



DETROIT

Paratransit

ADA Paratransit Guidebook — Revised June 2024

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DISCLAIMER

The information in this guide is subject to change.

An electronic copy of this document can be found online at Detroitmi.gov/DDOT.

REASONABLE MODIFICIATION POLICY

DDOT is committed to providing safe, reliable, courteous, accessible, and user-friendly services to its customers.

To ensure equality and fairness, DDOT is committed to making reasonable modifications to its policies, practices, and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Requests for modifications can be made by calling DDOT Administration at 313-316-2793.

ADA COORDINATOR CONTACT INFORMATION

Scharron Rambus – ADA Coordinator
Phone: 313-316-2793 TTY: 711
Fax: 313-833-1496
Email: DDOT-ADA@detroitmi.gov

INTRODUCTION

Thank you for your ridership with the Detroit Department of Transportation's paratransit service. Paratransit service allows access for those with functional limitations to have comparable travel accommodations as those who ride the fixed route bus.

The origin to destination, shared ride service is available to anyone who meet the criteria to ride. Our service providers are glad to provide transportation to appointments, shopping venues, sporting events, or any destination in the Detroit service area. We hope this guide proves to be a helpful resource for your paratransit questions or concerns.

Detroit Department of Transportation (DDOT) provides public transportation along the fixed route service lines in Detroit and neighboring communities. Occasionally, there are people who are not able to ride a fully accessible fixed route bus because of limited functional abilities.

In such cases, that person may be eligible for paratransit service. If it is determined that a rider is eligible for paratransit service, this guide outlines the policies of the service and procedures to follow.

Please read it carefully.

In the event the rider of the paratransit service is not able to read or process the policies and procedures in this guide, the rider is still required to follow the responsibilities outlined.

The caregiver or assistant of the eligible person may need to assume the responsibility of reading and understanding this information as well as making reservations and other arrangements for the rider.

Alternative formats of this guide are available upon request.

WHAT IS PARATRANSIT?

The Americans with Disabilities Act (ADA) was signed into federal law in 1990. It prohibits discrimination against persons with disabilities in the areas of employment, public services such as transit, public accommodations, private services, and telecommunications.

The ADA requires all public transit operators provide complementary paratransit to origins and destinations within three quarters of a mile on each side of each fixed route that are in service during that time of day (or day of the week) from the time the earliest routes begin service until the last routes end (FTA Circular 4710.1 §8.4.2). The ADA also requires transit operators to establish specific eligibility criteria for users of paratransit service.

PARATRANSIT ELIGIBILITY CRITERIA

Eligibility is based on the individual's functional ability to use the fixed route system. Eligibility is not based on the availability of other individuals, including personal care attendants, family, or friends who may be traveling with the passenger with a disability. The applicant, at the time of applying, meets one or more of the following criteria:

- Unable to independently board or exit an accessible DDOT fixed-route bus due to functional limitations caused by a disability.

(Note: All DDOT fixed-route vehicles are equipped with a lift or ramp)

- Unable to independently complete a trip on an accessible DDOT fixed-route bus, such as navigating a route or transfer points, due to functional limitations caused by a disability.
- Unable to travel to or from a bus stop because of a disability.

APPLICATION PROCESS

To determine eligibility for DDOT paratransit service, an applicant must fill out an application.

Applicants must submit a completed application, a completed professional verification form, and a copy of their valid state ID in order to be processed.

For the verification form, applicants are required to have the condition preventing them from independently using public fixed-route transportation verified by a licensed medical professional to make such determinations at the time of applying.

Eligibility determinations can take up to twenty-one (21) days from the time the application is received.

Please have the application and professional verification form filled out completely to avoid any delay in processing the application. Once an applicant is found eligible, they will receive a determination letter with an eligibility status and instructions on how to schedule their trips.

For questions about this process or to request an application, contact:

**Detroit Department of Transportation
Attn: Paratransit
100 Mack Avenue, Detroit, MI 48201
Office Number: 313-774-5555**

You can also find our applications online at [Detroitmi.gov/DDOT](https://detroitmi.gov/DDOT)

ELIGIBILITY CATEGORIES

The determination letter will identify the eligibility status of an applicant. The categories are as follows:

Unconditional Eligibility

Unconditional eligibility is given if boarding, riding, and/or deboarding a regular fully accessible bus is not possible without the help of another person. Unconditional eligibility may also be given if navigating directions needed to complete a trip without the help of another person is not possible due to functional limitations.

Conditional Eligibility

A rider may be given conditional eligibility if they are able to ride the regular fully accessible bus sometimes, but due to functional limitations, are not able to ride it at other times. The conditions under which a rider is eligible for paratransit service will be listed in the determination letter. If paratransit service is conditional upon certain weather-related conditions, a rider will have access to paratransit service when those conditions exist that affect their functional abilities.

Temporary Eligibility

Riders with a short-term illness or injury that prevents them from using a fixed-route bus are given temporary eligibility. Temporary eligibility typically lasts from one (1) to twelve (12) months. Riders with temporary eligibility will be assigned an expiration date as to when their eligibility expires. If service is needed beyond that date, riders will need to reapply.

Children as Eligible Riders

Children whose disability (as opposed to their age) would prevent them from using regular buses by themselves may be eligible for paratransit service. Very few children under the age of eight (8) meet this requirement. However, children under the age of eight (8) who are eligible must travel with a parent or a personal care attendant. Eligible children may be required to travel with a personal care attendant if the child is seriously disruptive or presents a safety hazard to themselves or others.

Visitors

Visitors to the Detroit area with disabilities are eligible to utilize paratransit service for up to twenty-one (21) days within one year. Visitors who have an apparent disability or whom have ADA paratransit eligibility from another transit agency may contact DDOT and provide proof of eligibility, such as a valid ADA paratransit ID card or a letter from the transit agency that certified the person's ADA paratransit eligibility. Visitors shall be provided the same level of service as eligible DDOT passengers and are subject to the same service policy requirements. Visitor eligibility shall be provided within one day of the initial request.

If visitors have not been certified as eligible by another public entity but claim they are ADA paratransit eligible, they may be granted “presumptive eligibility” and provided with twenty-one (21) days of paratransit service within one year. Visitors with presumptive eligibility may be requested to provide certain documentation, such as their place of residence and the nature of their disability, to DDOT.

The twenty-one (21) days of service that shall be provided to visitors will be calculated as any combination of twenty-one (21) days during any three hundred and sixty-five (365) day period beginning with the visitor’s first use of service. Visitors who require more than twenty-one (21) days of service within a three hundred and sixty-five (365) day period will be required to apply for local eligibility through the DDOT paratransit eligibility process.

ELIGIBILITY APPEALS PROCESS

If an applicant has been denied eligibility, the applicant can fill out the eligibility determination appeal request form to request the denial be reviewed by DDOT’s Eligibility Appeals Board. The applicant will send the form to the ADA Coordinator within sixty (60) days of receiving the letter of determination denying them eligibility.

Once the request has been received, a call will be placed to the applicant to discuss the reasons for the denial, and suggestions for information that could be helpful to the appeal. The applicant will be scheduled for the next available monthly Appeals Board meeting. A letter will be sent to the applicant informing them of the date and location of the meeting. Transportation will be provided if the applicant so requests. The applicant can either attend or not attend the hearing. However, the applicant must submit additional information that will support their claim of eligibility.

The Eligibility Appeals Board has complete jurisdiction for all denied paratransit eligibility decisions. The Appeals Board will hear the appeal within forty-five (45) days of receipt of the request for a hearing. The Chairperson will verify identity and information submitted with the application with the applicant. Each Board member will have an opportunity to ask questions and review any new information. The applicant likewise will be able to ask questions.

After the hearing, the Board will discuss whether or not the denial should be overturned. The ADA Coordinator will convey the decision of the Board via letter within three (3) business days of the meeting.

PARATRANSIT IDENTIFICATION CARD

For eligible riders, a paratransit identification card will be needed to access paratransit service. Instructions for obtaining an ID card will be provided with the determination letter.

RE-CERTIFICATION

Eligibility may be granted for up to three (3) years. Renewal applications should be submitted at least 30 days prior to the expiration date.

OVERVIEW OF SERVICE

Service Hours

DDOT's paratransit service is available during the same hours of operation as the fixed route bus. Reservations are available Monday through Saturday 8:00 AM to 4:00 PM.

Reservations for a trip can be made one (1) up to fourteen (14) days in advance.

Personal Care Attendants (PCA) & Guests

A rider may bring a Personal Care Attendant (PCA) to assist during the trip or destination(s). Additional passengers are considered guests. Guests are allowed to ride with an eligible rider as long as they are traveling to and from the same location(s). A rider must be approved for a PCA, and all riders can travel with one guest per one way trip under ADA regulations. A maximum of three (3) total passengers are allowed per trip.

PCAs and/or guests do not have to be eligible for the service. The rider will be asked if they are traveling with a PCA, guest(s), and/or a service animal when scheduling a trip.

Paratransit providers are not required to, and may not be able to, accommodate guests that are present at the time of pick-up if space was not reserved when scheduling a trip.

Fares

Fare for a one-way trip is:

Eligible Rider – \$2.50

Guests – \$2.50

PCAs – Free

Please have exact change as the drivers are not allowed to make change. Sometimes riders are given Free Fare Vouchers, these should be treated like cash.

Payment of the full fare for each one-way trip is required at the time of boarding. Paying for a round-trip is not allowed. It is the rider's responsibility to plan ahead and ensure they are able to cover the fare. **Riders unable to pay the full fare to ride will not be transported.**

Scheduling a Trip

Paratransit trips must be scheduled in advance.

Trip reservations are accepted until 4:00 PM the day prior to a requested trip date. Trip reservations can be made a maximum of fourteen (14) days in advance. All reservations, scheduling, cancellations, changes, and other trip requests are handled by DDOT.

To request a reservation, please call 313-774-5555.

Offices hours are Monday through Saturday 8:00 AM to 4:00 PM.

When making a trip reservation, be prepared to provide the customer service representative with the following information:

- First and last name
- Client ID (provided with determination letter)
- Updated address, contact phone number and any changes to the rider's account
- The day, date, and time to be picked up at the point of origin
- If the rider has an appointment, please provide the appointment time when scheduling.
- The pick-up address and details of the pick-up location. This is important if there are multiple entrances, a gated or secured community, or location where there are multiple people who may use paratransit service.
- The destination's exact address. Major intersections or common names are not acceptable. Advise the representative if the location is a residence or business.
- Details of the drop-off location. This is important if there are multiple entrances or buildings (i.e., hospital, medical facilities, shopping complex). Be advised that paratransit pick-up and drop-off locations may be limited to specific locations as outlined by the facility
- If a Personal Care Attendant (PCA), guest(s) and/or service animals will accompany the trip
- If PCAs and/or guests are children
- If the rider is traveling with a walker or other mobility aid
- If the wheelchair lift or ramp is required to board the vehicle
- The telephone number to be reached for a courtesy call or text (standard data rates apply)
- The time and location of pick-up for the return trip

Pick-Up Window

After the trip has been scheduled, the rider will be given a thirty (30) minute pick-up window in which the vehicle will arrive.

The window is fifteen (15) minutes before the pick-up time and fifteen (15) minutes after the pick-up time. For example, if the pick-up time is 8:00 AM, the vehicle will arrive anywhere within the 30-minute pick-up window between 7:45 AM to 8:15 AM.

The rider should be ready to board the vehicle at the beginning of the pick-up window.

Vehicle Arrival

When the vehicle arrives within the scheduled pick-up window, the driver can wait no more than five (5) minutes for the rider to board the vehicle.

If the rider is not ready to leave within five minutes of the vehicle's arrival, the driver will move on to their next pick-up and the rider will be marked as a no show for that trip. If a rider misses their trip, another vehicle may not be available to dispatch to that location; therefore, it is very important that riders are ready to board the vehicle when the pick-up window begins.

Asking the driver to wait for PCAs or guests, retrieving items, holding personal conversation, or any action that delays the onboarding of a vehicle is not acceptable.

If a vehicle arrives outside of the scheduled pick-up window, the rider should notify DDOT immediately. The representative will alert the rider where their ride is relative to their location and how much longer the rider can expect to wait. Once the vehicle has arrived and the rider still wishes to ride, they may enter the vehicle and proceed with their scheduled trip.

If the vehicle arrives, and the rider no longer wishes to ride (they have made other travel arrangements, has left the location, etc.), this shall be called a missed trip. Missed trips are not counted as no show violations against the rider.

Subscription Service

If a ride is needed to the same place, at the same time, at least once a week, subscription service may be a good option. This service allows a rider to schedule these rides with one call and be automatically placed on the schedule each week. Ask the customer service representative about this option when scheduling a trip. If a subscription service trip is scheduled, it is important to let DDOT know immediately if a ride is not needed on a particular day. This way adjustments can be made to the transportation providers' schedules in advance.

Trip Length

DDOT's paratransit service is a shared-ride service. Travel time can vary depending on the number of rides being accommodated. The standard of service is not intended to reflect that of a taxi service, which typically transports passengers directly to their destination. A paratransit trip should be comparable in length to an identical trip on the fixed route system, including the time necessary to travel to the bus stop, wait for the bus, actual riding time, transfers, and travel from the final stop to the person's ultimate destination. The number of rides per day are not limited; however, rides must be within the Detroit service area.

Sometimes extenuating circumstances do occur, creating exceptions over which DDOT has no control (traffic conditions, road construction, weather, vehicle breakdowns, etc.). Occasionally when this happens, some trips may exceed this standard.

Canceling or Changing Scheduled Trips

If a scheduled trip has to be cancelled, please contact DDOT at least two (2) hours ahead of the scheduled pick-up time. Otherwise, a rider will be charged with a no show. Destination changes are not permitted at the time of pick-up or while on board the vehicle.

Drivers are not permitted to make any changes to a scheduled trip.

If there are any changes to a scheduled trip (change in appointment time, appointment cancellation, running behind schedule, etc.), please contact DDOT as soon as possible.

Changes to a scheduled trip will be accommodated to the best of the availability of the transportation providers. However, there is no guarantee that changes can be accommodated.

DDOT will make every effort to ensure a rider is not stranded in the event of changes to a scheduled return trip (i.e., appointment running late). However, should a return trip be missed due to changes beyond the rider's control, it is their responsibility to call DDOT to reschedule a pick-up and remain at the location until a vehicle can be dispatched. Please be aware there may be additional time before another vehicle arrives as other vehicles are already scheduled to pick up other riders and may not be readily available to detour.

RIDER CONDUCT AND RESPONSIBILITIES

Rider Rules of Conduct

DDOT has a list of rules to ensure the safety of all riders and drivers. All riders, personal care attendants (PCAs), and any guests traveling shall observe the following Rules of Conduct:

- Riders are required to pay the driver upon boarding with the exact fare. (Drivers cannot make change.)
- Avoid distracting the driver and other passengers.
- Refrain from using profanity and obscene language.
- Smoking, eating, and drinking in the vehicle is prohibited. However, individuals with medical conditions requiring food to offset a serious medical reaction will be allowed to eat in emergency situations.
- Riders are prohibited from carrying weapons.
- Please refrain from loud conversations.
- Use headphones or earpieces when listening to any audio devices.
- Shirts and shoes must be worn at all times.
- Fighting, threatening to fight, and verbal abuse is prohibited.
- Vandalism and willful destruction of any transit provider's property may result in charges sought against the person or persons responsible.
- Riders are expected to maintain an acceptable level of personal hygiene.

- Baby strollers must be folded and stored to not block the aisle or cause injury to persons on the vehicle.
- Check for all personal belongings before exiting the vehicle.
- Riders are limited to three (3) grocery sized bags per individual and are responsible for carrying their own packages. Drivers are not required to carry any package(s).
- Hazardous or violent conduct or any act that creates the potential for injury or death to any customer, driver, or the general public is prohibited.

Safety Belts

Passengers must wear seat belts (for ambulatory passengers), or safety lap belts secured to the floor (for passengers in wheelchairs) at all times. Everyone is strongly encouraged to use a safety belt and remain seated while riding on any paratransit vehicle.

Traveling with Children

Riders shall alert the representative when scheduling a trip if he/she will be traveling with children. All rules applying to adult riders also apply to children. Children, eight (8) years of age and under are required by law to use a child safety seat, a booster seat, or other safety restraint system (unless over a height of 4ft. 9in.). An adult is responsible for providing such safety equipment and for securing it, and the child, in the paratransit vehicle.

For this reason, all children aged eight (8) and under are required to travel with an adult. DDOT is not responsible for the safety of the child safety seat or for its proper securement.

Parents or guardians must provide their own child safety seat and take it with them when they exit the vehicle. Transportation providers will not carry a child without a safety seat. Drivers are not permitted to lift or carry children nor help carry or install a child safety seat. The eligible rider must be able to manage the child by themselves or with the help of their personal care attendant.

Illness and Accidents

There are times where a rider may become ill or have an accident. Should it happen on board a paratransit vehicle, the rider should discretely notify the driver of the situation so that they can plan to get him/her home quickly and return the vehicle to a clean state.

However, consistent problems of this nature cannot be accepted as they are a public health concern. If a rider is found to have consistent incidents of being ill or incontinent, their rides may be suspended until steps can be taken to control the situation. Paratransit vehicles are not permitted to make stops along a scheduled route of travel to allow passengers to use a restroom. Please take the proper precautions prior to departure to ensure the rider will be able to make the entire trip without incident.

Service Animals

When scheduling a trip, advise the scheduler that a service animal will be riding.

A service animal is defined by the ADA as an animal that is individually trained to perform tasks for people with disabilities, such as guiding people who are blind or who have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks.

Service animals are working animals and not pets.

The work or task an animal has been trained to provide must be directly related to the person's disability. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA and are not permitted on paratransit vehicles. Be prepared to indicate if the animal is required because of a disability and what task the animal has been trained to perform. Service animals are not required to have special ID cards or harnesses but must be under the control of their owner at all times while in the vehicle. It cannot wander around at will and will be removed if showing signs of aggression (i.e., growling, snarling, or biting). Service animals must be housebroken. In the interest of safety for a rider and their service animal, the service animal shall be boarded via the passenger door and not the wheelchair lift. This is to keep from having their tails, paws, head, or equipment being injured by the lift mechanism.

Entering a Paratransit Vehicle with a Lift

Ambulatory passengers who have difficulty navigating stairs or boarding a vehicle may request to board the vehicle via a wheelchair lift. Note that vehicles with lifts are subject to availability.

Transporting Life Support Equipment

Riders may bring life support equipment on the vehicle as long as it does not violate laws or rules related to transportation of hazardous materials. The equipment must be small enough to fit into the paratransit vehicle and be managed by the rider or their personal care attendant (PCA). When calculating the amount of oxygen to travel with, please plan to include more than two (2) hours of travel time.

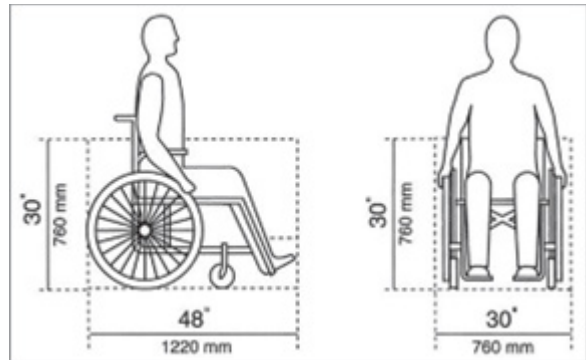
Life support equipment must remain out of the primary path of travel riders safely entering and exiting the vehicle. A compressed oxygen cylinder must be secured so it is not free to move when the vehicle is in motion. Portable oxygen concentrators are not considered hazardous a material and do not require the same level of special handling.

Wheelchair Size

Riders who use a wheelchair or scooter, must consider if it will fit on a paratransit vehicle. The recommended size of the chair or scooter does not exceed:

**Maximum Size:
48" inches long, 30" inches wide**

**Max Weight (Including occupant):
600 lbs.**



Many paratransit riders have chairs or scooters that exceed these dimensions for a variety of reasons. If a rider is using a chair or scooter that is larger than the above recommended size, it is considered oversized. If a rider has an oversized chair or scooter, he/she must notify the representative when scheduling their ride. DDOT will accommodate oversized chairs and scooters whenever possible.

If a wheelchair or scooter is power-driven, the driver may not assist in its operation and the rider is expected to maneuver it safely on and off the vehicle.

Wheelchair Securement

There are some wheelchairs that come with a restraint and riders may be more comfortable using it rather than the vehicle restraints. Most restraints built onto wheelchairs do not meet federal and international standards for vehicular travel. Occupant restraints built onto the wheelchair or provided by rider must be appropriate for vehicular travel.

If a rider has a three (3) or four (4) wheeled scooter, the driver may ask if the rider is able and willing to transfer to a regular seat. This is for the rider's protection as these devices are typically not constructed to withstand the rigors of being used as a seat in a passenger vehicle (especially in the case of a collision).

If a rider is unwilling or unable to comply with this request, he/she may be asked to disembark the vehicle or allow the driver to secure both the rider and scooter and continue with the ride.

Mobility Device Condition

For the safety and security of all passengers, please be sure that any wheelchair or other mobility device is properly maintained in accordance with the manufacturer's specification. Paratransit vendors may refuse to transport any mobility device that is not properly maintained and could pose a hazard to the rider, driver, or to the equipment.

Consequences of Rider Misconduct

Any misconduct by riders, personal care attendants and/or guests will not be tolerated on any paratransit vehicles. DDOT will take direct and fitting action in response to misconduct on the vehicles.

Conduct that is deemed illegal, hazardous, or violent will be addressed immediately, up to and including assistance from the police department, if necessary. All instances of misconduct shall be investigated by DDOT.

The severity of the misconduct may result in a permanent or temporary suspension of service. In some instances, a rider may be required to ride with another individual who can assist them. Based on the investigatory result of their misconduct, some riders may be subject to a reasonable adaptation that will ensure safety. This adaptation may last for a time period sufficient to allow the rider time to learn appropriate behavior or the adaptation may be permanent if the misconduct continues.

All riders who receive suspension of services due to misconduct may appeal their cases in writing to DDOT (see Appeal Process for Suspension of Paratransit Services section).

Abuse of Rider Privileges

If a rider is found to, intentionally or unintentionally, show a pattern or practice of abusing their rider privileges, they will be issued a warning. If they are found to continuously abuse their rider privileges, the rider will be suspended or removed from paratransit service.

Abuse of privileges include but is not limited to: scheduling trips outside of the service area, not updating client information, requesting unscheduled stops, not having exact fare, adding guests once transportation has arrived, being loud or abusive to the driver or other passengers, leaving trash in provider vehicles, eating in provider vehicles (except when medically necessary) and not following safety procedures. Suspensions are assessed on an individual basis and shall follow the same progressive scale as no show violations.

No Show and Cancellation Policy for Paratransit Services

A no show trip is defined as any uncompleted trip that is caused by the rider not being at the appointed pick-up location, within the scheduled pick-up window, ready to travel. This could be caused by any of the following:

- Driver's wait time exceeds five (5) minutes
- Rider cancels at the door
- Rider is not at the agreed upon pick-up location
- Rider fails to cancel two or more hours in advance of a scheduled trip
- Rider fails to cancel subsequent trips (i.e., A round trip is scheduled, a morning pick-up trip is canceled, but the afternoon return trip is not)

A late cancellation is defined when a rider cancels a trip less than two (2) hours before the scheduled pick-up window. All late cancelations shall be counted against the rider as a no-show violation.

All trips scheduled for the day will not be automatically cancelled when if a rider no shows or cancels an earlier trip. It is the rider's responsibility to cancel any subsequent trips they no longer need.

Example: A scheduled trip is cancelled at 9 AM. However, a 4 PM return trip is scheduled for the same day. The return trip is not automatically cancelled when the earlier trip is cancelled. The rider will be charged with a no show if they are not available to board the vehicle at the scheduled time.

DDOT and its paratransit vendors shall utilize its trip scheduling software to assess total no shows and late cancelations on a bi-weekly basis. Riders who have three (3) no show trips in a thirty (30) day period will receive a warning letter. Riders shall only be warned once, and the warning letter shall be kept on file for twelve (12) months. A rider who has collected five (5) no show trips or no shows fifteen percent (15%) of their scheduled trips in a thirty (30) day period (whichever is greater), will be subject to suspension of ridership privileges on a progressive scale. Each case will be assessed on an individual basis.

- First Suspension: seven (7) days.
- Second Suspension: fourteen (14) days.
- Third Suspension: twenty-one (21) days.
- Fourth and Subsequent suspensions: twenty-eight (28) days.

DDOT will provide the rider with a verbal (i.e., phone call) and written Notification of Suspension of Service. The dates of the no show violations will be cited, along with the effective beginning and ending dates of the suspension. Suspensions are kept on file for twelve (12) months. Trips cancelled for reasons that are beyond the rider's control will not be considered no shows. This includes missed trips due to sudden illness, family or personal emergency, transit delay, appointment delay, extreme weather conditions, operator error, provider lateness or other unforeseen reasons for which it is not possible to call to cancel two (2) or more hours in advance or take the trip as scheduled. A rider has the right to appeal a written Notification of Suspension of Service. The rider must notify DDOT, in writing or via email, of their intent to appeal a Notification of Suspension within ten (10) calendar days of the date of the notification letter.

The notice of appeal should be addressed:

**Notice of Appeal
Attn: ADA Coordinator
100 Mack Avenue, Detroit, MI 48201**

**or email
DDOT_appeals@detroitmi.gov**

Upon receiving a client's Notice of Appeal, DDOT will halt enforcing the effective suspension date provided on the Notification of Suspension, pending the outcome of the appeal process. If a rider chooses not to appeal a Notice of Suspension letter, the sanction will be imposed, beginning on the date stated on the notification letter.

Appeal Process for the Suspension of Paratransit Services

If a paratransit rider is suspended as a result of excessive no shows and late cancelations, exhibiting disruptive/abusive behavior, or exhibiting a pattern or practice of abuse of service, he/she has the right to appeal their suspension. Once the rider has received their suspension letter, they have ten (10) calendar days from the date of the letter to appeal the suspension.

The Eligibility Appeals Board will serve as the Suspension Appeals Board as needed. The Board will convene 7-10 days after receipt of the request. In accordance with FTA regulation 37.125 (h) (3), if a rider appeals their suspension, their ridership shall be stayed pending the outcome of the appeal.

A time and date will be determined and communicated to the Board and rider by the Regulatory Compliance Officer-ADA. The Board will be provided with a report on the accused behavior(s) of the rider. The rider will have an opportunity to bring other information or documents to the Board that support his/her claim that suspension is not warranted.

A determination of whether the suspension is upheld will be made at the end of the hearing. The rider will be notified of the decision via a letter. If the rider has not received a determination letter from the Board within 30 days of the hearing, the rider's privileges shall be reinstated until a final decision is made.

DRIVER CONDUCT AND RESPONSIBILITIES

Driver Training

Paratransit vendors provide training to all of its licensed and certified drivers. All drivers complete The Community Transportation Association of America's (CTAA) Passenger Service and Safety (PASS) Training Program. Vendors provide non-emergency medical transportation for all eligible riders, both ambulatory (not requiring a mobility device) and non-ambulatory (requiring the use of a mobility device).

All drivers must undergo a background screening that include: a criminal records check, substance abuse screening and testing, and a motor-vehicle license verification and record review.

Driver Rules of Conduct

Drivers are required to:

- Be courteous at all times.
- Maintain an acceptable level of personal hygiene.
- Collect the fare listed for the rider up front.
- Prominently display a DDOT issued ID badge.

- Transport only the riders assigned to them.
- Drivers must maintain a “line-of-sight” of the vehicle at all times for safety reasons.
- Maintain the assigned service schedule and contact the dispatcher if a pick-up assignment has to be adjusted.
- Provide reasonable assistance to riders entering or exiting the vehicle upon request.
- Operate the vehicle and lift in a safe manner and safely secure wheelchairs in the vehicle
- Refrain from using profanity in the presence of riders.
- Provide help to riders requesting “door-to-door” service when scheduled in advance or upon request at the time of the trip.

Drivers are NOT permitted to:

- Enter the residence of a rider.
- Wait for a rider to make an unscheduled stop to conduct business. (i.e., an ATM/Cash machine, pharmacy, or vending machine of any kind)
- Accept tips or gratuities. (including cash or gift cards)
- Perform errands for riders such as going into businesses to pick up prescriptions or groceries.
- Make changes in reservations or schedules.
- Secure child safety systems in the vehicle or children into such system
- Assist in the operation of a power-driven wheelchair. (Riders are expected to maneuver their wheelchair safely into and out of the vehicle)
- Text or talk on cell phones while the vehicle is in motion.
- Play the vehicle radio, or a personal listening device, while in service with passengers.
- Eat or drink in the vehicle while in service with passengers.
- Smoke in the vehicle. (At no time is smoking permitted inside of the vehicle)
- Carry packages into and out of the vehicle or to the door of the rider’s destination.

Driver Assistance

Paratransit service is designed to be a curb-to-curb service. Service beyond the curb will be determined on a case-by-case basis. Riders seeking assistance beyond the curb are encouraged to request door-to-door assistance when scheduling their ride.

- Drivers can offer ambulatory passengers a steady arm or other appropriate assistance upon entering and exiting the vehicle. Assistance up to the door of the destination will be accommodated for an eligible rider when the request is made when scheduling their ride or upon request.
- Drivers can aid wheelchair riders upon request with an ADA certified ramp at their residence or at a business.
- Drivers are prohibited from performing personal care assistance to any rider, such as assisting an individual with getting dressed, assisting riders up or down steps at residential or business facilities.

LOST AND FOUND

Please remember to collect all personal belongings when leaving any paratransit vehicle.

DDOT accepts no responsibility for personal items left on or in a vehicle.

In the event a personal item is left behind on a vehicle, please call 313-774-5555 and select option 4.

CUSTOMER SERVICE FEEDBACK

All feedback, commendations, or complaints are encouraged. Rider feedback allows DDOT to continue to provide stellar customer service and investigate areas that are of concern.

Feedback can be provided at the same number 313-774-5555, option 4, or email ddotcomments@detroitmi.gov

LOCAL ADVISORY COUNCIL & PUBLIC INVOLVEMENT

In accordance with Michigan Public Act 51 of 1951, DDOT's Local Advisory Council (LAC) reviews and comments on transit services for older adults and persons with disabilities. The LAC's quarterly public meetings are held virtually, and can be attended using the links found on the DDOT website or social media.

Virtually on Zoom

Meeting ID: 810-2578-9524

Link to join Webinar: <https://cityofdetroit.zoom.us/j/81025789524>

Call-In Phone Number: (312) 626-6799

Thank you for your ridership!



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Department of
Transportation**
Driving you forward.

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   @RideDDOT