



SPORTRAN

onDEMAND

1115 JACK WELLS BLVD.

SHREVEPORT, LOUISIANA 71107

(318) 673-5316

Paratransit Rider Handbook



Our Mission:

To Make a Difference in Our Customers' Lives By Providing Safe, Dependable, Convenient, and Courteous Service.

www.sportran.org

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Note: The information contained herein is subject to change without prior notice. Please call SporTran at (318) 673-7433 for the latest Paratransit Service information. Updated information may be found on our web site at www.sportran.org

CONTACT SPORTRAN ONDEMAND PARATRANSIT SERVICE

Reservations and Customer Service

Business Hours and OnDemand Scheduling

Sunday - Saturday
8:00 AM until 4:00 PM

OnDemand Scheduling, Dispatch, & General Info.....(318) 673-5316

Dispatch (Including After Hours and Weekends).....(318) 673-7411

OnDemand Paratransit (ADA) Eligibility Questions.....(318) 673-5316



Mailing Address:

SporTran OnDemand
1115 Jack Wells Boulevard
Shreveport, LA 71107

SporTran Holidays – No Service

New Year's Day

Memorial Day

Independence Day (4th of July)

Labor Day

Thanksgiving

Christmas Day



Welcome to SporTran OnDemand! This handbook was designed with our riders in mind. We hope you find this information helpful and easy to use.

What is SporTran OnDemand Paratransit?

Riding the regular SporTran bus isn't always possible when you have a disability. The Americans with Disabilities Act (ADA) requires that transit agencies like SporTran make their bus services user-friendly for people with disabilities. The ADA also requires transit systems to provide Paratransit service when someone can't take the bus because of their disability. In Shreveport and Bossier City, ADA Paratransit services are provided by SporTran OnDemand, a paratransit vehicle service specially equipped with wheelchair lifts/ramps and other accessibility features, allowing maximum mobility for customers with disabilities. OnDemand operates on a demand/response basis for pre-qualified Paratransit eligible residents and visitors within the Shreveport/Bossier City limits and those that live outside the city limits within $\frac{3}{4}$ miles from any fixed route.

How is OnDemand Paratransit different than the bus?

OnDemand drivers follow routes made up of trips requested in advance by Paratransit riders. The ride is shared, so the route is rarely direct. The OnDemand driver will pull up to a safe and legal space close to where you are waiting and help with getting you in and out of the van or sedan. If you need special assistance, such as door to door or hand to hand service, we can help!

SporTran OnDemand Discrimination Policy

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance (42 U.S.C. Section 2000d.)

SporTran is committed to practicing non-discrimination. If you believe you have been subject to discrimination, you may file a complaint with the SporTran Title VI Coordinator. For more information, visit us at sportran.org or call the SporTran Title VI Coordinator at (318) 673-7400.

SporTran Driver Rights Clause

SporTran drivers reserve the right to NOT transport any rider that is too ill to sit up and be secured in their seat, nauseous, vomiting, or bleeding. The driver will first notify dispatch of the rider's condition and then, if necessary, advise medical authorities of either the rider's need for medical attention or that they must remain at the medical unit until they are well enough to travel on Paratransit.

OnDemand Paratransit Fare

- **Thanks to a federal grant, OnDemand services in the Shreveport-Bossier City Limits are FREE in 2022 & 2023!**
- **For Rural Zones: \$2.50 Cash** (Please Have Exact Fare)
- Ticket Books – \$25 for a Book of 10.
(Please inform the scheduler if you need to purchase a book.)
- Money Orders
- Checks
- To load your TouchPass Card: Purchase online at sportran.org, in person at the Intermodal Terminal, or download the UMO Mobility App.

ADA QUICK START



- OnDemand operates between the hours of 5:00 a.m. – 1:15 a.m. Monday through Saturday, and 8:00 a.m. – 5:00 p.m. on Sundays.
- We schedule rides up to two full weeks in advance beginning each Sunday. We do not offer same day pick-up; you must call at least a day before to book a trip.
- Call to schedule your rides during normal business hours, Sunday through Saturday 8:00 a.m. – 4:00 p.m. Have the exact address and zip code for your destination and pick up location if it is not from your home address.
- Always be fully dressed and have all personal items that you will be taking with you. Be ready to board paratransit vehicles 15 minutes before and after your scheduled time. The driver can only wait 5 minutes for you to board the vehicle. The OnDemand vehicle could arrive 15 minutes after your pick up time due to traffic patterns or other unforeseen circumstances.
- If outside the city limits (areas not covered by the Zero Fare program), the driver will collect the fare when you board the van. You can pay by cash, money order, check, ticket, or with your Touchpass card. Exact fare must be given.
- You will share your ride with other passengers. Expect stops along the way before you reach your destination.
- Please cancel all requests for scheduled rides as soon as you are aware you will not need them. If you have to cancel the same day, you must notify dispatch at least two hours prior to your pick-up time or you will be assessed a no-show ride, instead of a cancellation.
- SporTran paratransit customers are required to use seat belts or securement devices at all times. Refusal to use seat belts or the appropriate securement system will result in the suspension of service.



How Can I Ride OnDemand?

- Get a SporTran OnDemand Paratransit Application from our website www.sportran.org, our Main Office, or the Intermodal Terminal. You can also call 318-673-5316 to have one mailed to you.
- Fill out the OnDemand application and return it to our main office.
- The SporTran Mobility Manager will review your application and will inform you of your status within 21 days upon receipt.
- If you meet the requirements, you will be certified as being a fully eligible or conditionally eligible rider.
- Contact our scheduling office to discuss different options on booking your trips.
 - Ecolane Self-Service Web Portal:
sportran.ecolane.com/selfservice/login
 - Ecolane Mobile App for iOS or Android phones
 - Scheduling Agent

Where Can I Go on OnDemand?

Anywhere within the Shreveport-Bossier service area. OnDemand customers go grocery shopping, work, school, and church, get their haircuts, and meet up with friends, as well as medical appointments, physical therapy and more. There are no restrictions based on trip purpose.

Booking a Trip

If you need to be somewhere by a certain time, tell the OnDemand Scheduler what time you need to be there. The scheduler will give you the pick-up window time from your home or ride origin. The scheduler will also ask you to provide a return pick up window time (a time that you will be ready to return home), to go back to the origin of your ride. ADA guidelines require that our mobility service mirror our fixed route buses. A normal trip on a fixed route bus could take up to 55 minutes. Therefore when scheduling your trips always consider that your trip could take up to 55 minutes.

If you need to make adjustments after you arrive at your destination, call the dispatch office and they will look at the schedule to see if it is possible to arrange a new return pick up time for you. We may not always be able to change your time.

When Can I Schedule a Ride?

- We schedule rides up to two full weeks in advance. You can schedule rides with the scheduler during normal business hours Sunday thru Saturday 8:00 a.m. – 4:00 p.m.
- Schedule your rides early to ensure you can get a specific day and time.
- All scheduled rides must be booked at least the day before your ride. We do not accept same day requests or schedule any rides after 4:00p.m.



What Do I Need to Schedule a Ride?

- Your name.
- Your home address and phone number.
- The date of your trip and the time of your appointment. The scheduler will let you know what time the driver will pick you up.
- The exact street address where OnDemand will pick you up.
- The exact street address and zip code of where you are going, the time you need to be there, and a phone number where you can be reached.
- The time you would like to be picked up for your return trip.
- The type of mobility aid you will be using.
- If you will be riding alone or with someone and if they use a mobility aid.
- If a baby or child will be riding with you. Note: Remember to bring an infant or child seat; vehicles do not have them on board.
- If you will be bringing anything else with you on the ride such as packages or a hand-held grocery cart. Depending on available space, an average of five (5) standard size plastic shopping bags of groceries or other articles may be carried by an OnDemand rider.
- You can also use our online self-service web portal for scheduling options, which makes it easier for smartphone users to schedule their trips.

Ecolane Web Portal: sportran.ecolane.com/selfservice/login

If using the Self-Service web portal for the first time, you will need to provide the scheduler your e-mail address and a username to activate your online account. Instructions to setup your account will be e-mailed soon after.

THE **onDEMAND RIDE** SPORTRAN

How do I cancel my ride?

Canceling trips is now easier when using the self- service online booking portal or the Ecolane mobile app. Simply log into your account and cancel your ride. Please cancel all requests for scheduled rides as soon as you are aware you will not need them. If you have to cancel the same day, you must notify dispatch at least two hours prior to your pick up time or you will be assessed a no-show ride. Multiple no-shows will lead to suspension of your account.



The Day of My OnDemand Ride

- Listen to the weather forecast and dress for it. Carry water on hot days and bring medications that you might need. Make sure you have your OnDemand fares or tickets with you is applicable.
- Be looking for the van or sedan.
- If the OnDemand vehicle does not come at your designated time, call OnDemand dispatch to check on your ride status. Consider using a cell phone if you have to wait in a lobby or if you are somewhere where telephones are not available.

What Happens When the OnDemand Vehicle Arrives?

- OnDemand offers call-out notifications or text messages when the vehicle is on the way.
- If the driver does not see you at the pick-up location, he/she will blow the horn. Remember to be ready 15 minutes before and after your scheduled pick up time. The driver can only wait 5 minutes before proceeding along his/her route.
- At the van, the driver may ask your name to confirm your trip.
- The driver will help you board the paratransit vehicle.
- The driver will also ask you for the trip fare or ticket at this time if you are traveling outside the Shreveport-Bossier city limits.
- OnDemand requires that you use the safety equipment, such as seat belts, wheel chair tie down straps, lap belts, and shoulder harnesses.
- **If you do not board the vehicle within 5 minutes, dispatch will be notified to code the ride as a no-show and the driver will precede along his/her route.**

Please note, we will not be able to send another vehicle back to pick you up.



ADDITIONAL SERVICES



Standing Ride: Same Place, Same Day and Time

This is also called Subscription Service. We pick you up and take you to the same place, at the same time, on the same day, every week. You only call to cancel. Standing rides are cancelled on holidays, so call us if you need to reschedule the ride for a different day in the week of holiday. Call OnDemand Scheduling to discuss availability to set up the standing rides that you need.

ADDITIONAL SERVICES

Door-To-Door: Help Past the Curb

Riders must call OnDemand scheduling to prearrange Door-to-Door Service if they think they need it; otherwise, our standard will be curb-to-curb service. When door-to-door, or origin to destination is necessary, the OnDemand driver meets the rider outside the main entrance, walks with the rider to the van and helps the rider on board. If a rider needs assistance from their apartment to the lobby or from a building entrance to an office on another floor, they must have someone other than the driver assist them. Drivers will come into the common area of an apartment or office building to meet a rider only if the driver can stay within sight of the van, as there may be other riders on the vehicle. Drivers may not enter a rider's home, even to assist with a mobility device. A driver will also help riders off the van and walk them to the door of their destination. If they need more help after entering the building, the rider should arrange for someone to meet them.

Hand-to-Hand: Never Left Alone

This service is available for those who cannot be left alone. Your caregiver or Personal Care Attendant (PCA) is with you at the door when the driver picks you up. When you get to where you are going, the driver will hand you off to the person there to meet you. If no one is at your destination or your home on the return trip, the driver will keep you on the vehicle and continue on their route. Dispatch will contact your caregiver and arrange for you to meet up with them. Trips in which a caregiver is not available to greet a rider upon their return home will result in a no-show. Multiple no-shows may lead to a suspension of your account.

ADDITIONAL SERVICES

Personal Care Attendant (PCA)

A Personal Care Attendant (PCA) is someone designated or employed specifically to assist the individual in meeting their needs. SporTran recognizes that a PCA is necessary for some riders.

The PCA should have the same trip origin and destination as the customer. In addition, SporTran requires that space for the PCA must be reserved at the same time that the customer reserves their ride. No fare is required for a PCA; however an approved OnDemand rider who decides to act as a PCA for another OnDemand rider traveling outside the Shreveport-Bossier City limits must pay a fare.

Passengers must provide their own PCA, if required or needed.

SporTran OnDemand will not provide a PCA for passengers.

Transportation will not be provided to passengers who refuse or otherwise neglect to furnish a needed PCA. Please note that if a passenger uses a device that does not meet the wheelchair definition in this manual and their mobility aid cannot be properly secured, they must be able to transfer into a passenger seat on the van and be buckled (in if applicable.) If the passenger is not able to transfer themselves into the seat, that passenger must provide a PCA to accommodate this transfer.

The customer may take along a companion in addition to the PCA. A family member or friend is regarded as a companion accompanying the customer, and not a PCA, unless the eligible customer regularly makes use of a PCA and the family member or friend is acting in that capacity.

ADDITIONAL SERVICES

PCA (Continued)

Be sure to let the scheduler know that you will have a PCA on your trip when you make your reservation. A companion is anyone else who is traveling with you.

Guests/Companions

Guests or companions of any age are allowed to accompany riders on a space available basis. When outside the city limits, companions pay regular fare and must get on and off at the same location as the customer. Riders are required to inform the scheduler when making reservations each time companions will accompany them. They will also be responsible for mentioning whether the companion will be using any mobility aids such as a wheelchair or walker.



ADDITIONAL SERVICES

Infant and Child Restraint Systems for OnDemand

Louisiana State Law mandates that children under the age of 6 years, or less than 60 pounds, must be in an appropriate child restraint system or booster seat that is age and size appropriate, in accordance with manufactures recommendations. Children 6-12 years of age must be restrained by a lap belt, shoulder harness, or an age/size appropriate child safety or booster seat.

The National Highway Traffic Safety Administration (NHTSA) states that children who are 4 feet, 9 inches, or 57" tall (usually age 8 or older), can use the adult seat belt system if it fits properly: the lap belt lays across the upper thighs and the shoulder belt fits across the chest. Children (usually at age 4 and 40 pounds) should ride in booster seats until the standard vehicle seat belts fit properly.

The child's parent or guardian is responsible for providing an appropriate child restraint system (safety seat or booster seat) compatible with safety belts on OnDemand vehicles. When required, the van driver will assist to secure the child seat after you have secured your child in it.

If the driver feels the seat is unsafe or it cannot be safely secured in the van, you may be denied service.



ADDITIONAL SERVICES

Visitor Policy

SporTran honors paratransit certifications from other transit systems. An individual from out of town requesting service must present proof of their certification. A letter from their home transit agency stating paratransit eligibility is acceptable.

Documentation must include the name of the eligible individual, the name of the certifying paratransit provider, the telephone number of the provider's Paratransit Coordinator/Manager, an expiration date (if any), and any conditions or limitations on eligibility.

OnDemand will only provide service to a visitor for twenty-one (21) days within a 365 day period. A visitor who expects to be in the Shreveport/Bossier area for any extended period of time and use OnDemand Services for more than twenty-one (21) days in a 365 day period should apply for OnDemand Services as soon as possible.



IMPORTANT INFORMATION

Securement

SporTran paratransit customers are required to use seat belts and/or securement devices at all times. Refusal to use seat belts or the appropriate securement system will result in the suspension of service.

All wheelchair users must ride in designated securement areas. If you would like to transfer to a seat from a wheelchair, please tell the scheduler when booking your ride. Manual wheelchairs should have serviceable wheel locks. For safety reasons, wheelchairs must be tied down, and the lap belt and shoulder harness should be installed unless there is a disability-related reason not to use these safety devices. Persons who are not wheelchair users, but use other mobility aids, will be allowed to use the lift if they are not physically able to use stairs, unless doing so is inconsistent with legitimate safety requirements.

Mobility Devices on OnDemand

We record the mobility aids you use when you register with OnDemand. Let the scheduler know when you book your trip which mobility aid you plan to bring. If you have a new mobility aid, call OnDemand Scheduling to let them know. The scheduling department may need to adjust the van schedule to ensure the correct space and time needed to board and de-board the van with your new mobility aid. If you have a question about the compatibility of your mobility device with our vans, let the scheduler know, and if necessary we can make an appointment to have your mobility device (wheelchair or scooter) weighed and measured to make sure we can safely transport you.

IMPORTANT INFORMATION



**No eating or
drinking**



No Smoking



**No Illegal or
Disruptive Behavior**

Restrictions on Customer Behavior

Profanity or abusive language/conduct will NOT be permitted on the OnDemand vehicles or when communicating with OnDemand dispatch or scheduling. Weapons of any type will not be allowed on OnDemand vehicles. Radio/tape/CD players must be equipped with headphones to be used on the vans. Eating, drinking, or smoking will not be allowed on the vans. Medical exceptions may be made to allow eating when necessary.

Illegal or Disruptive Conduct

Service will be suspended or refused to customers who engage in violent, seriously disruptive or illegal conduct. The nature of the incident will determine whether an individual is suspended temporarily or permanently. For example, a person whose behavior threatens or has threatened the safety of Paratransit personnel or other customers may be refused service (permanent revocation of eligibility), or be required to have a PCA travel with them in order to control the threatening behavior. An individual who contests a refusal of Paratransit service may appeal the decision through the administrative appeal process.

IMPORTANT INFORMATION

Suspension of Service Appeal Process

Before no-show suspension may take place, SporTran will notify the passenger by mail of the intention to suspend service. This notification shall inform the passenger of the reason(s) for the proposed suspension and shall state that the passenger has a right to appeal. Passengers must request a suspension appeal hearing within ten (10) calendar days after receipt of the Policy Violation suspension letter. The passenger may request a suspension appeal hearing by:

Mail in: SporTran Appeals Committee
1115 Jack Wells Blvd.
Shreveport, LA 71107

The no-show appeal committee will consist of a three (3) person panel of individuals not involved in the original decision. The appeal committee will:

- Conduct a hearing within 30 calendar days of the passenger's request to affirm or rescind the suspension decision
- Only meet to address suspension of service
- Affirm or rescind the decision within 30 working days after the hearing. Unrestricted service will continue until the committee renders its decision.

If the appeal appointment is no-showed without notification or rescheduled by the customer beyond 30 days from the original request date, the original suspension will be upheld.

The decision of the appeals committee is final. The no-show appeal process is unrelated to eligibility and will not be used for contesting established SporTran policies.

IMPORTANT INFORMATION

Grocery Bags & Item Restrictions

Drivers will assist a passenger by placing any articles, e.g., shopping bags, grocery bags, etc. in a safe location outside the van. **AT NO TIME WILL THE DRIVER TAKE ARTICLES INTO A RIDER'S HOME.** Depending on available space, an average of five (5) standard size plastic shopping bags of groceries or other articles may be carried by an OnDemand rider.

OnDemand drivers are not expected to lift or carry objects weighing more than 25 pounds. If riders have purchased a heavy or bulky item, they should arrange to have it delivered rather than trying to carry it aboard the van. OnDemand drivers reserve the right to refuse transport of items too heavy or bulky.



**No Personnel May
Enter Your Home**



**No More Than
5 Bags or 25 lbs**

Lost & Found

Items found on the van are kept for 30 days. Call OnDemand scheduling/dispatch and give customer service a description of your lost item as well as the date and time of your trip. Items can either be returned to you by an OnDemand vehicle when one is in your neighborhood or you can arrange to pick them up.

IMPORTANT INFORMATION

OnDemand Suspension Appeals Policy

Passengers who frequently fail to properly cancel a trip, do not show up in time for their scheduled ride, or (in the case of hand-to-hand customers) whose caretakers fail to be present to receive them at time of drop off, will be subject to a progressive penalty that may lead to service suspension. The following actions are considered no-show occurrences for the purpose of this policy:

- When a vehicle arrives for a passenger inside the trip window and the passenger does not board the vehicle within five (5) minutes.
- When a passenger refuses a scheduled trip at the door (also known as "Cancel at the Door").
- Late cancellations that occur one (1) hour or less from the beginning of the 30 minute window trip time (also known as "Late Cancel").
- When a hand-to-hand passenger's caretaker is not present to receive them at the time of drop off.

IMPORTANT INFORMATION

No Show Suspension Policy

Once a passenger reaches four (4) no-shows in one calendar month, and if these no-shows total 11% or more of their trips in that calendar month, the SporTran suspension policy will take effect. No passenger shall be suspended under this policy for having 3 or fewer no-show occurrences in one month. The 11% tolerance rate will be adjusted accordingly each year and was established according to industry best practices. To find the current no-show tolerance percentage rate for the current year, visit www.sportran.org or call (318) 673-5316.

The progressive suspension policy is as follows:

- First suspension occurrence will result in a 4-day suspension penalty.
- Second suspension occurrence will result in a 7-day suspension penalty.
- Third suspension occurrence will result in a 14-day suspension penalty.
- Fourth through twelfth suspension occurrence will result in a 30-day suspension penalty.

The timeframe for the progressive suspension policy is one (1) calendar year beginning on January 1st each year. Passengers with four or more no-shows and whose no-show rate also exceeds 12% or more of their trips in one month will be notified by mail with a letter containing the following: the dates when the no-shows occurred, the dates of the pending suspension, and instructions on how to make an appeal.

IMPORTANT INFORMATION

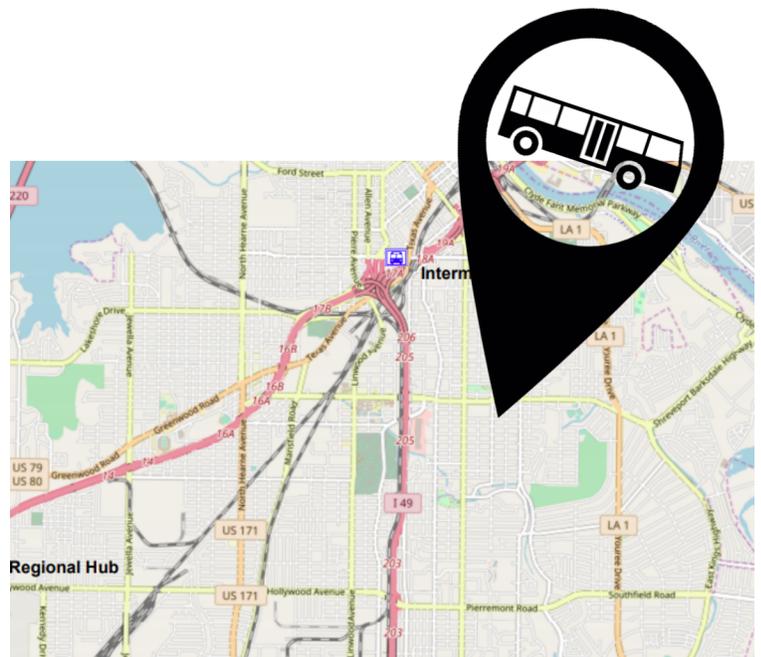
Cancellations

Excessive cancellation of rides, including those that are within the two (2) hour advance notice window described above, will be monitored. If SporTran determines that excessive cancellations display a repeated pattern or practice, the customer will be contacted to determine the cause of the cancellations. Excessive cancellations may warrant suspension of service. Please cancel your rides as soon as you know that the ride is not needed.

Destination Changes

Destination changes 24 hours or more in advance of the trip may be considered based on availability only.

Call scheduling to see if we can accommodate your request.



FAQs

Frequently Asked Questions

Why am I being given a 30-minute window? We require that you be ready 15 minutes before the scheduled time and aware that the van could arrive up to 15 minutes after the scheduled time. From the time you book your ride to the day of your ride, schedulers are adding riders and moving reservations. Being able to work with a window of time gives us the opportunity to add riders to routes and serve more customers. Traffic and weather also affect OnDemand arrival times.

What affects trip length? Your ride will take about the same amount of time it would take to do the same trip on the regular SporTran bus; sometimes a little less. This includes the time it would take to travel to a bus, get on and off, and then get to your destination. OnDemand will make stops along the way to drop off other riders and will follow a route that may not go directly to your destination. Just like a bus.

Unlike the regular bus, the OnDemand route will change depending on the riders' destinations that day. Some days you may get to your destination a lot quicker than other days.

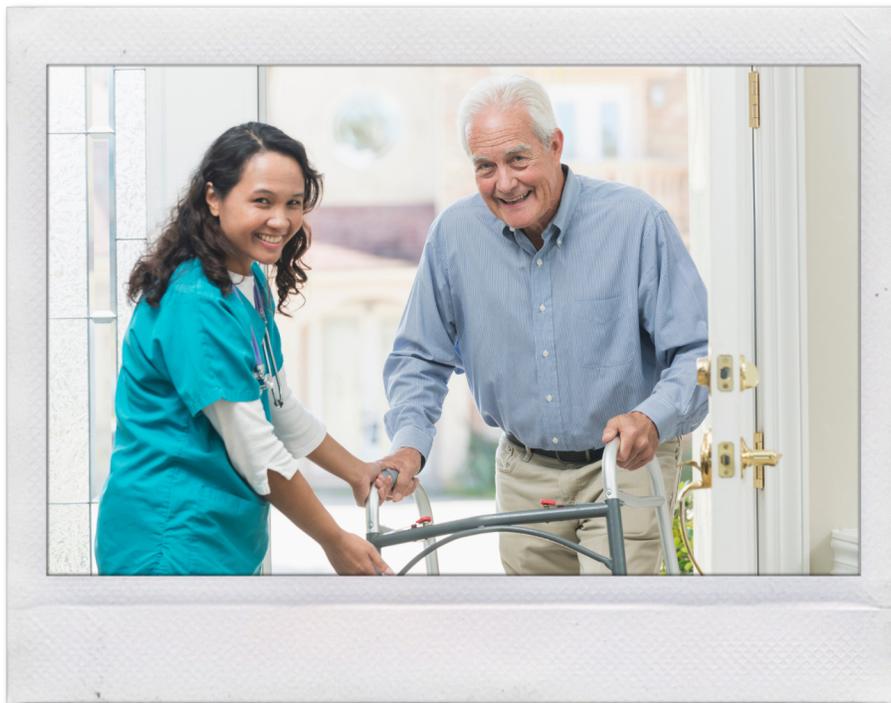
How do you decide which rider is dropped off first? There are many factors that go into scheduling your drop off. Your OnDemand driver needs to take you and the other riders with different appointment times to different stops. When you scheduled your ride, your destination was matched as closely as possible with the other riders' destinations. Then the route was built. It may not be obvious why the driver is following a particular route; however, your driver will always strive to get you and the other riders to your appointments on time.

FAQs

Why do I sometimes arrive early for my appointment? Riders may arrive to their destinations as early as 30 minutes to an hour before their appointment time. There are also times when a trip before you is cancelled or no-showed and your van gets to your destination sooner than scheduled.

Can someone else make a reservation for me? Yes. Let the scheduling office know in advance who is authorized to make rides on your behalf so that we can update your profile with the information.

Can I choose where I sit on the OnDemand van? Yes. In most cases you can choose your own seat. However, sometimes the driver will direct you to a seat. This is necessary when there is a particular mobility device that must be accommodated or a customer needs to be in a specific location for safety reasons. If you prefer not to ride in a sedan, please let dispatch know when you schedule your trip.



FAQs

Can I change the time of my ride? Yes. You can call OnDemand scheduling a day or more prior to your scheduled ride and ask for a different time; the scheduler will make the change based on availability. To make a change on the day of your ride, call dispatch to ask for a different time for your pick up or your return ride based on space availability. For instance, if your medical appointment is completed early, you can call dispatch for an earlier pick up, but you may have to wait until your scheduled time if an earlier ride is not available.

Also, be sure to call dispatch as soon as you know you need a new pick-up time. The earlier that you can let dispatch know, the better your chances of getting the return time that you need. You can only change your schedule by calling the dispatch/scheduling office. The driver is not allowed to deviate from his posted schedule.

Can I call on the same day as my ride and ask to be dropped off at a different place? Call dispatch, and they will look at the schedule to see if we can accommodate the change. But you can change a location if you call at least one day before your ride is scheduled. DO NOT attempt to change locations after you have boarded the van. Van drivers are not able to make changes, only dispatch can make a change BEFORE the van arrives.

Can I bring a shopping cart? Yes, when it can be safely secured. Let the scheduler know when booking your trip whether you will be bringing a folding or non-folding model.



COMPLAINT POLICY

Routine complaints, such as vehicles not showing up at your pickup location on the day of your ride or other ride specific complaints, should be handled by calling OnDemand at (318) 673-5316.

For other complaints about our service, please call the Director of Transportation at (318) 673-7400 or mail complaints to:

SporTran
1115 Jack Wells Blvd.
Shreveport, LA 71107
Attn: Director of Transportation

You can also contact the SporTran Complaint line at (318) 221-7433. All complaints are documented, investigated and followed up. For ADA complaints, please see the following page for City of Shreveport procedures.

Working Together

What you can expect from us

-  We will protect your safety
-  We will guard your privacy
-  We will treat you with respect
-  We will keep you informed
-  We will listen

What we can expect from you

-  To show courtesy to each other and to our staff
-  To tell us when your ride doesn't go well
-  To let us know when we do better than expected
-  To follow OnDemand Policies and Procedures

RIDING TIPS

- Be prepared for the weather. Carry a raincoat or poncho on rainy days.
- Have important medical information with you.
- Wear sturdy shoes with non-slip soles.
- Check cane tips to make sure metal is not showing.
- Make sure wheelchair and walker brakes are in good working order.
- Wear white or bright colored clothing and use reflectors, safety flags, and bicycle lights on your wheelchair, walker, or scooter.
- Carry a card with your name, address, phone number and emergency contact information and instructions.
- Keep backpacks and bags lightweight and zipped. On wheelchairs, consider using a side pouch or small bag under the seat for easy access.
- Tell the driver when you need help.
- Please have exact fare when riding outside the city limits.

APPLICATION & CERTIFICATION PROCESS

To apply for the OnDemand program, the prospective user must complete an application packet. Application packets are available for pick up at the downtown Intermodal Terminal located at 1237 Murphy Street, as well as the SporTran administrative office at 1115 Jack Wells Blvd.

The ADA Paratransit Eligibility application is divided into seven (7) sections:

Part 1 and 2 - General Information/Applicant Certification

These sections must be completed by the applicant or their representative. The applicant **MUST ANSWER ALL QUESTIONS** in this part and the applicant's signature is required. The applicant must provide all requested information including identifying persons (if any) who assisted them with the application. All information given will be verified, and providing false or misleading information will result in denial/termination of service.

Part 3 and 4 - Applicant's Disability/Ability to Use Bus Service

These sections ask specific questions concerning the applicant's functional limitations and their ability to utilize the regular bus service. Applicants, please check only those that apply to you. Failure to complete all questions will result in the application being returned to you. Incomplete applications will not be accepted for processing.

Part 5 and 6 - Travel Information

These sections ask specific travel related questions. Please provide information about the trips that you make/will make frequently.

APPLICATION & CERTIFICATION PROCESS

Part 7 - Professional Verification

This section must be completed by a professional familiar with the applicant's disability. This professional can be a physician, nurse, occupational or physical therapist, QMRP, QMHP, rehabilitation counselor, independent living specialist, etc., licensed by the state of Louisiana. An applicant should choose the one individual most familiar with the disability that prevents them from riding the regular buses.

Application Policies & Procedures

Within twenty-one (21) days of receiving a completed application, the Mobility Manager will inform the applicant of the results of their eligibility determination. Please note that an application is only considered complete when all information is provided; any omission renders an application incomplete. Incomplete applications will be returned to the sender, and the 21 days will not start until the completed application is returned to SporTran. If an application is approved, the applicant will receive an approval letter and an OnDemand Handbook.

If the application is denied, the applicant will receive a letter of denial with an explanation of reasons for the decision. This letter of denial will include instructions on filing an appeal. If SporTran has not made a determination of eligibility within 21 days following the receipt of a completed application, the applicant will be treated as eligible and provided service until a determination is made.

APPLICATION & CERTIFICATION PROCESS

Important Points to Remember

- 1) OnDemand ADA is a limited special transportation service for persons with disabilities who because of a mental or physical disability find it impossible to use regular public transit.
- 2) OnDemand eligibility does not include persons who find it uncomfortable or inconvenient to get to and from bus stops.
- 3) The professional who verifies the applicant's disability should consider only the presence of a disabling condition, not the applicant's age or economic status.
- 4) Only those persons who qualify as ADA paratransit eligible will be able to use OnDemand.
- 5) Paratransit eligibility is a transportation decision, not a medical one. SporTran alone will determine paratransit eligibility based on the federal guidelines.



APPLICATION & CERTIFICATION PROCESS

How Do I Determine If I Am Fully Eligible or Conditionally Eligible?

Fully eligible means that there will always be a barrier to your riding the bus because of the limits your disability places on you. Any time you need to use transportation, schedule your trip with OnDemand.

Conditionally eligible means there are barriers to you riding the bus but they might not always be present. It will depend on the actual trip you want to make. Generally speaking, if your destination has an accessible bus stop nearby and an accessible pathway from the bus stop to your destination, you may not qualify for that ride. Call OnDemand and schedule a trip when there are barriers. If you are not sure, call the OnDemand scheduler and he or she will help you determine if you qualify for a specific ride.



APPLICATION & CERTIFICATION PROCESS

Non-Eligibility Appeal Process

Because ADA paratransit eligibility is established as a civil right, there is a special obligation to ensure that “due process” is observed. Therefore, every application for eligibility will be processed by the Mobility Manager who will make the initial determination. If the decision is made to deny eligibility, a Notice of Denial is sent to the applicant. This notice will include the reasons for denial and the procedures which may be used to appeal the decision. An individual who wishes to appeal a decision of non-eligibility has sixty (60) days to make a written request to the Director of Transportation. SporTran will respond in one of two ways. The General Manager may make a determination to allow your eligibility based upon a review of your case, or he/she may schedule an Appeals Hearing within thirty (30) days. The administrative appeals process will include a hearing where the applicant can be heard and present information and arguments. The Appeals Board conducting this hearing will be made up of a minimum of three (3) persons not involved in the initial decision to deny eligibility.

One member will be from SporTran and two or more will be persons from the community who are knowledgeable about disabilities and the ADA. The individual will be notified of the Appeals Board decision in writing or an appropriate accessible format which will include reasons for the decision.

SporTran will not provide service to individuals who are pursuing an appeal. However, if the Appeals Board has not made a decision within thirty (30) days after the hearing, temporary service will be provided. This temporary service will continue until a decision on the appeal is reached.



TITLE VI COMPLAINT PROCEDURES

These procedures cover all complaints under Title VI of the Civil Rights Act of 1964, Executive Order 12898 "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations" (1994), and Executive Order 13166 "Improving Access to Services for Person with Limited English Proficiency" (2000), for alleged discrimination in any program or activity administered by the City of Shreveport SporTran. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and the related statutes may file a complaint, completing the complaint form to the following address:

**SporTran Title VI Coordinator
1115 Jack Wells Blvd.
Shreveport, LA 71107
318-673-7400**

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the Complainant's name, address and telephone number; name of alleged discrimination person, basis of complaint (race, color, and national origin) and the date of the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany each complaint.
2. In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the SporTran Title VI Coordinator. Under these circumstances, the Complainant will be interviewed, and the SPORTRAN Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
3. When a complaint is received, the SporTran Title VI Coordinator will provide written acknowledgement to the Complainant, within ten (10) days by registered mail.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. Failure to do so may be considered good cause for dismissal of the complaint due to insufficient information.

Within fifteen (15) business days from receipt of a complete complaint, the SporTran Title VI Coordinator will determine whether the complaint has sufficient merit to warrant investigation as a Title VI complaint.

Within five (5) days of this decision, SporTran will notify the Complainant, by registered mail, that it will either pursue or not a Title VI investigation.

- a. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.
5. If the complaint has investigative merit a complete investigation will be conducted, and an investigative report will be completed within sixty (60) days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, a finding with recommendations for remedial steps as appropriate and necessary. The remedial steps, if any, will be implemented as soon as practicable. The Complainant will receive a copy of the final report together with any remedial steps. The Complainant shall also be notified of his/her right to appeal the decision.
6. Complaints may also be filed with the Federal Transit Administration, Title VI Program Coordinator, and FTA Office of Civil Rights, East Building, 51st floor- TCR, and 1200 New Jersey Ave., S.E., Washington, D.C. 20590

The Title VI Coordinator shall maintain a log of Title VI complaints received from this process. The log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by SPORTRAN in response to the complaint. Should SPORTRAN receive a Title VI complaint in the form of a formal charge or lawsuit, the City of Shreveport City Attorney Office shall be responsible for the investigation and maintaining a log as described above.



**City of Shreveport – SporTran
Title VI Complaint Form**

The City of Shreveport SporTran is committed to ensuring that no person is excluded from participating in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. Complaint Form Instructions: If you would like to submit a Title VI complaint to the City of Shreveport- SporTran, please fill out the form below and send it to: SporTran, Attn: Title VI Coordinator, 1115 Jack Wells Blvd., Shreveport, Louisiana 71107. For questions or a full copy of SporTran's Title VI policy and complaint procedures call 318-673-7400, visit www.SporTran.org or email: info1@SporTran.org.

Your Name:	Phone #:
Street Address:	City, State & Zip Code:
Name(s) of person(s) discriminated against, (if someone other than Complainant):	
Street Address, City, State & Zip Code:	

Which of the following best describes the reason for the alleged discrimination that took place? (Circle one) Date of Incident: _____

- 1. Race
- 2. Color
- 3. National Origin (Limited English Proficiency)

Please complete the reverse side of this form as follows:

- 1. Describe the alleged discrimination incident.
- 2. Provide the names and title of all SporTran employees involved, if applicable.
- 3. Explain what happened, and whom you believe was responsible.

Please describe the alleged discrimination incident:

Have you filed a complaint with any other Federal, State or Local Agencies? (Circle one) Yes/No

- If yes, list Agency/Agencies, and contact information below:

Agency	
Contact Name	
Street Address, City, State & Zip Code	
Phone #	

Agency:	
Contact Name:	
Street Address, City, State & Zip Code	
Phone #	

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainant's Signature	
Print Name	
Date	

Date Received: _____
Received By: _____

Title VI Active Investigations and Complaints

During the reporting period, SporTran did not have any investigations conducted by entities other than FTA, lawsuits, or complaints naming SporTran in that alleged discrimination on the basis of race, color, or National Origin.

ADA Grievance Procedures

This Grievance Procedure is mandated under the Americans with Disabilities Act of 1990 (the ADA) and Section 504 of the Rehabilitation Act of 1973 (the Rehabilitation Act). The ADA and the Rehabilitation Act prohibit the City from excluding people from participation in its services, programs or activities and facilities based on their disability. The City is prohibited from denying the benefits of such programs or activities, services, accessibility or employment, and from discriminating against such individuals. The ADA and Rehabilitation Act also require a process for grievances relating to disability-based discrimination.

It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits, accessibility, and employment by the City of Shreveport. The State of Louisiana, City of Shreveport, and Caddo Parish's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

ADA Compliance Officer | Attn: Alonzo Smith

505 Travis St. Suite 620, Shreveport, La. 71101

Phone: 318-673-5540 | Fax: 673-5546

Within 15 business days the Chief Administrative Officer (CAO) will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

Reviews and investigations will be conducted confidentially to the greatest extent possible and in compliance with Confidentiality under ADA Titles II & III, Rehabilitation Act, and Civil Rights Act. All participants in the process will be advised of their obligation to maintain confidentiality.

All written complaints received by the ADA Coordinator, appeals to the Chief Administrative Office (CAO) and response from these two offices will be retained by the ADA Coordinator for at least three (3) years.



CITY OF SHREVEPORT

ADA COORDINATOR
505 Travis St. | Suite 620
Shreveport, La. 71101

Grievance Form

Title II of American with Disabilities Act
Section 504 of the Rehabilitation Act of 1973

City of Shreveport - American with Disabilities Act – Grievance Form

Grievances submitted by an individual alleging discrimination under the ADA must be submitted directly to the ADA Coordinator no later than 60 calendar days after the occurrence of the alleged incidents of discrimination.

Instructions: Please fill out this form completely by printing, in blue or black ink or type.

Complainant's Name: _____
Address: _____
City, State and Zip Code: _____
Telephone: Home: _____ Cell Phone _____
Business: _____

Person Discriminated Against: (if other than the complainant)

Address: _____
City, State, and Zip Code: _____
Telephone: Home: _____
Business: _____

Government, or organization, or institution which you believe has discriminated:

Name: _____
Address: _____
County: _____
City: _____
State and Zip Code: _____
Telephone Number: _____

When did the discrimination occur? Date: _____ **Time** _____

Describe the acts of discrimination providing the name(s) where possible of the individuals who discriminated? (Use space on page 3 if necessary):

Have efforts been made to resolve this complaint through the internal grievance procedure of the government, organization, or institution?

Yes _____ No _____

If yes: what is the status of the grievance?

Has the complaint been filed with another bureau of the Department of Justice or any other Federal, State, or local civil rights agency or court?

Yes _____ No _____

(If yes):

Agency or Court: _____

Contact Person: _____

Address: _____

City, State, and Zip Code: _____

Telephone Number: _____

Date Filed: _____

Do you intend to file with another agency or court?

Yes _____ No _____

Agency or Court: _____

Address: _____

City, State and Zip Code: _____

Telephone Number: _____

Additional space for answers:

Additional descriptions of the acts of discrimination

Signature: _____

Date: _____

Return to:

**CITY OF SHREVEPORT
ADA Coordinator
Attention: Alonzo Smith
505 Travis St. Suite 620
Shreveport, LA. 71101**

*The City of Shreveport
Is committed to meet the Standards and Compliance of American with Disabilities Act*

Reasonable Accommodation/ Modification Policy

In accordance with ADA regulations, it is the policy of SporTran to provide individuals with disabilities with a reasonable Accommodation/ Modification to its policies, practices, and procedures so that they can access its programs, facilities and activities.

What is a Reasonable Accommodation/ Modification?

A reasonable accommodation/ modification is a change or exception to a policy, practice, or procedure that allows people with disabilities to have equal access to programs, services and activities. Reasonable Accommodations/ Modifications must always be related to the individual's disability.

What is the process for making advance requests?

Whenever feasible, requests for reasonable Accommodations/ Modification shall be made and determined in advance. An advance request for reasonable Accommodation/ Modification can be sent to:

SporTran
Attn: Customer Service - Reasonable
Accommodation/ Modification
1115 Jack Wells Blvd
Shreveport, LA 71107
Telephone: 318-673-7400
Email: brittney.darnell@shreveportla.gov

The request shall include:

1. Your contact information;
2. A description of what you need in order to use a transit service; and
3. What changes or Accommodations/ Modifications you believe would be necessary to provide you full access to SporTran services?

SporTran will use its best efforts to make a response as soon as practical.

In some instances, additional information will be necessary to process the request. Please ensure your contact information is included with your request.

What is the process for making on the spot requests?

SporTran understands that it may be infeasible for a reasonable Accommodation/ Modification request to be made and determined in advance. In these instances, please request a reasonable Accommodation/ Modification with operations personnel at the time of issue. A response to an on the spot request will be made at the time of the request. Responses to on the spot requests include granting the request, denying the request or referring the passenger to Customer Service for further processing.

For what reasons may SporTran deny a reasonable Accommodation/ Modification request?

SporTran may deny a reasonable Accommodation/ Modification request, whether made in advance or on the spot, for the following reasons:

1. Granting the request would fundamentally alter the nature of SporTran services, programs or activities;
2. Granting the request would create a direct threat to the health or safety of others;
3. The individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose without the need of an Accommodation; and/or
4. Granting the request would cause undue financial or administrative burden.

If a request is denied, SporTran will take any other action to the maximum extent possible to ensure that you receive SporTran services or benefits.

What are examples of reasonable Accommodations/Modifications that SporTran generally will grant?

Generally, the following reasonable Accommodation/ Modification requests for individuals with disabilities:

1. A request from a passenger whom has diabetes or another medical condition requests to eat or drink aboard a vehicle or in a transit facility in order to avoid adverse health consequences generally will be granted so long as the drink is in a spill proof container and the food is a small snack that cannot cause any spills;
2. A request for transit personnel to handle fare media when the passenger with a disability cannot pay the fare by the generally established means, for instance when the passenger cannot reach or insert a fare into the fare box themselves, will generally be granted; or
3. A request from a wheelchair user to board a vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle will generally be granted.

This list of examples is neither exhaustive nor exclusive. Passengers with disabilities are encouraged to contact Customer Service with your specific reasonable Accommodation/ Modification requests.