



## Selkirks - Pend Oreille Transit Authority

31656 HWY 200, Box 8 Ponderay, ID 83852 (mailing address)  
31656 HWY 200, Suite 102 Ponderay, ID 83852 (physical address)  
208-263-3774

Dear Applicant:

Selkirks-Pend Oreille Transit (SPOT), in accordance with the Americans with Disabilities Act of 1990(ADA), provides para bus service or “curb to curb” service, origin to destination, to clients with ADA eligibility. These eligibility requirements must prevent the client from utilizing the fixed route public transportation that is provided in the area.

This application form assists in the determination of the applicant’s ability to use the fixed route public transportation and whether or not the applicant would require the use of the paratransit bus service. Per the ADA, complementary Paratransit is not intended to be a comprehensive system of transportation for individuals with disabilities. Like the regular route bus, this is a shared ride service, but unlike the regular route bus, rides must be scheduled at least 24 hours in advance.

Eligibility is determined by several factors:

1. Individuals’ ability to get to and from the bus stop in different weather conditions. (Such as ice and snow in the wintertime)
2. Individuals’ ability to board and exit the bus. All fixed route buses are lift equipped.
3. Individuals’ cognitive ability to navigate the fixed route bus system.

If your disability prevents you from taking the regular fixed route bus service, you may be eligible for paratransit bus service some or all the time.

- Having a disability does not by itself qualify you for paratransit eligibility,
- Eligibility is not a medical decision; the decision is based only on your functional ability to use the regular fixed route bus.
- Distance to bus stop, lack of bus service to an area, or lack of transportation are not used to determine eligibility.

Specific conditions may affect the driver’s ability to pick up in certain locations, in these cases rides may be cancelled or an alternate pick-up point established.

Selkirks-Pend Oreille Transit (SPOT), will determine your eligibility within 21 days after receiving your completed application and conducting a phone interview. If service is determined not to be granted, and you are not satisfied with the decision, you may appeal within 60 days of the contact for the phone interview. At that time, you may be asked for more information or to come into the office for an in-person assessment.

### **Service Area**

As required by the FTA, ADA paratransit service will be provided to persons who qualify under FTA regulations and who travel to or from locations within three-quarters (3/4) of any regular fixed route.

## **Application Steps**

- 1) Please fill out this application to the best of your ability. Please complete ALL applicable sections. You may have someone fill it out for you if needed.
- 2) Please review your application for accuracy.
- 3) Please sign and date the application. A signature is required before an application can be processed. Legal guardians must sign the application, if applicable.
- 4) Make a copy to keep for your records.
- 5) Send or hand carry your completed application to your health care professional.
  - a. Alert them to the fact that you are requesting Paratransit transportation services
  - b. Ask them to fill out their required sections then fax or email the entire application to SPOT.
- 6) For the Licensed Medical or Mental Health Professional Verification section, a licensed medical or mental health professional must complete the applicable sections.
  - a. Please complete and sign the application then return it directly to SPOT.

**Your application will not be considered complete until all requested information is provided to Selkirks - Pend Oreille Transit for evaluation. Thank you for your attention to this matter.**

## **GENERAL INFORMATION**

**Last Name:** \_\_\_\_\_

**First Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Daytime Phone:** \_\_\_\_\_

**Evening Phone:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

**Do you need future information provided to you in an accessible format?** \_\_\_\_\_

**Emergency Contact Person:**

**Name:** \_\_\_\_\_ **Relationship:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

## SECTION A- GENERAL INFORMATION ABOUT YOUR DISABILITY

1. What type or types of disabilities prevent you from using SPOT's fixed route bus service? Please check any that may apply:

- Physical disability
- Visual Impairment/Blindness
- Developmental Disability
- Brain injury
- Mental Illness
- Other

Please describe under which types of conditions your disability, or disabilities, prevent you from riding our lift equipped SPOT fixed route bus.

---

---

## SECTION B- INFORMATION FOR APPLICATIONS DUE TO VISION RELATED DISABILITIES OR DEFICITS. (If you have no vision deficit, you may skip this section)

Cause of vision loss/ Diagnosis: \_\_\_\_\_

Are you totally Blind?

- Yes
- No

My vision is worse during the following conditions

- Bright light
- Dimly lit or shaded areas
- Nighttime
- I see the same in different lighting conditions

My eye condition is considered to be:

- Stable
  - Degenerative
  - Other (Please explain) \_\_\_\_\_
- 

## SECTION C- MOBILITY AIDS

Most often I use the following mobility aids when I walk outside: Please check any that apply.

- Sighted person to guide
- Guide dog
- White cane
- Optical Devices
- None of the above
- Other

When I'm not sure of which way to go or when to cross a street , I am able to request and understand instructions or utilize assistance.

- Yes
- No
- Sometimes

**SECTION D- HEARING- My hearing is normal:**

- Yes
- No

Please describe what if any hearing aids are used at this time.

---

**SECTION D- INFORMATION FOR APPLICATIONS DUE TO PHYSICAL RELATED DISABILITIES/DEFICITS.**

Which of the following mobility aids or equipment do you use when you travel outside of your home? Check all that apply and indicate the percentage of time you use the aid. (Example: no aids-10%, support cane-90%)

- No aids \_\_\_\_\_%
- Motorized Wheelchair \_\_\_\_\_%
- Manual Wheelchair \_\_\_\_\_%
- Support cane \_\_\_\_\_%
- Walker \_\_\_\_\_%
- Motorized Scooter \_\_\_\_\_%
- White Cane \_\_\_\_\_%
- Crutches \_\_\_\_\_%

If you checked more than one box, explain where/how you use the aids. \_\_\_\_\_

---

**Do you use a Motorized wheelchair or scooter?**

- Yes
- No

If Yes, what make and model? \_\_\_\_\_

If you use a motorized wheelchair, Identify the impediments keeping you from using the SPOT fixed route bus \_\_\_\_\_

---

**If you use a manual wheelchair, can you self-propel?**

- Yes
- No

**How far? \_\_\_\_\_**

**Do up travel with portable oxygen?**

- Yes
- No

**Do you travel with a personal care assistant (PCA)?**

- Yes
- No

**How do you get to your destination now? (Check all that apply)**

- By bus
- Walk or use scooter
- Drive myself
- Taxi
- Social Service Agency
- Someone drives me
- Other: \_\_\_\_\_

## **SECTION E- WEATHER AND ENVIRONMENT**

**If the weather is good and there are no environmental barriers, how far can you travel outdoors using your mobility devices, if applicable.**

---

**Are there ways you are limited to use the bus system? (Check all that apply)**

- I cannot get places if there are no curb cut outs.
- I cannot cross busy streets and intersections
- I cannot travel outside when it is too hot or too cold due to my disability
- I cannot find my way at night because of vision disability
- I get confused and cannot find my way
- I probably could with bus travel training

**Please use this space to tell us anything else you would like us to know about your travel challenges and your ability to utilize the regular fixed route bus system.**

---

---

**SECTION F- INFORMATION ABOUT YOUR CURRENT USE OF SPOT BUS SERVICES**

**Do you currently use SPOT Bus service by yourself?**

- Yes
- No

**If yes, how often?** \_\_\_\_\_

**When was the last time you independently used SPOT fixed route service?**

---

**SECTION G- PLEASE LIST DESTINATIONS, FOR WHICH YOU USE, OR NEED PARATRANSIT BUS SERVICE AND HOW OFTEN YOU GO.**

**1) Destination and address** \_\_\_\_\_

**How often do you go?** \_\_\_\_\_

**How do you currently get there?** \_\_\_\_\_

**Reason unable to use the regular fixed route service** \_\_\_\_\_

**2) Destination and address** \_\_\_\_\_

**How often do you go?** \_\_\_\_\_

**How do you currently get there?** \_\_\_\_\_

**Reason unable to use the regular fixed route service** \_\_\_\_\_

**3) Destination and address** \_\_\_\_\_

**How often do you go?** \_\_\_\_\_

**How do you currently get there?** \_\_\_\_\_

**Reason unable to use the regular fixed route service** \_\_\_\_\_

# PARATRANSIT SERVICE APPLICANT AGREEMENT & AUTHORIZATION FOR RELEASE OF INFORMATION

By signing below, you authorize the release of verification information and any other information to Selkirks-Pend Oreille Transit Paratransit or its representatives needed to evaluate your eligibility to receive paratransit services.

Please be advised that SPOT Paratransit will only use your statements to determine your eligibility for Paratransit services as provided by law. The statements contained herein are material to SPOT Paratransit's determination.

Providing false information is punishable by fine or imprisonment (Idaho Code. Title 18 Section 18-5401 and 18-5409)

SPOT Paratransit services may share your eligibility determination with other transportation providers, on request, to facilitate travel in other bus services districts.

Documents used by SPOT Paratransit bus service regarding your service eligibility, with the exception of information provided by your medical professional, may be subject to public disclosure in response to a public records request. SPOT Paratransit bus service will attempt to notify you should there be a public records request for your eligibility documents.

**This form must be signed by the Applicant or by the individual who has designated power of attorney or is a legal guardian for the Applicant. If the Applicant is less than 18 years of age, a parent or legal guardian must sign this form. If the Applicant is over 18 years old and you are signing as a power of attorney or legal guardian, please include a copy of the authorizing document.**

hereby certify under the penalty of perjury under the law of the State of Idaho that the information provided on this application is true and correct.

Signature: \_\_\_\_\_ Date \_\_\_\_\_

- Applicant
- Designated Power of Attorney
- Legal Guardian

Printed Name \_\_\_\_\_

Phone \_\_\_\_\_

**APPLICANT PLEASE STOP HERE!**

APPLICANTS NAME: \_\_\_\_\_

### LICENSED MEDICAL OR MENTAL HEALTH PROFESSIONAL VERIFICATION

For the purposes of this application, licensed medical or mental professionals are limited to:

Please check one:

- Medical Doctor (MD or DO)
- Psychologist (Ph,D.)
- Optometrist or Ophthalmologist
- Physician's Assistant or ARNP
- Licensed Mental Health Professional
- Physical or Occupational Therapist
- MDS Nurse (from Skilled Nursing Facility Only)

**INSTRUCTIONS:** If the Applicant is your current patient or client, please answer the following questions. All health care information will be kept confidential.

Please note that Paratransit is a costly service and all of our SPOT public transit buses are free and equipped with wheelchair lifts. Please call (208) 263-3774 if you have any questions.

**Please write legibly so a determination can be made based on this information.**

Eligibility is determined by three factors.

1. Individual's ability to get to/from the bus stop in different weather conditions.
2. Individual's ability to board/exit the bus.
3. Individual's cognitive ability to navigate the regular bus system.

Operational issues are not used to determine eligibility, including:

- Age
- Distance to bus stop
- Lack of bus service
- Vulnerability
- Lack of transportation

1. Does your client have a physical or mental impairment that substantially limits one or more of the major life activities?

Yes

No

Which one?

In what ways?

---

2. In what ways do the client's physical or cognitive diagnoses make travel on a SPOT bus more difficult?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_



3. In what ways do the client's physical or cognitive diagnoses make travel on a SPOT bus impossible?

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

DIAGNOSIS/DISABILITY	DEGREE OF IMPAIRMENT	DATE OF ONSET
(NOT SYMPTOMS OR MEDICAL CODES)	(CIRCLE ONE)	IF KNOWN
	MILD MODERATE SEVERE	
	MILD MODERATE SEVERE	
	MILD MODERATE SEVERE	
	MILD MODERATE SEVERE	
	MILD MODERATE SEVERE	
	MILD MODERATE SEVERE	
	MILD MODERATE SEVERE	
	MILD MODERATE SEVERE	
	MILD MODERATE SEVERE	
	MILD MODERATE SEVERE	
	MILD MODERATE SEVERE	
	MILD MODERATE SEVERE	
	MILD MODERATE SEVERE	

4. Is the Applicant's need for Paratransit service temporary? For instance, until healed from a hip, back or knee surgery?

- Yes
- No      Until \_\_\_\_\_

5. Are any of the applicant's conditions episodic or variable in their severity? Some examples would include fatigue from dialysis or relapsing and remitting symptoms as in MS?

- Yes
- No      Provide details below:

\_\_\_\_\_

6. A majority of our applicants can use bus service for some of their trips, and all buses are lift equipped for ease of entrance. Under what circumstances do you believe that your client could use the regular bus service?

\_\_\_\_\_

\_\_\_\_\_

7. What forms of transportation is your client currently using?

---

---

8. How does your patient get from the parking lot to your office?

---

a. What aids do they use if any? \_\_\_\_\_

b. What is the distance your patient can ambulate in regard to your office visit?

---

c. Does your patient require a PCA for assistance?

Yes

No

9. If your client has a motorized wheelchair or scooter, what is your client's weight without the device? \_\_\_\_\_

10. If your client has a motorized wheelchair or scooter, what is the combined weight of your client and the mobility device? \_\_\_\_\_

I HERBY CERTIFY under penalty of perjury under the laws of the State of Idaho that the information provided on the Professional Verification portion of this application is true and correct. Please write legibly.

\_\_\_\_\_  
Licensed Professional's Signature          Printed Name

Date \_\_\_\_\_ Specialty \_\_\_\_\_

Medical Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone/Fax: \_\_\_\_\_

Return Application to: Selkirks Pend Oreille Transit (SPOT)

31656 Hwy 200 Box 8 Ponderay, ID 83852

Phone: (208) 263-3774 Fax: (208) 265-9390

## Paratransit Rider Guidelines

1. Ride requests need to be called in with a minimum of **1 day** in advance. We will group riders when possible so that everyone that needs a ride that day may be accommodated. You may have to be picked up 30-45 minutes before your appointment time to accommodate other riders.

2. **Hours of operation for rides:**

Our hours of operation are Monday through Friday 8:30 am to 3:00 pm. Other hours may be available upon request.

**Holidays:**

These are the Major Holidays that we do not operate:

Easter Sunday, Thanksgiving, and Christmas.

3. It is your responsibility to call the office at 208-263-3774 if you need to cancel a ride. If your appointment is taking longer than is scheduled, it is your responsibility to call the office or driver to inform us. If you fail to cancel a ride or show up for your return trip, you will be put on a no-show list. Passengers will be given a verbal warning after a first no-show. A second no-show will be followed with a written warning. A third no-show will constitute a three-month suspension. (You will be taken off the schedule for a period of 3 months). When the suspension is lifted, you are allowed only one no show, and thereafter you will be permanently taken off the schedule.
4. Drivers are not allowed to deviate from their pre-arranged trips. If you need a change made in your ride, please call the office at 208-263-3774. Do not tell the driver upon picking up.
5. We highly encourage passengers to wear their seat belts.
6. If the Driver deems it unsafe to transport a passenger for any reason, or if it creates an unsafe environment for the Driver, he/she has the right to refuse transport.



## **Selkirks - Pend Oreille Transit Authority**

31656 HWY 200, Box 8 Ponderay, ID 83852 (mailing address)

31656 HWY 200, Suite 102 Ponderay, ID 83852 (physical address)

**208-263-3774**

## **SPOT BUS USER(s) Policy**

**August 17, 2023**

**Approved: Selkirks-Pend Oreille Transit Authority Board**

**Donna Griffin, Executive Director**

## 1. TRANSIT AGENCY INFORMATION

Name: Selkirks-Pend Oreille Transit Authority  
Address: 31656 Hwy 200, Suite 102, Ponderay, ID 83852  
Phone: 208-263-3774

## 2. POLICY DEVELOPMENT, APPROVAL, AND UPDATES

Selkirks-Pend Oreille Transit	
Public Transportation System and Properties Policies Completion/Revision	
Approving Board:	Chairman Nancy Lewis, SPOT Board
	Date of Approval: ____/____/____

## 3. SERVICE AREAS AND PROPERTIES

In Sandpoint, Ponderay, Dover, Kootenai, Boundary County, regular route bus service consists of Fixed Routes, Green and Blue, Paratransit, and Demand service.

Fixed Routes-Blue route is available in Sandpoint, Ponderay, Dover, and Kootenai.

On Demand Paratransit service is available in Sandpoint, Ponderay, Dover, and Kootenai on a 24-hour prior call-in basis.

Demand Service is provided in Bonners Ferry locally 2 days a week, and to Sandpoint 2 days a week.

## 4. ACCESSIBILITY

Buses on both Fixed Route and Demand service are lift equipped and wheelchair accessible. Any person who is not able to climb steps may request to use the lift platform or ramp when boarding and alighting. Handrails are provided on both the lift device and the steps for stability. The seats closest to the front of the fixed route buses are reserved for persons with disabilities and the elderly.

If bus stops are inaccessible for those with disabilities, drivers have been directed to accommodate those riders by finding a safe, reasonable access point in the right of way where the lift can be deployed.

## **5. POLICY APPLICABILITY**

Policies referenced in this document apply to services and properties specific to Selkirks-Pend Oreille Transit.

## **6. SELKIRKS-PEND OREILLE TRANSIT HOURS OF SERVICE**

The Fixed route bus service provides service seven days a week, from 6:30 am until 6:30 pm. The Paratransit bus services are provided from 9:00AM - 3:00PM Monday through Friday. Alternative transportation may be contracted out to other agencies in the area that provide transportation before 9:00 am and after 3:00pm Monday through Friday, and weekends as needed.

### **HOLIDAY CLOSURES:**

Easter Sunday

Thanksgiving Day, Fourth Thursday of November

Christmas Day, December 25<sup>th</sup>

## **7. ROUTE INFORMATION FOR SELKIRKS-PEND OREILLE TRANSIT:**

- Online: [SPOTBUS.ORG](http://SPOTBUS.ORG)
- By Phone: 208-263-3774

Route schedules are available upon request in an accessible format. Persons with a hearing impairment may use the TTY number 711 to call for information.

Although this bus service is designed to encourage the use of public transportation as a means of commuting to work; everyone is welcome to ride the bus, which is environmentally friendly and wheelchair accessible.

## **8. TRAINED SERVICE ANIMALS – SELKIRKS PEND OREILLE TRANSIT**

Service animals are allowed on the public bus system and must have proof of current rabies tags.

Service animals must sit or lie at the owner's feet or be held in owner's lap and must not block aisles or occupy a seat. Companion animals, mental/emotional health animals and pets are not allowed.

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.167(d), transit entities are only required to allow service animals to accompany individuals with disabilities in vehicles and facilities. DOT ADA regulations at 49

**C.F.R. Section 37.3 define a service animal as an animal “individually trained to work or perform tasks for an individual with a disability.” Passengers must always maintain control of their service animal. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. You will be asked to leave your dog at home if: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken.**

**When there is a legitimate reason to ask that a service animal be removed, staff will offer the person with the disability the opportunity to obtain goods or services without the animal’s presence. If your service animal is out of control, they will not be allowed to board and will not be allowed on future rides.**

## **9. BICYCLES**

**Bike racks are located on buses (other than Paratransit buses), and can hold up to two bikes at one time. No bikes are allowed inside the bus. It is the passenger’s responsibility to secure the bike on the rack and to remove it immediately after departing the bus. Please return the rack to the folded position when finished. Please help us maintain racks and fasteners - do not slam or drop racks.**

## **10. CODE OF CONDUCT**

### **PROHIBITED ACTIONS/BEHAVIORS ON SELKIRKS-PEND ORIELLE TRANSIT PROPERTY, BUS SHELTERS, AND BUSES:**

**To ensure the safety and comfort of all riders and employees, the following is prohibited and may be grounds for being asked to leave the property, disembark the bus, suspension or termination of services, and/or being trespassed from SELKIRKS-PEND OREILLE TRANSIT property and/or bus shelters:**

#### **Prohibited:**

- **Engaging in any conduct prohibited by Idaho Law or City Code.**
- **Non-compliance with verbal or written instructions/directions issued by SPOT BUS staff.**
- **Making hostile, harassing, threatening or nuisance statements to SPOT Employees.**
- **Smoking or vaping on public transportation property or within 25 feet of the bus.**
- **Alcohol, intoxication or being under the influence of illegal substances.**
- **Sleeping, camping or storing personal property on benches and floors on or within SPOT Buses, Properties and/or Bus Shelters.**
- **Loitering or lying down.**
- **Littering, spitting, feet on sitting areas, or creating unsanitary conditions.**

- Loud or unreasonable noises, noise producing devices (headphones are allowed).
- Unruly behavior, fighting, swearing, name calling, or harassing/abusive language; this includes improper, suggestive, or sexual communication.
- Soliciting or unauthorized commercial activity, unlawful posting of materials.
- Flammable liquids, such as gasoline, kerosene, propane, etc.
- Dangerous or large items (car batteries, fireworks, furniture, trees, panes of glass, etc.).
- Operating or tampering with vehicle equipment or transit property.
- Obstructing or impeding the flow of SPOT Buses or passenger movement, hindering or preventing access to SPOT Buses or property, including causing unreasonable delays in boarding or alighting, blocking or partially blocking an aisle or stairway with a package or object, reclining in more than one seat, or in any way interfering with or seriously disrupting the provision or use of transit services.
- Leaving items or children unattended.
- Animals, other than trained service dogs, on buses.
- Failure to clean up after defecating animals is punishable by fine per City Code.
- Bike riding, skateboarding, rollerblading, on buses or near shelters.
- Entering SPOT Buses, Properties and/or Bus Shelters without wearing a shirt and shoes or failing to maintain a level of personal hygiene that is not offensive to other customers.
- Clothing soiled with bodily fluids.
- Open or uncovered sores or wounds
- Engaging in sexual activity with self or others while accessing or riding SPOT Buses, Properties and/or Bus Shelters.
- Committing any act which tends to create or incite, or creates or incites, an immediate breach of the peace, including, but not limited to (a) fighting, (b) racing, (c) obscene language or conduct tending to cause a breach of the peace, and (d) personally abusive epithets, or words or language of an offensive, disgusting or insulting nature, which epithets, words or language when addressed to the ordinary citizen are, as a matter of common knowledge, inherently likely to provoke a violent reaction of fear, anger or apprehension.
- Violating any federal, state, or municipal civil and criminal laws.

In addition to the above policies, the below policies are specific to riding on public transportation – NO:

- Standing before the bus comes to a complete stop.
- Distracting or inappropriate conversation with the driver.
- Inappropriate requests of the driver, including but not limited to requests to load or unload equipment, bicycles, groceries or other items on or off of the bus.
- Excessive carry-on items or packages in seats or aisles.
- Blocking of aisles (including feet, legs, arms).
- Bikes inside the vehicle.
- Strollers, that are not empty or folded prior to boarding or that block aisles or doorways.



- Cell phones on speaker or loud conversations that may distract the driver.
- Standing in front of the standee line, in doorways, or on the steps.
- Standing when open seats are available.
- Idle riding: Riders must have a destination and get off at that location.
- Eating, drinking, or open food and drink containers in vehicles

## **11. ENFORCEMENT**

**1. Removal and/or Exclusion from SPOT Buses, Properties and/or Bus Shelters.**  
Any Person engaging in prohibited conduct under the provisions herein may be refused entrance upon or ordered to leave SPOT Buses, Properties and/or Bus Shelters by SPOT Bus Staff or a commissioned law enforcement official. Failure to immediately comply with such a removal order may be grounds for prosecution for criminal trespass and/or unlawful transit conduct.

**2. Procedure for Administrative Exclusion.**

Except as provided in SPOT's Code of Conduct (*Immediate Refusal or Removal*), SPOT Employees shall not refuse service to anyone who has not been formally excluded from SPOT service pursuant to the application of SPOT's Code of Conduct or a court order.

**(a) Basis for Exclusion.** Engaging in prohibited conduct as defined herein shall be cause for excluding a Person from the privilege of entering and using all or any part of SPOT Buses, Properties and/or Bus Shelters for a period of time as determined by SPOT based on the conduct and circumstances leading to an exclusion.

**(b) Notice Procedure.** The SPOT Director, or his/her designee, shall give written notice by personal delivery or by mailing a copy by regular U.S. Mail addressed to the Person's last known address, to any Person to be excluded from SPOT Buses, Properties and/or Bus Shelters. The notice shall specify the reason for exclusion, places and duration of the exclusion, the effective date of the exclusion, the appeal process, and provide the Person an opportunity to respond in person, by telephone or in writing, to the proposed action within five (5) calendar days of actual or constructive receipt of the notice by the Person being excluded.

An exclusion shall commence on the sixth calendar day after actual or constructive receipt of the notice by the Person being excluded, unless the Person has timely requested an administrative review of the notice, in which case the SPOT Director, or his/her designee, shall review the exclusion and shall render a written decision determining whether exclusion is warranted within five (5) calendar days from the date of the Person's request for review. Such written decision shall be delivered personally to the requesting Person or delivered by mailing a copy by regular U.S. Mail, addressed to the Person's last known address.

If the SPOT Director, or his/her designee, determines that exclusion is warranted, such exclusion shall commence and be effective upon actual or constructive receipt of the written decision by the Person to be excluded.

- (c) *Constructive Notice.*** Receipt of a notice is construed to have been accomplished if the Person knew or reasonably should have known from the circumstances that he/she is excluded from SPOT Buses and Properties. Receipt of a notice is also presumed to have been accomplished three (3) calendar days after the notice has been placed in the U.S. Mail.
- (d) *Immediate Refusal or Removal.*** The notice procedure described in Section B 2(b), (c) above may be waived, if, in SPOT's discretion, immediate conditions exist that pose safety or security risks, interfere with or impinge on the rights of others, impede the free flow of the General Public, impede the orderly and efficient use of SPOT Buses, Properties and/or Bus Shelters, or otherwise interfere with or seriously disrupt SPOT's transit related activities. In such immediate conditions, Persons engaging in prohibited conduct under the provisions herein may be immediately reseated, refused transportation, or removed from SPOT Buses, Properties and/or Bus Shelters. The notice and administrative review provisions of Section B 2(b) shall not be available to a Person immediately refused transportation or removed from SPOT Buses, Properties and/or Bus Shelters for any period less than thirty (30) calendar days.
- (e) *Refusal to Comply.*** The refusal to immediately comply with an order excluding a Person from SPOT Buses, Properties and/or Bus Shelters shall be grounds for prosecution for criminal trespass.
- (f) *Length of Exclusion.*** The following suggested exclusion lengths are guidelines to be used by SPOT in determining the duration of a particular exclusion under the provisions herein. The actual exclusion period imposed may be shorter or longer depending on the circumstances of each case, and the circumstances that form the basis for determining the length of exclusion shall be stated in SPOT's written report(s) of the incident(s) leading to exclusion. Circumstances considered by SPOT in determining the length of exclusion may include, without limitation, the immediate incident, SPOT's documented history of prior incidents involving the excluded Person, SPOT security records, supervisor records and any other public records available to SPOT regarding the individual's conduct while using or accessing SPOT Buses, Properties and/or Bus Shelters.

**First Offense: 1-90 days**

**Second Offense: 91-180 days**

**Third Offense: 181-364 days**

**Each Subsequent Offense: 365 or more days**

- (g) Appeal Procedure.** The following appeal process shall be provided to any person excluded from SPOT Buses, Properties and/or Bus Shelters for a period of thirty (30) days or more. Not later than ten (10) calendar days after commencement of the exclusion, an excluded Person may appeal in writing to the SPOT Director or his/her designee, for de novo review of the exclusion. Commencement of the exclusion shall be defined as the date upon which the exclusion became effective and shall be determined by SPOT's official records. The appellant may request a hearing before the Board or may request review without a hearing based on a written statement setting forth the reasons why the exclusion is invalid or improper. If the excluded Person is unable to respond in written format, the SPOT Board will make reasonable accommodation to allow due process. If no hearing is requested, the SPOT Director or his/her designee, shall render a written decision within twenty (20) calendar days after receipt of the appeal.
- (h) Hearing.** If a hearing is requested before the Board, the hearing shall be held within twenty (20) calendar days after receipt of the appeal, and the Board shall issue a written decision within twenty (20) calendar days after the hearing. Exclusions shall not be stayed during the appeal process, unless the exclusion is for missing scheduled trips under Section A, 26 herein. If an appellant requires Public Transportation Services to attend the hearing, the appellant shall contact the SPOT Director or his/her designee, five (5) business days prior to the hearing date, and SPOT shall make arrangements to provide the necessary Public Transportation Services for the appellant.

## **12. SAFETY COMMUNICATION**

Safety is of the utmost importance at all times. Riders or members of the public who notice anything that can cause harm to another or property are asked to report the observance to SPOT staff. The shelters are designed to be a safe environment and transportation hub for everyone! If you see something, please say something to our staff. For a full copy of our Safety Plan, please contact the SPOT offices at 208-263-3774.

## **13. TRAVEL TRAINING**

SPOT staff can provide training to anyone who would like to access the regular route buses for transportation but is unsure how. Travel training is also available for persons approved for the Paratransit program. Training can also help seniors and persons with disabilities gain more independence by assisting them in accessing the freedom of the regular route bus service. Trainers familiarize you with how the system works and most importantly, how the system can work for your specific needs. If you are hesitant to ride the bus, travel training will give you the confidence you need to be comfortable and in control of your schedule. The

trainer will determine your needs and design an individualized training plan, including one-on-one instruction while actually riding the bus with you. If you are interested in Mobility Training, call 208-263-3774.

## **14. RIDING THE REGULAR ROUTE BUS**

### **PLAN YOUR TRIP**

Double Map App: SPOT has an easy to use app for smartphones that shows the routes, and you can even track your bus in real time:

<http://spotbus.org> for the app for Apple and Android users. Click on Live Map to get the current location of the bus on both green and blue routes.

## **15. FARES**

There is currently no fare for the regular route bus or the Paratransit program:

Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.121 require paratransit fares to be comparable to the fare for a trip between the same points on the regular fixed route transit system. “Comparable” is defined in DOT ADA regulations at 49 C.F.R. Section 37.131(c) as not more than twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day, on the entity’s fixed route system, exclusive of discounts.

## **16. AT THE BUS STOP**

Arrive at the bus stop a few minutes (we suggest five minutes) prior to the scheduled bus arrival.

Buses may occasionally run a few minutes late due to unavoidable traffic congestion, construction, or boarding delays; exact bus location information is available at <http://spotbus.org> and go to Live Map.

Check the electronic banner on the front of the bus to ensure it is the right bus. There are some locations where our routes overlap but you’ll want to make sure you are getting on the right bus route.

Be close to the bus stop sign. If it is not readily apparent to the bus driver that you are waiting for the bus, they may not stop to check. Stand on the sidewalk within a few feet of the sign...it’s also helpful if you are looking at the bus to signal that you are waiting for it to stop. If it is dark, it may be helpful to bring along a flashlight, so the driver is aware that you are there prior to pulling up to the bus stop.

Wait for other passengers to get off before you get on. Most of the drivers will signal to you when there are no more people getting off the bus.

If you need the lift, notify the driver.

## **17. RIDING THE BUS**

**Sit in a seat if there is one available, and/or hold on. Look for an open seat and sit in it. If you can't find one, stand somewhere that is as out of the way as possible, but you must stand behind the driver line, and not blocking the doors. Be sure to hold onto a pole so that you don't fall and hurt yourself or someone else once the bus starts moving.**

**Seniors and people who are disabled get priority of the seats that are located at the front of the bus. If a person who is elderly or disabled gets on the bus and you're sitting in the front, stand up and offer them your seat and move to a seat in the back.**

**Please minimize the amount of space you take up. We usually have enough seats for everyone, but seats taken up with your bags, purses, backpacks, jackets, and other personal items may have to be moved to your lap and floor between your feet if there are not enough seats for everyone.**

**When getting on the bus, advise the driver where you plan to get off. Pulling the signal cord will eventually be available, however, at this time you will be asked as you board what is your destination. Buses do not automatically stop at all bus stops unless they see someone waiting to get onboard, or unless someone has requested the stop and eventually passengers will be able to activate the stop request by pulling the signal cord. You only need to pull the signal cord once.**

**Wait until the bus is gone before crossing the street. Do NOT cross the street in front of the bus.**

**Shirt and shoes required.**

## **18. PARATRANSIT**

**SELKIRKS-PEND OREILLE TRANSIT ADA Paratransit service is curb-to-curb, origin to destination, accessible bus services.**

### **ADA PARATRANSIT**

**Americans with Disabilities (ADA) Paratransit bus service, which provides "origin-to-destination" curb-to-curb service for people with an ADA eligible, functional limitation that prevents them from using the regular route buses part, or all the time. Per the ADA, complementary Paratransit is not intended to be a comprehensive system of transportation for individuals with disabilities.**

**Like the regular route bus, this is a shared ride service, but unlike the regular route bus, rides must be scheduled in advance.**

**Selkirks-Pend Oreille Transit is committed to providing the best public transportation for the community that can be achieved, and, realizes that all persons should be afforded equal public transit opportunities.**

**It is not intended to be a comprehensive system of transportation that meets all the travel needs of persons with disabilities.**

## **ELIGIBILITY FOR SERVICE**

**SPOT fixed route buses are considered the primary mode of public transportation for everyone in our service area. However, in accordance with the Americans with Disabilities Act (ADA), SPOT and its partners together provide ADA Paratransit services.**

## **ADA PARATRANSIT**

**ADA Paratransit is a curb-to-curb, origin to destination, service for people determined to have a functional inability to use the wheelchair accessible regular route bus system as defined by FTA**

**Circular 4710.1.**

**If your disability prevents you from taking the regular route bus service, you may be eligible for paratransit bus service some or all of the time:**

- Having a disability does not by itself qualify you for Paratransit eligibility.**
- Eligibility is not a medical decision; the decision is based only on your functional ability to use the regular route bus.**
- Distance to bus stop, lack of bus service to an area, or lack of transportation are not qualifiers, nor used to determine eligibility.**

**Specific conditions may affect the driver's ability to pick up in certain locations, in these cases rides may be canceled or an alternate pick-up point established.**

## **20. TYPES OF SERVICE**

**1. The first level is for persons who qualify for ADA Unconditional (Full) service. This level of service allows customers to take the paratransit bus for all of their trips during our service hours and within our service area. This level is for those individuals who are unable under any circumstances to utilize the regular route bus system.**

**2. The second level is for persons who can take the regular route bus some of the time and require paratransit service at other times. This is called ADA Conditional service. It's tailored to each individual's abilities based upon the information provided in the application and/or the results of an in-person assessment. The letter notifying you of your eligibility will have an explanation of**

**the conditions under which you can use paratransit bus service. Abilities change over time and you can reapply for a new assessment at any time.**

**3. The third level of service is for people who have an ADA Temporary need for the service due to a catastrophic event. You will be advised that you are eligible up to a**

certain date. At that time we will ask that you reapply if you feel that your need is still valid.

## **21. APPLYING**

Persons wanting to become certified to use ADA Paratransit must complete the applicable application form and return it to:

### **SELKIRKS-PEND OREILLE TRANSIT**

**31656 Hwy 200, Box 8**

**Ponderay, ID 83852**

**Fax: 208-265-9390**

Applications are available by calling 208-263-3774, or by downloading the application from the website at [www.spotbus.org](http://www.spotbus.org).

## **22. DETERMINING ELIGIBILITY-ADA CLIENTS**

**SELKIRKS-PEND OREILLE TRANSIT, Paratransit will determine your eligibility within 21 days after receiving your completed application and conducting a phone interview assessment. If your determination has not been completed within 21 days of submittal of the application and your phone assessment, you will be granted presumptive eligibility commencing on the 22nd day, until the determination has been completed. You will be notified of the results of your application.**

**If you are not satisfied with the decision, you may appeal within 60 days of the date of the letter.**

### **APPEAL PROCESS**

**In accordance with 49 CFR 37.125:**

**(1) An appeal must be filed within 60 days of the denial of an individual's application.**

**(2) The process shall include an opportunity to be heard and to present information and arguments.**

**The appeal process shall be conducted by a person who was not involved with the initial decision to deny eligibility, and you will be given a written notification of the decision, and the reasons for it.**

## **ADA CLIENTS**

As required by the FTA, ADA Paratransit service will be provided to persons who qualify under FTA regulations and who travel to or from locations within three-quarters (3/4) of a mile of any regular route bus route.

### **23. BOOKING A RIDE**

Vehicle Driver/Operators do not make trip reservations, unauthorized stops, or destination changes.

Ride requests for ADA Paratransit may be made Monday through Friday from 7:30 a.m. to 3:30 p.m. You may also leave a voice mail requesting your ride at any time. Passenger calls may be received by a voicemail service when the scheduling personnel are assisting other clients or when the office is closed. Messages will be returned as soon as possible, and all calls are recorded. If you leave a message after hours, your call will be returned the next business day. If you reach the voice mail, please leave a message stating your name and phone number.

Passengers must provide the following information:

1. Exact pick-up location (including address, door, apartment number, building, etc.).
2. Exact destination location (including address, door, apartment number, building, etc.).
3. Date and desired pick-up time. Also state desired arrival time.
4. Return pick-up time, if return trip is desired.
5. If a Personal Care Attendant (PCA) and/or companion will be accompanying you.
6. Any mobility aids you will be using or other special instructions.

### **24. GETTING READY FOR YOUR TRIP**

It is your responsibility to be ready to leave at the scheduled time and place when the vehicle arrives. If you are not able to let yourself in/out of your home and/or cannot be left alone, be sure that another person is present to help you. Drivers do not provide personal care assistance and are not trained or authorized to render medical aid. Those who need such assistance, or need help in obtaining an attendant, should call a local disability agency or an independent living resource center.

Due to time constraints and to alleviate distress caused to other passengers, it is necessary to have a limited waiting period for the time a driver will wait on a passenger at the pick-up point. Drivers will wait five (5) minutes from the scheduled pick-up time. If the vehicle has been delayed past the scheduled pick-up time, the driver/operator will wait five (5) minutes from the actual arrival time. Passengers



who are not ready to board by this time or who are not at the designated location will be reported as a no-show and the vehicle will continue on with its route.

Passengers should be at a location where they can see or hear the vehicle when it arrives. Please be aware that there is a 30-minute window for arrival. This means that we have up to 30 minutes after your appointment time to arrive for pickup before being late. If requested, a specific means of indicating the vehicle has arrived will be pre-arranged for people with both hearing and visual impairments.

## **25. RETURN RIDES**

Requests for return rides should be placed when the original ride request is made, not at the time of drop off. When the desired return time is uncertain, for scheduling purposes and to secure your return, it is necessary for you to contact the office or the individual with whom you have the appointment to ask for an estimated completion time. Allow plenty of time to finish your appointment in order to meet the vehicle at the scheduled pick-up time.

## **26. TRIP NEGOTIATION TIME**

**ADA Paratransit:** When assigning your ride to a vehicle, the scheduler will make every effort to honor your requested time. When the exact time is not possible for scheduling, SPOT Paratransit will negotiate a scheduled pick up or drop off within a 1-hour window for each leg of the trip.

## **27. CANCELLATIONS**

To cancel a ride, you must call at least two hours prior to the scheduled pick-up time. Canceling in advance allows us the opportunity to redirect vehicles to other riders needing service and prevents a late cancellation or no-show violation.

Even when a trip is cancelled at least two hours before the established pick-up time, a pattern of a high percentage of cancellations can cause the paratransit service to not be available at the times other customers desire service.

Accordingly, this could result in a suspension of service, however, reasons for the cancellations and cancellations out of the rider's control will be taken into consideration.

To cancel a ride, call the Dispatch Office at 208-263-3774

- Speak to the person answering or leave a message on the voice mail.
- Give your name and telephone number.
- Give the date and time of the ride(s) to be canceled.
- Give the address of the pick-up and destination locations.

Please note: When leaving a message, please speak slowly and clearly into the phone.

**LATE CANCELLATIONS:** If you call to cancel within two (2) hours of the scheduled pick-up time, it is known as a late cancellation. When cancelling late, please state the reason for the cancellation. A pattern of a high percentage of late cancellations may result in suspension of service for a period of no more than one (1) week for the first offense, with subsequent offenses receiving successively longer periods up to a maximum of four (4) weeks.

## **28. NO-SHOWS**

A ride is considered a no-show when:

- A passenger does not show up at the designated location on time, or
- A passenger is not ready to board within the standard five (5) minute waiting time.

Return rides, if applicable, will be canceled. Please contact the office immediately if you want subsequent rides canceled. Rides missed due to circumstances beyond the passenger's control, for example an unexpected hospitalization or emergency, will not be classified as a no-show. A pattern of no-shows may result in suspension of service for a period of no more than one (1) week for the first offense, with subsequent offenses receiving successively longer periods up to a maximum of four (4) weeks.

## **29. LATE CANCELLATIONS AND NO-SHOWS OR CANCELLATIONS AT THE DOOR**

Selkirks-Pend Oreille Transit Paratransit is working hard to provide a quality shared-ride service. Space is very limited and no-shows and late cancellations are paid as though the ride was taken, while also costing other passengers opportunity to use that appointment time.

In order to be good stewards of taxpayer money, and as affirmed by regulation, we will identify and notify individuals who have more "late cancellations" (less than two hours' notice or notice made at the door) and/or "no-shows and cancellations" at the door than are allowed by Selkirks-Pend Oreille Transit policy. In addition to denying a time spot to another rider, a pattern of late cancellations and no-shows puts you at risk of suspension of service.

Please contact us in writing, in person, or by phone within 10 days to present any mitigating circumstances, such as a hospitalization etc., to prevent suspension.

The reason for the late cancellation, no show or cancellation at the door, if given, will be taken into consideration when assessing a suspension of service. A pattern of a high percentage of cancellations and no shows may put the rider at risk for a one (1) week suspension of service.

## **30. SUSPENSION OF SERVICE**

Records will be reviewed when a person has a pattern of late cancellations, no-shows, at the door cancellations, or any combination thereof. A written letter of intent to suspend will be sent and the individual will have 15 days to respond by phone or in writing to be heard and to present any pertinent information and/or argument. After the response time has passed, or after the response is made, the individual will be provided with a written notification of the decisions and the reasons for it. Errors made by SPOT will not count against a client.

Falsifying of an application, violence, sexual harassment, seriously disruptive, or illegal conduct toward passengers, staff, or driver/operators will result in an immediate suspension of service and possible criminal action. Suspension will begin immediately and will be followed up with a written letter detailing the reasons for the suspension. The individual will have 15 days to respond by phone or in writing to be heard and to present any pertinent information and/or argument. After the response time has passed, or after the response is made, the individual will be provided with a written notification of the decisions and the reasons for it.

### **31. APPEAL PROCEDURE**

Before suspension of service takes place, excluding abusive, sexual, or threatening behavior which requires immediate suspension, the passenger will be notified by mail of the intention to suspend service. Passengers who have been notified of the intention to suspend service may call, 208-263-3774, write Selkirks-Pend Oreille Transit Paratransit at 31656 Hwy 200 Box 8, Ponderay, ID 83852. If the decision to suspend service is upheld, you have the right to request an administrative review, in writing or alternative format, within 15 calendar days of the date of the warning or decision. While an appeal is active and under review, suspension will be stayed pending the appeal determination. The appeal decision will be final. Persons who do not appeal will have service suspended as noted in the letter of intent to suspend.

### **32. RENEWAL PROCESS**

Paratransit passengers: Thirty (30) or more days prior to expiration of eligibility, paratransit passengers will be sent an application for renewal of services. A one-month extension will be granted at the request of the rider if additional time for the application and reassessment process is required. Paratransit riders reapplying for service will be granted a one-month extension of service at their request if they are determined to be ineligible for continued paratransit transit services in order for them to make alternate travel arrangements.

### **33. ASSISTANCE**

#### **1. Origin to Destination – Curb-to-Curb Service:**

- Drivers will not lift passengers and/or wheelchairs.

- Drivers will not enter homes, stores, or nursing facilities. Passengers must be able to exit on their own or receive appropriate assistance from their personal care attendant.
- Drivers will not handle keys to lock or unlock doors, activate or de-activate house alarms, or use security codes.
- Drivers will not enter a business facility to look for passengers. Passengers must be ready at the door of the scheduled location when the vehicle arrives.
- Drivers will make reasonable accommodation to assist wheelchair passengers up or down outside ramps. Ramps must meet ADA specifications and be able to use safely. If ramps are not to ADA specifications, or if the driver is unable to navigate the ramp safely, the client may be required to meet the driver at the curb.
- The pathway to and from the bus must be safe and free of debris. If the driver or supervisor determines the pathway too dangerous, the driver will look for an alternative pathway that is safe and free of debris. If this is not possible, the ride will have to be re-scheduled and the site evaluated.

## **2. Passenger assistance is limited.**

- Drivers will not carry items such as grocery bags for passengers. Drivers will not hold or carry children or child carriers on or off the bus.
- Passengers are to find other assistance or make separate arrangements for delivery if there are more items than they can handle in one load or one trip to the vehicle; multiple loads or trips to and from the vehicle are prohibited. In addition, bags or packages must not be stowed in the walkways or seats. Drivers will not empty carts in order to transport.
- If a passenger has a need to transport an additional mobility aid along with them, prior notice must be given to the Paratransit provider.
- Passengers must maintain control of their motorized device, scooter or wheelchair, at all times. Drivers cannot operate the controls or push a motorized device without power.
- If a passenger falls, the driver cannot assist the passenger to his or her feet or wheelchair. If the passenger is unable to rise without assistance, a friend or family member should be called, or the driver will call dispatch and have an ambulance sent.
- If a passenger cannot be left alone at a stop, there must be someone to meet them, or a PCA to travel with them. Selkirks-Pend Oreille Transit will not be responsible for waiting with a passenger.
- If requested, reasonable accommodation will be made where possible. If reasonable accommodation is denied, an appeal may be made by writing Selkirks-Pend Oreille Transit, Paratransit at 31656 Hwy 200 Box 8, Ponderay, ID 83852, or by calling 208-263-3774.

## **34. OTHER ASSISTANCE INFORMATION**

Please be sure the address of your house, apartment, or building is posted and visible from the street to assist the driver in locating you. It is the passenger's responsibility to provide clear, concise location information. If a passenger cannot be left unattended at their destination, a staff or family member must be waiting to receive the passenger; the driver will not be responsible for waiting with the passenger.

### **35. PERSONAL CARE ATTENDANTS (PCAS)**

Personal Care Attendants (PCAs) may accompany a registered Paratransit rider. You must reserve space for your PCA(s) when scheduling your trip and they must have the same origin and destination as you.

### **36. COMPANIONS**

Guests are welcome to ride with you. Each Paratransit rider is allowed one guest per trip, additional guests may ride with you based on space availability. You must reserve space for your guest (including children) when scheduling your trip and they must have the same origin and destination as you do. Reservations must be made for all guests and escorts (including children) prior to the appointment.

### **37. CHILDREN**

A child 6 years of age or younger, or up to 4'9" inches, must be properly secured in a child safety restraint that meets the requirements of the Federal Motor Vehicle Safety Standard (FMVSS) No.213. Selkirks-Pend Oreille Transit Paratransit vans are not equipped with child seats, so you will need to bring one with you. You are responsible for securing the car seat and securing your child in the car seat. If you need assistance getting your child seated, please bring along someone to help you. The driver cannot transport children who are not safely seated and wearing a seat belt. You are responsible for your child during your trip.

### **38. USE OF SECUREMENTS AND SEAT BELTS**

Selkirks-Pend Oreille Transit Paratransit service require all wheelchairs and motorized scooters be secured when in any bus or contracted vehicle to prevent movement during normal trips, while making emergency stops or in order to avoid incidents. Lap and shoulder belts are available at wheelchair securement locations and SPOT suggests its riders use them for additional safety. Seat belts are available for ambulatory passengers.

Passengers are to remain seated and keep their mobility aid secured until the vehicle comes to a complete stop at their destination. It is the responsibility of the driver to attach and remove the securements. In addition, the driver is the only person who should be operating the lift device or any other device on the vehicle. Drivers are not permitted to operate or control a passenger's electric mobility aid.

**At a minimum, all common wheelchairs as defined by the ADA will be transported. The lift will accommodate most three and four-wheel mobility aids, such as scooters, manual and electric wheelchairs, if the mobility aid fits within the dimensions and weight capacity of the wheelchair lift/ramp and fit safely in the securement area. Lift capacity constraints will not be exceeded. Please make certain mobility aids are clean, safe, and in good working condition before traveling. All mobility aids must be free from clutter (clothing, bags, sacks, etc.) to allow for proper securement. Electric mobility aids must have power.**

### **39. ADA VISITORS**

**Individuals with a disability who do not reside in Selkirks-Pend Oreille Transit service area will be treated as eligible for paratransit service when they present documentation that they are ADA paratransit eligible, under the criteria of 49 C.F.R. 37.125, in the jurisdiction in which they reside, visitors whose disability is apparent who seek service in person, or who provide documentation of a disability that would qualify them for paratransit services. Visitors with a disability who cannot use the wheelchair accessible fixed-route buses will be presumed eligible for a period of 21 days per year. After 21 days, visitors will be required to complete a SPOT Paratransit application for ADA paratransit eligibility. ADA Visitor eligibility will be processed the same day the request is received.**

### **40. COMPLAINTS AND COMPLIMENTS**

**Selkirks-Pend Oreille Transit strives for excellence in customer service. Input from riders is the best way we can make sure your ride is a safe, positive, and easy experience. If you would like to lodge a complaint or share a compliment about our services, please contact us via one of the methods below.**

- By Phone: 208-263-3774**
- By e-mail: [spotbus.org](mailto:spotbus.org)**

**Selkirks-Pend Oreille Transit reserves the right to amend these rules as necessary to comply with regulations and as Selkirks-Pend Oreille Transit deems appropriate.**