

BURLINGTON URBAN SERVICE POLICY HANDBOOK -RIDERS GUIDE

BURLINGTON URBAN SERVICE **does not** operate on the following Holidays:

- New Year's Day
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Thanksgiving Day
- Christmas Day

BURLINGTON URBAN SERVICE provides **limited service** on the following days:

- Day after Thanksgiving
- Christmas Eve
- New Year's Eve

Fares:

Cash Fare	\$ 1.25
Monthly Pass	\$ 25.00
1/2 Month Pass	\$ 15.00
Annual Pass	\$200.00
6 Month Pass	\$125.00
School Pass	
*Additional School Pass Residing in	\$ 25.00
Same Household	\$ 12.50
Tokens (min of 5 - \$1.00 each)	\$ 5.00
One Transfer per Fare	Free

Payment Options: If paying at Public Works: cash, credit card, or check. If paying at the Depot or on the bus: cash (exact amount / Drivers do not make change).

Reservations

- Contact the BURLINGTON URBAN SERVICE's Central office at 1-319-753-8162 to reserve a ride.
- Customers are encouraged to make reservations at least 24hrs in advance.
- Trips may be scheduled up to 14 days in advance.
- Trips are provided on a space available basis.
Phone: 1-319-753-8162 Reservations may be made Monday – Friday, between 7:00 AM – 4:00 PM for next day trip requests. This excludes Holidays.

BURLINGTON URBAN SERVICE's phone system places callers on hold as they wait for the next available scheduler to assist them. **If you call before or after reservation hours and get a voicemail, leave a message so that a BURLINGTON URBAN SERVICE staff member may contact you.**

- Return trip reservations should be made when booking your trip.
- If you have any of the following, please tell the scheduler at time of reservation:
 - Personal Care Attendant (PCA) or Guest
 - Service Animal
 - Reasonable Modification request (under Americans with Disability Act and Section 504 of Rehabilitation Act of 1973)

Pick Up and Drop Off

- Customers paying with cash must have exact fare ready at the time of pickup. Drivers are not allowed to make change.
- Customers may only pay for a one-way trip and payment must be made when boarding the Burlington Urban Service.
- Customers should wait at the entrance/exit of the pick-up location and be visible to the transit driver.
- Drivers may assist customers, limited to 1 trip, to the door. Packages and bags are limited to what the customer may carry in one (1) trip. (See parcel allowance section for additional information)
- It is each customer's responsibility to be ready 10 minutes before their scheduled pickup. There is a 20 minute pickup window (10 minutes before the pick-up time and 10 minutes after the pick-up time). This means customer may be picked-up anytime within their 20 minute window.

Additional Information: A direct route from the pick-up location to the delivery location usually does not occur. It is recommended customers take into consideration the 20 minute pick up window, delay times and indirect travel when negotiating a pick up time, as well as when scheduling appointments.

Delayed Vehicles

BURLINGTON URBAN SERVICE vehicles experience the same traffic and weather conditions as the rest of the commuting public. Occasionally, our Burlington Urban Services may be late for a pick-up. If the vehicle has not arrived by the end of your 10-minute pick-up window, call BURLINGTON

URBAN SERVICE at 1-319-753-8162. We will advise you of the status of the vehicle and what time to expect its arrival.

Cancellations and Changes

- It is critical that customer calls us at least one (1) hour in advance of their scheduled pick-up time to cancel a trip. The more advanced notice given the better we are able to service the community. Cancellations less than one (1) hour in advance will count as a “no show” (See No Show Policy).
- Customers need to notify BURLINGTON URBAN SERVICE by dialing 1-319-753-8162 or emailing macgregorn@burlingtoniowa.org to cancel any scheduled trips. Messages may be left on voicemail after-hours.
- Once a customer has boarded the transit vehicle, changes to your trip destination and/or trip times may not be accommodated. Cancellations or changes are not to be given to the drivers.

Wheelchairs and other Mobility Devices

- For safety, wheelchair users who do not wish to transfer to a Burlington Urban Service seat, should remain in their chair and wear a lap belt while riding on BURLINGTON URBAN SERVICE vehicles.
- Wheelchairs should be in good working order with functional brakes.
- Scooter users should transfer to a Burlington Urban Service seat if possible.
- Scooters and electronic devices must be powered down while on the lift in motion.
- Some three-wheeled scooters are difficult to secure and some come with a warning from the manufacturer that they should not be used as seats on moving vehicles. The driver will recommend the customer of these devices transfer to a vehicle seat.
- For safety, drivers cannot push wheelchairs up or down unsafe inclines or over barriers. We may not be able to safely accommodate customers if their wheelchair or mobility aid exceeds the following dimensions: More than 30 inches wide or more than 48 inches long (measured 2 inches above the ground). Depending on “lift limits”, we may not be able to accommodate customers if the weight of their mobility device, when occupied, weighs more than 600 pounds.

Attendants

- A Personal Care Attendant (PCA) is someone designated or employed specifically to assist the individual with daily life functions. A family member or friend is regarded as a companion of the customer and not as a personal care-attendant, unless the family member or friend is acting in the capacity of a personal care attendant.
- Individuals who need extensive assistance in traveling, including lifting, carrying, support during the ride, and behavior control, must arrange for a PCA to accompany and assist them.
- Customers needing the assistance of a PCA must register the PCA with BURLINGTON URBAN SERVICE. A PCA may accompany a customer free of charge. They must be picked up and dropped off at the same location as the customer. It is strongly recommended that a person who requires the use of a PCA to travel, always travel with their PCA.
- When scheduling a trip, customers must inform BURLINGTON URBAN SERVICE they will be traveling with an attendant.

Children

- It is recommended Infants or small children should be securely fastened in a car-seat or by a seatbelt. For safety reasons, strollers are not permitted to use securement devices.
- Children under the age of 3 years must be accompanied by an older child (+12) or adult.
- If no adult is at the destination location to accept the child (under 10 years of age), the child will **NOT** be left at the drop off location. BURLINGTON URBAN SERVICE staff will attempt to make contact with the responsible party, and if no contact is made, drivers will be instructed to deliver the child to the local police station.

Guests

- A customer may request a ride for a guest.
- The companion must be picked up and dropped off at the same point as the customer.
- The companion will pay the same fare as the customer.

Food & Drink

Open food or drink containers are not permitted.

Parcel Allowances

- A customer is allowed to carry-on what can be stored within the area in which they are seated, and what they can carry in one trip. Multiple trips to carry items on and off the vehicles are not permitted.
- Packages handled by the driver shall weigh no more than 20 pounds each.
- No objects can block the aisle or protrude into the aisle.
- The transit driver is not allowed to enter the customer's residence.

Lost and Found

Customers who lose something on a BURLINGTON URBAN SERVICE vehicle should immediately call the BURLINGTON URBAN SERVICE Central office at 1-319-753-8162. Items not claimed within 15 days will be donated to charity or discarded.

Respirators and Portable Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on BURLINGTON URBAN SERVICE vehicles. The driver will assist in securing this equipment on the vehicle. Drivers are not permitted, to assist a customer in using the equipment. If assistance with portable life support equipment is needed, a personal care attendant must ride with the customer.

Service Animals

Service animals include guide dogs, signal dogs, and other animals trained to work or perform tasks for or help a person live more independently.

- When scheduling a trip, customer should inform the dispatcher, they will be traveling with a service animal.
- All service animals must be leashed or harnessed during the entire trip.
- Animals must not pose a threat to any customer or the transit driver.
- Animals shall not block or obstruct aisles or doorways.

Adverse Weather

- Customers are responsible for snow removal to make their homes accessible to the BURLINGTON URBAN SERVICE transit drivers. Drivers are **not allowed** to assist customers through snow or ice.
- If a customer schedules service knowing that a path has not been cleared to their homes, the trip will be considered a "no-show", and the "no-show" policy will apply.

Discontinuing Service Due to Adverse Weather Conditions

- BURLINGTON URBAN SERVICE drivers will make every effort to provide service whenever scheduled. In the event extreme weather conditions exist which make travel unsafe, BURLINGTON URBAN SERVICE reserves the right to discontinue services until conditions are more favorable. If service is temporarily discontinued, all rides, regardless of trip purpose, may be cancelled.
- BURLINGTON URBAN SERVICE will place cancellation announcements on the City's Facebook page, and on local radio.

Severe Weather Customer Guide

- Severe weather can affect transit service. The following may occur when hazardous road conditions exist:
- Travel time may increase.
- Some trips may be cancelled or service hours shortened.
- Service on less traveled streets, especially those not plowed or sanded, may be cancelled.
- NO alley travel is allowed.
- In case of severe weather, all customers may be taken home immediately.

Customers and/or care attendants are responsible for ensuring that customers are properly dressed for their ride. Transit drivers will not assist customers with their clothing. This includes proper coats, hats, gloves, and footwear.

Winter Riding Tips:

- Keep current on weather conditions, which may affect transit services.
- If streets are icy, allow additional travel time.
- Avoid delays by being on time and having correct fare ready.
- Clean footwear of snow and slush before boarding so it does not gather on the steps and floor of the Burlington Urban Service, posing a slipping danger to others.
- Wait until the Burlington Urban Service comes to a complete stop before leaving your seat and before boarding.
- Be prepared for sudden stops while riding the Burlington Urban Service.
- At all times, watch your step, and wear appropriate winter clothing.

Appropriate Behaviors:

- Remaining seated while the Burlington Urban Service is in motion.
- Keeping hands and personal objects to yourself. No touching other customers without their permission.
- No foul language to any other rider or the transit driver.
- No screaming or yelling on the Burlington Urban Service. Normal voice volume levels are to be used when speaking.

Customer Conduct

For everyone's safety, customers must abide by the following rules of Conduct. The following behavior is not allowed.

- Refusal to pay the fare;
- Smoking or using any lighted or smoldering device (i.e. pipe, cigar, or cigarette) in any BURLINGTON URBAN SERVICE vehicle;
- Open containers of beverage or food are not allowed, unless medically necessary;
- Posing a safety or health threat to themselves or others; Negligent of personal hygiene so as to cause an adverse effect on the ability of BURLINGTON URBAN SERVICE to provide an acceptable service for the public (action regarding hygiene is handled by the Operations Manager)
- Intentionally interfering with the driver's operation of a BURLINGTON URBAN SERVICE vehicle, such as being belligerent or disruptive;
- Intentionally defacing, damaging, writing upon or soiling any part of the BURLINGTON URBAN SERVICE vehicle or intentionally spitting, vomiting, urinating or defecating in or upon the BURLINGTON URBAN SERVICE vehicle;
- Throwing, or leaving paper, bottles, cans or any other garbage or solid waste in or upon the Burlington Urban Service or throwing any object of any kind within the Burlington Urban Service or out any door or window of the Burlington Urban Service.
- Being excessively loud while using cellphone or playing a radio, CD player, or similar electronic sound amplification device unless played through an earphone so that it is totally inaudible to all other customers.
- Possessing dangerous or destructive weapon, including but not limited to swords, knives, bow and arrows, biological agents, toxins, or high explosives, corrosive acid or flammable liquid, while in or near transit vehicle.

- Behaving with violence, i.e. hitting, striking, yelling, cursing or threatening other customers or driver.
- Petting guide dogs or other service animals without the permission of the owner.
- BURLINGTON URBAN SERVICE has zero tolerance towards violence. Any overt act of violence or threat of violence will result in suspension of the customer. BURLINGTON URBAN SERVICE also has set a policy for normal and standard behaviors when using the transit system. Offenses will be handled on a case by case basis; however, every effort will be made to work with the customer, PCA, and/or Case Manager or Social Service agency to bring the customer back to using BURLINGTON URBAN SERVICE's service.
- A customer may submit a grievance in writing to the Executive Director within ten working days of the notice to refuse transit services. The Executive Director will follow the BURLINGTON URBAN SERVICE Grievance Procedure.

"No Show" Policy

- BURLINGTON URBAN SERVICE understands that, from time to time, it may be necessary for a scheduled passenger to cancel a trip for unexpected circumstances beyond their control. Last minute cancellations, or "no-shows," are detrimental to the efficient and effective operations of the transit system. No-shows also expend resources that could be used to provide transportation to other passengers.
- What Constitutes a "No-Show"? If a passenger is unable to make his or her scheduled trip, and does not call BURLINGTON URBAN SERVICE's central office to cancel the trip at least 1 hour in advance of the scheduled pick-up time, the trip will be considered a "no-show." Passengers who are not ready by their scheduled pick-up time may also be considered a "no-show" if they are more than five minutes late; **the driver will leave after waiting five minutes and contacting the dispatcher**. Passengers who refuse service once the driver has arrived to pick them up, is also considered a "no-show"
- "No-Show" Policy: If a passenger 'no shows' the first leg of the trip, the return trip will be cancelled. Any passenger who has 5 or more No Shows in a calendar month will have their trip history reviewed to determine if a pattern or practice of missed trips exist.
The below criteria will be used in determining the number of No Show's that may result in a penalty:

- 1 - 14 trips per month – Maximum of 2 No Shows per month
- 15 - 30 trips per month – Maximum of 3 No Shows per month
- 30 - 50 trips per month – Maximum of 5 No Shows per month
- 50+ trips per month – Maximum of 6 No Shows per month
- Following the review, the passenger will be notified of the number of No Shows for the previous month. No Shows that occur due to circumstances that are beyond the passengers control will be taken into consideration. Passengers have the right to contest any particular No Show trip. Passengers may contest a No Show trip by contacting BURLINGTON URBAN SERVICE by telephone, e-mail or mail.
- Passengers that exceed the maximum number of No Show trips will be subject to the following penalties:
 - 1st violation – verbal warning
 - 2nd violation – two day suspension of service
 - 3rd violation – one week suspension of service and billed the fully allocated cost of all missed trips in that month
 - 4th and succeeding violations – two week suspension of service and billed the fully allocated cost of all missed trips in that month

Anyone wishing to file an appeal should do so in accordance with BURLINGTON URBAN SERVICE's appeals policy found at end of BURLINGTON URBAN SERVICE's service policies.

Denial of Service

- Customers, their personal care attendants or companions traveling with customers who violate rules of conduct, who engage in activity that disrupts the operation of service, who engage in physical a Burlington Urban Service or cause physical injury to another rider or transit driver, or who engage in illegal activities, may be subject to suspension.
- In addition, BURLINGTON URBAN SERVICE service will be denied to any person who poses a potential public health threat. The existence of excrement on clothing, hands or other exposed areas of the customer, or contact with bodily fluids, such as blood, vomit, urine or feces, poses the potential for spread of diseases. Customers will not be allowed to ride, if his or her clothing is soiled with feces, urine, vomit, or blood.

Public Comment Policy:

Anytime there is a major service change such as eliminating routes, or a fare increase of \$0.01 or more, the Burlington Urban Service and the Burlington City Council will have a public hearing where it will receive public comment on the item. The public hearing will be advertised in The Hawk Eye. All comments will be considered as the Burlington City Council makes their decision.

Public Comments can be give in different ways.

- Written comments can be emailed to the Assistant City Manager for Public Works or submitted to the City Clerk 48 hours prior to the Burlington City Council meeting.
Mail to: City of Burlington-City Clerk
400 Washington Street
Burlington, IA 52601
- Oral comments can be given during Burlington City Council Meetings at City Hall located at 400 Washington Street.

Reasonable Accommodations:

Reasonable Modification Procedures

The US DOT issued a Final Rule under the American Disability Act (ADA) and Section 504 of the Rehabilitation Act of 1973 which takes effect on July 13, 2015, and can be found at <http://www.gpo.gov/fdsys/pkg/FR-2015-03-13/pdf/2015-05646.pdf>. Per this final rule, the BURLINGTON URBAN SERVICE Public Transit is required to make reasonable modifications or accommodations to our policies and practices to ensure individuals with disabilities have equal access to BURLINGTON URBAN SERVICE's transit programs and services. Beginning July 13, 2015, BURLINGTON URBAN SERVICE will consider requests for reasonable modifications so individuals with disabilities can have equal access to our Demand Response services as follows:

1. **Modification Requests Submittals:** An individual requesting a modification will describe what they need in order to use BURLINGTON URBAN SERVICE's service. Individuals should state their impending trip date within their request, if possible. BURLINGTON URBAN SERVICE can take up to 21 days to process ADA Reasonable Accommodation request. Requests can be made through general customer service inquiries by

emailing macgregorn@burlingtoniowa.org or by calling BURLINGTON URBAN SERVICE at 1-319-753-8162

2. **Designated Responsible Employee:** BURLINGTON URBAN SERVICE's Customer Service Supervisor, Nick MacGregor, is designated as the responsible employee to approve/deny pending reasonable modification requests.

BURLINGTON URBAN SERVICE Public Transit is committed to providing public transit service to all the general public including those individuals with disabilities. If you are an individual with a disability and believe an accommodation or modification in BURLINGTON URBAN SERVICE's services, policies or programs would allow you to access BURLINGTON URBAN SERVICE's transit services, please contact Amber Falls, via phone, letter or email and describe what is needed to be modified in order for you to use BURLINGTON URBAN SERVICE services.

3. **Use of Term Reasonable Modification Not Required:** The individual requesting modification is not required to use the term "reasonable modification" when making a request. General complaints concerning issues in accessing transit service or general information requests for modifications in service due to an individual's disability should be directed to BURLINGTON URBAN SERVICE's Operations Manager, as part of the general complaint process.
4. **Requests In Advance:** Whenever feasible, requests for modifications should be made and determined in advance, before BURLINGTON URBAN SERVICE is expected to provide the modified service. Individuals should state their impending trip date within their request. Depending on the complexity of the request and if any financial assistance is needed to grant the request, additional BURLINGTON URBAN SERVICE administrative/operational staff could also be involved in providing more information for any modification approval/denial determinations.
5. **Requests during Transit Trip:** Where a request for modification cannot practicably be made and determined in advance, operating personnel will make a determination of whether the modification should be provided at the time of the request. If necessary, operators will consult with BURLINGTON URBAN SERVICE's Dispatcher before making a

determination to deny the request. Any denials for modifications that cannot be granted shall be written up as an incident by the driver to forward to Amber Falls for official documentation.

6. **Reasonable Accommodation Approvals:** Any approved modification for a passenger with a disability shall be noted, and printed on the driver instructions (schedule) when picking up the passenger. It can take up to 21 days for BURLINGTON URBAN SERVICE to process Reasonable Modifications.
7. **Grounds for Denial:** Requests for modifications of policies and practices may be denied on one or more of the following grounds:
 - Granting the request would fundamentally alter the nature of BURLINGTON URBAN SERVICE's Transit service, programs, or activities
 - Granting the request would create a direct threat to the health or safety of others
 - Without the requested modification, the individual with a disability is able to fully use BURLINGTON URBAN SERVICE's services, programs, or activities for their intended purpose
 - Results in an undue financial and administrative burden
8. **Other Actions Prior to Official Denial:** Any denials of formal requests prior to the trip would be confirmed with BURLINGTON URBAN SERVICE's Operations Manager and BURLINGTON URBAN SERVICE's Executive Director to ensure no other accommodations could be made to allow the individual to receive transit service. In any case in which BURLINGTON URBAN SERVICE denies a request for a reasonable modification as requested by the passenger, BURLINGTON URBAN SERVICE will take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefits provided by BURLINGTON URBAN SERVICE.
9. **Reasonable Modification Denials:** Any denials for reasonable accommodation by BURLINGTON URBAN SERVICE will be promptly communicated via written letter and/or e-mail to the individual requesting the accommodation including the reasons for the denial. All denials, including reasoning, will be documented for reporting purposes to the Federal Transit Administration upon request.

10. **Decisions Guided by 49 CFR Appendix E:** In determining whether to grant a requested modification, BURLINGTON URBAN SERVICE will be guided by the provisions of United States Department of Transportation 49 CFR Appendix E to Part 37.169. (<http://www.gpo.gov/fdsys/pkg/FR-2015-03-13/pdf/2015-05646.pdf> - pages 13261-13263)
11. **Procedures Availability:** BURLINGTON URBAN SERVICE's complaint and reasonable accommodation procedures are available on BURLINGTON URBAN SERVICE's website at www.burlingtoniowa.org or by an individual's request to BURLINGTON URBAN SERVICE. For a copy of these procedures, please call BURLINGTON URBAN SERVICE at 1-319-753-8162 or e-mail macgregorn@burlingtoniowa.org and request these procedures be sent via mail or email, or you can find them on our website www.burlingtoniowa.org

COMPLAINT Process:

INFORMAL (verbal) Complaint Process (Grievance)

BURLINGTON URBAN SERVICE is responsible for providing a safe, reliable, affordable transportation service. We encourage any customer or concerned citizen to notify BURLINGTON URBAN SERVICE's Central office, if they do not feel such service was provided or if they observe a driver in a BURLINGTON URBAN SERVICE vehicle driving in an unsafe manner. Having the time, place where the vehicle was observed and vehicle number are helpful in our investigation of the complaint.

- Call the Burlington Urban Service at 1-319-753-8162 and let them know of your concern / complaint. If they are unable to assist you, they will complete a comment form, which will be given to a BURLINGTON URBAN SERVICE Supervisor for review.
- The Supervisor will research the concern/complaint, and conduct a follow-up phone call with you within 2 Business days.

Most concerns/complaints can be handled in this manner of communication, however, if you feel there needs to be formal complaint, especially if it violates Title VI or Reasonable Accommodations request, and then please proceed with the Formal (written) Complaint Process below.

FORMAL (written) Complaint Process (Grievance)

- Title VI of the 1964 Civil Rights Act provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded

from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

- BURLINGTON URBAN SERVICE is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, age, disability, religion, color, or national origin, as protected by Title VI of the 1964 Civil Rights Act.

If you feel there has been a violation of BURLINGTON URBAN SERVICE's service policies regarding Title VI and Reasonable Accommodations, a complaint may be filed with the Assistant City Manager for Public Works by phone at 1-319-753-8162 or in writing to: 3510 Division Street, Burlington, Iowa 52601. For more information on BURLINGTON URBAN SERVICE's Title VI and Reasonable Accommodations obligations, please visit our website at www.burlingtoniowa.org or call 1-319-753-8162.

- A formal complaint form may be found on BURLINGTON URBAN SERVICE's website www.burlingtoniowa.org or you may obtain a form by calling the Public Work Department at 1-319-753-8171.
- All written formal complaints will be investigated and a report issued to the complainant within 10 business days.
- If the complainant is not satisfied with the response received from the Assistant City Manager for Public Works, they have the right to appeal the decision to the Burlington City Council. Upon reviewing the complaint the Board has five working days to render a decision. Formal appeals may be presented in writing or in person. If a customer prefers a hearing, they will need to indicate so by written request for appeal. They should also indicate if special accommodations or requirements are needed. BURLINGTON URBAN SERVICE Public Transit will provide service during the appeal process.