



# **Liberty Transit ADA Service Policy Handbook**

**Approved by the**

**Transit Steering Committee**

**September 30, 2010**

## INTRODUCTION

This policy handbook is provided to ADA eligible passengers to furnish information regarding passenger rights and responsibilities. Please adhere to the policies outlined in this handbook, so that Liberty Transit operations will be more efficient and beneficial for all passengers. A list of contacts for further information is provided below.

## CONTACTS

Liberty Transit  
Theodis Jackson, General Manager  
912-877-1472  
[theodis.jackson@transdev.com](mailto:theodis.jackson@transdev.com)

## WHAT IS ADA DEVIATED SERVICE?

ADA deviated service is specialized curb-to-curb, advance reservation transportation service that is available to individuals with disabilities who are unable to use fixed-route bus service as defined by the Americans with Disabilities Act (ADA) of 1990.

## WHO IS ELIGIBLE FOR THIS SERVICE?

The ADA explains that there are two categories of eligibility for the service.

Any individual who, because of his/her disability, cannot independently board, ride, and/or disembark from an accessible Liberty Transit bus.

Any individual who, because of his/her disability, cannot get to or from a Liberty Transit bus stop.

Initially, individuals are functionally defined based upon their inability to use existing fixed route service as previously listed. Eligibility of an individual trip must then be applied to each trip request.

## WHO DETERMINES ELIGIBILITY?

Applications for eligibility are presented to the Liberty Transit General Manager. The General Manager will determine if an individual is ADA eligible within 21 days after the completed application is submitted. If the General Manager does not make this determination within 21 days, then the applicant is assumed eligible and will be provided service until notified of his/her ineligibility by Liberty Transit. Applications will be treated as confidential within the scope of existing laws and ADA regulations. Eligibility decisions may be reviewed on a periodic basis to determine that individuals fall within either of the two criteria. These decisions will reflect changes in the individual's condition as well as the overall accessibility of the system. If the General Manager of Liberty Transit is unable to make a determination the application will be deferred to the Liberty Transit Steering Committee for review.

## IF MY APPLICATION FOR ELIGIBILITY IS DENIED, CAN I MAKE AN APPEAL?

An individual denied eligibility for ADA deviated service may make an appeal to the Appeals Committee by providing a written request to the Liberty Transit General Manager within 60 days of the date of denial. An individual may also make an appeal if the eligibility of a particular trip has been denied.

#### WHO SERVES ON THE APPEALS COMMITTEE?

The Appeals Committee consists of a disabled committee of peers to hear the appeal plea.

#### WHAT AREAS ARE SERVED BY THE ADA DEVIATED SERVICE?

The service is provided to any qualifying individuals within  $\frac{3}{4}$  of mile of the established fixed routes.

#### WHAT IS THE FARE TO UTILIZE ADA DEVIATED SERVICE?

The current fare is \$2.00 one way and \$4.00 for a round trip. Passengers may pay the regular fare or purchase Liberty Transit cash advance tickets. Fare and ticket prices are subject to change. Please call Liberty Transit for the current fares and ticket outlets at 912-877-1472.

#### WHAT ARE THE HOURS OF OPERATION?

ADA deviated service hours are:

Monday through Friday from 5:50 AM until 8:16 PM

#### WHAT TIMES OF THE DAY CAN I MAKE A RESERVATION?

Reservation hours are:

Monday through Friday: 8:00 a.m. to 4:00 p.m.

Liberty Transit accepts reservations 7 days in advance of a scheduled trip. At a minimum, passengers must schedule trips the day before the desired day of travel.

## AM I GUARANTEED A TRIP IF I REQUEST IT?

Liberty Transit makes every possible effort to schedule a trip requested by a passenger. Departure times may be negotiated between Liberty Transit and the passenger to provide trips within one hour of the requested scheduled trip.

Scheduled trips may not be altered by Liberty Transit to cause a passenger to be late for his appointments. All clients will be served on a first come first served basis without giving any type of special priority to trips for any reason.

## CAN MY ELIGIBILITY BE SUSPENDED?

Liberty Transit ADA deviated route service can be suspended if a passenger engages in "violent, seriously disruptive, or illegal conduct." Service may also be suspended if a passenger regularly fails to show up for scheduled trips. These trips are called "no-shows."

## WHAT HAPPENS AFTER I CALL TO SCHEDULE A TRIP?

Liberty Transit accepts reservations from 14 days to 24 hours prior to a trip request. Liberty Transit will be able to inform the passenger at the time of reservation if they can be accommodated.

## HOW EARLY SHOULD I BE READY FOR MY PICK-UP BY LIBERTY TRANSIT?

When confirmation with Liberty Transit has taken place regarding a pick-up time, the passenger should make every attempt to be in place 15 minutes prior to the scheduled trip time. Liberty Transit will be considered on time as long as a bus arrives no earlier than 15 minutes before the scheduled time or later than 15 minutes past the scheduled trip time. Liberty Transit will wait for a passenger for at least 5 minutes past the scheduled trip time.

## HOW DO I CANCEL A SCHEDULED TRIP?

You, the passenger or acting advocate for a passenger, are responsible for canceling scheduled trips that you decide not to take. These trips must be canceled at least two hours prior to your reserved time. Cancellations may also be made after business hours by calling Liberty Transit at 912-877-1472 and leaving a message on Liberty Transit's answering machine. If you do not cancel at least two hours prior to your reservation, you will be charged for a one way trip and this fare is due the next time you use Liberty Transit.

## IF I MISS A SCHEDULED TRIP, WHAT HAPPENS?

If you have not canceled your trip by providing Liberty Transit notice prior to your scheduled trip time, you are considered a “no-show.” No-shows are a disservice to other Liberty Transit patrons and should be strictly avoided.

## WHAT HAPPENS IF I AM A NO-SHOW?

You must pay the fare for the no-show trip the next time you use Liberty Transit. The no-show fare is \$5.00 for each one-way missed trip. Individuals may have the no-show fee waived if they demonstrate that they were detained through no fault of their own. Individuals who often schedule appointments and are late or no-shows may have their eligibility for Liberty Transit ADA deviated service suspended for six months. An individual may appeal their no-show suspension to the Appeals Committee by written notice to the Transit Manager within 35 days of the date of suspension. Individual no-show decisions may also be appealed to the Appeals Committee. Individuals having three no-show trips within twelve months will receive written notification that their eligibility will be suspended. All no-show accounts must be settled before eligibility will be reinstated.

## MAY I SCHEDULE TRIPS WITHOUT CALLING LIBERTY TRANSIT EACH TIME?

Subscription service is the practice of providing repetitive trips over an extended period of time (up to 14 days) without requiring that individuals call to request each trip. An individual’s previous ability to schedule subscription trips is no guarantee of future scheduling of such trips. By law, subscription service must not exceed half of the total trips provided at any time of day, on any given day, unless all non-subscription requests are being met.

## MAY SOMEONE RIDE WITH ME ON LIBERTY TRANSIT?

One guest is allowed to ride with an eligible Liberty Transit passenger. When making reservations, it is necessary to indicate that you will be accompanied by a companion. The guest must pay the regular fare for the trip. Additional guests may ride with an eligible passenger only on a space-available basis. Additional guests must pay the regular fare. Space for additional guests cannot be confirmed until the day of the trip.

## MAY A PERSONAL CARE ATTENDANT RIDE WITH ME?

A personal care attendant may accompany the passenger on Liberty Transit ADA deviated service at no charge. Passengers must indicate the need for a personal care attendant at the time of application to Liberty Transit. When making reservations, it is necessary to indicate that you will be accompanied by an attendant to allow for adequate seating.

#### DO I HAVE TO WEAR A SEAT BELT?

Passengers are required to use a wheelchair restraining devices at all times when using Liberty Transit. Liberty Transit drivers are required to help passengers secure wheelchairs. Passengers will not be transported if they refuse to be secured properly.

#### HOW CAN I TELL MY DOCTOR THAT I HAVE A PRE-ARRANGED RETURN TRIP?

Drivers will have doctors' cards on the vans that alert doctors' offices of the individual's pre-arranged travel schedule. Drivers may remind individuals that they should take the card with them into the office and leave it at the check-in desk. When leaving the office, the individual must retrieve the card and return it to the driver. Liberty Transit will make every effort in accommodating all late return trips.

#### CAN THE DRIVER HELP ME GET ON A BUS?

Drivers may help individuals board and exit from the Liberty Transit Bus. Drivers will not enter an individual's residence to provide assistance. Drivers must be able to see the bus at all times. Drivers will assist persons using wheelchairs over a curb or one step, but will not assist wheelchairs over large obstacles, such as stairs.

#### MAY I BRING GROCERIES ON THE BUS?

Passengers are limited to six packages of groceries each. The driver will not provide assistance with these packages. Upon request, Liberty Transit may operate special Saturday service for groups of three or more wanting to go to the grocery store.

#### MAY I BRING LUGGAGE ON THE BUS?

Passengers may bring a reasonable amount of luggage on the bus. Reasonable amount would be luggage not subject to surcharges by mode of transportation (i.e., airplane, train, and bus).

#### WHAT OTHER RESPONSIBILITIES DO PASSENGERS HAVE WHEN USING LIBERTY TRANSIT?

Liberty Transit expects that passengers will conduct themselves in a safe and responsible manner when using the service. Passengers will follow all Liberty Transit policies for use of lifts, wheelchair restraints, etc.

#### DOES LIBERTY TRANSIT HAVE PUBLIC PARTICIPATION IN DETERMINING POLICIES?

## TO WHOM AND WHERE DO I SUBMIT COMMENTS?

All comments regarding Liberty Transit should be submitted to:

Liberty Transit Customer Service  
115 East M.L.K. Jr Drive  
Hinesville, GA 31313

[customerservice@libertytransit.org](mailto:customerservice@libertytransit.org)

912-877-1472

[www.libertytransit.org](http://www.libertytransit.org)