



**Santa Fe Ride**  
**ADA Complementary Paratransit**  
**Policies & Procedures**

**Approved by the Transit Advisory Board:**  
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## OVERVIEW

Santa Fe Ride ADA Complementary Paratransit Service serves the needs of customers who, because of a disability, are unable to use the Santa Fe Trails fixed-route system, and who meet the definition of “ADA paratransit eligible,” as established by the U.S. Department of Transportation (DOT) Americans with Disabilities Act (ADA) of 1990 (See Exhibit A).

ADA Complementary Paratransit Service is comparable to the level of service provided to individuals without disabilities who use the fixed route system.

Disability alone does not establish ADA paratransit service eligibility; the decision is based solely on the applicant’s functional ability to use the Santa Fe Trails fixed-route transit service. Santa Fe Ride is for those who do not have the functional abilities to access and ride the regular fixed-route transit service.

Santa Fe Ride is an “origin to destination” service, and door-to-door transportation is the primary means by which service will be provided.

If you need additional information, alternative formats, or have any questions please feel free to contact Santa Fe Ride at (505) 473-4444.

## CERTIFICATION / ELIGIBILITY

In order to use Santa Fe Ride, you must first be certified as “ADA paratransit eligible.” Santa Fe Ride will strictly limit ADA paratransit eligibility to individuals who meet this definition (see Exhibit A).

To be considered, you must complete a *Certification of ADA Paratransit Eligibility*. Applications are available online at [www.santafenm.gov/santa\\_fe\\_ride](http://www.santafenm.gov/santa_fe_ride) or by calling (505) 473-4444. All applicants must complete the certification and the Release of Information form.

The *Request for Professional Verification* must be completed by a qualified medical professional who is familiar with your particular disability and current functional abilities to use regular fixed-route service.

Qualified medical professionals include:

- Physician (M.D. or D.O.) or registered nurse
- Physical or occupational therapist
- Psychiatrist, psychologist, or mental health counselor
- Vocational counselor, rehabilitation specialist or independent living skills trainer
- Licensed social worker or case manager

- Orientation and mobility instructor or travel trainer
- Optometrist

**NOTE: It is Santa Fe Ride policy that senior citizens (60 years of age or older) be granted automatic eligibility at a premium fare, even if there is no qualifying disability. However, the Certification part of the application must still be completed, since it contains necessary information that will assist in scheduling trips for the senior customer.**

Applications that are completed will be reviewed within 21 calendar days of submission. If Santa Fe Ride has not made a determination of eligibility within 21 days of receiving a complete application, the applicant shall be treated as eligible and provided service until and unless Santa Fe Ride denies the application.

**Once you are eligible, you must notify Santa Fe Ride of any changes in your address, phone number or disability.**

## **TYPES OF ELIGIBILITY**

Applicants who are determined to be ADA paratransit eligible will be notified of such in writing and assigned an eligibility category. The eligibility category is consistent with the applicant's ability to use the regular fixed-route service. These categories are Unconditional, Conditional and Temporary.

**UNCONDITIONAL** – Applicant is not able to use accessible Santa Fe Trails fixed-route transit service under any circumstances and is eligible for all trips on Santa Fe Ride.

**CONDITIONAL** – Applicant is not able to use accessible Santa Fe Trails fixed-route transit service in specific circumstances and is eligible to use Santa Fe Ride under limited circumstances.

**TEMPORARY** – Applicant is not able to use accessible Santa Fe Trails fixed-route transit service at this time, however the condition or circumstances leading to eligibility is reasonably expected to change in the future. For a limited period of time, the applicant is typically eligible to use Santa Fe Ride for all trips.

Distance to a bus stop or illiteracy, by themselves, are not considered disabilities and therefore do not qualify the applicant for Santa Fe Ride paratransit service. Applicants who are blind or visually impaired may be eligible if they cannot use the Santa Fe Trails fixed-route system. Applicants with medical conditions, such as epilepsy, kidney disorders and diabetes, may be eligible depending upon their ability to use the fixed-route system.

## **PHOTO IDENTIFICATION CARDS**

Once you are certified, Santa Fe Ride will issue a photo identification card. The identification card may be used on Santa Fe Trails fixed-route service to receive the reduced fare, or for ADA paratransit service in other U.S. cities for up to 21 days.

Photo identification cards are issued at the Santa Fe Trails Administrative Offices at 2931 Rufina Street, Santa Fe, NM 87507. Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

Santa Fe Ride staff will call you to schedule an appointment to have your picture taken and a free photo identification card issued. A complementary round trip on Santa Fe Ride will be provided for this appointment. Individuals must bring with them proof of Santa Fe Ride certification and personal identity (e.g., driver's license or State-issued ID card) to have an identification card issued.

There is a \$5.00 replacement charge for lost, stolen or damaged cards. You may replace your ID card by visiting the Santa Fe Trails office, or by mailing a check for \$5.00 with a request to have the replacement card mailed to you to: Santa Fe Ride, P.O. Box 909, Santa Fe, NM 87504.

## **CERTIFICATION APPEALS PROCESS**

Applicants who are denied eligibility or given conditional or temporary eligibility shall be given a written notice with specific reasons for the decision and notice of their right to appeal (see Appeals Procedures). Such appeal must be submitted within sixty (60) days from the date of certification denial or eligibility decision. The appeal will be considered by the ADA Appeals Committee made up of three (3) persons, one of whom will be a member of the disabled community. For more information, contact Santa Fe Ride at (505) 473-4444.

## **RECERTIFICATION**

In order to keep the database of certified customers current, customers will need to complete a new application and be recertified as eligible every three (3) years. The photo identification card will contain the expiration date of eligibility. It is the responsibility of the customer to complete a new application and seek recertification prior to the expiration date of eligibility.

Conditional use customers that are certified for service on a "temporary" basis will be required to recertify at the end of their temporary period of eligibility if they desire to maintain eligibility of service. Customers must complete a new

application and participate in another evaluation by a qualified medical professional.

Persons with permanent disabilities are required to obtain professional verification of their disability to become initially certified. Thereafter recertification will only require that the *Certification of ADA Paratransit Eligibility* be completed indicating they still desire to utilize the paratransit service. The *Request for Professional Verification* will not be required for recertification.

## **VISITORS WITH DISABILITIES**

Visitors with disabilities who cannot use the Santa Fe Trails fixed-route system are eligible to utilize the Santa Fe Ride paratransit service on the same basis as it is provided to local residents. If the visitor has been certified as “ADA paratransit eligible” by another public entity – and presents documentation to that effect – Santa Fe Ride will honor the certification and provide up to 21 days of Santa Fe Ride paratransit service.

If the visitor has no such documentation, Santa Fe Ride may require the provision of proof of visitor status (i.e., proof of residence somewhere else) and, if the individual’s disability is not apparent, proof of the disability (e.g., a letter from a doctor or rehabilitation professional). Once this documentation is presented and is satisfactory, Santa Fe Ride will make service available for up to 21 days on the basis of the individual’s statement that he or she is unable to use the fixed-route transit system.

The “21 days” of service that shall be provided to visitors with disabilities are to be calculated as any combination of 21 days during any 365 day period beginning with the visitor’s first use of service. For example, a person may visit two days a week. In this case, eligibility would be extended over an eleven week period of time (2 days per week x 11 weeks = 22 days), within which 21 days of Santa Fe Ride paratransit service would be provided.

Visitors who require more than 21 days of service within a 365 day period shall be required to apply for local eligibility through the Santa Fe Ride certification process.

Visitors with disabilities shall be provided the same level of service as certified Santa Fe Ride customers and are subject to the same service policy requirements.

## **CONDITIONAL ELIGIBILITY**

Santa Fe Ride will evaluate the eligibility of trip requests for service by customers certified as Conditional at the time of scheduling according to the conditions listed in their certification. Schedulers will immediately inform the person scheduling the ride if the trip is deemed eligible based on conditions listed in their certification. If the trip is found to not be eligible, schedulers are to inform the passenger about the availability of Santa Fe Trails fixed-route service as a viable option to complete the trip.

## **MEETING THE REQUIREMENTS OF DOT ADA SERVICE**

ADA complementary paratransit service is provided in accordance with the six service criteria established by the Department of Transportation (49 CFR Part 37, Subsection F) for ADA paratransit operations including service area, response time, fares, trip purpose restrictions, hours and days of service and capacity constraints. Each of these criteria is described below.

### **A. Service Area**

Santa Fe Ride shall provide ADA complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route, and three-fourths of a mile radius at the ends of each fixed route.

Within the core service area, Santa Fe Ride shall also provide service to small areas not inside any of the corridors but which are surrounded by corridors (see Exhibit B).

### **B. Response Time**

Santa Fe Ride shall schedule and provide paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day.

Santa Fe Ride shall make reservation service available during at least all normal business hours of the administrative offices, as well as during times, comparable to normal business hours, on a day when the offices are not open before a service day.

Pickup times may be negotiated with the individual, but Santa Fe Ride shall not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.

Santa Fe Ride permits advance reservations to be made up to 14 days in advance of an ADA paratransit eligible individual's desired trips.

**C. Fares**

Santa Fe Ride shall charge ADA paratransit eligible individuals no more than twice the base fare on the Santa Fe Trails fixed route system.

Currently, the base fare on the Santa Fe Trails fixed route system is \$1.00; thus, the sum of \$2.00 per one-way trip shall be charged all certified Santa Fe Ride passengers. Cash fares must be in the exact amount, as drivers carry no change. Fares shall be paid at the time of boarding.

Tickets are available for pre-purchase at a cost of \$10.00 for 10 one-way tickets. Two tickets will be used for each one-way trip. Tickets can be purchased at the Santa Fe Trails administrative office or via mail. Drivers cannot sell or deliver tickets. No reimbursement will be made for unused tickets.

Personal care attendants ride free with customers who require assistance while boarding, riding, or alighting from a vehicle. Customers must state the need for a personal care attendant on the ADA paratransit eligibility certification application.

Customers are guaranteed a seat for at least one accompanying guest. Additional guests will be scheduled on a space-available basis. Guests pay a fare of \$2.00 per one-way trip.

The fare for senior citizens is \$5.00 per one-way trip.

**D. Trip Purpose Restrictions**

Santa Fe Ride shall not impose restrictions or priorities based on trip purpose.



## **E. Hours and Days of Service**

Santa Fe Ride service shall be available throughout the same hours and days as the Santa Fe Trails fixed route service.

Currently, those days and hours are as follows:

Monday – Friday: 6:00 a.m. to 10:00 p.m.

Saturday: 8:00 a.m. to 8:00 p.m.

Sunday: 8:30 a.m. to 6:30 p.m.

Service is not offered on the following holidays:

New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day

## **F. Capacity Constraints**

Santa Fe Ride shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:

1. Restrictions on the number of trips an individual will be provided;
2. Waiting lists for access to the service; or
3. Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons. Such patterns or practices include, but are not limited to, the following:
  - a. Substantial numbers of significantly untimely pickups for initial or return trips;
  - b. Substantial numbers of trip denials or missed trips;
  - c. Substantial numbers of trips with excessive trip lengths.

Performance data will be collected and reported for the purpose of establishing whether capacity constraints exist. The Transit Advisory Board has established the following performance criteria for the purpose of making such a determination:

- Missed Trips - 99% of all trips scheduled will be provided as scheduled

- Late Pick-Ups - 90% of all pick-ups will be on time (within the 30-minute scheduling window)
- Late Drop-Offs - 90% of all drop-offs will be on time (at the time of the passenger's appointment or at the scheduled time of drop-off)
- Denials - No more than 2% of requests will be denied
- Ride Time - 99% of ride times will be one hour or less

## **PERFORMANCE CRITERIA FOR SERVICE BEYOND THE REQUIREMENTS OF DOT ADA**

The Transit Advisory Board has established the following performance criteria for demand response service that goes beyond the DOT ADA requirements:

- Late Pick-Ups – 92-95% of all pick-ups will be on time (within the 30-minute scheduling window)
- Late Drop-Offs – 92-95% of all drop-offs will be on time (at the time of the passenger's appointment or at the scheduled time of drop-off)
- Ride Time - 99% of ride times will be 45 minutes or less

## **HOW TO MAKE A RESERVATION**

### **Plan Ahead:**

For important trips, be sure to make your reservation as early as possible, up to 14 days in advance. The earlier you schedule your ride, the better opportunity to get your requested trip without negotiation. If your requested time is not available you may be offered a negotiated time of up to one hour before or after your request. If an available time within those guidelines is not workable for you, have an alternate plan for other transportation or for rescheduling at another time or day. Refusal of an available negotiated time is not considered a denial of service.

If your pick-up is at an apartment complex, nursing home, or adult program/day care center, it is the responsibility of the passenger to let the scheduler know if there are any special instructions needed, such as security gated entries, apartment building number, or multiple entries to large institutions. Otherwise Santa Fe Ride drivers will pick-up and drop-off at the main entrance or designated/predetermined locations. If the passenger fails to inform the

scheduler of special instructions and the trip is missed as a result, it will be recorded as a “no-show”.

**Plan Your Trip Carefully:**

Remember to allow for time spent picking up and dropping off other customers before reaching your destination and be prepared for the possibility of delays due to traffic or bad weather. For example, if you must be somewhere at 10:00 a.m., plan your pickup for 9:15 a.m. When scheduling a return trip, please consider any unexpected delays you may encounter. For example, if you expect to be ready at 3:00 p.m., please ask for a 3:15 p.m. return time. It is better to wait a few minutes than miss your scheduled ride. The Santa Fe Ride scheduler can help you determine the most efficient way to schedule your trip.

Allow ample time to finish appointments. This is needed so you will be ready to board the vehicle at your scheduled pick-up time. **Be aware of opening and closing times at your destination to avoid waiting outside the building before or after business hours.**

If you are going to a doctor’s office or other medical appointment, let the person who is making your medical appointment know you will be using Santa Fe Ride paratransit service. **Ask the appointment scheduler how much time should be allowed for the appointment;** this will help you to set your return time. Please allow enough time for your appointments. If you miss your ride home because you underestimated how long the appointment will take, the needs of other paratransit customers may not allow Santa Fe Ride to make a second trip for pick-up. In this case, you will need to find alternative transportation home. If Santa Fe Ride is able to return a second time, the needs of other customers may require that you wait additional time after you have completed your appointment. In this case, please be patient. **It is your responsibility to determine with your doctor how much time to allow for medical appointments.**

**To Schedule a Ride:**

Santa Fe Ride may be reached at (505) 473-4444, Monday – Friday, 7:00 a.m. to 7:00 p.m.; Saturday, 8:00 a.m. to 7:00 p.m.; and Sunday, 8:30 a.m. to 6:30 p.m. Calls on holidays will be taken by voicemail.

- 1) Reservations can be made for the next operating day and up to 14 days in advance. Requests for next-day service received after normal business hours will be accommodated as space is available.
- 2) Same day service may be provided if space is available. Customers may only request same day service at the time of need.
- 3) When making a reservation, please schedule a time for your return trip. Waiting until the last minute to schedule a return trip could result in a long wait.
- 4) Staff will try to accommodate changes made to a reservation after normal business hours the day before your trip, but there is no guarantee.

- 5) When making a reservation, please be ready to provide:
- Your name;
  - Your telephone number;
  - Your pick-up address;
  - The date on which you wish to ride;
  - The time at which you wish to be picked up (or, if you have an appointment, the time of your appointment);
  - Your drop-off address
  - The approximate time at which you wish to be picked up for your return trip;
  - Whether you use a wheelchair or other mobility device;

**NOTE: Santa Fe Ride will carry a wheelchair/mobility device and its user as long as the lift/ramp can accommodate the size and weight of the device and its user, and there is space for the device on the vehicle. Santa Fe Ride will NOT carry a wheelchair/mobility device if, in fact, the lift/ramp or vehicle is unable to accommodate the device and its user, consistent with legitimate safety requirements.**

- Whether a personal care attendant (PCA) will be riding with you. If you are registered with Santa Fe Ride as needing a PCA, he or she may accompany you at no additional cost; and
- Whether a companion will be riding with you. Companions are welcome to ride with you for the regular fare per person.

**NOTE: Personal care attendants and companions MUST have the same origin and destination as the customer they are accompanying.**

Santa Fe Ride requires you to reserve a space for your PCA or companion(s) when scheduling your reservation. If more than one person accompanying you is designated as your PCA, only one will be allowed to ride at no fare. To maximize space available, accommodations for more than one traveling companion are granted on a *space-available* basis and only if the transportation of additional persons will not result in a denial of service to ADA paratransit eligible individuals. Please remember, the request should be made when scheduling your reservation. To inquire about space availability, call Santa Fe Ride at (505) 473-4444.

### **Children:**

Certified users ages 18 and under are provided service free of charge. When an eligible child is traveling with an adult (who is serving as a PCA), no fare shall be paid for the child or the adult attendant. Children five (5) years of age or older are allowed to travel without an attendant given the child is capable of riding without assistance. Children accompanying a certified rider are considered

traveling companions and a space must be reserved for them when scheduling a trip.

An adult accompanying a child on Santa Fe Ride is responsible for the child. Drivers are not permitted to carry children on or off the vehicle. If you will need assistance with the child, please bring someone else along to assist you.

If the child is 5 years of age or younger, or weighs less than 40 pounds, Santa Fe Ride strongly recommends that the child be secured in a child safety seat. Santa Fe Ride does not provide safety seats for children, so you will need to bring your own.

**Use of Portable Oxygen:**

The Americans with Disabilities Act provides that transportation service must be provided to a rider who needs to bring along a supply of oxygen. **For safety reasons, the rider must maintain control of the oxygen bottle(s).** If the rider cannot transport the oxygen bottle(s) safely or maintain control of the bottle(s) on his/her own, then the rider shall provide a Personal Care Attendant to perform those functions.

**Service Animals:**

Service animals are permitted on Santa Fe Ride vehicles. You must indicate on your application that you use a service animal. Please fill out a description of the service animal such as type of animal, color, and the name of the service animal. Also when scheduling your trip, if you use a service animal, please let the scheduler know your service animal will be accompanying you on your trip. All service animals must be controlled by the customer or companion.

**Pets:**

Animals that are not service animals may ride on Santa Fe Ride only if they are properly secured in a pet carrier. For safety reasons, **drivers are not permitted to carry pet carriers on or off of the Santa Fe Ride vehicle.** If you need assistance with a pet, please arrange to travel with someone who can help you.

**Please Keep in Mind:**

It is our goal to provide the greatest number of customers with safe, prompt, efficient and friendly service. Therefore, we are unable to honor specific requests for the following:

- More than six-round trip requests per phone call.
- Specific drivers.
- Specific seats.
- A particular vehicle.
- Specific routes with certain customers.

## HOW TO RIDE

Both Santa Fe Trails and Santa Fe Ride vehicles are ADA compliant and are accessible by wheelchair/mobility device. Riding Santa Fe Ride is equivalent to riding the Santa Fe Trails fixed-route system in that there is a scheduled arrival time for the vehicle and you must be ready when the vehicle arrives. Also, there may be additional stops before reaching your destination.

### **Please remember:**

- Santa Fe Ride is an “origin to destination” service.
- Santa Fe Ride is a shared-ride service.
- The driver may not make unscheduled stops.
- If other customers get on or off the vehicle before your stop, you may need to temporarily move to accommodate these customers.
- No assistance will be provided beyond the entrance of your destination. If you require further assistance, a personal care attendant or companion should accompany you.
- You may ride from any origin in the Santa Fe Ride service area for any purpose as long as a reservation has been made.

The vehicle may arrive 15 minutes before or after your scheduled pick-up time. For example, if your pick-up time is scheduled for 8:00 a.m., the vehicle may arrive any time between 7:45 a.m. and 8:15 a.m. The vehicle will wait 5 minutes after arrival at the designated pick-up site. It is your responsibility to be available to board the vehicle during this pick-up window. You (and your PCA/companion) should meet the vehicle when it arrives.

If the vehicle is more than 15 minutes late for your scheduled time, please call Santa Fe Ride at (505) 473-4444 and a dispatcher will check the arrival time.

The driver is required to collect a fare or a Santa Fe Ride ticket from you and your companion prior to departure. Please have exact change or ticket ready. Checks, ATM or credit cards are not accepted. If your need for a personal care attendant has been registered with Santa Fe Ride, there is no charge for him or her. Non-payment of fares will result in a denial of your trip.

Eating, drinking (including consumption of alcohol), chewing tobacco, smoking, littering or listening to audio devices without earphones will not be permitted. Shirts and shoes (or equivalent) must be worn. Customers should refrain from engaging in inappropriate/distracting conversation with the driver.

## **DRIVER ASSISTANCE POLICY**

Drivers are not permitted to enter any home or go beyond the threshold of any building. Drivers are required to maintain visual contact with the vehicle at all times. Drivers may enter into the main lobby of a business for the exclusive purpose of notifying a customer that the vehicle is available for boarding, provided they are able to maintain line-of-sight contact with the vehicle at all times.

In locations where drivers cannot maintain line-of-sight with their vehicle and go to the door to notify customers of the arrival of their ride, customers may request telephone notification of the vehicle's arrival for that specific location. As this request may require special arrangements with third parties and is subject to review, please contact us at (505) 473-4444 to make the request.

Drivers are not permitted to maneuver a mobility device up or down stairs. Drivers are not permitted to physically lift customers. Drivers are not permitted to carry objects over 15 pounds. Drivers may assist with carrying up to five (5) grocery bags only. Customers needing more assistance than the drivers are allowed to provide are encouraged to make other arrangements for assistance at their pick-up and drop-off points. One personal care attendant is allowed to ride with customers as needed without charge.

## **WHAT TO DO IF YOU MUST CANCEL YOUR TRIP**

If you need to cancel a trip, call Santa Fe Ride at (505) 473-4444 at least two hours prior to the scheduled pick-up time. Failure to do so will result in you being assessed a "no-show."

## **WHAT TO DO IF YOU MISS YOUR TRIP**

If you miss your scheduled trip, you may be assessed a "no-show." Contact Santa Fe Ride at (505) 473-4444, Monday – Friday, 7:00 a.m. to 7:00 p.m.; Saturday, 8:00 a.m. to 7:00 p.m.; and Sunday, 8:30 a.m. to 6:30 p.m. to request a new trip to be scheduled on a same day, space available basis.

## **NO-SHOW AND LATE CANCELLATION POLICY**

Santa Fe Ride customers who establish a pattern or practice of "no-shows" or late cancellations may lose their riding privileges for a designated period of time.

**“No-show”** is defined as when a passenger does not cancel a scheduled trip and is unavailable at the agreed upon pick-up time window and location – and ALL of the following occur:

- The vehicle is at the correct pick-up location within the 30-minute window (no more than 15 minutes before or after the scheduled pick-up time);
- The vehicle has waited 5 minutes for the passenger;
- The driver has contacted the dispatcher to report a possible no-show;
- The dispatcher confirms the scheduled pick-up time and correct location with the driver; and
- The dispatcher has attempted to call the passenger at the telephone number of record.

**“Late cancellation”** is defined as when a passenger does not cancel a scheduled trip at least two (2) hours prior to the scheduled pick-up time.

Because no-shows and late cancellations may cause lost trips for other customers, it is necessary to enforce a no-show and late cancellation policy. This policy is as follows:

- Three (3) no-shows and/or late cancellations within any thirty (30) day period will result in a warning letter.
- Five (5) no-shows and/or late cancellations within any thirty (30) day period will trigger a review of the rider’s no-show and late cancellation frequency.
- Riders who are found to have a pattern or practice of abuse representing at least fifteen (15) percent of their total scheduled trips will be suspended from Santa Fe Ride service for a period of three (3) days.
- If subsequent reviews are triggered and reveal a continued pattern or practice of abuse, the rider will be suspended as follows:
  - Two (2) violations within one year – suspension for five (5) days.
  - Three (3) violations within one year – suspension for seven (7) days.
  - Four (4) violations within one year – suspension for ten (10) days.
  - Five (5) or more violations within one year – suspension for fifteen (15) days.
  - Six (6) or more violations within one year – suspension for seventeen (17) days.

Santa Fe Ride is committed to working with individuals to address the causes of no-shows and late cancellations so these persons can continue to use the service.

A no-show or late cancellation due to Santa Fe Ride error will not be counted. Likewise, a no-show or late cancellation due to circumstances beyond your control will not be counted, if you notify Santa Fe Ride at (505) 473-4444 during normal business hours. Documentation may be required. You may also contest



a no-show or late cancellation that has been assessed by contacting Santa Fe Ride at (505) 473-4444.

**NOTE: Santa Fe Ride will not cancel the return leg of any scheduled trip unless it has made contact with the rider to confirm that the return trip is not needed.**

## **EXCESSIVE CANCELLATION POLICY**

Even when a trip is cancelled at least two hours before the established pick-up time, a pattern of excessive cancellations causes the paratransit service to not be available at the time other customers desire service. The policy for excessive cancellations is as follows:

- Ten (10) cancellations within any thirty (30) day period will trigger a review of the rider's cancellation frequency.
- Riders who are found to have a pattern or practice of cancellations representing at least fifty (50) percent of their total scheduled trips will be suspended from Santa Fe Ride service for a period of three (3) days.
- If subsequent reviews are triggered and reveal a continued pattern or practice of cancellations, the rider will be suspended as follows:
  - Two (2) violations within one year – suspension for five (5) days.
  - Three (3) violations within one year – suspension for seven (7) days.
  - Four (4) violations within one year – suspension for ten (10) days.
  - Five (5) or more violations within one year – suspension for fifteen (15) days.
  - Six (6) or more violations within one year – suspension for seventeen (17) days.

## **ACTIONS RESULTING FROM NO-SHOW, LATE CANCELLATION, EXCESSIVE CANCELLATION**

You will be notified in writing before Santa Fe Ride takes any steps that may result in suspension of service. The letter will provide the following:

- Notification of how many no-shows, late or excessive cancellations have been assessed
- Details on the date, time and location of all scheduled pick-ups that resulted in a no-show or cancellation being assessed
- Explanation of how these violations impact the paratransit service and other customers
- Explanation of your pending loss of riding privileges

- Opportunity for you to contest the assessment of a no-show or late cancellation, or demonstrate that a no-show or late cancellation was due to circumstances beyond your control.
- Instructions on how to appeal the decision to suspend (see Appeals Procedures).

Santa Fe Ride will allow 15 days between the receipt of a notice of proposed suspension of service and the proposed date on which the suspension becomes effective.

There will be no loss of service while an appeal is in progress.

### **Incentive Program**

Santa Fe Ride customers shall be rewarded for good ridership by the following reward system. The program rewards customers that do not have a no-show or late cancel within a six month period.

A tier system for riders is developed to three distinctive tiers

- The Bronze Rider – A rider who utilizes the system at least an average of 1 trip per week with zero no-shows or late cancellations shall receive four complimentary \$1.00 ride coupons.
- The Silver Rider – A rider who utilizes the system at least an average of 3 trips per week with zero no-shows or late cancellations shall receive eight complimentary \$1.00 ride coupons.
- The Gold Rider - A rider who utilizes the system at least an average of 4 or more trips per week with zero no-shows or late cancellations shall receive twelve complimentary \$1.00 ride coupons.
- The no-show and late cancellations shall have the opportunity to appeal for reasons outside the control of the rider.

### **HOW TO COMMENT ON SANTA FE RIDE SERVICE**

We can only resolve problems if we are informed, so please do not hesitate to call. Should you have questions or complaints about service, please call Santa Fe Ride at (505) 473-4444.

## **SAFETY**

A customer may be subject to any reasonable accommodation requirement that will ensure the safety of themselves, other customers and drivers. For example, a customer may be required to ride with a personal care attendant if the passenger is unable to safely board a vehicle.

Please remain seated with your seat belt fastened at all times.

## **CUSTOMER CODE OF CONDUCT**

It is Santa Fe Ride's policy to provide the safest and most efficient service to our customers. Customers who abuse the following Code of Conduct guidelines can adversely affect the Santa Fe Ride program as a whole. For the safety and comfort of all customers, Santa Fe Ride has established these policies that address instances when a passenger's conduct may adversely affect others involved with the Santa Fe Ride program. The following identifies the Santa Fe Ride policy on customer misconduct.

- 1) **Electronic Equipment** – Customers may not operate any audio or visual equipment without headsets, or which infringes upon other passenger's safety or comfort, or impairs the driver's ability to transport customers safely.
- 2) **Hazardous Conduct** – Any act that creates the potential for injury or death to any customer, driver or the general public.
- 3) **Abusive Conduct** – Any abusive, offensive, or threatening act or behavior that affects the safety or security of the driver and/or the customers, or invades the privacy rights of others such as touching another person in a rude, insolent or angry manner. Sexual harassment, verbal or physical, will not be tolerated. Examples also include profanity, screaming, hitting, etc.

### **Consequences of Misconduct**

Due to the wide variety and severity of misconduct, Santa Fe Ride reserves the right to determine the consequences ranging from a warning to a suspension of service.

No rider that has been suspended shall lose his or her certificate of eligibility for paratransit services by reason of said suspension. Customers will be notified in writing before Santa Fe Ride takes any action. An eligible passenger whose service is to be suspended because of misconduct has a right to request a hearing through an appeals process (see Appeals Procedures).

## **Consequences of Unintentional Misconduct**

Any act that would qualify as misconduct, but is the direct and immediate act of the passenger's disability, such as abusive language that is the consequence of Tourette's syndrome, or socially unacceptable behavior brought on by a mental illness, shall be considered Unintentional Misconduct. Consequences of Unintentional Misconduct will be addressed as noted below after counseling with the passenger.

- 1) A passenger may be subject to any reasonable accommodation requirement that will ensure the safety of all customers and drivers.
  - a. A passenger may be required to ride with a personal care attendant.
  - b. A passenger may be required to attend training or receive additional counseling in proper transit conduct.
- 2) The accommodation requirement may last for a time period sufficient to allow the passenger to learn appropriate behavior.
- 3) The accommodation requirement may be permanent if the conduct is beyond the passenger's control.
- 4) If a passenger commits an act of misconduct that he or she has been trained to know is inappropriate, that act is considered intentional.

No rider whose access to paratransit service has been suspended for any reason shall lose his or her certificate of eligibility for paratransit services by reason of said suspension. Customers will be notified in writing before Santa Fe Ride takes any of these steps. An eligible passenger whose service is to be suspended because of misconduct has a right to request a hearing through an appeals process (see Appeals Procedures).

## **PUBLIC INVOLVEMENT**

### **A. Goal**

Santa Fe Ride is committed to providing on-going mechanisms to involve the public in decisions regarding its services, policies and procedures.

### **B. Transit Advisory Board**

The City of Santa Fe has created a Transit Advisory Board for the purpose of receiving on-going input from Santa Fe Ride customers. Board members are appointed by the Mayor and will include persons with disabilities and representatives of public and private organizations serving the needs of the disabled community. The Transit Advisory Board meets monthly.

### **C. Consumer Satisfaction Surveys**

Consumer satisfaction survey forms will be mailed at least bi-annually to all certified ADA complementary paratransit service passengers. These surveys will measure customer satisfaction with aspects of Santa Fe Ride services including prompt telephone answering, scheduler courtesy, ability to get requested pick-up time, timeliness of pick-ups and drop-offs, response time for return trip, amount of time traveling, courtesy of drivers, level of assistance by drivers, safety of service and general satisfaction with service. The results of these surveys will be compiled and reported to the Transit Advisory Board.

### **D. Public Hearings**

Public hearings will be held on an as-needed basis to obtain input from persons with disabilities on such topics as proposed service changes, proposed fare increases, and other similar topics. The Transit Advisory Board meetings may also serve as public hearings, if the item(s) are posted on the agenda in the usual manner.

### **E. Focus Groups**

Focus groups made up of persons with disabilities and representatives from agencies serving the needs of persons with disabilities will be held on an ad hoc basis to deal with specific service and policy issues that require in-depth discussion.

## **PUBLIC INFORMATION DISSEMINATION**

### **A. Goal**

Santa Fe Ride is committed to providing information about its services, policies and procedures to the public in accessible formats for persons with disabilities.

### **B. Accessible Formats**

All public information materials including, but not limited to, the ADA complementary paratransit brochure, certification forms, periodic service and/or fare change announcements, consumer satisfaction surveys and customer comment cards will be made available in accessible formats upon request.

Based upon input received from persons with disabilities, Santa Fe Ride will normally stock materials in large print. Braille and other formats requested will be provided within a reasonable period of time.

### **C. Media Promotions**

When doing media promotions, Santa Fe Ride will make special efforts to utilize the Radio Reading Service, a specialized radio-programming format designed for persons with visual disabilities.

## **ADA APPEALS COMMITTEE**

### **A. Goal**

The ADA Appeals Committee is committed to providing due process for any person with a disability who has been denied eligibility for ADA complementary paratransit service or who has been notified of a pending service termination or suspension.

### **B. Committee Composition**

The ADA Appeals Committee will be made up of three individuals from among the Transit Advisory Board, or eligible ADA complementary paratransit service customers, or a member of the Mayors Committee for Persons With Disabilities. A staff representative from Santa Fe Ride will serve as an 'ex officio' member of the committee, but will abstain from voting.

The Transit Advisory Board will appoint members of the ADA Appeals Committee.

### **C. Board Duties**

The ADA Appeals Committee will be responsible for meeting as needed to hear appeals filed by persons with disabilities who have been denied eligibility for ADA complementary paratransit service or who have been notified of a pending indefinite service suspension or suspension.

The Committee can render a decision based solely upon the information provided by the appellant and/or his/her representative or it can obtain any additional information needed to render a decision from professionals who have knowledge pertinent to the appellant's specific condition or circumstances.

The Committee will normally render a decision within 30 days of the date of the hearing.

## **APPEAL PROCEDURES**

Santa Fe Ride has adopted the following appeal procedures as the mechanism for resolving complaints relative to the ADA complementary paratransit services, policies and procedures. These procedures have been established to ensure prompt and equitable resolution of appeals of any person with a disability that has been denied eligibility for ADA complementary paratransit service. The same appeal procedure will be used for appeals filed by persons who have been notified of a pending indefinite service suspension or suspension.

### **Filing a Request for Hearing**

- A hearing to appeal a decision regarding eligibility or to suspend paratransit service will be held only after receipt of a written Request for Hearing to the Transit Operations Manager.
- Requests for Hearing must be in writing and must contain the name, address, and telephone number of the person(s) requesting the hearing (requester), and the name of the Santa Fe Ride service user if different from the requester.
- Requests shall be directed to Santa Fe Ride, P.O. Box 909, Santa Fe, NM 87504, ATTN: Request for Hearing
- Persons submitting a Request for Hearing are strongly encouraged to include a statement of the reason(s) why they believe the decision of non-eligibility or to suspend service is inappropriate.
- Requests for Hearings must be filed within sixty (60) calendar days after a person has received written notice of non-eligibility or suspension and will be deemed filed when received by Santa Fe Ride.

### **Responsibilities of Santa Fe Ride and Requester**

- The Transit Operations Manager will set the time and place of the hearing when the request is filed (received) and will notify the Requester.
- The time of the hearing will be within 30 days of the time the Request for Hearing was filed (excluding holidays).
- Hearings may be postponed or rescheduled only upon written request to the Transit Operations Manager and for good cause.
- A person requesting a hearing may waive personal appearance at the hearing and have the matter determined based on the record, but must do so by filing a written request with the Transit Operations Manager before the hearing.
- A person waiving personal appearance may submit to the Transit Operations Manager documents and other information to be included with the record and considered in deciding the appeal.

- If the Requester fails to appear at the hearing, and gives no prior notice, the Transit Operations Manager may make a determination based on the available evidence, as appropriate.

### **ADA Appeals Committee**

Appeals will be considered by an ADA Appeals Committee, appointed by the Transit Advisory Board and comprised of four (4) persons: a staff representative from Santa Fe Ride who was not involved in the original decision to deny eligibility that shall service as an 'ex officio' member of the committee, but will abstain from voting, three members of the Transit Advisory Board or a member of the Mayor's Committee for Persons with Disabilities.

### **Conduct of Hearings**

The manner of conducting hearings is under the direction, control and discretion of the Transit Operations Manager. These guidelines govern issues, evidence, and documents:

- The issues to be decided at the hearing are limited to those set forth in the notice of service suspension and the Request for Hearing.
- Evidence commonly relied upon by reasonable, prudent persons will be heard and considered. Specifically, this includes statements (oral and written), documents and copies of documents, official and business reports, and records not certified as such.
- Irrelevant, immaterial, redundant or unduly repetitious evidence will be excluded.
- A record of the hearing (electronic or otherwise) will be kept, as determined by the Transit Operations Manager.
- A verbatim transcript of the proceedings, if desired, must be provided and paid for by the Requester.

### **Decisions**

All decisions will be in writing. Decisions will be rendered at the conclusion of the hearing or as soon thereafter as a decision can be made. Within five (5) business days, the Transit Operations Manager will notify the Requester in writing of the decision and the reasons for the decision.

Requesters who are not satisfied with the decision of the ADA Appeals Committee may appeal, in writing, to the Transit Division Director within five (5) business days after receiving written notification of the ADA Appeals Committee decision. The Transit Division Director shall respond in writing within ten (10) days of receiving the appeal. The decision of the Transit Division Director shall be final.

### **General**



The Transit Operations Manager may modify or waive any of these rules in the interest of fairness or justice for good cause shown.

For persons appealing **eligibility denials**, no service will be provided during the period of time the appeal is being considered by the ADA Appeals Committee. However, if an appeal has not been decided within 30 days from the date the appeal is received by the Board, presumptive eligibility will apply and ADA complementary paratransit service will be provided until such time as the Board renders a decision.

For persons appealing **pending service terminations or suspensions**, service will continue to be provided during the entire period of time the ADA Appeals Committee is considering the appeal. The termination or suspension, if upheld, will not become effective until such time as the Board has rendered a final decision.

## EXHIBIT A – DEFINITION OF ADA PARATRANSIT ELIGIBLE

The U.S. Department of Transportation Americans With Disabilities Act of 1990 defines "ADA paratransit eligible" as:

1. Any individual with a disability who is unable, as the 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 individuals with disabilities.
2. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.
  - (i) An individual is eligible under this paragraph with respect to travel on an otherwise accessible route on which the boarding or disembarking location which the individual would use is one at which boarding or disembarking from the vehicle is precluded.
  - (ii) An individual using a wheelchair is eligible under this paragraph if the individual's wheelchair cannot be accommodated on an existing vehicle, even if that vehicle is accessible to other individuals with disabilities and their mobility wheelchairs.
3. 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.
  - (i) Only a specific impairment-related condition which prevents the individual from traveling to a boarding location or from a disembarking location is a basis for eligibility under this paragraph. A condition which makes traveling to a boarding location or from a disembarking location more difficult for a person with a specific impairment-related condition than for an individual who does not have the condition, but does not prevent the travel, is not a basis for eligibility under this paragraph.

(ii) Architectural barriers not under the control of the public entity providing fixed route service and environmental barriers (e.g., distance, terrain, weather) do not, standing alone, form a basis for eligibility under this paragraph. The interaction of such barriers with an individual's specific impairment-related condition may form a basis for eligibility under this paragraph, if the effect is to prevent the individual from traveling to a boarding location or from a disembarking location.

Generally the following four tests are applied when determining an applicant's eligibility:

1. Does the individual's disability prevent him/her from getting to and from a bus stop at the point of origin or destination?
2. Can the individual board, utilize and disembark the vehicle at the bus stop?
3. Can the individual recognize the destination and disembark the bus?
4. If the passenger's trip requires transfers, are the paths of travel between routes accessible and navigable by the individual?

**EXHIBIT B – SANTA FE RIDE SERVICE AREA**

(see map on next page)