

Policies related to individual users of Clovis Transit Roundup services

Adopted September 1, 2010
Revised June 16, 2017

Policies related to Roundup Paratransit services:

Rules

The following are prohibited on Clovis Transit buses:

- Littering, marking, defacing or damaging the vehicle and/or its contents or bus stop.
- Posting, distributing or displaying any sign, advertisement, circular, handbill, or other written material without prior approval.
- Unauthorized exhibition or display of any object or merchandise for sale or soliciting for a commercial service.
- Performing ceremonies, or making speeches or orations.
- Profanity, cussing, or inappropriate topics of conversation.
- Food and beverage (unless in sealed containers).
- Smoking
- Boarding a vehicle while not properly clothed, including footwear.
- Loud music, excessively loud speech, and cellular phones using speaker phone mode.
- Activities that would negatively impact the health and/or safety of other passengers or the driver.
- Non-compliance with bus driver instructions.
- Activities that would negatively impact the health and/or safety of other passengers or the driver.
- Items, odors, or photographs that are offensive or a potential safety hazard to other passengers.
- Committing or attempting to commit any activity that would constitute a violation of any federal, state, or local statute or ordinance.

Policy on Roundup Eligibility and Certification:

Individuals age 6 and over, must apply for and be determined eligible in order to receive transportation services on Roundup. Clovis Transit will not certify children under the age of 6. In order to determine American's with Disabilities Act (ADA) eligibility, an application must be completed and evaluated. Applications are evaluated by staff that is knowledgeable in ADA eligibility requirements. A representative may contact the applicant or their physician for further information regarding their abilities. In some cases, the application may be referred to an

outside source for certification and/or the applicant may be required to complete their assessment in person. If a passenger has been determined ADA eligible at another transit agency and have proof of their approval (an identification card or letter from the agency), they will be allowed to ride for up to 21 days while their Clovis Transit application is being processed. Applicants will be notified by mail within 14 days of receipt of their application whether or not they are approved and any conditions, if applicable.

Recertification may be required if the condition is temporary, has changed, or fixed-route service is now available to the trip starting or ending points.

Policy on Appeals:

Applicants and certified users shall have access to an appeals process administered by Clovis Transit to contest a denial of eligibility, their eligibility category determination, a trip denial, or a suspension from service. All appeals must be filed in writing within sixty (60) calendar days from the date of the eligibility or service denial notification letter.

Policy on Assisting Passengers with Packages and Service from Origin to Destination.

While Roundup service is generally from the curb in front of your pick up and departure point, please notify us at the time of scheduling if you need assistance to/from the door if you are unable to navigate the path due to an obstruction, condition or your disability. However, for safety purposes, drivers are required to stay in sight of the vehicle at all times and may travel no farther than 100 feet to provide assistance. Drivers will enter a foyer/lobby area to collect a passenger but will not enter a private residence or individual room inside a building. Drivers will assist passengers using a wheelchair over one curb or step only. Case-by-case situations may require additional modifications to ensure that the origin-to-destination requirement is met. Please notify the reservationist at the time you schedule your trip if assistance is necessary.

As a courtesy, drivers will assist carrying packages: a maximum of 5 packages and no more than 25 pounds combined. Drivers cannot carry heavy items on stairs.

Policy on Personal Attendants, and Guests or Companions:

ADA certified passengers may travel with one (1) attendant who is traveling with the passenger from the same pick up location to the same destination and the attendant is in the capacity to assist the ADA certified passenger. A guest or companion, who is not assisting the passenger, may travel with the passenger from the same starting point to the same destination if space is available on the vehicle. A guest or companion over the age of 6 must pay the regular fare; children under the age of 6

traveling with an adult may ride for free. Please inform the reservationist when you make your appointment that an attendant or companion will be traveling with you.

Policy on Service Animals and Pets

Service animals are welcome on Clovis Transit vehicles. A "service animal" is any animal specifically trained to work or perform tasks for an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. If an operator is unsure that an animal performs a service function, the operator may ask the passenger if the animal is trained to provide a service. However, persons boarding with service animals are not required to have a certificate or license.

For safety reasons, Clovis Transit recommends service animals do not ride the passenger lift platform. Their tails, paws, head, or equipment may catch in the lift mechanism.

Service animals are permitted to accompany individuals with disabilities in Clovis Transit vehicles and facilities. The animal must be on a lead or leash, or in a carrier, must not interfere with other passengers and must be under the constant supervision and control of its owner. If a service animal misbehaves, the passenger will be asked to remove his or her animal from the vehicle or facility. If there are multiple occurrences of misbehavior, the animal's boarding privileges may be revoked. Some examples of misbehavior would be soiling the vehicle, growling at or harassing passengers, or the operator, or other service animals.

Except for transporting small animals in a completely enclosed and secured cage or carrier, animals that do not meet the definition of "service animals" are not permitted in Clovis Transit vehicles or facilities. The cage or carrier must be small enough to fit on the person's lap. The animal must not misbehave as described above.

Policy on Fares

To receive service, passengers and their guests or companions must pay a fare upon boarding. One personal care attendant per ADA certified person, and children under the age of 6 with a fare paying adult are free. Nonpayment of the fare upon boarding will result in a denial of service for that trip.

Policy on Service Area

Clovis Transit's Roundup service area is detailed in the Roundup brochure. Passengers must reside or otherwise be picked up within the service area within the Clovis city limits. County residents in the Tarpey are served through a reimbursement agreement with the County of Fresno.

Passenger trips may be provided within the eligibility service area above or into

Fresno. Trips into Fresno travel west to West Avenue, South to Kings Canyon Avenue, and include downtown Fresno east of Highway 99. Service to Fresno is only offered weekdays from 7:00am to 4:00pm.

Qualified registrants are not entitled to service outside of the defined service area and/or boundaries. Clovis Transit will assist with coordination with other transit services for completing trips outside of the service area as applicable.

Policy on Reservations:

Reservations for rides will be accepted as far in advance as 14 days but no later than the close of regular business one day before the ride date. Regular reservation office hours are Monday through Friday 7:00 am to 5:00 pm and weekends from 7:30 am to 3:00 pm. Please have all trip information available when you call including pick up and drop off addresses (not cross streets or destination names), phone numbers, appointment times, if you need any special assistance, and whether anyone will be traveling with you.

If the appointment time you request is not available, you may be offered an alternate time up to one-hour prior or one-hour after your requested time. Passengers will be given a time in which to be ready for the trip. Since the service is a shared ride service, delays may be caused by other passengers, traffic, weather, delays in boarding persons with a disability, etc. Therefore, the “ready” time will not necessarily be the pick up time. Passengers are asked to be ready 60 minutes prior to the time they wish to arrive at their destination for Fresno trips and 45 minutes prior for Clovis trips. The driver will only wait 5 minutes after arrival time for the passenger and then will leave in order to accommodate on-time service for other passengers.

Passengers may schedule their return trip if they know in advance the exact return time. However, will-call trips are also acceptable. With a will-call trip, the passenger will call the office when they are ready to travel home. In this case, the dispatcher will give an estimated time or arrival for the transporting vehicle. This time is approximate and could vary depending upon other passenger trips in the area, weather, traffic, etc.

Unwanted passenger trips must be cancelled no later than two-hours prior to pick-up time or may be considered a no-show. Early cancellation of unwanted appointments allows another passenger to take the place of the canceled trip.

Subscription trips may be scheduled for those passengers who regularly go to/from a destination, for example school on Monday, Wednesday and Friday at 11:00am.

Per ADA regulations, Clovis Transit subscription trips cannot exceed 50% of the total number of allowed trips during a particular time. For example, if Clovis Transit has 12 trips into Fresno at 10:00am, only 6 of them can be scheduled subscription trips and the rest must remain open for call in appointments.

Policy on No-Shows

A No-Show is defined as a scheduled trip where the driver arrives at the pick up location at the designated time but the passenger does not take the scheduled ride, or where the passenger cancels within two hours of the pick-up time thereby eliminating the chance of another passenger using the allocated time slot. Drivers will only wait 5 minutes after arrival for the passenger to arrive at the vehicle and will depart after 5 minutes, therefore constituting a no-show. No-shows are costly and create an inconvenience for the driver and other passengers. If a passenger logs two no-shows within a one month period, the right to use Roundup service may be suspended for one month. Passengers placed on suspension will receive a letter stating the days of the recorded no-show incidents and the time period for suspension.

Policy on Service Vehicles

Clovis Transit fleet consists of buses and vans. Clovis Transit reserves the exclusive right to determine which vehicle and driver will provide transportation service to its passengers. Passengers may not request a specific vehicle type or style, nor a particular driver, to complete their trip.

Policy on Transporting Other Life-support Equipment

Passengers may travel with respirators, portable oxygen, and other life-support equipment, provided such transport does not violate laws or rules related to transportation of hazardous materials.

Policy Prohibiting Disruptive Behavior

Service will immediately be denied on a long-term basis to passengers who engage in violent, seriously disruptive, illegal conduct, or endanger the health and safety of other passengers.

Such conduct includes, but is not limited to: threats of fear or physical or verbal abuse; unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations; unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating bus riding rules, including but not limited to smoking in the bus, standing while it is in motion, eating or drinking without medical indication, or defacing equipment; refusing to comply with other requirements specific in Clovis Transit policies; or providing false information in order to qualify for certification.

Endangerment to health and safety of passengers includes, but is not limited to: Bringing weapons or hazardous materials on the vehicle; bodily fluids or feces released from the passenger, their clothing or their mobility device; extreme poor personal hygiene; passengers with a known airborne communicable disease such as tuberculosis; and a service animal not under the control of its handler.

If the behavior or health hazard can be alleviated by the passenger traveling with an attendant, the passenger may be allowed to utilize the service while traveling with an attendant.

Policy Regarding Wheelchair Lift and Securement Use and other mobility devices:

Clovis Transit will transport passengers whose wheelchairs meet the ADA-regulated definition of a common wheelchair. A common wheelchair is a wheelchair or other mobility device that does not exceed 30 inches in width and 48 inches in length when measured 2 inches above the ground and that does not weigh more than 600 pounds when occupied. Passengers who are nearing the size or weight restrictions may be asked to have their occupied wheelchair weighed. Wheelchairs and their users shall be secured at all times during boarding, de-boarding, and transporting operations. Passengers who use scooter-type wheelchairs who are capable of transferring to a vehicle seat are strongly urged to do so during transport for their safety. Most scooters are not designed to safely carry a passenger while a transit bus is in motion. Passengers who need to use the lift to board but are not wheelchair users may use the lift while standing. If you have difficulty navigating the stairs in the bus, you may ask the driver to allow you board the vehicle by standing on the wheelchair lift.

Roundup service policy requires each passenger, whether in a regular vehicle seat or in a wheelchair, to use a seat belt while being transported on Roundup. While some wheelchair passengers may have their own lap belt, it is the policy of Clovis Transit that passengers utilize the shoulder/lap system that is secured to the vehicle.

Children who are required to ride in a car seat under California law effective 1/1/12 (under age 8 or under 4'9") must ride in a car seat provided by their parent, guardian, or caregiver. The car seat must be secured into the transit vehicle by the parent, guardian, or caregiver without the assistance of the transit driver. Please contact the transit supervisor regarding any questions related to car seats or for assistance with training for proper securement.

Clovis Transit will secure wheelchairs and scooters within the interior of the bus. Unsecured wheelchairs or scooters can tip over, slide, or otherwise move dangerously during sudden stops or other vehicle movements. Unsecured wheelchairs are not only a potential safety issue for the wheelchair passenger but for all passengers who could be struck by an unsecured wheelchair. In order to

ensure proper securement, the bus operator may utilize webbing loops or straps which would be attached to your wheelchair. If you are a frequent rider, the loops may be left attached for future boardings. Trainers may also schedule an appointment to visit your residence and mark your wheelchair with colored tape to note the safest securement location for your particular wheelchair design. If your wheelchair is deemed to lack suitable points on the wheelchair frame to properly secure the wheelchair (due to its design), the bus operator will attempt to secure it with the best of their ability. You may still choose to ride Clovis Transit while in the wheelchair with the understanding that this may present a safety hazard to you, your wheelchair, or other passengers.

Drivers will also secure other mobility devices such as walkers and canes during travel. Securing these devices reduces injury to passengers and the driver by flying objects during a collision.

Policy on On-Board Camera Systems

All Clovis Transit Vehicles are equipped with on-board camera systems that record both video and audio. Each bus has 5 or 6 cameras. Passengers or staff may request a camera be reviewed by the Transit Supervisor or other city staff for safety or customer service reasons. When requesting a review, please provide the following information: vehicle number, date and approximate time of incident, location of incident, describe the incident, and your contact information. Video footage is not ordinarily kept during the course of business. However, once requested to be reviewed, footage will be maintained for a period of time, or as necessary for litigation.

Policy on the Complaint Process

An inquiry, compliment or complaint may be filed either by contacting Roundup via phone at (559) 324-2760 or by email at: clovisransit@cityofclovis.com. Within 10 days of receiving the complaint, transit supervisory staff will investigate the incident and respond to the complainant. Please provide as much information as possible when filing a complaint including date, time, location, and event.

Clovis Transit
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