

ST. MARY'S COUNTY GOVERNMENT
Department of Public Works & Transportation

TRANSPORTATION DIVISION St. Mary's Transit System (STS) ADA Service Compliance	POLICY NO: N/A
	APPROVAL DATE: JULY 1, 2007
ADA ADMINISTRATIVE GUIDELINES	REVISION DATE: 2.26.16 ,4.14.16, 5.9.2016, 8.31.2016

St. Mary's Transit System (STS) Mission Statement:

“To provide safe, dependable and cost effective transportation to our customers, and mobility to all residents.”

Paratransit Services:

In conformance with the Americans with Disabilities Act (ADA), St. Mary's Transit system (STS) offers a complimentary paratransit service to individuals with disabilities in St. Mary's County who cannot use the St. Mary's Transit System fixed public transportation routes. This service is known as ADA Paratransit Service.

This service has eligibility requirements and service perimeter characteristics (including fares, trip time restrictions, and reservation requirements). ADA service is an origin to designation service (Customers are picked up and dropped off at the curb unless assistance is requested) for certified individual.

How to Apply for ADA Paratransit Certification:

To register for ADA Paratransit Service, an application must be completed and approved by the STS Supervisor. Applications are available at the STS Office, 44829 St. Andrews Church Rd., California, MD 20619 or call for a request at 301-863-8400 x1120 or email to maryann.blankenship@stmarysmd.com or obtained from the STS web site at <http://www.stmarysmd.com/docs/ParatransitApplication.pdf>.

Paratransit Application Information:

Section 1 of the application requires general information on the applicant such as name, address, phone number, emergency contact (optional) and applicant/representative certification. Section 2 is part of the certification process which is required and includes a submittal of proof of disability. Section 3 is the required transportation service of the paratransit application and disability discount which requests the applicant's nature, extent, functional effect and duration of the disability. Section 4 is optional and is a request for professional verification of the applicant's disability.

If applying for a paratransit service and you have a permanent disability, verification of a permanent disability must be verified through one of the following;

- Current Social Security Supplemental Income verification (SSI or SSDI) ; or
- Veteran's Administration Disability Determination that stipulates there is a permanent disability; or
- Certification by a Health Care Professional that stipulates there is a permanent disability (Section 4 may be used for this purpose); or
- Acknowledged disabled by a different entity with explanation of verification may be permitted.

Once the completed application is submitted, the STS Supervisor will review and evaluated the application, make a determination of eligibility, determine the eligibility duration and send the applicant a written notice of eligibility, duration of eligibility and an ADA/STS card which will serve as an ADA Paratransit ID within 21 calendar days. The ADA fare cost is \$2.00 for a one way trip.

If you have been diagnosed with a temporary disability, you will need to renew your paratransit eligibility status prior to expiration date noted on the identification card you received from STS.

Service Characteristics: St. Mary's Transit System defines ADA Paratransit Service according to the following service characteristics;

1. Service Area. STS/ADA Paratransit Service transportation is provided within $\frac{3}{4}$ of a mile on either side of the fixed public route including pockets of land contained in those areas. The eligible ride is not dictated by the residency but by the origin of the destination and route guidelines.

2. Scheduling a Trip or Reservations. Customers can reserve transportation for next day service by 5:00 pm the day before. Normal business hours are 8:00 am to 5:00 pm Monday through Saturday. STS offices are closed on Sundays. A person may leave a message on Sunday by calling the STS office and leaving a voice mail for

a next day appointments on Monday. ADA services may make reservations up to 30 days in advance. ADA Paratransit Service does not operate on the following holidays: New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. For specific dates of these holidays during the current year, please contact STS at 301-863-8400 x1120 or x1121 or email sts.dispatchers@stmarysmd.com.

The response time regulation allows STS to negotiate trip times with eligible passengers up to one hour before and one hour after the requested time. For example, if a rider appointment and the passenger capacity is full at that time, STS can offer the rider a trip within one hour earlier or one hour later.

3. What Information a dispatcher/scheduler will need. When a certified applicant calls to schedule a trip, he/she must give the dispatcher/scheduler the following information:

- The fact that the person on the phone is scheduling an ADA trip.
- Person's name.
- Person's date on which they would like to make the trip.
- Where and when the person would like to be picked up from the origin to designation within $\frac{3}{4}$ mile of the public transportation routes.
- Where and when the person would like to be dropped off from the origin to designation within $\frac{3}{4}$ mile of the public transportation routes.
- The time the person wishes to return, if a return trip is needed or return pick up will be scheduled one hour and a half from appointment time.
- Is there any special assistance that is needed or other considerations.
- Whether or not an additional companion will be traveling with the person.
- The scheduler will provide the caller with an appointment confirmation number for use when calling to confirm, change or cancel an appointment.

4. Cancelling a Trip. If the person changes their mind or are unable to make a scheduled trip; please contact the STS office at 301-863-8400 x1120, or dispatchers.sts@stmarysmd.com with your appointment confirmation number, as soon as possible. Applicants must cancel their trips before the driver's arrival or the passenger will be charged for the trip. In addition, no shows will be billed for the transit service.

5. "No Show" policies (49CFR, 37.125(h)). This requirement applies only to complementary paratransit service provided by STS.

STS implements this provision when there is an individual that consistently misses their scheduled appointment; when this occurs, the paratransit service is

suspended for a reasonable period of time. STS will accept explanations if the reasons are beyond the individual's control; scheduling problems, late pickups and other operational problems must be considered beyond the rider's control. Passengers must call within an hour of their pick up for cancellations. Before service is suspended, the rider is notified in writing of the intent for STS to suspend service and the exact sanctions that will be imposed and the availability of an appeal with 21 days will be explained in the initial notice that is given. Individuals will be given the opportunity to be heard and to present information and arguments. The standard for measuring no-shows is: two or more no-shows within two weeks; the penalty is service will be suspended for a week.

6. Late Policy. In order to provide service to as many people as possible, it is essential that all passengers be ready at their scheduled time. Passengers who are not ready for the scheduled pickup time cause the driver to fall behind schedule and inconvenience other passengers. Therefore, there is a five (5) minute wait period beyond the scheduled time limit to the amount of time the STS bus will wait for a passenger.

7. Payment of Fares. Fares for complementary ADA Paratransit Service will not be more than twice the regular STS fare. The current price for an ADA trip is \$2.00 per one way trip. If the passenger's ADA eligibility card shows that they require a Personal Care Attendant (PCA), the PCA will not be charged a fare. The STS bus driver is responsible for collecting and must account for all fares in the transportation of passengers.

If a dispute arises concerning the payment of fares, the driver shall contact the dispatcher immediately and if necessary, request the assistance of the Supervisor. All fares shall be in exact denomination. The driver shall not make change for passengers, but may allow for deposit greater than the actual fare.

The schedulers shall notify the passenger at the time the reservations are made of the fare category for ADA and the expected trip fare based the trip. Fares can be cash or check for the provided service. All returned checks will be charged \$25.00 returned check fee.

8. Purchasing of Tickets. Sheets of (10) ADA Transportation Tickets at the cost of \$20.00 per sheet are available at the STS office or from the STS driver.

9. Restrictions. No trip restrictions may be imposed on the nature or the purpose of the complementary paratransit service, all trips must be made with $\frac{3}{4}$ of a mile of any public transportation route.

10. Hours and Days of Service. The ADA paratransit service is available the same service hours and routes as the public transportation routes, Monday through Saturday 6 am to 10 pm or other varied times in conjunction with the public routes

hours and days of operation and Sundays 6 am to 8 pm on the California/Great Mills route.

11. Capacity Constraints. There are no capacity constraints on the ADA routes. Eligible customers are not denied services for eligible trip requests. STS carries a “standing order” for ADA trip requests. Subscription trips are only allowed up to 50 percent of the total paratransit service capacity, to alleviate capacity constraints.

Eligibility:

St. Mary’s Transit System (STS) follows the guidelines of the ADA Paratransit Handbook: Implementing the Complementary Paratransit Service Requirements of the ADA of 1990 resource for ADA Paratransit. The ADA defines three (3) categories of eligible individuals:

1. Individuals who are unable to board, ride or disembark from a fully accessible vehicle as a result of their disability, including individuals with a mental or visual disability who cannot navigate the system (Although some customers may be trained to navigate parts of the system) and individuals with disabilities who cannot stand on a crowded bus when seats are not available.

2. Individuals who could use the service if a wheelchair or other mobility device/aids were available on the route they wished to ride. STS is 100% accessible with lifts that meet ADA specifications and are maintained in good working order.

3. Individuals who have specific impairment-related conditions that prevents them from traveling to and from a bus stop. This category is related to environmental conditions, including lack of curb cuts and other physical barriers, steep terrain, snow or ice temperature extremes, and severe air pollutions.

Those individuals who wish to apply for ADA certifications must complete a St. Mary’s Transit Application for paratransit transportation, which includes the ADA regulations and certification process. STS ensures that this service is provided without capacity constraints under mandated FTA law.

This service is limited to those individuals who meet the Federal Guidelines which allows STS to control the demand for this very costly service, which is funding constrained. (See attached STS Paratransit Application).

Other individuals (such as senior citizens) are provided another paratransit service throughout St. Mary’s County through the Statewide Specialized Transportation Assistance Program (SSTAP). This paratransit service provides transportation throughout the County for individuals with disabilities and senior

citizens to the nutrition sites, medical facilities and other visits. The hours and service areas are limited to mid-day Monday through Friday, throughout St. Mary's County. Mornings and afternoons are dedicated services to the nutrition sites.

Right to Appeal:

If a person is denied ADA transportation, the STS passengers have the right to appeal their eligibility denial. The denial is reviewed by the Transportation Manager. If the denial is upheld the applicant will be notified of the denial and the reason for the denial. If the applicant wishes to appeal, he or she may contact the Human Resources Office for St. Mary's County within 60 day of notification of denial. Contact Amber Herbert, ADA Coordinator, Department of Human Resources, P.O. Box 653, Leonardtown, MD 20650 or telephone 301-475-4200 x1100 or email amber.hebert@stmarysmd.com. See Appendices D & E.

Complaint Procedures:

The Transportation Supervisor will be responsible for responding and tracking ADA-related complaints, including the identification of responsible party and written documentation of complaints, dates, times and locations and their resolutions. Contact the STS Transportation Supervisor, P.O. Box 409, California, MD or call 301-863-8400 x 1123 or maryann.blankenship@stmarysmd.com to report any complaints or issues. See Appendices A & B. All ADA data collections for STS will be submitted to the Maryland Transit Administration on a quarterly basis.

Fixed Routes and Demand Response Vehicles:

Currently, St. Mary's Transit System (STS) operates twenty-one (21) Americans Disabilities Act (ADA) accessible vehicles in its fleet operations. All public routes, ADA routes, Statewide Special Transportation Assistance Program (SSTAP) routes are also serviced by these ADA accessible vehicles. Each vehicle is equipped with the minimum of two wheelchair positions and equipment, designated priority seating, stanchions and the public address systems. All STS buses are funded through Federal, State and local funding.

St. Mary's Transit System will assure that all routes are covered by ADA accessible vehicles. The bus drivers will be responsible for inspecting and cycling the wheelchair lift at their pre and post trip inspections. Department of Public Works & Transportation will perform preventive maintenance according to the manufacturer's specifications. All drivers are trained on proper wheelchair lift and securement usage. If a vehicle is removed from service due to an inoperative wheelchair lift, a spare vehicle will be used in its' place. In an unforeseen circumstance, a vehicle will not be

kept in service with the inoperable lift for a maximum of 5 days, (Regulation: five days in areas with populations of 50,000 or less.)

Use of the Lift:

Drivers will deploy the lift to allow passengers using wheel chairs or mobility devices/aids to board as well as upon request by other passengers who cannot board using stairs (such as customers with walkers and other mobility aids) due to their disability. **This includes permitting standees on the lift.** Person who not use wheelchairs, but wish to use the lift to board or de-board the vehicle must inform the dispatcher/scheduler when scheduling transportation appointments.

Passengers use a wide variety of non-traditional mobility devices, including scooters, wheelchairs with as many as six wheels, larger and heavier wheelchairs, and wheeled walkers. STS is obligated to accommodate them if, essentially, they fit on the vehicle and do not obstruct the aisle or pose a “direct threat” to the safety of others on the vehicle. Mobility aid is defined as belonging to any class of three or more-wheeled devices used indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. STS will carry the wheelchair user as long as the lift can accommodate the size and weight of the wheelchair and its user and there is space for the wheelchair on the vehicle. While not considered wheelchairs, US DOT indicates that in some cases Segways need to be accommodated.

STS passengers may enter the wheelchair lift either forwards or backwards.

STS will not refuse to permit a passenger who uses a lift to disembark from a vehicle, at any designated stop, unless the lift cannot be deployed, the lift will be damage if deployed or temporary conditions preclude the safe us of the stop by all passengers.

Wheelchair & Mobility Device Securement:

St. Mary’s Transit System requires wheelchairs to be secured on board the vehicle. All wheelchairs must be secured in the vehicle in the designated area. The driver will provide assistance in securing their wheelchair, three wheeled scooter or other mobility devices. In addition, it is STS policy that mobility devices are secured, and if the passenger refuses to permit his or her chair be secured; STS may deny service under this circumstance. STS requires that all wheelchairs are secured in a forward facing position.

However, in the event a passenger is willing to have his or her mobility device secured, but the device cannot be secured, the passenger will not be denied transportation because their device or scooter cannot be secured. However, if the

driver explains to the passenger that the mobility device is not able to be secured, STS may allow the passenger to make the choice as to whether or not ride.

For ADA compliance tracking purposes, STS drivers must document any instances when a passenger refuses to permit his or her wheelchair to be secured, as well as when securement of the passenger's wheelchair is not possible and whether or not the passenger's trip was provided. Document of the effort to work with the passenger to find a securement solution is helpful in the event of an accident in which the passenger's unsecured wheelchair results in an injury.

Seatbelts:

STS passengers on all routes are strongly encouraged to use the seatbelts in vehicles equipped with them, including wheelchair passengers. However, passengers are not required to use lap or shoulder harness seatbelts; it is their option or choice to use them. All vehicle-installed seatbelts for a passenger's wheelchair or scooter will be properly secured to the vehicle, to prevent the risk of injury to the passengers. For each wheelchair or mobility device/aid, a securement device is provided; a passenger seatbelt and shoulder harness will be provided for wheelchair or mobility aid users, if desired. Seat belts and shoulder harnesses shall not be used in lieu of a device which secures the wheelchair or mobility aid itself.

Child Safety Seats:

STS recommends all children less than 6 years of age or weigh less than 40 pounds should be secured in a child safety seat. Passengers must provide the safety seat and secure the safety seat in the bus.

Passenger Assistance:

As necessary or upon request, the driver or other St. Mary's County Personnel may assist customers in using the lift or ramp to enter the vehicle and in using the securement equipment. All drivers and their supervisor are trained in the proper use of the equipment as well as sensitivity towards individuals with disabilities. STS drivers may provide passenger assistance techniques and will provide passenger assistance if requested in boarding or disembarking the vehicle, such as guiding the passenger to the bus, lending a steady arm for balance in boarding the vehicle, finding a seat or securing a wheelchair.

Drivers will not enter passenger's home. For safety and protection of both drivers and passengers, it is against our policy to provide this type of assistance.

Drivers will not provide assistance that involves bearing weight, including lifting or carrying passengers. The driver may refuse service if the passenger cannot

safely travel to and from the vehicle without the driver lifting or carrying the passenger. Individuals who need extensive assistance in traveling should arrange for a Personal Care Attendant to accompany and assist them. ADA paratransit does not provide Personal Care Attendants.

Service Animals:

All service animals are permitted to accompany individuals with disabilities on STS vehicles. Service animal is defined animal as “any guide dog, signal dog, or other animal individually trained to work or perform task for an individual with a disability.”¹ STS may ask if an animal is a service animal or ask what task the animal has been trained to perform, but will not ask for a special ID card or harnesses for the animal or ask about the person’s disability. The passenger is responsible for controlling and maintaining the service animal so that it does not jeopardize in any way another person’s trip. The driver shall not be responsible for handling a service animal. Any service animal that displays vicious behavior towards other passengers may be excluded.

Portable Oxygen:

Individuals with disabilities are permitted to travel with a respirator or portable oxygen supply. The driver will ensure that the equipment is properly secured to prevent any disconnections. Information about the use of this equipment must be provided to the dispatcher when scheduling services.

Carry-On Packages:

Passengers must be able to carry on all packages, in one entry while boarding the bus, drivers do not assist. Passengers shall always be in control of packages and parcels in a way that will not jeopardize any passenger’s trip or passengers and packages may not take up seating space. However STS drivers may deploy the lift if needed for standees, small carts, or bikes.

Information in Accessible Formats:

Transportation information is available to individuals with disabilities in formats, (i.e. audio or large print formats for individuals with vision impairments) at 301863-8400 x1120 or x1121. Please call the following number for the Telecommunications Device for the Deaf (TDD) Services at 1-800-735-2258. The Transportation Specialists are instructed to address this service when needed.

¹ Facts about Service Animals & Transportation, Easter Seals Project Action

Making Reasonable Accommodations:

Reasonable accommodations for passengers may be used to avoid discrimination on the basis of disability unless STS can demonstrate that the making of the modification would fundamentally alter the nature of the service, program or activity. For example, STS has a no eating or drinking on the bus, however the modification in the policy would allow an individual who has a medical condition who needs to eat on a particular schedule.

Bus Stop Accessibility:

All designated bus stops are ADA accessible and are addressed with a firm, stable, level landing surface at least eight feet deep (measured from the curb perpendicular to the street) and five feet wide (measured along the curb parallel to the street), mostly at shopping centers or medical facilities. All bus stops include accessible pedestrian connections (including sidewalks and curb cuts) between bus stop and nearby destinations are essential for full customer access. STS also address rural areas, where the driver will establish firm stable level landing surfaces for accessibility. New ADA bus stop signage will be available in the near future. Therefore, flag stops will be eliminated in some areas in St. Mary's County and those areas will be assigned a designated bus stop.

Interior Stop Announcements:

All STS bus drivers are required to make stop announcements on STS Public routes to help orient individuals with visual impairments and other disabilities as to their location along the route. All announcements will be made such as regular bus stops, transfer points, major designations and stop requests on the STS Public Transportation Brochure.

Travel Training:

STS has travel training available upon request. The Transportation Specialist/Trainer will travel and explain the routes: fares, transfers and driver's responsibility to the traveler, review the brochure and the bus rider's responsibility. We encourage passengers to use the public transportation routes and we assure the passengers that the drivers will assist them with their destinations.

Planning Requirements:

When a fixed route public transportation service is changed or a new route is established, complementary Paratransit Services are reviewed to ensure individuals with disabilities who are unable to use the new or revised fixed route public transportation service are properly served.

Personal Care Attendants (PCA) & Companion Riders:

A personal care attendant (PCA) is a designated or employed individual to help the eligible ADA rider meet his or her personal need, who always rides with the ADA paratransit eligible individual. In Section 3 of the STS's certification application the eligible individual should indicate whether he or she will travel with one (1) PCA. There is no fare for a personal care attendant (PCA).

When an ADA passenger travels with a PCA, the individual may still bring a companion and additional individuals. These passengers will be provided transportation service also, if seating space is available. The fare is the same as the ADA passenger (\$2.00 for ADA) for a one way trip.

Rules on the Bus-Service Refusal:

Service can only be refused if a rider engages in violent, seriously disruptive or illegal conduct. Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other passengers or employees. In keeping with concept of comparability, fixed route and paratransit policies in this area should be consistent.

Also, transportation may be refused or suspended or a personal care attendant may be required when the passenger:

- Impacts the quality of life for another passenger.
- Requires direct medical attention to prevent the spread of communicable disease.
- Requires direct medical attention for open wound or unsupported injuries.
- Is repeatedly incontinent.
- Is repetitively not prepared or available when the vehicle arrives for pick up.
- Requires assistance after disembarking or cannot be left alone at the drop off location. A caregiver, PCA or family member will make that determination.
- Drivers shall exercise discretion to allow a passenger to board when he/she is intoxicated but appears capable of caring for him/her and is neither aggressive nor likely to annoy or assault other passengers. If the passenger does not meet these criteria, the driver should notify the Dispatcher or Supervisor and may be refused transportation. Once aboard, the driver will not move the vehicle until the passenger is seated.

- If the passenger is too intoxicated to be seated or to exit safely, the driver notifies the Dispatcher for assistance.
- STS has the right and responsibility to eject a passenger who is objectionable, offensive, dangerous or annoying others.
 - An objectionable person may be one who is unruly or boisterous or may interfere with STS business or disrupt the bus schedule.
 - An offensive person may be one who consistently uses vulgar or insulting language or one who causes discomfort to other passengers.
 - A dangerous person is one whose conduct creates a hazard to the safe operations of the vehicle or who poses a risk to the safety of the Driver or other passengers.
 - An annoying person is one who, through his/her own fault, fails to comply with the reasonable rules or regulations or one whose conditions or conduct creates a reasonable anticipation of annoyance or disturbance.
 - The right or responsibility is not affected by the fact that the passenger has paid a fare or that another passenger has promised to look after them. Drivers should notify the Dispatcher ahead of time for permission if a removal becomes necessary. The driver will request, not demand that the passenger leave. The Driver is not to place himself/herself in danger. The STS driver is to notify the dispatcher if any action has taken place. At the first indication of possible violence between passengers, the Driver is to notify the Dispatcher.

Health and Cleanliness Standards:

STS passengers are expected to maintain cleanliness and health standards that do not jeopardize the health of bus drivers, supervisors, themselves or other passengers. If passengers are unable to comply with those standards the Drivers shall notify the Dispatcher and complete an incident report: that report shall be referred to a responsible health and/or welfare agency for assistance in compliance. Certain restrictions may apply to those passengers who may require a personal attendant based upon their medical or other conditions.

- Contagious diseases
- Open wounds
- Incontinence
- Communicable diseases
- Foul Odor

Passenger Preparation:

STS passengers are responsible for preparation for their trips. For reserved or recurring trips, the passenger should be prepared to board the vehicle 10 minutes prior for their scheduled pick up time, which is scheduled with STS.

Drivers will not accept responsibility for delivering unaccompanied children less than 12 years to any point on a route. Drivers are to notify dispatchers immediately for assistance if this action occurs.

Coordination with ADA Paratransit:

STS coordinates transportation with the Department on Aging & Human Services, St. Mary's Health Department, Social Services and a variety of Mental Health services providing ADA and SSTAP transportation. The routes are user friendly and accommodate a variety of persons with disabilities throughout the County.

SSTAP- Another Paratransit Service – Demand-Response Transportation:

SSTAP, **Statewide Specialized Transportation Assistance Program** is available for senior citizens and individuals with disabilities in St. Mary's County beyond $\frac{3}{4}$ of a mile of the public transportation routes. The SSTAP program provides transportation to the senior nutrition centers, shopping center and medical facilities. STS Paratransit service follows the same vehicle accessibility requirements under the ADA. All STS buses are ADA accessible. SSTAP is address by daily zones in order to provide transportation service to all seniors and individuals with disabilities to medical facilities, shopping trips, etc. (See SSTAP zoning letter for specific areas transportation). The cost for SSTAP is \$3.00 for a one way trip.

Out-of-Town Visitors:

Out-of-Town Visitors will be eligible for ADA Paratransit Services if they are eligible to use the ADA Paratransit provided by their home system. Visitors must provide proof of residence outside of St. Mary's County, and ADA Paratransit certification from their home system. If a visitor's home system does not provide ADA Paratransit certification, other documentation is required to justify the individual's claim to eligibility (such as a doctor's letter). Visitors will be provided only 21 days of ADA Paratransit service per a 365-day period. Individuals intending to use the service for more than 21 days will be required to apply for certification with St. Mary's Transit System.

Employment Practices:

St. Mary's County Department of Public Works and Transportation – St. Mary's Transit System follows the County's discrimination policies and procedures, a person cannot be discriminated against for employment based on his or her disability. On occasion when individuals with disabilities worked at STS, accommodations have been made to modify the STS telephone system, computer, and office furniture.

The STS office facility was built in 1997 and is ADA accessible to all individuals with disabilities according to the standards in 49 CFR 37.

ADA Paratransit Services Performance Monitoring:

St. Mary's Transit System monitors on – time performance, trips with excessive length, trip denials and missed trips through the CTS scheduling software program. The program records all trip request such as requested, negotiated, scheduled, actual and estimated pick up and drop off time, and estimated times of arrival of the passengers. Appendix F

Operational problems attributable to causes beyond the control of St. Mary's Transit System, including, but not limited to weather or traffic conditions affecting all vehicular traffic that was not anticipated at the time of a trip is not a basis for determining that such a pattern or practice exist.



Appendix A: Quarterly -ADA Complaint Information:

Date of Complaint (Received): _____

Name of Complaint: _____

Summary of Complaint Information:

Name of person (Receiving Complaint): _____

Investigations Findings and Recommendations: _____

Informal Resolution: _____

(MTA)Enforcement Procedures: _____

Remedial Action Plan: _____

Request for Reconsideration: _____

* Within 30 days of receipt of the Complaint, **St. Mary's Transit System (STS)** must submit a remedial action plan to the recipient listing all correction actions, description of the corrective actions that will be implemented. In addition, a written assurance that **St. Mary's Transit System (STS)** will implement the corrected action and the capability to implement the accepted corrective action discussed in the plan including request for reconsideration. All documentation will be submitted to the Maryland Transit Administration (MTA).

Appendix B: ADA Data Collection

Date Received: _____

Submission Received: (email, letter, website, in person, customer feedback form, and other survey): _____

Individual Submitting: _____

Date of Incident: _____

Description of Incident: _____

Date complaint reported to MTA: _____

How reported to MTA (email, phone, and letter): _____

Language of Complaint: _____

Investigation: _____

Findings: _____

Changes made as a result of complaint or other outcome: _____

ADA - Investigation and or Lawsuits

Maryland Transit Administration Regional Planner Notification Date: _____

Responsible person's name: _____

Information status: _____

Submitted by: _____

Jacqueline Fournier
Transportation Manager, CCTM

Note: Information submitted with the STS/MTA Quarterly Report.



Appendix C: ADA NOTICE POLICY STATEMENT

It is the policy of the Commissioners of St. Mary's County, Maryland to ensure that , when viewed in their entirety, St. Mary's County Government services, programs, facilities, and communications are readily accessible and usable by qualified individuals with disabilities to the maximum extent possible. In compliance with the Americans with Disabilities Act of 1990 (ADA), no qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of St. Mary's County government, or be subjected to discrimination in the provision of such services.

St. Mary's County Government is an equal opportunity employer, and no qualified individual with a disability shall, on the basis of disability, be subjected to discrimination in the employment, recruitment, or hiring practices of St. Mary's County government.

In addition ...St. Mary's County Government will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. Upon request, St. Mary's County Government will provide appropriate aids and services leading to effective communication for qualified individuals with disabilities so they can participate equally in programs, services, and activities.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of St. Mary's County Government should contact the appropriate office *or Contact the ADA Coordinator* as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the St. Mary's County Government to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

The Commissioners of St. Mary's County have an ADA Coordinator to ensure the coordination of St. Mary's County's compliance with the ADA, including the investigation of any complaint alleging disability-based discrimination or lack of equal accessibility to county services, programs, or facilities.

ADA Coordinator Contact Information:

Amber Hebert, ADA Coordinator
Department of Human Resources
23150 Leonard Hall Dr. P.O. Box 653 Leonardtown MD 20650
Telephone 301-475-4200 ext. 1101 Fax 301-475-4108
Email: amber.hebert@stmarysmd.com