus is considered on-time when it arrives within this twenty minute "window".
- El autobús estará en su lugar de salida no más de 5 minutos antes de la hora acordada y no más de 15 minutos después de la hora acordada. El

autobús se considera puntual cuando llega dentro de esta "ventana" de veinte minutos.

- In the event Rock County Transit is unavoidably delayed (accident, vehicle break-down, extreme weather), causing the actual pick-up time to occur outside of the twenty minute "window", the passenger shall be contacted by Rock County Transit and a revised pick-up time shall be arranged.
- En el caso de que el Tránsito del Condado de Rock se retrase inevitablemente (accidente, avería del vehículo, clima extremo), lo que provoque que la hora real de recogida ocurra fuera de la "ventana" de veinte minutos, el pasajero será contactado por el Tránsito del Condado de Rock y se acordará una hora de recogida revisada.
- You must be ready to travel within 5 minutes of the arrival of the bus or you will be considered a 'No Show' (see No Show Policy below).
- Debe estar listo para viajar dentro de los 5 minutos posteriores a la llegada del autobús o será considerado un "Ausencia" (consulte la Política de Ausencia a continuación).
  - The service is 'door-to-door' so the driver can meet you at the door and take you to the door of your destination. Please note, however, that the driver is not required to help you go up or down steps; and the driver will assist you on a ramp only if the ramp is ADA compliant.
  - El servicio es "puerta a puerta", por lo que el conductor puede recibirlo en la puerta y llevarlo a la puerta de su destino. Sin embargo, tenga en cuenta que no es necesario que el conductor le ayude a subir o bajar escalones; y el conductor lo ayudará en una rampa solo si la rampa cumple con la ADA (por sus siglas en inglés).

### Procedure for Cancelling a Trip Reservation

#### Procedimiento para Cancelar una Reserva de Viaje

Individuals wishing to cancel a scheduled trip reservation must call the Rock County Transit reservation phone number: **608-757-5054**. Individuals must give notice of their desire to cancel the scheduled trip reservation more than two (2) hours prior to the start of the scheduled trip. If the trip is not cancelled two (2) hours prior to the date of the schedule trip, the trip will be considered a Late Cancellation. Further, the trip will be treated as a No Show when considering suspensions if the effects of such a late cancellation are operationally equivalent to a no-show in terms of the negative impact on paratransit service operations.

Los individuos que deseen cancelar una reserva de viaje programada deben llamar al número de teléfono de reservaciones del Tránsito del Condado de

Rock: **608-757-5054**. Los individuos deben presentar su deseo de cancelar la reserva del viaje programada más de dos (2) horas antes del inicio del viaje programado. Si el viaje no se cancela dos (2) horas antes de la fecha del viaje programado, el viaje se considerará una cancelación tardía. Además, el viaje será tratado como Ausencia al considerar suspensiones si los efectos de dicha cancelación tardía son operacionalmente equivalentes a un No Aparecer en términos del impacto negativo en las operaciones del servicio de paratransito.

## **No Show/Late Cancellation Policy**

### **Política de Ausencia / Cancelación Tardía**

A no-show occurs when the paratransit vehicle arrives at the pickup location within the 20 minute window, waits the required 5 minutes and the rider does not board the vehicle.

Una ausencia ocurre cuando el vehículo de paratransito llega al lugar de recogida dentro de la ventana de 20 minutos, espera los 5 minutos requeridos y el pasajero no sube al vehículo.

A late cancellation occurs when the scheduled trip is canceled by the rider less than two (2) hours before the scheduled trip. Late cancellations will be treated as no-shows when considering suspensions if the effects of such a late cancellation are operationally equivalent to a no-show in terms of the negative impact on paratransit service operations.

Una cancelación tardía ocurre cuando el pasajero cancela el viaje programado menos de dos (2) horas antes del viaje programado. Las cancelaciones tardías se tratarán como ausencias cuando se consideren suspensiones si los efectos de dicha cancelación tardía son operacionalmente equivalentes a una ausencia en términos del impacto negativo en las operaciones del servicio de paratransito.

Three (3) no-shows within a calendar month will trigger a review of the rider's no-show frequency. A detailed check of the rider's trip history and no-show frequency will be performed to determine the rider's proportion of no-shows in relation to all trips the rider took. Riders with a no-show rate of 15% or more may result in suspension of Paratransit Service.

Tres (3) ausencias dentro de un mes calendario activarán una revisión de la frecuencia de ausencias del pasajero. Se realizará una verificación detallada de la historia de viajes del pasajero y de la frecuencia de las ausencias para determinar la proporción de ausencias del pasajero en relación con todos los viajes que realizó. Los pasajeros con una tasa de ausencias del 15% o más pueden resultar en la suspensión del servicio de Paratransito.

## **Personal Care Attendant Policy**

### **Política de Ayudante de Cuidado Personal**

Persons who might need extra help while traveling on JTS Paratransit service can be certified to have their personal care attendant (PCA) travel with them. The PCA will ride for free on JTS Paratransit Service, but only when traveling with the certified rider. The PCA must be picked up at the same location as the passenger to ride for free. Riders should make JTS aware they intend to use a PCA when they are applying for Paratransit Service. Obtaining a PCA is the rider's responsibility. JTS does not provide PCAs.

Las personas que puedan necesitar ayuda adicional mientras viajan con el servicio Paratransito de JTS pueden obtener una certificación para que su ayudante de cuidado personal (PCA, por sus siglas en inglés) viaje con ellas. El PCA viajará gratis en el Servicio de Paratransito de JTS, pero solo cuando viaje con el pasajero certificado. El PCA debe recogerse en el mismo lugar que el pasajero para viajar gratis. Los pasajeros deben informar a JTS que tienen la intención de utilizar un PCA cuando soliciten el servicio de paratransito. Obtener un PCA es responsabilidad del pasajero. JTS no proporciona PCA.

Passengers requiring a PCA must indicate that the PCA will accompany the rider on the requested trip when the reservation is made. This will help the paratransit provider ensure that there is space available on the bus for the PCA to ride.

Los pasajeros que requieran a un PCA deben indicar que el PCA acompañará al pasajero en el viaje solicitado cuando se haga la reserva. Esto ayudará al proveedor de paratransito a asegurarse de que haya espacio disponible en el autobús para que viaje el PCA.

## **Visitor Policy**

### **Política de Visitantes**

Persons visiting the City of Janesville who can show an "ADA Paratransit Eligible" identification card issued by another transit system in the United States, OR who can provide proof of disability, OR who can self-certify as to inability to ride Janesville Transit System fixed-route service, may use Janesville Transit System (JTS) complementary Paratransit Service for 21 days within a 365 day period. After 21 days of service within the 365 day period, the visitor must be certified by JTS to use complementary Paratransit Service offered by Janesville Transit System.

Personas que visiten la ciudad de Janesville y que puedan mostrar una tarjeta de identificación de " Elegible para Paratransito de ADA" emitida por otro sistema de tránsito en los Estados Unidos, O que puedan dar prueba de discapacidad, O que puedan auto-certificarse en su incapacidad de viajar en el servicio de ruta fija del Sistema de Tránsito de Janesville, puede utilizar el

Servicio de Paratrásito complementario del Sistema de Tránsito de Janesville (JTS) durante 21 días dentro de un período de 365 días. Después de 21 días de servicio dentro del período de 365 días, el visitante debe estar certificado por JTS para utilizar el Servicio de Paratrásito complementario ofrecido por el Sistema de Tránsito de Janesville.

## **Guest Policy**

### **Política de Invitados**

Paratransit riders may bring one guest along with them on their trip. The guest must pay a fare to ride. Riders desiring to bring a guest must be sure to inform the scheduler when making the trip reservation. Additional fare-paying guests may be accepted if there is room on the bus (no capacity constraint).

Los pasajeros de paratrásito pueden traer a un invitado con ellos en su viaje. El invitado debe pagar una tarifa para viajar. Los pasajeros que deseen traer a un invitado deben asegurarse de informar al programador al hacer la reserva del viaje. Se pueden aceptar invitados adicionales que paguen la tarifa si hay espacio en el autobús (sin límite de capacidad).

## **Suspension Policy**

### **Política de suspensión**

A rider may have their ADA Paratransit Service Eligibility suspended for violation or disregard of the Janesville Transit System's Paratransit policies or any of the Rider Responsibilities.

A un pasajero se le puede suspender la elegibilidad para el servicio de paratrásito de la ADA por violar o ignorar las políticas de Paratrásito del Sistema de Tránsito de Janesville o cualquiera de las Responsabilidades del Pasajero.

## **Suspension Threshold for Violating Paratransit Policies or any of the Rider Responsibilities**

### **Umbral de Suspensión por Violar las Políticas de Paratrásito o cualquiera de las Responsabilidades del Pasajero**

Excepting violations of the no show/late cancellation policy (see below for those thresholds), the first time a paratransit rider violates a paratransit policy or any of the Rider Responsibilities, Rock County Transit or Janesville Transit will make verbal contact with the rider to remind the rider of the regulations concerning paratransit services and request their assistance in eliminating the negative behavior.

Excepto las violaciones de la política de ausencia / cancelación tardía (consulte a continuación para conocer esos umbrales), la primera vez que un pasajero de paratrásito viola una política de paratrásito o cualquiera de las responsabilidades del pasajero, el Tránsito del Condado de Rock o el Tránsito

de Janesville se comunicarán verbalmente con el pasajero para recordarle de las regulaciones relativas a los servicios de paratransito y pedir su ayuda para eliminar el comportamiento negativo.

If the negative behavior continues after the verbal contact, Janesville Transit will issue a letter of warning.

Si el comportamiento negativo continúa después del contacto verbal, el Tránsito de Janesville emitirá una carta de advertencia.

If the negative behavior continues following issuance of the letter of warning, a suspension of three (3) days will be enacted.

Si el comportamiento negativo continúa después de la emisión de la carta de advertencia, se promulgará una suspensión de tres (3) días.

If the negative behavior continues following the first suspension, a suspension of five (5) days will be enacted.

Si el comportamiento negativo continúa después de la primera suspensión, se promulgará una suspensión de cinco (5) días.

If the negative behavior continues following the second suspension, a suspension of ten (10) days will be enacted.

Si el comportamiento negativo continúa después de la segunda suspensión, se promulgará una suspensión de diez (10) días.

If the negative behavior continues following the third suspension, a suspension of thirty (30) days will be enacted.

Si el comportamiento negativo continúa después de la tercera suspensión, se promulgará una suspensión de treinta (30) días.

### **Suspension Thresholds for Violating No Show/Late Cancellation Policy**

#### **Umbral de Suspensión por Violar la Política de Ausencia / Cancelación Tardía**

Three (3) no-shows within a calendar month will trigger a review of the rider's no-show frequency. A detailed check of the rider's trip history and no-show frequency will be performed to determine the rider's proportion of no-shows in relation to all trips the rider took. Riders with a no-show rate of 15% or more may result in suspension of Paratransit Service. If a detailed check of the rider's trip history indicates a no-show rate of 15% or more, a letter of warning will be sent.

Tres (3) ausencias dentro de un mes calendario activarán una revisión de la frecuencia de ausencias del pasajero. Se realizará una verificación detallada de la historia de viajes del pasajero y de la frecuencia de las ausencias para determinar la proporción de ausencias del pasajero en relación con todos los viajes que realizó. Los pasajeros con una tasa de ausencias del 15% o más pueden resultar en la suspensión del servicio de Paratransito. Si una verificación

detallada de la historia de viajes del pasajero indica una tasa de ausencias del 15% o más, se enviará una carta de advertencia.

If no-shows continue and the no-show rate remains at 15% or more in the forthcoming two month period, a suspension of three (3) days will be enacted.  
Si las ausencias continúan y la tasa de ausencias sigue siendo del 15% o más en los próximos dos meses, se promulgará una suspensión de tres (3) días.

If no-shows continue and the no-show rate remains at 15% or more in the forthcoming two month period following the first suspension, a suspension of five (5) days will be enacted.

Si las ausencias continúan y la tasa de ausencias permanece en el 15% o más en los próximos dos meses después de la primera suspensión, se promulgará una suspensión de cinco (5) días.

If no-shows continue and the no-show rate remains at 15% or more in the forthcoming two month period following the second suspension, a suspension of ten (10) days will be enacted.

Si las ausencias continúan y la tasa de ausencias permanece en el 15% o más en los próximos dos meses después de la segunda suspensión, se promulgará una suspensión de diez (10) días.

If no-shows continue and the no-show rate remains at 15% or more in the forthcoming two month period following the third suspension, a suspension of thirty (30) days will be enacted.

Si las ausencias continúan y la tasa de ausencias permanece en el 15% o más en los próximos dos meses después de la tercera suspensión, se promulgará una suspensión de treinta (30) días.

## Suspension Procedure

### Procedimiento de Suspensión

- An 'Intent to Suspend' letter will be sent from Janesville Transit System (JTS) to the rider. The letter will state a listing of the reasons for the intended suspension of riding privileges and the proposed length of the suspension. The letter will also explain the rider's right to appeal the 'Intent to Suspend'; and will state the date/time the Paratransit Eligibility Committee will meet to review the suspension.
- Se enviará una carta de "Intención de Suspender" desde el Sistema de Tránsito de Janesville (JTS) al pasajero. La carta indicará una lista de las razones de la suspensión prevista de los privilegios de viajar y la duración propuesta de la suspensión. La carta también explicará el derecho del pasajero a apelar la "Intención de Suspender"; e indicará la fecha / hora



en que el Comité de Elegibilidad de Paratránsito se reunirá para revisar la suspensión.

- The Paratransit Eligibility Committee will review the 'Intent to Suspend' at a meeting, and make a decision regarding imposing the intended suspension and the length of the suspension. The rider may choose to attend the meeting of the Paratransit Eligibility Committee. This committee meets the third Thursday of every month in the first floor conference room of Janesville City Hall (18 N. Jackson).
- El Comité de Elegibilidad de Paratránsito revisará la 'Intención de Suspende' en una reunión y tomará una decisión con respecto a la imposición de la suspensión prevista y la duración de la suspensión. El pasajero puede optar por asistir a la reunión del Comité de Elegibilidad de Paratránsito. Este comité se reúne el tercer jueves de cada mes en la sala de conferencias del primer piso del Ayuntamiento de Janesville (18 N. Jackson).
- The Paratransit Eligibility Committee will send a letter informing the paratransit rider of their decision. The letter will state whether or not the rider is being suspended.
- El Comité de Elegibilidad de Paratránsito enviará una carta informándole al pasajero de paratránsito de su decisión. La carta indicará si el pasajero está suspendido o no.
  - If suspended, the letter will state the reasons for the suspension; the length of the imposed suspension; the effective start and end dates of the suspension; and the behavior that must cease upon completion of the suspension. Any suspension letter will also explain that the rider has the right to appeal the suspension.
  - Si se suspende, la carta indicará las razones de la suspensión; la duración de la suspensión impuesta; las fechas de inicio y finalización efectivas de la suspensión; y el comportamiento que debe cesar al completar la suspensión. Cualquier carta de suspensión también explicará que el pasajero tiene derecho a apelar la suspensión.

### Reminders Concerning Suspension

#### Recordatorios Sobre Suspensión

- JTS Management or the Paratransit Eligibility Committee reserves the right to place the rider on a 'probationary' status as an intermediary step prior to suspending rider privileges (usually for the rest of the calendar year), but is not obligated to do so.

- La Administración de JTS o el Comité de Elegibilidad de Paratransito se reserva el derecho de colocar al pasajero en un estado de "prueba" como un paso intermedio antes de suspender los privilegios del pasajero (generalmente por el resto del año calendario), pero no está obligada a hacerlo.
- Paratransit Service will continue until the effective date of the suspension.
- El servicio de paratransito continuará hasta la fecha efectiva de la suspensión.

## Appeals Policy

### Política de Apelaciones

An individual suspended from using the JTS Paratransit Service for any reason, including violation of the no-show policy, may elect to file a written appeal for reinstatement of service.

Una persona que haya sido suspendida del uso del Servicio de Paratransito de JTS por cualquier motivo, incluida la violación de la política de ausencias, puede optar por presentar una apelación por escrito para restablecer el servicio.

## Appeal Procedure

### Procedimiento de Apelación

- The rider or the rider's designee has 60 calendar days from the date of receipt of the 'Intent to Suspend Service' letter to appeal the decision.
- El pasajero o la persona designada por el pasajero tiene 60 días calendarios a partir de la fecha de recepción de la carta de "Intención de Suspender el Servicio" para apelar la decisión.
- The rider or the rider's designee must file a written appeal, to be addressed to the ADA Coordinator, Janesville Transit System, 101 Black Bridge Rd, Janesville WI 53545. The written request must provide the name, address and phone number of the rider filing the appeal, as well as the reasons the service should not be suspended, or other facts pertaining to the intended suspension that should be considered. The rider can request to meet with the Paratransit Eligibility Committee in person\*\*.
- El pasajero o la persona designada por el pasajero debe presentar una apelación por escrito, dirigida al ADA Coordinator, Janesville Transit System, 101 Black Bridge Rd, Janesville WI 53545. La solicitud por escrito debe proporcionar el nombre, la dirección y el número de teléfono del pasajero que presenta la apelación, así como las razones por las que no se debe suspender el servicio, u otros hechos relacionados con la

suspensión prevista que se deben considerar. El pasajero puede solicitar reunirse con el Comité de Elegibilidad de Paratransito en persona \*\*.

- The Paratransit Eligibility Committee will provide a decision in writing not more than 30 days after receipt of the written appeal. The written decision letter will be sent to the mailing address provided by the individual making the appeal.
- El Comité de Elegibilidad de Paratransito proporcionará una decisión por escrito no más de 30 días después de recibir la apelación por escrito. La carta de decisión por escrito se enviará a la dirección postal proporcionada por la persona que hace la apelación.
- An individual objecting to the written decision of the Paratransit Eligibility Committee may file a follow up written appeal within 10 calendar days of receipt of the Committee's decision. This appeal shall be made to the Transit Director and must include the facts that the Transit Director should consider. This request must be made in writing to the Transit Director, Janesville Transit System, 101 Black Bridge Rd, Janesville WI 53545.
- Una persona que se oponga a la decisión por escrito del Comité de Elegibilidad de Paratransito puede presentar una apelación de seguimiento por escrito dentro de los 10 días calendarios posteriores a la recepción de la decisión del Comité. Esta apelación se hará al Director de Tránsito y debe incluir los hechos que el Director de Tránsito debe considerar. Esta solicitud debe hacerse por escrito al Transit Director, Janesville Transit System, 101 Black Bridge Rd, Janesville WI 53545.
- The decision by the Transit Director is final.
- La decisión del Director de Tránsito es final.
- Anyone who files a written appeal may have their service reinstated pending the outcome of the appeal. If the suspension is upheld following the appeal, the suspension will recommence immediately.
- Cualquier persona que presente una apelación por escrito puede recuperar su servicio en espera del resultado de la apelación. Si la suspensión se mantiene después de la apelación, la suspensión se recomenzará inmediatamente.

\*\*Such appeals will be subject to open meeting statutes unless prior permission for a closed hearing is obtained. An individual wishing to appear at a closed hearing must include this request as part of their written request for a second appeal. Such requests are subject to review by the City of Janesville Attorney's office.

\*\* Tales apelaciones estarán sujetas a los estatutos de reuniones abiertas a menos que se obtenga un permiso previo para una audiencia cerrada. Una persona que desee comparecer en una audiencia cerrada debe incluir esta solicitud como parte de su solicitud por escrito para una segunda apelación. Tales solicitudes están sujetas a revisión por parte de la oficina del Abogado de la Ciudad de Janesville.

## **Distribution**

### **Distribución**

This policy may be found online at [www.ci.janesville.wi.us/paratransit](http://www.ci.janesville.wi.us/paratransit) on the Disabled Transportation/Paratransit webpage.

Esta política se puede encontrar en línea en <http://www.janesvillewi.gov/paratransit> en la página web Disabled Transportation / Paratransit.

This policy is mailed to paratransit riders when approval letters are sent and is included with any 'Intent to Suspend' letters.

Esta política se envía por correo a los pasajeros de paratransito cuando se envían cartas de aprobación y se incluye con cualquier carta de "Intención de Suspend".

This policy was approved by the Federal Transit Administration and listed as closed on the Janesville Transit System's triennial findings on November 24, 2015. The policy and the paratransit services brochure was mailed to all current paratransit customers on December 4, 2015.

Esta política fue aprobada por la Administración Federal de Tránsito y aparece como cerrada en las conclusiones trienales del Sistema de Tránsito de Janesville el 24 de noviembre de 2015. La política y el folleto de servicios de paratransito se enviaron por correo a todos los clientes actuales de paratransito el 4 de diciembre de 2015.

## **Paratransit Services Brochure Distribution**

### **Distribución de Folletos de Servicios de Paratransito**

Janesville Transit provides a brief brochure outlining paratransit services that are offered to City of Janesville residents. This brochure is distributed throughout Janesville and may be found online at [www.ci.janesville.wi.us/paratransit](http://www.ci.janesville.wi.us/paratransit) on the Disabled Transportation/Paratransit webpage.

El Tránsito de Janesville proporciona un breve folleto que describe los servicios de paratransito que se ofrecen a los residentes de la ciudad de Janesville. Este folleto se distribuye en todo Janesville y se puede encontrar en línea en [www.janesvillewi.gov/paratransit](http://www.janesvillewi.gov/paratransit) en la página web Disabled Transportation / Paratransit.