

Port Arthur Transit



Paratransit

Rider's Manual

983-8794

TDD - 983-8772

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Dear PAT Paratransit Passenger:

Welcome aboard PAT Paratransit Service! This manual will introduce you to our specialized door-to-door transportation and provide the basic information you need for an enjoyable ride.

Port Arthur Transit System has been operating the Paratransit Service since 1989 and provides over 16,000 rides annually for people whose disabilities prevent them from riding PAT fixed route buses. PAT door-to-door service provides pre-scheduled rides throughout the Port Arthur area.

Our goal is to offer you safe, convenient and reliable transportation. If, after reading this Rider's Manual, you have questions regarding PAT Paratransit Service, please phone PAT dispatch at 983-8794. Hearing impaired customers should call us at 983-8772-TDD.

Copies of this manual will be made available in accessible format (audio cassette or Braille) upon request. We are pleased to provide you with quality transportation service.

**ELDERLY AND PARATRANSIT TRANSPORTATION
A SERVICE OF THE CITY OF PORT ARTHUR TRANSIT
SYSTEM**

WHAT IS PARATRANSIT?

The City of Port Arthur provides door-to-door transportation for the elderly and persons with disabilities of all ages in the City of Port Arthur area. This service is for citizens who are unable to use the conventional public transportation (fixed route). PAT Paratransit Operators will assist you from the door or lobby of where they pick you up to the door or lobby of your destination. PAT Paratransit Service has a fleet of clean, air-conditioned wheelchair accessible vans.

WHAT DOES IT COST?

The Paratransit Service fare is \$2.00 per trip. The vans are equipped with fareboxes, therefore, **exact fare is required** as Paratransit Operators are not allowed to make change. Personal care attendants are allowed to ride free while companions pay the same fare as clients when accompanying a PAT eligible client. Paratransit Service passes can be purchased in booklets of 20 passes for \$40.00 at the Port Arthur Transit Department, 320 Dallas Avenue.

WHO CAN USE THE SERVICE?

Eligible elderly and individuals with disabilities living within the city limits of Port Arthur can ride the Paratransit System. To use this system, you must obtain Port Arthur Transit's Paratransit I.D. card. Cards are issued to any person who is certified as meeting one or more of the following eligibility criteria:

- Sixty-five (65) years old or over who is unable to utilize the fixed route system due to age related illness.

AND/OR

- Requires a wheelchair to perform normal daily tasks.
- Is unable to walk one-quarter of a mile.
- Is unable to physically wait standing for more than ten minutes.
- Is unable to move in crowds.
- Is unable to grasp coins, passes or handles.
- Is unable to handle packages.
- Is unable to understand and follow transit directions or understand information signs for reasons other than language or literacy.

Visitors to the city of Port Arthur, who have a valid ADA Certification I.D. card issued by another city, may receive up to 21 days of Paratransit Service during a calendar year. The 21 days of service begins from the date of the first Paratransit trip used by the visitor and need not be consecutive.

APPLYING FOR SERVICE

To become certified to ride PAT Paratransit Service, you must complete an application form. When required by the coordinator, your doctor/health professional will be asked for certification of your disability.

Application forms may be obtained in person from the Port Arthur Transit Department, 320 Dallas Avenue, or requested to be mailed by calling the Transit office. When you have completed the application form, please mail it to the following address:

Paratransit Coordinator
Port Arthur Transit P.O. Box 1089
Port Arthur, TX 77641-1089

If your application is approved, a PAT photo identification card will be issued to you at no cost. This identification card (I.D.) will be valid for five (5) years.

You may use your PAT I.D. card to utilize the paratransit services or fixed route services, at a reduced rate, when visiting another city.

ADA PARATRANSIT ELIGIBILITY

PAT will determine ADA Paratransit eligibility based on the applications submitted. Application materials in accessible format will be made available to potential riders.

The Paratransit coordinator will make an initial determination of eligibility upon review of the applications received. Applications that need further evaluation will be referred to Management for review. Upon request, letters in accessible format (large print, Braille and/or audio cassette) will be mailed to the applicant, informing him/her of the approval/denial and stating the reasons for the denial, the right to appeal, and the process for that appeal.

WHO IS A PERSONAL CARE ATTENDANT?

A Personal Care Attendant is someone who travels with and helps a PAT Paratransit rider because that rider is unable to travel alone. Please note that PAT does not supply/provide attendants. You must obtain your own. Your Personal Care Attendant is responsible for assisting you and any packages you may have on and off the van. If you utilize a wheelchair, your attendant must assist you to the van, where the PAT Operator will then put you on the lift, into the van, and secure your chair in the proper locks. If you need an attendant, be sure to indicate that on your application form. We will then note this on your PAT Paratransit I.D. card. **Personal Care Attendants ride free.**

Companions may also ride with an eligible rider on a space availability basis. Companions over the age of five (5) years will be charged the same fare as the eligible rider (\$2.00 per trip).

WHERE CAN I GO WITH PAT PARATRANSIT SERVICE?

PAT Paratransit provides door-to-door transportation within the Port Arthur area including Sabine Pass for any purpose and to Groves, Port Neches and Nederland for medical trips only!

PAT Paratransit does not provide emergency medical trips. If you have a medical emergency, call 911. PAT Operators are not trained paramedics.

PAT PARATRANSIT HOURS/DAYS OF OPERATION

PAT Paratransit operates 303 days a year. Service hours are 6:15 A.M. – 6:15 P.M., Monday – Friday.

Holidays are: New Year's Day; Texas Independence Day; Good Friday; Memorial Day; Independence Day; Labor Day; Thanksgiving Day; the day after Thanksgiving; Christmas Day and one floating holiday as determined by the City Council.

HOW TO SCHEDULE A TRIP

Trip reservations are made on a first-come, first-serve basis and must be requested **at least one (1) day** ahead of your trip. Trips may be requested from 1 to 14 days ahead. Make all your reservations with PAT Paratransit Dispatcher. The Operators are busy driving and do not know what time slots are available so please do not ask them to schedule your trips.

Sometimes the day or time you request may already be booked. Be prepared with an alternate day or time, if possible.

Trip reservations can be made during the following hours:

Monday - Friday 8:00 A.M. - 4:00 P.M.

If you need to call for a trip reservation on Saturday or Sunday for a Monday pick-up, you may call 983-8794 and utilize our answering machine. When calling to arrange a ride, please speak clearly and give the following information to the dispatcher/answering machine:

- Your name/PAT I.D. Number
- The day of your planned trip
- The address of your pickup
- The address of your destination and desired arrival time
- Whether an attendant and/or a companion will be riding with you (you must be certified as needing an attendant)
- Your telephone number

Ensure your reservation information is correct by requesting that the dispatcher repeat it to you.

PAT Paratransit trips are scheduled on a shared-ride basis. The vehicles may stop to let other passengers on or off before reaching your destination. Also, unexpected delays occur for many reasons, including road construction and bad weather. Therefore, to allow extra travel time, the dispatcher will schedule your pickup for 30 to 45 minutes before your scheduled appointment time.

When using the answering machine, the dispatcher will get back with you the next working day to confirm or reschedule your trip, depending upon the availability of space.

HOW MANY TRIP RESERVATIONS CAN BE MADE

You may request as many trips as you need. There is no limit to how many times you can travel in a day or how many reservations you may make at one time.

All scheduled trips are based on time availability, at the time you make your trip reservation.

HOW TO CANCEL A PAT PARATRANSIT TRIP

Call PAT Paratransit dispatch at 983-8794 or 983-8772-TDD, to cancel as soon as you know you will not be making the trip. Should you need to cancel more than one trip, be sure to tell the PAT Paratransit dispatcher which trip(s) to cancel. Please note that once again, the PAT Paratransit Operator cannot reserve or cancel trips for you. Call PAT Paratransit dispatch yourself. If possible, please call at least by 4:00 P.M. on the day before your scheduled trip to cancel so that you can give someone else the opportunity to travel. If you do not know the day ahead, you need to call the dispatcher **at least one (1) hour before** your scheduled trip so the PAT Operator can be notified before they arrive to pick you up.

The ADA allows transit providers to establish an administrative process to **suspend service** of riders who have made a practice (or pattern) of missing scheduled trips.

EXCESSIVE CANCELLATIONS

A maximum of three (3) cancellations, that are canceled less than one (1) hour before the scheduled pickup time, during any 30-day period, will be allowed.

PASSENGERS WHO CONSISTENTLY FAIL TO CANCEL RIDES (NO SHOWS) OR CONSISTENTLY CANCEL ON SHORT NOTICE (LESS THAN ONE [1] HOUR BEFORE SCHEDULED TRIP) WILL FACE A FINE EQUAL TO THE TRIP COST OR SUSPENSION OF SERVICE FOR VARYING LENGTHS OF TIME, as follows:

- 1st Infraction Suspension of Service for 2 weeks
- 2nd Infraction Suspension of Service for 30 days
- 3rd Infraction Suspension of Service for 60 days

EXCEPTIONS

When a missed trip is beyond the control of the rider, exceptions will be granted on a case-by-case basis.

NO SHOWS

A "NO-SHOW" is when a client schedules a trip but is not at the designated location, does not board within five (5) minutes of the vans arrival and/or has not canceled the trip. A subscription trip that is not canceled as prescribed will be counted as a no show.

WRITTEN WARNING

A written warning shall be sent to a client who has two (2) "NO SHOWS" within one (1) week or four (4) within a 30 day period. The client will be contacted by telephone prior to sending a written warning, to make sure the situation is fully understood.

The section on Service Suspension Policy further states criteria for suspension of service due to excessive cancellations/NO SHOWS.

SUBSCRIPTION SERVICE

Subscription service is transportation provided on a regular basis to and from the same location(s) at the same time(s) each week. Your subscription rides can be placed on hold for up to two (2) weeks should

you fall sick or be out of town. Be sure to call PAT Paratransit dispatcher to place your subscription trips on hold and the date you would want the service reactivated.

PAT PARATRANSIT OPERATORS

All PAT Paratransit Operators wear a uniform consisting of gray shirts and black slacks. Operators operate white vehicles which are clearly marked with gray and maroon stripes with the PAT logo. PAT Paratransit Operators receive intensive training in defensive driving, first aid, and customer relations. They also receive passenger assistance training which helps them understand and respond to the special needs of PAT Paratransit customers.

WHAT YOU SHOULD EXPECT FROM PAT PARATRANSIT SERVICES

You have the right to expect certain qualities from PAT Paratransit Service:

- Punctual, safe, door-to-door transportation.
- Courteous, professional Operators and dispatchers.
- Clean, well-maintained vehicles.
- Prompt, thoughtful responses to your questions and concerns.
- If needed, Operators will assist you between the PAT Paratransit vehicle and front door of your trip origin or destination; but will not cross the threshold of your residence.
- If needed, Operators may carry packages between the vehicle and your door. They may only carry as many packages as they can take in **one trip** while assisting you.
- PAT suggests the use of a cart to assist you in transporting multi packages.
- **NO!** Tipping is not permitted. All PAT Operators are paid employees and do not accept gratuities.

RIDER RESPONSIBILITIES

It is a PAT Paratransit policy and responsibility to ensure safe, timely and effective transportation for all Paratransit riders. As a rider, you are responsible to ensure that everyone, including yourself, receives the safest and best ride possible.

The following is a list of rider responsibilities. It is not meant to be all inclusive. PAT Paratransit reserves the right to deny service when a rider does not comply with any of these responsibilities.

1) You should be ready at least 10 minutes before your scheduled trip. Watch for your PAT Paratransit vehicle.

If PAT vehicle arrives at your scheduled pickup time and you are not ready, the Operator is authorized to wait **five (5) minutes** and will leave without you if you are still not ready. You will miss your trip and be counted as a no-show.

2) If for any reason you cannot ride PAT Paratransit vehicle for one of your scheduled trips, call the dispatcher by 4:00 P.M. on the day before and cancel your trip. If you do not know a day ahead of your scheduled trip, you must call at least one (1) hour before your scheduled trip(s). If we arrive and you do not keep your scheduled trip, you will be considered a NO SHOW.

Call the dispatcher as far ahead as possible to cancel rides.

3) If you are being picked up in a large building, wait at the entrance that you and the PAT dispatcher have agreed upon. Normally, the PAT Operator will pick you up at the main entrance or lobby to a building.

4) The package provision states that you can transport only the amount of packages that you can safely handle when riding in a PAT Paratransit vehicle.

5) If you need more assistance than door-to-door transportation (for example: you need someone to walk you into the doctor's office, help

you be seated for lunch, or help you with your packages, etc.), it is your responsibility to provide a Personal Care Attendant or a companion to help you in the above.

6) You must carry the exact change (\$2.00) or passes when traveling via PAT Paratransit vehicles. **Put the exact fare in the farebox or give the Operator a pass before you take your seat.**

7) All riders are expected to use appropriate social behavior while riding PAT vehicles and when interacting with other riders or PAT employees. All riders have the right to travel on PAT vehicles with the maximum personal comfort and without the threat of physical or verbal abuse.

8) All riders must comply with PAT safety rules which include no smoking, eating or drinking in PAT vehicles; not riding PAT vans if you are under the influence of alcohol or illegal drugs; and not playing radios or other noise generating equipment on the vehicles. Please cooperate with the Operators and follow their instructions.

9) Wheelchair passengers must be secured in their chairs and have their chairs secured by the PAT Operator.

10) If you use a mobility aid or wheelchair, you must keep it in good condition. Mobility aids or wheelchairs which cannot be safely secured by PAT Paratransit van tie-downs, or which cannot be safely carried on the lift, will not be allowed on the vehicle. PAT staff will work with you to resolve the problem, but if no solution can be found, service may be denied.

11) Notify the PAT Paratransit Service dispatcher when you have a change of address or phone number.

12) Once you board PAT Paratransit vehicle, your destination cannot be changed without dispatcher approval.

13) Children weighing 40 pounds or less must travel in an approved infant seat supplied by the attending adult. Children may not ride on a

passenger's lap. The attending adult is responsible for securing the infant seat and shall board and de-board both the child and the seat.

**PAT PARATRANSIT PHONE NUMBERS: 983-8794 OR
983-8772-TDD**

You may contact PAT Paratransit Services at the above listed telephone numbers for the following:

- 1 Trip reservations or cancellations
- 2 Information about eligibility
- 3 Lost and found
- 4 Immediate problems, such as a vehicle not arriving on time

YOUR COMMENTS ARE WELCOME!

Whenever you have comments about PAT Paratransit Service, we want to hear them. Each compliment is shared with the employees involved. Each suggestion or complaint is investigated and discussed with the appropriate employee(s). Remember, the PAT Paratransit Service staff can only address those issues we know about.

CALL 983-8794/983-8772-TDD OR WRITE TO:

GENERAL MANAGER
PORT ARTHUR TRANSIT SYSTEM
P.O. BOX 1089
PORT ARTHUR, TX 77641-1089

When you write, please be as specific as possible to include the following information:

- Your Name, Address, and Phone Number
- The Date and Time of the Incident
- The PAT Vehicle Number and/or the Operator's Name
- Your Compliment, Suggestion, or Complaint

PAT PARATRANSIT SERVICE SUSPENSION POLICY

The Port Arthur Transit System has made a commitment to provide quality specialized public transportation via the Paratransit Service for the elderly and disabled citizens of Port Arthur. The City will make every reasonable effort to accommodate their various conditions. However, there are occasions where the use of PAT Paratransit Service is abused by individual riders; when this occurs on a repeated basis, it may necessitate denial of service for those individuals.

CRITERIA FOR SUSPENSION OF SERVICE:

- 1) **Verbal or physical abuse** toward a PAT Employee or Rider.
- 2) **Lateness:** not being ready for the scheduled trip. After five (5) minutes, the PAT Operator will leave and the rider will become a "no-show". If the Operator is early, he/she will wait until five (5) minutes after the scheduled pick-up time before considering a rider to be late.
- 3) **No-show:** A pattern/practice of not being present or ready to depart within five minutes (5) of the scheduled time. Two (2) no-show infractions in one week, or four (4) in a 30-day period, will result in a maximum 30 day suspension. Trips missed by a person for reasons beyond his/her control (including trips missed due to PAT error) shall not be used for determining that such pattern/practice exists.
- 4) **Cancellation:** Trips which are repeatedly canceled **within one (1) hour** of the scheduled pick-up time will be considered a no-show.
- 5) **Behavior which presents a clear danger:** Any behavior which presents danger to an individual's health or safety, or to others within the vehicle. Such behavior includes conduct which is violent, seriously disruptive, or illegal.

PROCEDURE FOR SUSPENSION OF SERVICE:

The following disciplinary procedure will be followed before suspending PAT Paratransit Service. All communications to the individual will be in accessible format, as appropriate.

- 1) Incidents will be carefully and completely documented.
- 2) PAT management will communicate verbally with the individual and/or his/her representative, explaining the infractions and requesting corrective action. This verbal session will also include an opportunity for the individual and/or his/her representative to respond.
- 3) As a follow-up to the verbal communication, a **written warning** shall be sent by certified mail. The warning will state the specific basis for the proposed suspension and the nature and extent of the proposed sanction, if the infractions do not cease immediately.
- 4) All written communications will be reviewed, prior to mailing, by more than one (1) member of PAT management staff.
- 5) If corrective action does not occur, PAT management will send a written "**Notice of Intent to Suspend Service**" by certified mail. The notice will state the specified period of time service will be suspended.
- 6) PAT reserves the right to **immediately refuse** service to an individual, when necessary, to protect the health or safety of other riders or PAT employees.

APPEAL/COMPLAINT PROCESS:

Persons disputing denial of eligibility, suspension of service, and/or persons who have experienced or witnessed an alleged action that is objectionable to the Section 504 Regulations and the Americans with Disabilities Act of 1990, please see the Appendixes of this manual for appeal/complaint process.

APPENDIXES

APPENDIX A

PORT ARTHUR TRANSIT SYSTEM

ADA PARATRANSIT ELIGIBILITY FORM

The information obtained in this certification process will only be used by the City of Port Arthur Transit System for the provision of transportation services. Information will only be shared with other transit providers to facilitate travel in those areas. The information will not be provided to any other person or agency.

1. Name _____

2. Address _____

State _____ Zip _____

3. Telephone Number (Home) _____ (Work) _____

4. Date of Birth _____ / _____ / _____

5. How does this disability prevent you from using fixed route services? Please explain completely. Use an additional sheet if needed.

6. Are there any other effects of your disability of which we need to be aware? _____

THE FOLLOWING INFORMATION WILL BE USED TO ENSURE THAT AN APPROPRIATE VEHICLE IS UTILIZED TO PROVIDE YOUR TRANSPORTATION AND THAT AN ACCURATE ANALYSIS OF YOUR TRIP REQUESTS CAN BE MADE BY THE CITY OF PORT ARTHUR TRANSIT SYSTEM.

Do you use any of the following aids to mobility? (Check all that apply)

Manual wheelchair _____ Electric wheelchair _____
Powered scooter _____ Cane _____ Crutches _____
Personal care attendant _____ Guide Dog _____

Do you require a Personal Care Attendant when you travel using transit?
Yes _____ No _____

9. Please answer the following questions:

Can you travel 200 feet without the assistance of another person?

Yes _____ No _____ Sometimes _____

Can you travel (1/4 mile) without the assistance of another person?

Yes _____ No _____ Sometimes _____

Can you climb three 12-inch steps without the assistance of another person?

Yes _____ No _____ Sometimes _____

Can you wait outside without support for ten minutes?

Yes _____ No _____ Sometimes _____

10. I hereby certify that the information given above is correct.

Signed _____ Date ____ / ____ / ____

11. If this application has been completed by someone other than the person requesting certification, that person must complete the following:

Name _____

Address _____

_____ State _____ Zip _____

Daytime Phone _____

Signed _____ Date ____ / ____ / ____

In order to allow the City of Port Arthur Transit System to evaluate your request, it may be necessary to contact a physician or other professional to confirm the information you have provided. Please complete the following information and authorization form.

The following Physician _____ Health Care Professional _____ Rehabilitation Professional _____ (Check One) is familiar with my disability and is authorized to provide information to the City of Port Arthur Transit System required to complete this certification.

Name _____

Address _____

State _____ Zip _____

Phone Number _____

Signed _____ Date ____/____/____

Should you have any questions concerning how to complete this form or need additional information, please contact Transit department at 983-8794.

PORT ARTHUR TRANSIT SYSTEM USE ONLY

Eligibility: Approval___ Or Denial___ Categories_____

Certifying Officer_____ Date ____/____/____

APPENDIX B

PAT PARATRANSIT SERVICES

Appeal of Denial of Eligibility

Persons disputing a denial of ADA Paratransit eligibility have the right to appeal within 30 days of the notification of denial (date of the postmark shall be the official date for the purpose of this process). Throughout the appeal process, the appellant shall have the right to be represented by an individual of his/her choice. Translation services and signing services for the hearing impaired will be provided during the hearing, upon request. Notification of the determination made in the appeal process will be mailed (certified mail) to the appellant in accessible format, upon request. Should a determination not be made within 30 days after the initial appeal is filed, the individual will be presumed eligible for Paratransit service until a final determination is made.

The following steps may be taken by an individual who has been denied ADA Paratransit eligibility:

1. An appeal must be filed in writing with the General Manager of Port Arthur Transit. An investigation of the facts presented will be conducted, with proposed actions to resolve the appeal. The appellant will be notified (within ten [10] working days) concerning the recommended resolution.
2. Should the appellant not be satisfied with the proposed resolution, he/she may contact the Planning Director, City of Port Arthur. The Planning Director, along with a representative of the ADA Advisory Committee, will send a written determination, stating their decision and the reasons for it, within ten (10) working days of receiving the appeal, to the appellant and PAT Management staff.
3. Should the appellant not be satisfied with the Planning Director's proposed resolution, he/she may contact the City Manager, within ten (10) days after receiving an unfavorable decision on the appeal. The

City Manager will forward a written decision, within fifteen (15) working days, to the appellant, Port Arthur Transit, the Office of Civil Rights within the Department of Transportation (DOT) and the Federal Transit Administration (FTA) - Region VI for further action and determination.

4. The appellant has the right to make a written appeal, at any time within sixty (60) days, of the alleged discrimination to DOT/FTA. If either party wishes, the appeal may be presented in the presence of a third party mediator from the Public Service Sector or any other service agency. Any sanction will be stayed pending the outcome of the appeal.

5. Should the appellant not be satisfied with the City of Port Arthur/Department of Transportation/Federal Transit Administration determination, the appellant may file private action in Federal District Court.

APPENDIX C

PAT PARATRANSIT SERVICES

Appeal of Suspension of Services

Persons disputing a suspension of ADA Paratransit service have the right to appeal within 30 days of receiving a "Notice of Intent to Suspend Service" (date of the postmark shall be the official date for the purpose of this process). Throughout the appeal process, the appellant shall have the right to be represented by an individual of his/her choice. Translation services and signing services for the hearing impaired will be provided during the hearing, upon request. Notification of the determination made in the appeal process will be mailed (certified mail) to the appellant in accessible format, upon request. Should a determination not be made within 30 days after the initial appeal is filed, the individual will be presumed eligible for Paratransit service until a final determination is made.

The following steps may be taken by an individual who has had service suspended:

1. An appeal must be filed in writing with the General Manager of Port Arthur Transit. An investigation of the facts presented will be conducted, with proposed actions to resolve the appeal. The appellant will be notified concerning the recommended resolution, within ten (10) working days.
2. Should the appellant not be satisfied with the proposed resolution, he/she may contact the Planning Director, City of Port Arthur. The Planning Director, along with a representative of the ADA Advisory Committee, will send a written determination stating their decision and the reasons for it, within ten (10) working days of receiving the appeal, to the appellant and PAT Management staff.
3. Should the appellant not be satisfied with the Planning Director's proposed resolution, he/she may contact the City Manager, within ten (10) days after receiving an unfavorable decision on the appeal. The

City Manager will forward a written decision, within fifteen (15) working days, to the appellant, Port Arthur Transit, the Office of Civil Rights within the Department of Transportation (DOT), and the Federal Transit Administration (FTA) - Region VI for further action and determination.

4. The appellant has the right to make a written appeal, at any time within sixty (60) days, of the alleged discrimination to DOT/FTA. If either party wishes, the appeal may be presented in the presence of a third party mediator from the Public Service Sector or any other service agency. Any sanction will be stayed pending the outcome of the appeal.

5. Should the appellant not be satisfied with the City of Port Arthur/Department of Transportation/Federal Transit Administration determination, the appellant may file private action in Federal District Court.

APPENDIX D

PAT PARATRANSIT SERVICES

Complaint Process

Persons who have experienced or witnessed an alleged action, by the City-owned Port Arthur Transit (PAT) Elderly and ADA Paratransit Program, that is objectionable to the Section 504 Regulations and the Americans with Disabilities Act of 1990, may use the following steps to register their complaint:

1. A complaint must be filed, in writing, with the General Manager of Port Arthur Transit within thirty (30) days of the alleged action. An investigation of the facts presented will be conducted, with proposed actions to resolve the complaint. The complainant will be notified concerning the recommended resolution.
2. Should the complainant not be satisfied with the proposed resolution, he/she may contact the Planning Director, City of Port Arthur. The Planning Director, along with a representative of the ADA Advisory Committee, will send a written determination, stating their decision and the reasons for it, within ten (10) working days of receiving the complaint, to the complainant and PAT Management staff.
3. Should the complainant not be satisfied with the Planning Director's proposed resolution, he/she may contact the City Manager, within ten (10) days after receiving an unfavorable decision on the complaint. The City Manager will forward a written decision, within fifteen (15) working days, to the complainant, Port Arthur Transit, the Office of Civil Rights within the Department of Transportation (DOT), and the Federal Transit Administration (FTA) - Region VI for further action and determination.
4. The complainant has the right to make a written appeal, at any time within sixty (60) days, of the alleged discrimination to DOT/FTA. If either party wishes, the appeal may be presented in the presence of a

third party mediator from the Public Service Sector or any other service agency.

5. Should the complainant not be satisfied with the City of Port Arthur/Department of Transportation/Federal Transit Administration determination, the complainant may file private action in Federal District Court.