



AMERICANS WITH DISABILITIES ACT (ADA)

PARATRANSIT SERVICE GUIDE

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Community Action Program Belknap-Merrimack Counties, Inc.
2 Industrial Park Drive ~ PO Box 1016 ~ Concord NH, 03302-0611
Tel: 603.225.1989 or TTD/TTY Relay: 1.800.735.2964
www.concordareatransit.com



Concord Area Transit (CAT)

ADA Paratransit Service Guide

Table of Contents

Meeting Our Customers' Travel Needs	3
Hours of Service.....	4
Holidays.....	5
Fares.....	5
ADA Paratransit Service.....	5
How to Apply for ADA Paratransit Services	5
Appeal Process.....	6
Who is Eligible for ADA Paratransit Service?	7
Temporary Disabilities.....	8
Service for Visitors	8
Recertification of Eligibility	8
ADA Paratransit Service Area and Service Hours	8
Weekday Service	8
Fares.....	8
Scheduling Rides on ADA Paratransit Service	9
How to Reserve an ADA Paratransit Service Ride	9
Your Ready Time and Ready Window	10
Scheduling Multiple Trips	11
Subscription Service.....	11
How to Change a Scheduled Ride	12
If Your Appointment is Running Late	12
How to Cancel a Scheduled Ride.....	13
Late Cancellations & "No Show" Policy	13
Appeals Notice & Process	16
When the ADA Paratransit Service Vehicle Arrives.....	16
CAT ADA Paratransit Driver Assistance.....	16
To Check on Your Ride.....	17
Personal Care Attendants.....	18
Guests/Companions.....	18

Power Lift Use.....	18
Multi-Wheeled Mobility Devices	19
Mobility Device Securement and Seat Belt Policy	19
Requests for Reasonable Modification	20
Respirators and Portable Oxygen Equipment.....	21
Service Animals.....	21
Pets/Companion Animals	21
Packages and Personal Items	21
Emergency Situations.....	22
Community Disaster Emergency Procedures	22
Inclement Weather.....	22
Suggestions and Comments.....	23
Customer Courtesy and Conduct	23
Eligibility & Service Suspension/Termination Appeal Process.....	25
ADA Complaint Process.....	25
ADA Complaint Form	26
IMPORTANT TELEPHONE NUMBERS	29

Meeting Our Customers' Travel Needs

Community Action Program Belknap-Merrimack Counties, Inc. (CAPBM) has a long history of providing transit service in Belknap and Merrimack Counties.

Concord Area Transit (CAT) is one of the programs and transportation systems operated by CAPBM. CAT has provided public transportation service in Concord since 1989. It operates an accessible fixed-route service and two demand-response services.

CAT is committed to providing transportation services that can be used by all of our customers. All CAT fixed-route buses have lifts or are low-floor with a kneeling feature to better serve customers who use wheelchairs or have difficulty getting up and down the bus steps.

For everyone's benefit, CAT fixed-route drivers are required to announce major stops and transfer points to help customers recognize their bus stop or point of transfer. There are seats at the front of the fixed-route buses designated for persons who have difficulty standing while the bus is moving. There are two (2) spaces reserved on each fixed-route bus for customers using wheelchairs or mobility devices. CAT drivers are required to secure wheelchairs and mobility devices for a safe ride. They will also help customers use the available seat belt if requested.

We encourage senior customers and customers with disabilities to take advantage of the independence that CAT fixed-route bus service provides. For route and schedule information, or any questions you may have about using the CAT fixed-route bus services, call CAT at (603) 225-1989. For TTY call 800-735-2964. Other senior transportation is available in region via the Mid-State Transit (MST), which provides demand-response service to seniors and adults living with disabilities in Belknap-Merrimack Counties. Call CAT at (603) 225-1989, or visit <https://www.concordareatransit.com/mid-state-transit-mst/>. For TTY call 800-735-2964.

Accessible Fixed-Route

CAT provides accessible fixed-route transportation to the City of Concord. There are three fixed-routes with transfer points at the State House and Eagle Square bus stops on Main Street. All Vehicles are ADA compliant.

#1 Penacook Route (Blue) runs from Washington Street in Penacook via Fishersville Road through downtown Concord up Pleasant Street to Concord Hospital.

#2 Heights Route (Green) runs from Walmart along Loudon Road through downtown Concord to Storrs Street. This route connects major retail centers to residential neighborhoods.

#3 Crosstown Route (Orange) runs from Industrial Park Drive along Regional Drive, Airport Road, Ft. Eddy Road, through the NHTI Campus via Main Street through downtown Concord to South Fruit Street via State Street and Clinton Street, it returns from Concord Hospital via Pleasant Street to Main Street.

ADA Paratransit Service

For customers who have a disability that prevents them from making some or all of their trips on the accessible fixed-route buses, CAT offers a shared-ride, origin-to-destination service called ADA Paratransit service. ADA Paratransit service operates up to $\frac{3}{4}$ of a mile on either side of CAT's fixed-route bus service during the same days and hours as the fixed-route bus service. Customers with disabilities who cannot access the accessible fixed-route system must complete an eligibility application used to determine their eligibility status for the service.

If a customer is found eligible for the ADA Paratransit service they need to make a reservation for a ride by calling the CAT office at 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964 during the administrative hours between 8:30AM-4:30PM to the requested ride. Request and application for the service by calling CAT at (603) 225-1989. For TTY call 800-735-2964.

Concord Senior Transit (CST)

CST is a shared-ride, origin-to-destination bus service for seniors 60 years old and older in the Concord area. The vehicles are ADA accessible wheelchair lift equipped buses. Seniors make a reservation for a ride by calling the CAT office at 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964 3-5 business days in advance to request a ride. CST operates Monday through Friday 8:00am to 3:00pm.

NOTICE*: In an effort to coordinate services and fulfill transportation requests of the seniors in the City of Concord who need transportation CAT has allowed seniors to ride the Complementary ADA Paratransit service when seating is available. Rides for the seniors on the Complementary ADA Paratransit bus are scheduled with an understanding that a requested ride is subject to last minute cancellations due to priority in scheduling for individuals with disabilities.

Travel Training Program

Travel training is free and available to anyone who is interested in using public transportation in Concord (CAT) or throughout Merrimack and Belknap Counties on Mid-State Transit (MST). Many individuals can benefit from this training. With travel training, people can gain the skills necessary to independently, comfortably and safely access public transportation in their community. Travel training is a self-paced process and is available for individuals or small groups. Travel Training is completed in the real environment with structured steps to allow everyone the necessary amount of time to complete training.

For more information about Travel Training Program services, please call the Travel Trainer at 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964.

Hours of Service

Fixed Route	Monday – Friday 6:00 am to 6:30 pm
ADA Paratransit Service	Monday – Friday 6:00 am to 6:30 pm
Concord Senior Transit	Monday – Friday 8:00 am to 3:00 pm

Holidays

Transit services are NOT provided on the following Agency recognized holidays:

- ◆ New Year's Day
- ◆ Memorial Day
- ◆ Veteran's Day
- ◆ MLK Day
- ◆ Independence Day
- ◆ Thanksgiving Day
- ◆ Presidents' Day
- ◆ Labor Day
- ◆ Christmas Day

Fares

There is currently no fare to use any of Concord Area Transit transportation services. For route and schedule information, or any questions you may have about using the CAT fixed-route bus services, call 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964.

ADA Paratransit Service

For customers who have a disability that prevents them from making some or all of their trips on fixed-route buses, CAT offers a shared-ride, origin-to-destination service called ADA Paratransit service.

This service is required by the Americans with Disabilities Act of 1990 (ADA). ADA Paratransit service must be reserved in advance by calling our transportation call center from one (1) to five (5) working days in advance of a requested trip. CAT ADA Paratransit vehicles are small buses equipped with lifts and mobility device securement apparatus. ADA Paratransit service operates up to $\frac{3}{4}$ of a mile on either side of CAT's fixed-route bus service during the same days and hours as the fixed-route bus service. This ADA Guide provides information about, CAT's ADA Paratransit service including: how to become eligible to use the service, where it operates, the days and hours of service, how to request a ride and other important information.

If you still have questions after reading this guide, please call CAT at 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964, send your e-mail to mobilitymanager@capbm.org. On request, copies of this ADA Guide can be provided in alternative formats or translated into other languages.

How to Apply for ADA Paratransit Services

Individuals interested in using ADA Paratransit service must first be determined eligible for the service. The eligibility application considers each person's functional ability to use fixed-route bus service. If a disability or health condition prevents you from using fixed-route buses under any conditions, you will be determined "unconditionally eligible". If you can use fixed-route buses some of the time but not at other times, you will be determined "conditionally eligible" for those trips you cannot make by the fixed-route bus service.

To receive information about the eligibility process, call CAT at 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964 or send your e-mail to mobilitymanager@capbm.org, and ask to have the ADA Paratransit service eligibility application packet mailed to you.

The ADA Paratransit application consists of two forms; your application and a *Medical Information Form* which must be completed by a licensed healthcare professional that is most familiar with customer's health conditions and/or disabilities. This is considered a "complete" eligibility application. Once you have completed the eligibility application, you may return it to:

Community Action Program
Attn: Concord Area Transit
Belknap-Merrimack Counties, Inc.
PO Box 1016
Concord NH 03302-1016

The application is designed to gather information about your environment and functional ability to use CAT's fixed-route bus service. The person reviewing your application may ask for additional information as needed.

If you need assistance completing the ADA Paratransit eligibility application, you may ask Concord Area Transit to provide you with that assistance. You may also obtain assistance from your local independent living center or other local advocacy groups.

You will be notified in writing of your eligibility status within 21 days after a completed application (including the completed *Medical Information*) form has been received by Concord Area Transit. You will also receive an ADA Paratransit eligibility card if you are determined eligible for ADA Paratransit service. This card is honored for up to 21 days a year on any public transportation system throughout the United States.

Appeal Process

If you do not agree with the decision that is made, you can appeal the decision to a review panel.

If your ADA Paratransit eligibility determination results in a finding of ineligible to receive ADA Paratransit service or in a determination of limited or conditional eligibility and you feel that this determination has been made in error, you have the right to appeal this determination.

To file this appeal you must notify CAT in writing within 30 days of the date on the determination letter. After your appeal request is received, a hearing will be scheduled to evaluate your case. The hearing process (which should not take more than 30 days) will allow you to present information and arguments on your behalf. You may have others present who are knowledgeable of your physical or mental impairment and who can speak on your behalf, but you must pay the cost for these other spokespersons. After the hearing, you will be advised in writing of the decision of the appeal board. The decision of the appeal board is final.

CAT is not required to provide you with Paratransit service while your appeal is under consideration. If the appeal board has not made its decision within 30 days of receiving

your appeal, you are entitled to Paratransit service from that time until a final decision is made. Mail a written request for an appeal to:

**Community Action Program
Attn: Concord Area Transit
Belknap-Merrimack Counties, Inc.
PO Box 1016
Concord, NH 03302-1016**

If you need assistance filling an appeal, you may ask Concord Area Transit to provide you with that assistance. You may also obtain assistance from your local independent living center or other local advocacy groups.

Who is Eligible for ADA Paratransit Service?

The ADA regulations provide that a person may be eligible for Paratransit services under one of the following three categories:

- I. Category 1 Eligibility (Unconditional Eligibility)** The first category of eligibility includes people who are unable to use fully-accessible, fixed-route bus services. Included in this category is:

Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities. [Section 7.123 (e) (1) of the ADA regulations]

- II. Category 2 Eligibility (Conditional Eligibility until the fixed-route bus system is fully accessible)**

This category is not required once a transit system is 100 percent accessible. Concord Area Transit is 100 percent accessible therefore this Category is not applicable.

- III. Category 3 Eligibility (Conditional Eligibility)** The third category of eligibility includes:

"Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system." [Section 37.123(e) (3) of the ADA regulations] This applies to an individual who, due to a disability, cannot access a bus stop to board the fixed-route bus system and cannot access his/her final destination after disembarking from a fixed-route bus. Eligibility is determined each time the eligible customer calls. Two important qualifiers to this category are included in the regulations. First, environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, confer eligibility. Inconvenience in using the fixed-route bus system is not a basis for eligibility.

Temporary Disabilities

Temporary eligibility is provided to customers who have a temporary disability that prevents them from using the CAT fixed-route bus system. Eligibility will be provided for the expected duration of the disability.

Service for Visitors

Visitors to the CAT's fixed-route service area in Concord can use ADA Paratransit service for up to 21 days a year by providing documentation that they have been determined eligible for similar ADA Paratransit services by a transit agency in another part of the country. Visitors who do not have this kind of eligibility because they live in areas without public transit service might be asked for documentation of their health condition or disability.

Recertification of Eligibility

Each CAT ADA Paratransit service customer must be recertified within thirty (30) days of their service eligibility expiration date listed on their ADA Paratransit eligibility card. It is the customer's responsibility to complete the recertification paperwork and return it to CAT before the expiration of the thirty (30) days recertification process. If a customer fails to renew ADA Paratransit eligibility within thirty (30) days of their service eligibility expiration date, they will be ineligible for service until the recertification process is completed.

ADA Paratransit Service Area and Service Hours

Paratransit is designed to be "comparable to" (or similar to) fixed route bus service. CAT is required to provide ADA Paratransit service within $\frac{3}{4}$ of a mile on either side of the existing fixed-route service operating on the same days and during the same hours of the fixed-route service unless deviated, fixed-route or demand response service is available.

Weekday Service

ADA Paratransit service is offered Monday through Friday. Weekday service hours are from 6:00 am - 6:30 pm. No service is offered on Saturdays or Sundays.

Fares

AS OF APRIL 2020, ALL FARES ARE SUSPENDED. THERE IS NO CHARGE TO USE ANY OF CAT TRANSPORTATION SERVICES.

NOTE: CAT drivers are not permitted to accept tips or gifts. If you would like to commend a CAT driver or staff for services provided, call CAT at 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964, or send your e-mail to mobilitymanager@capbm.org. To donate to the program, please call CAT Director at 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964.

Scheduling Rides on ADA Paratransit Service

You can reserve your ADA Paratransit ride during administrative office hours from one (1) to five (5) business days in advance of your trip. The ADA Paratransit scheduling office is open Monday through Friday (except the holidays listed above) from 8:30 am to 5:00 pm. If you need to call on Sunday or on a holiday to request a ride for the next day, an answering machine will record your request and we will call you back the next morning to confirm your ride. Calls must be received by 5:00 pm in order to receive service the next day. **Same day rides are based on availability only.**

Please do not schedule a trip several days in advance if you are not sure if you will actually be going or if you are not fairly sure of the time you want to go. Reserving rides that are later canceled causes buses to be less efficient, can significantly increase the cost of the service and can lead to suspension of your ADA Paratransit service.

Scheduling Tip: During the busiest scheduling times of the day (early mornings and late afternoons) you may be placed on hold until transportation call center staff can assist you. During these busy times, hold time can be 3-5 minutes or longer. If you are able, you may want to plan to place your trip requests during the middle of the day when the phone lines are often open.

How to Reserve an ADA Paratransit Service Ride

Once you are eligible for ADA Paratransit service, you may request a ride. To book a ride, call the transportation call center at 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964. Transportation call center staff will guide you through the process of reserving a ride. They will ask for the following information, please have this information ready when you call.

1. Your first and last name.
2. The date and day of the week you need to ride.
3. The street address where you need to be picked up.
4. The street addresses where you are going and the telephone number (if you have it and any point of reference that might help the CAT ADA Paratransit driver find the location). If you will be going to a large facility that has several entrances (such as a mall or large medical facility), please indicate the exact point where you would like to be dropped off.
5. The time you would like to arrive (the appointment time, if applicable).
6. The time you will be ready to be picked up for a return trip (if applicable).
7. If you use a mobility aid such as a wheelchair, walker, scooter, or if you will need to use the lift. If you use a very large wheelchair or other large mobility aid, please see the "Power Lift Use" and "Multi-Wheeled Mobility Devices" sections later in this guide for information about the maximum sizes and weights our vehicles are designed to transport.

8. If a personal care attendant or companions will be traveling with you.
9. If a child under the age of five will be traveling with you.
10. If a service animal will be riding with you.
11. Any other information you feel we should know to safely and comfortably serve you.

Transportation call center staff will enter this information into the computer scheduling system that will identify a vehicle available to serve you. You may be put on hold while the best travel option is identified.

Reservation Tip: Although it is difficult to know ahead of time exactly when you will be ready for your return trip, it is very important to schedule the time as accurately as possible. Leave some extra time if you are not sure. If you are going to a doctor's office or other medical appointment, tell the person who is making your medical appointment that you will be using CAT ADA Paratransit service. Ask them how long the appointment will take. This will help you to set your return time with CAT. If you have an appointment at 9:00 am, you might want to tell transportation call center staff that you would like to arrive no later than 8:45 am. Similarly, please leave time to get to the place where the Paratransit vehicle will pick you up for your return trip. For example, if you work until 5:00 pm, you should ask transportation call center staff for a 5:15 pm pick-up. If you cannot be picked up to return earlier than a certain time (for example, you cannot be picked up from work until 5:15 pm), let transportation call center staff know this. If you do not have a specific appointment time and can be flexible about your travel times let them know this.

Your Ready Time and Ready Window

After you have provided the above trip information, transportation call staff will offer you your trip options. We will make every effort to accommodate the pick-up and drop-off times you requested. However, since ADA Paratransit service is a shared-ride service and other customers may need to be scheduled on the same vehicle, it may be necessary to get you to your appointment earlier or pick you up for a return later than your request.

To ensure the scheduling options that are offered meet customer needs, CAT has established the following ADA compliant guidelines for the Paratransit scheduling process:

- Every effort will be made to schedule your trip so you do not arrive more than 60 minutes before or after your requested drop-off time.
- Every effort will be made to schedule a return pick-up no earlier or later than 60 minutes after the time you have requested.
- Every effort will be made to schedule trips so travel times are comparable to the time it would take to make the trip by fixed-route bus.

The actual pick-up time offered and accepted by you will be your "ready time". The Paratransit vehicle may arrive up to 15 minutes before or 15 minutes after your "ready time". This is called the "30-minute ready window". This window of time is needed to group rides and to accommodate unexpected traffic conditions, weather conditions or other delays and schedule changes. It is important that you are ready to meet the Paratransit vehicle during this 30-minute window of time.

EXAMPLE: A customer asks for a ride to and from work. The customer works from 9:00 am to 5:00 pm so s/he requests an 8:45 am drop-off in the morning and a 5:15 pm pick-up in the afternoon. Transportation call center staff is able to offer an 8:00 am pick-up in the morning and a 5:45 pm return pick-up in the afternoon. In the morning the ready time is 8:00 am and the customer needs to be ready to meet the vehicle between 7:45 am and 8:15 am (the ready window). For the return, the customer's ready time is 5:45 pm and the ready window is from 5:30 pm to 6:00 pm.

Out of courtesy to other ADA Paratransit service customers who are scheduled on the same vehicle, the CAT ADA Paratransit driver will wait for a customer no longer than five minutes within the ready window. The vehicle will depart when the five-minute period is up. Customers must be ready to depart at any time during the 30-minute ready window specified when the reservation was made. If a customer has not boarded the vehicle within five minutes after the vehicle arrives, the vehicle will depart.

The CAT ADA Paratransit driver and/or call center staff will attempt to call the customer to advise that the vehicle has arrived. It is the customer's responsibility to be prepared to board when the vehicle arrives. If the customer does not board the bus within the five-minute period the trip will be canceled and marked as a "no-show."

Scheduling Multiple Trips

You can request up to three (3) round-trips per phone call. If you have more than three round-trips you need to schedule, please let transportation call center staff know how many additional trips you would like to make and they will let you know if you need to call back at a later time to make the additional reservations. This limit on scheduling has been set to minimize the telephone hold time for all customers. The limit on the number of trips scheduled at one time helps to keep the phone lines from being tied up for long periods.

Scheduling Tips: When you call to schedule trips, have a pen and paper handy so you can write down your pick-up ready time and the 30-minute ready window when you need to be ready for the bus. If you are scheduling several trips, have all of the information for each trip available when you call. This will help transportation call center staff serve you more efficiently.

Subscription Service

If you need a ride to the same place, at the same time, at least once a week, subscription service may be a good option for you. This service allows you to schedule these trips with one call. You will then be automatically placed on the schedule each week. Ask transportation call center staff about this option.

If you are receiving subscription service, it is important to let us know immediately if you don't need a ride on a particular day. This way we can make the change on our schedules. For example, if you have subscription service for a trip to school each weekday, keep us updated on holiday and vacation times when school is not in session. This will help us avoid unnecessary trips or missed connections. You can put your subscription trip on "hold" for up to three months. When you are ready to have your subscription service taken off "hold", call the transportation call center in advance to reinstate the service.

How to Change a Scheduled Ride

If your plans change and you need to adjust your ride times, call the transportation call center at 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964. Remember, the transportation call center is open Monday through Friday (except holidays) from 8:30 am until 5:00 pm. If you call on Sundays or holidays to change or request a ride for the next day only, an answering machine will take the information and we will call you back the next morning to confirm your trip. If you do not hear from us, assume your trip was scheduled at your requested time.

Tell transportation call center staff you would like to change a ride that has already been scheduled. They will ask you:

1. Your first and last name.
2. The date and time of the trip you are calling to change.
3. The new times you would like to schedule or changes you would like to make.

Transportation call center staff will always try to accommodate your needs, but changes to your original ride request may result in adjustments to your pick-up times or may not always be possible without advance notice.

NOTE: Paratransit cannot change pick-up times or pick-up/drop-off locations on the day of your ride. These changes would create an inconvenience to other customers.

If Your Appointment is Running Late

Everyone has occasional circumstances outside their control that can cause delays at a scheduled appointment. If your appointment is running later than you expected and there is a chance you will not be ready for your scheduled return trip (or if you have missed the bus), call the transportation call center as soon as possible. Your request will be coordinated by the transportation call center with the ADA Paratransit drivers.

You will be asked:

1. Your first and last name.

2. The time of your original scheduled return trip pick-up.
3. The new return pick-up time that you are requesting.

Every effort will be made to adjust your return trip pick-up time if you are running late and notify us of the delay. Please be aware that the new pick-up time may be up to an hour later than your request.

Remember: Allow extra time for medical appointments or other appointments that may take longer than expected. This will reduce the unnecessary cost of sending an additional vehicle.

NOTE: *If a bus is sent for your return trip and you do not board within the ready window, you will be assessed a no-show. If you call to cancel your return trip because you are running late, you will be assessed a late cancellation for the scheduled trip.*

How to Cancel a Scheduled Ride

Late cancellations cost CAT and taxpayers thousands of dollars each year and affect our ability to provide trips to other customers. If you have scheduled a ride you no longer need to take, please call the transportation call center as soon as possible to cancel your trip. If you call to cancel your trip at least 24 hours in advance of your scheduled pick-up time, you will not be assessed a late cancellation or no-show penalty.

To emphasize the importance of avoiding late cancellations, CAT has adopted the following policy:

Late Cancellations & “No Show” Policy

The Federal Transit Administration’s (FTA) Paratransit regulations permit Concord Area Transit (CAT) to establish an administrative process to suspend, for a reasonable period of time, Paratransit service to customers who establish a pattern or practice of missing scheduled trips, except where the trips are missed for reasons that are not under their control.

CAT will record each “no-show” or “late cancellation” as a missed trip. Customers whose missed trips are excessive, as defined by this Policy, may be suspended for a reasonable period of time. This Policy applies to both advance reservation and subscription trips. This policy also applies to all Demand-Response services of Community Action Program Belknap-Merrimack Counties Inc. Transportation Services.

A **late cancellation** occurs when a customer cancels a trip less than 24 hours before their scheduled trip or pick-up time, excluding weekends and holidays.

No-shows are costly. They also inconvenience other customers when there are delays that affect the schedule. A **no-show** will be added to the customer’s record when the following situations occur:

- Not being at the scheduled pick-up location within five (5) minutes of the

- scheduled pick-up time, and/or being unavailable by phone at the time of the pick-up.
- Canceling a ride less than 90 minutes before the scheduled pick-up time.
- Not canceling a scheduled pick-up time.
- Choosing not to ride after the bus arrives for the pick-up.

To emphasize the importance of avoiding costly no-shows and reduction of late cancellations, Passengers who have no-shows equal to or greater than 25% of the scheduled trips in a thirty (30) day period will be provided a written warning. In order to be subject to a warning or suspension, a passenger must have booked a minimum of three (3) trips or more in a calendar month. Example: If a passenger books five (5) trips and no-shows 25% of the time, the customer will be in violation of CAT's Late Cancellation/No-Show Policy and will be sent a warning notice indicating the dates of violations and the starting and ending dates of suspension. Repeated violations of this policy will cause the length of suspension to be increased. For second and any subsequent violation of this policy the customer will be notified of their suspension by registered mail. The customer will have ten (10) business days from the date of the letter to appeal the decision.

The following suspension periods shall apply to violations of this policy that occur within the same rolling twelve (12) month period:

- 1st Violation - Warning Notice & a 30 days probationary period; if no other late cancellations and/or no-shows are recorded for the customer during the initial 30-day probationary period, full eligibility will be continued and no other further action will be taken;
- 2nd Violation - 1 Week Suspension;
- 3rd Violation -2 Week Suspension;
- 4th or more Violation – 1 Month Suspension;

The suspension of service will become effective ten (10) days from the date the registered mail letter of notification is mailed in order to allow the customer to appeal the suspension. The notification of suspension will include the specific reasons for the suspension. Customers who feel they were charged with a late cancellation in error should immediately call the CAT Office at (603) 225-1989 (or 800-735-2964 for TTY).

Missed trips beyond customer's and/or CAT's control, or CAT's error will not be counted as late cancellations and/or no-shows. Missed trips beyond customer's control include, but are not limited to:

- Personal emergency;
- Illness that precluded the customer from calling to cancel;
- Personal attendant or another party who didn't arrive on time to assist the customer;
- Customer was inside calling to check the ride status and was on hold for extended time;
- Customer's appointment ran long and did not provide opportunity to cancel in a timely manner;
- Customer's mobility aid failed;

- Adverse weather impacted customer's travel plans precluding the customer from cancelling in a timely manner

CAT's beyond control circumstances and errors, which may not be counted as a rider no-show, includes but is not limited to:

- Bus arrived late, after the pickup window;
- Bus arrived early, and left before the pickup window;
- Bus never arrived;
- Bus went to the wrong location;
- Driver didn't follow correct procedures to locate the customer;
- Customer cancelled in a timely manner but the cancellation was not recorded correctly or wasn't transmitted to the driver in a timely manner;

Riders who miss trips for reasons beyond their control should keep note of reasons for missed rides and contact CAT as soon as possible to avoid having those trips labeled as no-shows/late cancels.

Reducing late cancellations and/or no-shows requires actions by both CAT and customers. The following are some helpful tips for customers:

- Confirm the beginning and end of the pickup window and the amount of time the vehicle will wait for you when you call to book your trip. It is suggested that you synchronize your time to the time the CAT driver has since that is the time CAT uses when assessing late cancellations and/or no-shows. CAT uses official national weather service time.
- Call to cancel, as soon as possible, if you know you won't be taking a trip.
- Be ready and watching for vehicles during the on-time pickup window.
- Provide detailed pickup instructions (side or rear door, and so on) for large facilities, for any pickup locations that may be difficult for drivers to find, and for any locations where your needed pickup is not at the main entrance.
- Provide all telephone numbers, including at each destination, and confirm they have been correctly recorded by the transportation call center.
- If you no-show for the first leg of a trip, transportation call center staff will make reasonable efforts to confirm that your return trip is required by calling your home or trip destination number.
- If you miss a scheduled ride for any reason, be sure to call the transportation call center if you still want to keep other trips on that day. After you have missed a scheduled pick-up, transportation call center staff will make every effort to contact you to verify that you still need a scheduled return trip. Please make sure that transportation call center staff has your current contact information, including a cell phone number if available so that we have the ability to contact you for this important follow-up.
- If a schedule delay, bad weather or breakdown causes CAT service to be late or to miss a pick-up and you decide to find another way to your appointment, please let us know you have done this and that you would still like a return ride.
- If you are a subscription rider, you must call to inform CAT of any changes in your plans, such as a vacation or other absence. Telling a driver is not sufficient.

Appeals Notice & Process

If an appeal is requested, it will be scheduled for Appeals Committee review within 30 days of the request, and the suspension of service will be delayed until the appeal is heard. If the No-Shows and/or late cancellations are determined not to be the fault of the customer, full service eligibility will be restored. The customer will be notified by certified letter of the decision regarding the appeal within seven (7) days of the Appeals Committee meeting and this notification will state the new date on which the suspension, if upheld, will begin.

The customer requesting the appeal may bring other persons to represent him/her including a lawyer, independent living or rehabilitation counselor or other professional to testify on his/her behalf. An interpreter will be provided if requested. If you feel you were charged with a no show in error, immediately call our CAT office at (603) 225-1989 (or 1-800-735-2964 TTY).

When the ADA Paratransit Service Vehicle Arrives

The CAT ADA Paratransit service driver will drive the vehicle up to the curb in front of the pick-up address you provided. The vehicle might arrive up to 15 minutes before your ready time and up to 15 minutes after your ready time. Please be ready to go when the vehicle arrives so the CAT ADA Paratransit driver can stay on schedule for all customers. The CAT ADA Paratransit driver is not permitted to honk the horn to let you know the vehicle has arrived. Please wait in an area where you can see or hear the vehicle arrive.

If you think it may be difficult for you to know when ADA Paratransit service vehicle arrives (due of your disability or where you are being picked-up), please let us know. We will work with you to figure out how we can alert you to when vehicles arrive, if at all possible.

Please note the vehicle may arrive anytime within the 30-minute ready window and can only wait for you for five minutes. If you are not ready, the CAT ADA Paratransit driver may have to leave to avoid inconveniencing other customers.

EXAMPLE: You are scheduled for a trip that has a 9:00 am ready time. This means you should be ready for the vehicle to arrive anytime between 8:45 am and 9:15 am (the ready window). If the vehicle arrives at 9:05, the CAT ADA Paratransit driver will wait for you until 9:10. **If the vehicle arrives at 8:50 am, at the beginning of the ready window, the CAT ADA Paratransit driver can only wait until 8:55 am.**

CAT ADA Paratransit Driver Assistance

CAT ADA Paratransit service is an origin-to-destination service. At your request, CAT ADA Paratransit drivers will assist as you enter and exit the vehicle and will assist you with fastening the seat belt and loading or unloading cargo (baggage, groceries, etc. not to exceed 30 pounds) that may be reasonably carried aboard by one person. For some individuals, or at some locations, CAT ADA Paratransit driver assistance may be provided that goes beyond this basic curb-to-curb service. This additional assistance will be provided based on the nature of an individual's disability and the accessibility of the origin

and destination locations. **CAT ADA Paratransit drivers are not permitted to enter a private residence.** When needed and requested, a CAT ADA Paratransit driver can provide basic balance support to assist you in safely traveling from the door of your origin or destination to the vehicle, and carry cargo as described above. This additional assistance needs to be requested at the time the trip is scheduled to adjust for the extra time. A CAT ADA Paratransit driver will not enter your residence to assist with cargo or go beyond the door of your destination to assist you. CAT ADA Paratransit drivers will not operate a power wheelchair, scooter or other mobility aid.

CAT ADA Paratransit drivers are not required to travel across unsafe terrain, or into unsafe conditions to assist a customer. If your driveway or yard is not safe due to snow, ice, or broken ground, then the CAT ADA Paratransit driver will not be able to assist you as you walk or bring your cargo to your door. Also, if the CAT ADA Paratransit driver perceives a situation as not safe due to personal safety threats, they will not assist with your travel to and from the vehicle.

CAT ADA Paratransit drivers must be in effective control of the vehicle at all times. To ensure this they are not allowed to travel more than 150 feet from, or leave sight of, the vehicle that they are operating. Therefore, if the door to your residence or destination is further than 150 feet from or not within sight of the vehicle, the CAT ADA Paratransit driver will only be able to assist you to the point of travel that is within a safe distance or still within sight of the vehicle.

If you need assistance getting inside your residence or inside your destination, please arrange to have someone other than the CAT ADA Paratransit driver assist you.

To Check on Your Ride

Unexpected delays can happen due to road construction, traffic conditions or bad weather. If a **CAT ADA Paratransit vehicle has not arrived by 20 minutes after your ready time (scheduled pick-up)**, call the transportation call center at 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964. We will contact the CAT ADA Paratransit driver and give you an update on your trip. Stay within sight of the pick-up location if at all possible in case the vehicle arrives while you are calling.

After-Hour Emergencies

Should an emergency arise after 4:30pm, call 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964, and you will be connected to a transportation call center staff member. **This is only for emergencies or if your bus is more than 20 minutes late for a pick-up. No trip reservations or schedule changes can be made after 4:30pm.**

Customer Tips: Please make sure your address is clearly visible from the street, especially at night. If you are being picked-up at a large building, make sure (when you schedule your ride) to tell transportation call center staff which entrance you will use. Carry needed medication with you in case the CAT ADA Paratransit driver is delayed and your trip takes longer than expected. If you use oxygen, bring an adequate (extra) supply. If you are diabetic or hypoglycemic, please bring a small snack with you in case the trip

is longer than planned.

Personal Care Attendants

Customers with disabilities can bring a personal care attendant with them on all CAT vehicles. A personal care attendant (PCA) is someone you may bring with you to assist you. A PCA must get on and off the bus at the same places and times as you do. A PCA rides at no additional charge on both CAT ADA Paratransit service and the fixed-route system.

To be able to have one PCA ride ADA Paratransit service you must be registered with us as needing a PCA. This is done as part of the eligibility process. If you did not indicate a need for a PCA when you first applied to be eligible for ADA Paratransit service and now need a PCA, you should call the transportation call center at 603.225.1989 or TDD/TTY Relay: 1.800.735.2964, and ask to have your need for a PCA recorded.

You will need to tell transportation call center staff when you schedule trips that you will be traveling with a PCA. This ensures that there will be room on the ADA Paratransit vehicle for you, your PCA and other scheduled customers, and alerts transportation call center staff and CAT ADA Paratransit drivers that a PCA will be riding at no charge.

If you have a disability and want to bring a PCA with you on a CAT fixed-route bus, you just need to inform the CAT driver upon boarding that you have a disability and are bringing a PCA with you for assistance. Introduce the PCA to the CAT driver and pay your regular fare. Your PCA will ride for no charge.

Guests/Companions

A guest/companion is someone you want to bring along to share the trip, not someone you must bring to assist. A guest/companion pays the regular fare and must board and get off at the same location as the ADA Paratransit eligible customer. In order to bring a guest/companion along for a ride, a seat for a guest/companion must be reserved at the time an ADA Paratransit eligible customer makes a reservation for himself/herself. A seat reservation will be made for one guest/companion. Any requests for additional guest/companions will be made based on available seating for that particular day of the request.

Power Lift Use

All CAT ADA Paratransit service vehicles are equipped with power lifts which deploy out of the rear of the vehicle. These lifts are calibrated to meet manufacturer specifications.

The ADA definition of a wheelchair is: *Wheelchair means a mobility aid belonging to any class of three- or more- wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairment, whether operated manually or powered.* However, the ADA does not require transportation providers to accommodate devices

that are not primarily designed or intended to assist persons with mobility disabilities (e.g., skateboards, bicycles, shopping carts), apart from general policies applicable to all passengers who might seek to bring such devices into a vehicle. The ADA states that a transportation provider may decline to carry a wheelchair/occupant if the combined weight exceeds that of the lift specifications set by the manufacturer or if carriage of the wheelchair is demonstrated to be inconsistent with legitimate safety requirements.

It is the applicant's responsibility to work with CAT to determine the dimensions and combined weight of their mobility device and whether it exceeds the lift specifications. This information is not used to determine ADA Paratransit eligibility. It will be used to determine if the vehicle lift can accommodate your mobility device.

The lift can be used for any mobility device that meets the above definition and does not exceed the lift specifications. The lift can also be used by customers upon request who use a walker, cane, or other mobility aid or by anyone who finds climbing the steps at the main entrance of the vehicle to be too difficult or dangerous. CAT drivers are all trained on how to use the power lift and will instruct you on how the lift works and how to ride the lift to ensure your safe transport.

It is recommended, but not mandatory, that all customers using wheelchairs back onto the lift. After a power wheelchair or mobility device has been positioned correctly on the lift and the brakes are locked, the customer will be asked to power off the motor before the CAT driver will move the lift up or down.

If requested, the CAT driver will place a sturdy folding chair on the lift so that a customer not using a wheelchair can sit securely, instead of standing while the lift is moving up or down.

Multi-Wheeled Mobility Devices

Some multi-wheeled mobility devices like scooters are difficult to secure on ADA Paratransit vehicles. Some multi-wheeled mobility devices also come with a warning from the manufacturer that they should not be used as seats on moving vehicles. Thus, the CAT ADA Paratransit driver may recommend you transfer to a vehicle seat if you can do so. While the CAT ADA Paratransit driver will not require you to transfer, we strongly recommend you do so that we can provide you and other passengers with the safest ride possible.

Mobility Device Securement and Seat Belt Policy

It is the CAT ADA Paratransit driver's responsibility to ensure that mobility devices are properly secured. Wheelchairs/mobility devices are required to be secured into a multi-point tie-down system at all times during the ride.

CAT encourages all customers to use available seat belts while the vehicle is in motion. Combination shoulder and lap belts are available at each mobility device securement

station and all ADA Paratransit vehicle seats have lap belts. All CAT drivers are trained on the proper way to secure seat belts for all customers and will assist with securing a seat belt upon request.

Seat belt extensions are available, and on request, the CAT ADA Paratransit driver will fasten them to the existing seatbelts. These extensions will only work on the seats located directly behind the CAT driver's seat on the street side of the vehicle.

Requests for Reasonable Modification

On March 13, 2015, as part of the Federal Register Vol. 80, No. 49 (80FR13253), the Federal Department of Transportation (DOT) issued a Final Rule effecting 49 CFR Parts 27 and 37: Transportation for Individuals with Disabilities; Reasonable Modification of Policies and Practices. The purpose behind this final rule is:

"...specifically to provide that transportation entities are required to make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities."

Concord Area Transit (CAT) is committed to the Americans with Disabilities Act (ADA) and complies with all applicable rules and regulations issued by the United States Department of Transportation (USDOT) and the Federal Transit Administration (FTA). CAT provides reasonable modification to policies and procedures to customers with disabilities to ensure they can effectively use the agency's transportation services.

Individuals requesting a modification should contact Concord Area Transit at 603.225.1989 (voice) or TDD/TTY 1.800.735.2964 in advance and clearly describe what they need in order to use CAT bus and ADA Paratransit services:

- Who needs the modification – (Name, phone number, address, e-mail address)
- What do you want CAT to do – (Describe the change you want to see take place)
- When is the modification needed – (Is the change needed on a certain day or time)
- Where will the modification take place–(Include the street or intersection or building name)
- Why is the modification needed–(Describe the circumstances that created the request)

Where a request for modification cannot be made and determined in advance, such as if a barrier or condition exists on fixed route or ADA Paratransit service where an individual with a disability is unaware, a determination will be made at that time.

For more information, to make a request, or to file a complaint regarding a failure to provide a reasonable modification to policies and procedures, please contact:

CAPBM
Attn: Concord Area Transit
P.O. Box 1016

Concord NH, 03302-1016
603.225.1989
TDD/TTY 1.800.735.2964

Respirators and Portable Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on ADA Paratransit service. The CAT ADA Paratransit driver will assist you in securing this equipment on the vehicle. CAT ADA Paratransit drivers are not permitted, however, to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to bring a qualified attendant along with you.

Service Animals

Customers may travel with a service animal. Service animals include guide animals, signal animals and other animals trained to work or perform tasks for persons with disabilities. If you will be traveling with a service animal, be sure to inform transportation call center staff when scheduling a ride.

Please note that service animals must be under control at all times. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Pets/Companion Animals

Animals that are not service animals, such as therapy, emotional support and companion animals may ride on ADA Paratransit service only if they are properly secured, in a pet carrier, cage or kennel. Pets must be kept under control at all times (no whining or barking). For safety reasons, CAT ADA Paratransit drivers are not permitted to carry pet carriers, cages or kennels on or off the ADA Paratransit vehicles. If you need assistance with a pet, please arrange to travel with someone who can help you.

Packages and Personal Items

You may bring a limited amount of grocery bags, luggage or other packages or personal items with you on CAT ADA Paratransit service. To ensure adequate room and safe travel for all customers, you are allowed to bring what you can carry onto the bus in one trip. Cargo must be stowed under the seat, on the floor in front of your seat or in your lap, must remain out of the bus aisle and cannot take up a seat if the seat is needed for a customer.

Grocery store carts are not permitted on vehicles, but you may bring packages on board in personal two-wheeled, collapsible carts. Upon request, CAT ADA Paratransit drivers will assist with cargo (baggage, groceries, etc. not to exceed 30 pounds) that may be reasonably carried aboard by one person. The CAT ADA Paratransit driver can assist you with this cargo to your door, if requested at the time the trip is scheduled to adjust for the

extra time but will not enter your residence to assist with cargo.

Emergency Situations

In the event of an accident or emergency, please remain calm and follow the instructions of the CAT ADA Paratransit driver.

A customer who becomes ill or notices another customer who may be ill, should immediately inform the CAT ADA Paratransit driver. If a customer, due to their disability, is to be met by a PCA or other support person when they are dropped off and the PCA or support person is not there when the CAT ADA Paratransit vehicle arrives, the customer will be transported back to the transportation call center or to another safe location. In this event, the customer's guardian or caregiver will be notified and required to come pick-up the customer or to make other transportation arrangements. If we are unable to make contact with the guardian or caregiver, the proper authorities will be notified.

Community Disaster Emergency Procedures

During a community disaster, CAT will make every attempt to transport our customers as scheduled. Due to the nature of the disaster, it may be necessary to establish pick-up points that either requires CAT to walk into the area to get you or to have you get assistance from someone at your location to bring you to us. Through coordination with the local Emergency Management Center, CAT will make every attempt to establish these locations to minimize your travel to reach them. If you make other transportation arrangements due to the emergency, please let us know so we can account for all our customers who have scheduled trips.

By keeping our records as up-to-date as possible, we feel we will be able to provide a better service to our customers in times of an emergency. As part of our preparation for an emergency, we will periodically be requesting emergency contact information including a telephone number. If you have common places you travel, please provide us with telephone numbers to those locations as well.

If due to the nature of the disaster you need ADA Paratransit ride earlier than originally scheduled, contact the transportation call center at 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964, and we will attempt to meet your needs. Keep in mind our ability to respond immediately is limited to the nature of the disaster. If you haven't yet been picked-up for your trip or you want to confirm that ADA Paratransit is able to get you where you need to go, call the transportation call center. If it is unsafe for CAT to travel into a disaster area, CAT reserves the right to suspend, modify or cancel service.

Inclement Weather

CAT reserves the right to suspend, modify or cancel service during times of hazardous weather conditions that may jeopardize the safety of our customers and employees. On bad weather days, listen to the reports on the radio, on WMUR TV or go to the CAT website www.concordareatransit.com for information. The transportation call center will also be able to tell you if service is canceled or not.

If your trip is for dialysis, chemotherapy, or another life sustaining purpose, call the transportation call center at 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964 to make sure you can get where you need to go. Every effort will be made to deliver life-sustaining and essential trips using ADA Paratransit service or by arranging other emergency assistance.

If you are planning to travel at times when inclement weather is predicted, take into consideration problems you may have in getting a return ride, should service have to be suspended. Also, if you are traveling during inclement weather, be sure to be prepared for longer ride times. For example, bring any medication you may need; if you use oxygen, bring an adequate supply; if you are diabetic or hypoglycemic, bring a small snack with you in case the trip is longer than expected due to the weather.

Suggestions and Comments

To allow us to follow-up on your comments or suggestions, please be specific and provide us with the following information:

- Your name, address and phone number.
- The date, time and location of the incident.
- The vehicle number or CAT ADA Paratransit driver's name.
- If you have a compliment, suggestion, comment, or report concerning a CAT staff member, we need the time of your conversation with them and the name of the employee.
- A detailed explanation of the incident or suggestion.

We will follow-up each comment received and will contact you by phone or in writing to confirm we have received your comments. Customer comment cards are available on the buses or you may call in your comment to Concord Area Transit at 603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964, or send an e-mail to mobilitymanager@capbm.org.

Customer Courtesy and Conduct

CAT has a list of common-sense rules to ensure the safety of all customers and CAT employees. We ask that customers, their personal care attendant and any companion(s) traveling with customers observe the following Rules of Conduct:

- No smoking (tobacco products, electronic cigarettes, etc.).
- No eating or drinking.
- No loud, violent or abusive conduct.
- No rude, vulgar comments or foul language.
- No physical or emotional abuse of another passenger, CAT employees.
- Refrain from petting guide dogs or other service animals without the

- permission of the owner.
- Wear your headphones when listening to music, talk shows and other.
 - No tampering with CAT vehicles and equipment.
 - No littering and throwing objects from windows.
 - Possession or transportation of flammable or explosive materials of any sort is forbidden.
 - No weapons of any kind.
 - No excretion of bodily fluids on the vehicle or at another passenger or object.
 - No consumption of any alcoholic beverages. Please do not bring open container of alcoholic beverage on CAT vehicles.
 - No soliciting of any kind.
 - You may bring as many shopping bags or personal items as you can carry in one trip.

SAFETY RULES OF THE ROAD

- Head, arms and all other body parts must be kept inside CAT vehicles.
- Shirts and shoes or other footwear must be worn.
- Children under age 12 must be accompanied by an adult, and parents must control their children.
- Baby strollers must be folded and stowed away so as to not block the aisle.
- Please be seated or remain seated while the vehicle is in motion.
- Pets must be properly secured in a cage or kennel.
- Please do not walk in front of the vehicle.
- Mobility devices, i.e. walkers, should be folded whenever possible and must not block the aisle at any time.
- Please do not distract the driver while the vehicle is in motion.
- Please do not block the entrance/exit doors.

Customers, their personal care attendants (PCA) or companions traveling with customers, who violate rules of courtesy and conduct, may be subject to penalties, up to and including suspension of service.

Customers, their PCA or companions who engage in physical abuse or other illegal activities, or cause physical injury to another customer, or a CAT driver or employee, may be subject to immediate and permanent suspension from ADA Paratransit service. They may also be subject to criminal prosecution which may include fines.

Customers, their PCA or companions who engage in an activity that seriously disrupts the safe or effective operation of ADA Paratransit services, may also be subject to a suspension of service. If a customer is seriously disruptive to the transportation service, we reserve the right to require that a PCA or guardian travel with the customer as an option instead of service suspension.

Eligibility & Service Suspension/Termination Appeal Process

Any customer, PCA or companion who is suspended from service, will be notified in writing and will be given an opportunity to appeal the suspension. A customer who disputes the basis for their eligibility, or a suspension or termination of service may request an appeal hearing by writing to:

**Community Action Program
Attn: Concord Area Transit
Belknap-Merrimack Counties, Inc.
PO Box 1016
Concord, NH 03302-1016**

ADA Complaint Process

Concord Area Transit strives to serve every rider with dignity and respect however if you feel we have failed to live up to this goal, we have a process to file a complaint.

ADA Complaint Procedures

To file a complaint please complete the CAT ADA Complaint Form at the end of this section. You may also call us or request a copy by mail. The requests should be made using the contact information below.

The complaint form must be signed, dated and written no more than 180 days from the date of the alleged incident. The complaint form should be mailed to:

**CAPBM
Attn: Mobility Manager-CAT ADA Complaint
2 Industrial Park Drive
P.O. Box 1016
Concord, NH 03302-1016
Phone: 603.225.1989
TDD/TTY Relay: 1.800.735.2964
E-Mail: mobilitymanager@capbm.org**

Along with your form, please attach on separate sheet(s) if necessary:

- 1. Any supporting documentation;**
- 2. Sufficient details for an investigator to understand why you believe CAT has violated the ADA with specifics such as dates and time of the incident;**
- 3. Any related correspondence from CAT**

CAT will process complaints that are complete and received no more than 180 days (about 6 months) after the alleged incident. Upon the receipt of a complaint CAT will acknowledge your complaint within two (2) business days and provide you with a date by which a response will be sent to the complaint. CAT will investigate received complaints within seven (7) business days from the receipt of a complaint. CAT may contact you if more information is needed to resolve the case. Unless a longer period is specified by CAT, you will have ten (10) business days from the date of the request to send the

requested information. If the requested information is not received, CAT may administratively close the case. A case can be administratively closed if you no longer wish to pursue it. The complaint process should not exceed 30 days from the receipt of complaint. The decision will set out a process for resolution of the complaint, and/or state the reasons for the decision and the procedures for the complainant to appeal the decision. The notice of the appeals process will be included with the decision. A copy of the complaint, investigative report and the decision shall be forwarded to New Hampshire Department of Transportation (NH DOT) within thirty (30) days of the final finding of the complaint. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities and an extension will be requested.

Customers who are unsatisfied with the resolution of the complaint will have the right to file the complaint with NH DOT Title VI- Office of Federal Compliance Directly at:

New Hampshire Department of Transportation

**Attn: Title VI Coordinator
PO Box 483, 7 Hazen Drive
Concord, NH 03302-0483
Phone: (603) 271-3734
TTY Access: (800) 735-2964**

Or Federal Transit Administration (FTA) at the following address:

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

For more information about the FTA process, please visit the following page:

<http://www.fta.dot.gov/civilrights/12884.html>

All complaints will be documented upon receipt in the CAT ADA Complaint Record Log and the log will be updated as to the current status of the complaint.

ADA Complaint Form

Apart from the form, on separate pages, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any

other documentation that is relevant to this complaint, including any related correspondence from CAT.

Mail your ADA Complaint form to:

**Community Action Program
Belknap-Merrimack Counties, Inc.
Attn: Mobility Manager- CAT ADA Complaint
2 Industrial Park Drive
P.O. Box 1016
Concord, NH 03302-1016
Phone: 603.225.1989 (voice) or
TDD/TTY Relay; 1.800.735.2964**

Commitment to Accessibility: CAT is committed to ensuring that information is available in appropriate alternative formats to meet the requirements of persons who have a disability. If you require an alternative version of information or need any assistance, please contact the Mobility Manager at 603.225.3295 (voice) or TDD/TTY Relay 1.800.735.2964.

1. I believe that I have been (or someone else has been) discriminated against on the basis of:

Race/Color/National Origin
 Disability
 Other

2. Name: _____

Street Address: _____

City: _____

State: _____

Zip Code: _____

Telephone Numbers: _____

Home: _____

Cell: _____

E-Mail Address: _____

3. Accessible format requirements:

Large Print Braille Not Applicable Other: _____

4. Are you filing this complaint on your own behalf?

Yes No

a. If not, please supply the name and relationship of the person for whom you are complaining:

b. Please explain why you have filed for a third party:

c. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party: Yes No

5. I hereby certify that all information contained in this form is true and accurate.

Date & Signature: _____

6. Complaint Details:

IMPORTANT TELEPHONE NUMBERS

CAT Transportation Call Center

603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964

CAT Customer Service

603.225.1989 (voice) or TDD/TTY Relay: 1.800.735.2964

TTY

1-800-735-2964