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# Paratransit, ADA Policy Manual

## Disclaimer

This document includes policies, procedures, rules, and regulations for LANtaVan. The information in this document is subject to change. Please contact LANTA's Paratransit Services Department at 610-432-3200 for the most current information. Electronic copies of this document can be found online at [www.lantabus.com](http://www.lantabus.com).

## What Is LANtaVan?

LANtaVan is a coordinated, demand responsive, reservation based, shared ride, door-to-door paratransit service available to residents of and visitors to Lehigh and Northampton Counties. LANtaVan vehicles are specially equipped with wheelchair lifts and other accessibility features that allow for maximum mobility for riders with disabilities. Residents and visitors must be determined to be eligible to use the service by LANTA's Paratransit Services registration staff.

## Americans with Disabilities Act (ADA)

The ADA was signed into federal law in 1990. It prohibits discrimination against persons with disabilities in the areas of employment, public services such as transit, public accommodations, private services, and telecommunications. The ADA requires all public transit operators to provide a complementary service to people whose disabilities prevent them from using lift-equipped public transit. This special service, called "paratransit service," is required by the ADA to complement fixed-route public transit service. For this reason, it operates at similar times and in similar areas as public transportation (defined by the ADA as a minimum of three-quarters of a mile on either side of existing public fixed route transit). The ADA also requires transit operators to establish specific eligibility criteria for users of paratransit service and that there be no trip priorities given (e.g. medical versus recreation). ADA is the minimum level of transportation required to be provided by LANTA.

## Programs

**The Pennsylvania State Lottery Shared Ride for Seniors Program** is a program only for people 65 and older who cannot ride or do not have access to LANtaBus. An application and a proof-of-age are required for eligibility. Riders pay 15% of the total trip cost; the balance is paid through State Lottery proceeds.

**The Medical Assistance Transportation Program (MATP)** through the Pennsylvania Department of Human Services (DHS) provides people who are financially disadvantaged with access to transportation to access necessary medical treatment. To be eligible, riders must meet income categories that are maintained by DHS. DHS pays the fare for people who are eligible for this program. An application is required. In addition, a check on eligibility, within the DHS database, for both the rider and the services being accessed is required. An in-person interview and assessment may also be required. The lowest cost, most effective transportation mode is selected for each rider; the modes range from reimbursement for auto mileage expense, to reimbursement of LANTaBus use, to no cost access to LANTaVan.

If you are approved for fixed route reimbursement but cannot afford to pay your bus fare upfront, LANTA can provide you with bus passes for your trips to appointments for Medical Assistance covered services. To receive the needed bus pass(es), you will need to call the LANTA Finance Department at 610-435-5693 ext. 137 or visit the LANTA administrative offices at 1060 Lehigh Street, Allentown. You will need to identify the date, time, and medical provider of the appointment to which you will be traveling. You will then be provided the required pass(es) and a verification form which will need to be signed by the medical office verifying that you attended the appointment. If the signed verification form is not returned, you will not be issued any additional bus passes until the proper documents are received. If you are refused additional passes, you may still ride LANTaBus services to your Medical Assistance covered medical appointments and submit a reimbursement form to be reimbursed for your fare after your trip.

**The Americans with Disabilities Act (ADA) Paratransit Program** grew out of the stipulations of the Americans with Disabilities Act of 1990. The ADA of 1990 made it a civil protection under the law for people with disabilities to have access to federally sponsored public transit services. Persons with disabilities who, because of their disability are prevented from accessing a LANTaBus fixed route bus that operates within  $\frac{3}{4}$  (three-quarter) mile of their trip origin AND destination may ride LANTaVan. An application, as well as an in-person interview and assessment are required, by most applicants, to determine eligibility for the ADA Paratransit Program.

**The Persons with Disabilities (PwD) Reduced Fare Program** is available to people who have a disability, are 18 to 64 years old, and need accessible public transportation beyond that provided through the ADA Paratransit Program. An application, as well as an in-person interview and assessment are required to determine an applicant's eligibility for the PwD program. LANTA's Paratransit Services registration staff will assess whether there are other programs in the community that could underwrite the fare or discount the

fare for the rider. PwD fares are the same as the Shared Ride for Seniors Program fares (riders pay 15% of the total trip cost).

For additional information about your specific transportation needs, please call LANTA's Paratransit Services Department staff at 610-432-3200 or email [lantavaninfo@lantabus-pa.gov](mailto:lantavaninfo@lantabus-pa.gov).

## **Visitor Policy**

Visitors from other communities are welcome to use LANtaVan services if they are eligible. A visitor requesting service will be asked to present proof of their paratransit certification. Paratransit Services registration staff will honor paratransit certifications from other transit systems. A letter stating paratransit eligibility is acceptable.

The documentation submitted must include the name and date of birth of the eligible visitor, the name of the certifying paratransit provider, the telephone number of the provider's paratransit coordinator, an expiration date (if any), and any conditions or limitations on eligibility. If the eligible visitor has indicated the need for a Personal Care Attendant (PCA), this should be noted in the documentation. The address for the location at which the eligible visitor will be residing while in the LANtaVan service area should also be included.

Non-certified visitors who do not have an identification card and/or other documentation from their local transit authority, will be required to provide supporting disability documentation if the disability is not apparent and proof of place of residency.

LANtaVan will not provide service to an eligible visitor for more than 21 (twenty-one) days from the date of their first paratransit trip. Eligible visitors will be required to apply for LANtaVan to receive transportation beyond this 21 (twenty-one) day period. However, the 21 (twenty-one) days can be consecutive or divided over several shorter visits. A visitor who expects to be in the Lehigh Valley area for more than 21 (twenty-one) days should apply for LANtaVan eligibility as soon as possible after arriving in the area.

## **Important Information about ADA Paratransit**

The Americans with Disabilities Act (ADA) of 1990 is a civil rights law that ensured for persons with disabilities the right to use existing public transit services that are supported by federal funding.

The ADA does not mandate a separate or new transportation service. The law requires non-discriminatory access to the same level of mobility available to the general public through the local fixed route public transportation service. While complementary paratransit service is often used to provide this access, the ADA does not guarantee the availability of paratransit service.

Under the ADA, complementary paratransit service is not intended to be a separate or comprehensive transportation system for people with disabilities. Where complementary paratransit is used to provide the same level of mobility made available by the local fixed route public transportation system, that paratransit system must be 'equal' to the fixed route system. For example, the service area and days/hours of service for paratransit and fixed route service must be the same and paratransit fares may not be more than twice the cash fare for a trip on local fixed route public transportation bus routes. Riders on the complementary paratransit system must be able to make their trip with a travel time that is equivalent to the time it would take to make the same trip on the fixed route bus network.

In accordance with ADA regulations, LANTA's complementary paratransit service is only available for trips on which the origin AND destination of the trip are within ¼ mile of a LANTaBus fixed route and only during the hours when the corresponding LANTaBus service is operating.

## **LANTaBus**

As of July 2006, all LANTA buses used to provide LANTaBus fixed route service are equipped with wheelchair ramps, "kneeling" mechanisms, and other features making the fixed route transit system fully accessible to people with disabilities.

In April 2007, LANTA introduced a fare program that allows riders with disabilities to purchase a LANTaBus Day Pass for \$1.00. A Day Pass allows for unlimited rides on the LANTaBus service for the calendar day on which the pass was first used. This program was enacted to encourage the use of the LANTaBus service instead of the LANTaVan service. For eligibility requirements for this \$1.00 Day Pass, please call 610-776-7433. Applications for the \$1.00 Day Pass are available at [www.lantabus.com/applications](http://www.lantabus.com/applications). The application can be printed from the website, but it cannot be completed online.

## **Application Process**

To apply for the LANTaVan service, an application must be completed. To request that an application be mailed, please call LANTA's Paratransit Services registration staff at 610-432-3200. Applications are also

available at [www.lantabus.com/applications](http://www.lantabus.com/applications). The application can be printed from the website, but it cannot be completed online.

Only original applications will be accepted; no duplicated or photocopied applications will be accepted. Applications will not be accepted by fax. Completed applications can be mailed or personally delivered to our Rider Resources and Communications building at 60 W Broad St. Suite 100, Bethlehem, PA 18018. Completed applications may also be scanned electronically and emailed to [lantavanapps@lantabus-pa.gov](mailto:lantavanapps@lantabus-pa.gov).

Incomplete applications will be returned to the applicant for proper completion.

### **Eligibility Determination Process for ADA Paratransit Program**

Eligibility is determined through an in-person interview and assessment by an assessment professional designated by LANTA. After submitting a complete application, the applicant will be contacted to schedule the in-person interview and assessment appointment. LANTaVan can be used, free of charge, to travel to and from this appointment.

As a result of the in-person interview and assessment, the applicant's condition will be assessed as one of the following:

- **Incapable** – An applicant may be assessed as incapable of using the fixed route bus system, indicating that they are eligible for ADA paratransit service. Assessments of incapable result from one of the following:
  1. A person is unable to board, ride, or disembark from the bus even if they are able to get to the stop and the bus is accessible. Persons in this category include individuals with mental or visual impairments who cannot navigate the bus system. Examples of navigating the bus system include recognizing destinations and understanding the transfer process.
  2. A person is unable to access the bus without wheelchair lifts or other accommodations. These persons are eligible for paratransit service if accessible buses are not available on the fixed route service which serves the trip they are making. This does not apply in the LANTA service area since all LANTA fixed route buses are equipped with wheelchair lifts or ramps.
  3. A person with specific impairment related conditions that, when combined with architectural and/or environmental barriers, makes it impossible for the person to travel to a bus stop or from a bus stop to their final destination.

- **Conditional** – An applicant with conditional eligibility is one who is approved for paratransit service for some trips or under certain circumstances/conditions.
- **Independent** – An applicant who is assessed as independent is deemed not eligible for paratransit service. However, under certain circumstances, an applicant assessed as independent may be eligible for paratransit service based on the requirements and regulations of the program that is sponsoring their trip.

Within 21 (twenty-one) days of receiving a completed application (including the in-person interview and assessment), the application will be processed and LANTA’s Paratransit Services registration staff will inform the applicant of their eligibility determination. All applicants will be notified, by postal mail, of their eligibility determination.

If an applicant is granted eligibility, they will receive a packet with the following information:

1. Name of the eligible rider and their unique ID number;
2. Assessment determination;
3. Expiration date of eligibility, if applicable;
4. Conditions – including the use of a Personal Care Attendant (PCA);
5. Now That I Am Eligible information; and
6. Rider Resources and Communications telephone number.

If an applicant is denied eligibility, they will receive a letter explaining the reason or reasons for the denial. Also included will be instructions on filing an appeal.

If LANTA’s Paratransit Services registration staff has not made an eligibility determination within 21 (twenty-one) days following the receipt of a completed application, the applicant will be treated as eligible and provided service until and unless the applicant is determined to be ineligible for paratransit service.

### **Important Points Regarding Eligibility Determinations**

- Almost all trips on LANtaVan are subsidized through a sponsoring program. These programs often require that the lowest cost transportation mode be selected for riders as long as they are able to use it.



- LANtaVan eligibility does not include persons who find it uncomfortable or difficult to get to and from bus stops or to ride a bus.
- Paratransit eligibility is a transportation decision, not a medical one. A doctor's letter certifying a disability is not the criteria for riding LANtaVan. The in-person interview and assessment provide the criteria for the eligibility determination.
- Specialized staff from the Paratransit Services Department will determine paratransit eligibility.

## **LANTA ADA Paratransit Eligibility Determination Right to Appeal**

### **Notice:**

The Americans with Disabilities Act of 1990 provides you with the right to appeal an eligibility determination that indicates you are not eligible for ADA paratransit service or any conditions placed on your use of the service.

Are you satisfied with your ADA paratransit eligibility determination?

- If yes, **you do not need to do anything more.**
- If no, **please follow the steps listed below.**

**Step 1:** You must complete the LANTA ADA Paratransit Eligibility Determination Appeal Request form. Submitted appeals are reviewed by LANTA's Appeal Committee which includes three LANTA staff members not involved in the initial eligibility determination.

**Step 2:** Depending on your selection on the form, the Appeal Committee will either review the additional information you submit or your in-person hearing will be promptly scheduled for a mutually agreed upon date and time. In-person hearings are held at:

LANTA  
1060 Lehigh Street  
Allentown, PA 18103

**Step 3:** The Appeal Committee's decision is communicated to the applicant, in writing, within thirty (30) calendar days of the completion of the appeal process. **The Appeal Committee's decision is final.**

Paratransit service will not be provided during the appeal process. If circumstances beyond the control of the Appeal Committee prevent it from rendering its decision within the thirty (30) calendar days, the applicant will be permitted to use the paratransit service until and unless a decision to deny the appeal is made.

- ❖ The Appeal Committee will be made up of individuals who were not involved in the initial eligibility determination.
- ❖ If you choose not to file an appeal through LANTA's appeal process, you also have the right to appeal the decision for Medical Assistance Transportation Program (MATP) eligibility and request a Fair Hearing through the Department of Human Services' (DHS) Bureau of Hearings and Appeals (BHA) if you disagree with the decision. The purpose of a Fair Hearing is to determine if the decision was based on a proper application of the law to your particular circumstances for MATP eligibility. The BHA appeal form and instructions can be found at [matp.pa.gov/PDF/MATP\\_WrittenNotice.pdf](http://matp.pa.gov/PDF/MATP_WrittenNotice.pdf). LANTA can also provide you with a copy of the form. Call 610-253-8333 to request a Bureau of Hearings and Appeals Form and one will be mailed to you.

Form:

## LANTA ADA Paratransit Eligibility Determination Appeal Request

Please complete this form if you would like to appeal your eligibility determination regarding LANTA's ADA Paratransit Service. Once completed, please return this form to the address at the bottom of the page. Completed forms and any additional information must be received within sixty (60) calendar days of the date on your eligibility determination letter. **If the sixty (60) calendar days are missed, the opportunity to appeal will have been missed.**

Name: \_\_\_\_\_

Street address: \_\_\_\_\_ Apt. #: \_\_\_\_\_

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

Telephone number with area code: ( \_\_\_\_\_ ) - \_\_\_\_\_

Advocate name, if any: \_\_\_\_\_

Advocate telephone number with area code: ( \_\_\_\_\_ ) - \_\_\_\_\_

Select one of the following:

\_\_\_\_\_ I choose to submit additional information for the Appeal Committee to consider, but I do not want to appeal in person. If you choose this option, along with this form, you may submit the enclosed applicable questionnaires, other information, or a combination of both that you would like the Appeal Committee to consider.

\_\_\_\_\_ I choose to appeal in person. *If you choose this option, who should we contact to schedule a mutually agreed upon date and time for the in-person hearing?*

\_\_\_\_\_ Please contact me.

\_\_\_\_\_ Please contact my advocate: If you want us to contact and deal with your advocate, the enclosed Authorization for Disclosure of Personal Information form should be completed and returned with this form. You may bring additional information to the hearing and may attend with others who are able to provide information on your behalf.

Applicant signature: \_\_\_\_\_

Advocate signature, if applicable: \_\_\_\_\_

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

Return to:

LANTA  
1060 Lehigh Street  
Allentown, PA 18103  
Attn: Accessibility Programs Administrator

## **Reapplying**

If an applicant's appeal has been denied, they may re-apply for LANtaVan service. However, if an in-person assessment of the applicant has been conducted within the previous twelve (12) months, the results of that assessment will be used to determine eligibility under the new application and a new in-person assessment will not be conducted.

## **Recertification**

LANtaVan paratransit riders may be required to recertify at reasonable intervals – usually every 3 (three) years. If required, a recertification packet will be mailed to the rider well in advance to allow maximum time for the recertification process to be completed.

## **Trip Length**

As a benchmark, the LANtaVan ADA Paratransit trip length standard is to schedule travel times that are equivalent to what it would take to get from an origin to a destination by LANtaBus service – including transfers between buses – and the length of time to cover the distance from home to bus stop and from bus stop to the destination. LANTA establishes a standard for what is considered equivalent. For all non-ADA Paratransit trips, there are no specific regulations or requirements regarding the length of rider's trips. We try to make the rider's trip as efficient as possible so that no one is on board the vehicle for an unreasonable period of time. However, it is important to note that LANtaVan cannot guarantee a maximum amount of time a rider will be on the van. If a rider has circumstances under which extended trips may cause health or other issues (for example, the need to take medication at certain intervals or the inability to be in a van seat for a particular amount of time), the rider must make their own arrangements to address these limitations.

If you have concerns about the scheduling of your trip, please call Rider Resources staff on our main line at 888-253-8333 to discuss your concerns.

## **Traveling with Children**

If a rider will be traveling on LANtaVan with a child age 8 or under who weighs less than 80 pounds, the rider must provide a child safety seat that is required for the child's size in accordance with Pennsylvania law. The rider must properly secure the seat inside the vehicle and the child in the seat. If the rider does not provide the required child safety seat and is not prepared to properly secure the seat and the child in the seat, the child will not be transported.

Children under 12 must be accompanied by an adult while riding on LANtaVan.

Children ages 12 -17 may travel without an accompanying adult only if it can be determined that they would be able to use public transit independently. This determination will be made through the in-person interview and assessment.

Children who are registered riders must pay the applicable fare and all rules applying to adult riders apply to children. There are no reduced fares for children on LANtaVan.

## **Companions**

Riders who are ADA paratransit eligible will be allowed to travel with at least one companion, such as a friend or relative. The fare for the companion will be the same as the fare for the ADA paratransit eligible rider.

Additional ADA companions accompanying the rider will be allowed on a space available basis only and will pay the same fare as the ADA paratransit eligible rider.

Please note that LANtaVan requires space for the companion(s) be reserved when the trip is scheduled. The companion(s) must have the same trip origin and destination as the rider.

## **Personal Care Attendant (PCA)**

A Personal Care Attendant (PCA) is someone designated or employed specifically to assist the paratransit eligible rider in meeting their needs. LANtaVan recognizes a PCA as a mobility aid to the eligible rider.

LANtaVan will not supply a PCA. If the rider requires a PCA, they must provide their own.

A PCA must be aged 12 or older. The PCA must have the same trip origin and destination as the rider. In addition, LANtaVan requires that space for the PCA be reserved when the trip is scheduled. No fare is charged for a PCA.

## **No-Show Policies**

### **For Trips Not Funded By Medical Assistance:**

LANTaVan has a process to suspend service to riders who establish a pattern of practice of missing scheduled trips. A missed trip can be either a no-show or a late cancellation.

#### **No Show Definition**

A no-show is recorded when a rider books a trip and when the van arrives, the rider is not available for travel or declines service. The van driver will wait no more than five (5) minutes after arriving at a pick-up location within LANTA's established paratransit pick-up window (+/- 15 minutes of the scheduled pick-up time). A no-show is also recorded when a rider cancels a trip less than two (2) hours prior to the scheduled pick-up time.

No-shows can result in disruptions to the service for other riders. Riders should make every attempt to avoid no-shows.

#### **Cancellation Policy**

Riders can cancel trips through the night before reminder calls if they have elected to receive them, or by calling LANTA Rider Resources at 888-253-8333. A trip is considered cancelled if the rider informs LANTA either through the night before reminder call or by calling LANTA Rider Resources at least two (2) hours prior to the scheduled pick-up time. A trip that is cancelled less than two (2) hours prior to the scheduled pick-up time is considered a late cancellation. A late cancellation is recorded as a no-show. No-shows do not result in subsequent scheduled trips in the service day being automatically canceled. Riders must cancel trips that are scheduled for later in the same service day to avoid an additional no-show.

#### **No Shows Beyond a Rider's Control**

All valid no-shows are recorded and reviewed to ensure accuracy. No-shows do not include trips that are missed for reasons that are beyond the rider's control, for instance; medical emergencies, scheduling problems/errors, late pick-up arrivals, early pick-up arrivals, and other operational problems. If a van arrives after the pick-up window and the rider is no longer available for travel, a no-show will not be recorded, or if a van arrives prior to the pick-up window and does not wait for the rider until a time that is five (5) minutes within the pick-up window, a no-show will not be recorded.

### Definition of a Pattern of Practice of Excessive No-Shows

LANTA considers the following criteria to be a pattern of practice of excessive no-shows:

- A rider has 20 or more scheduled trips in a single month;
- The rider accumulates a number of no-shows that represent 20% or more of their scheduled trips in that month; and
- The rider has at least six (6) recorded no-shows in that month.

Example: A rider has 20 trips scheduled in a month and has accumulated 6 valid no-shows. 6 valid no-shows represent 20% of their scheduled trips for the month.

### Suspension of Service Due to a Pattern of Practice of Excessive No-Shows

LANTaVan will take the following actions in response to a rider who displays a pattern of practice of excessive no-shows as defined above:

1. Excessive No-Shows in a one (1) month period – LANTaVan will send the rider a warning letter listing the no-show date(s) and an explanation of the suspension policy.
2. Excessive No-Shows in a second (2) consecutive month – LANTaVan will send the rider a warning letter listing the no-show date(s) and an explanation of the suspension policy.
3. Excessive No-Shows in a third (3) consecutive month – LANTaVan will send a letter listing the no-show dates and informing the rider that their access to LANTaVan services has been suspended for a 3-day period which will go into effect no sooner than 10 calendar days from the date of the letter.

\*Reservations cannot be honored for those 3 days.

### Suspension of Service Appeals

A rider who wants to contest a suspension or termination of paratransit service must do so through the Suspension of Service Appeal as described in LANTA's ADA Paratransit Policy Manual / Rider's Guide.

### **For Trips Funded By Medical Assistance:**

LANTaVan has a process to limit access to subscription reservations service to riders who establish a pattern of practice of missing scheduled trips. A missed trip can be either a no-show or a late cancellation.

### No Show Definition

A no-show is recorded when a rider books a trip and when the van arrives, the rider is not available for travel or declines service. The van driver will wait no more than five (5) minutes after arriving at a pick-up location

within LANTA's established paratransit pick-up window (+/- 15 minutes of the scheduled pick-up time). A no-show is also recorded when a rider cancels a trip less than two (2) hours prior to the scheduled pick-up time.

No-shows can result in disruptions to the service for other riders. Riders should make every attempt to avoid no-shows.

#### Cancellation Policy

Riders can cancel trips through the night before reminder calls if they have elected to receive them, or by calling LANTA Rider Resources at 888-253-8333. A trip is considered cancelled if the rider informs LANTA either through the night before reminder call or by calling LANTA Rider Resources at least two (2) hours prior to the scheduled pick-up time. A trip that is cancelled less than two (2) hours prior to the scheduled pick-up time is considered a late cancellation. A late cancellation is recorded as a no-show. No-shows do not result in subsequent scheduled trips in the service day being automatically canceled. Riders must cancel trips that are scheduled for later in the same service day to avoid an additional no-show.

#### No Shows Beyond a Rider's Control

All valid no-shows are recorded and reviewed to ensure accuracy. No-shows do not include trips that are missed for reasons that are beyond the rider's control, for instance; medical emergencies, scheduling problems/errors, late pick-up arrivals, early pick-up arrivals, and other operational problems. If a van arrives after the pick-up window and the rider is no longer available for travel, a no-show will not be recorded, or if a van arrives prior to the pick-up window and does not wait for the rider until a time that is five (5) minutes within the pick-up window, a no-show will not be recorded.

#### Limitation of Access to Subscription Reservations

LANTaVan will take the following actions in response to rider no-shows:

1. One or more (1+) no-shows in a one (1) month period – LANTaVan will send the rider a warning letter listing the no-show date(s) and an explanation of this policy.
2. One or more (1+) no-shows in a second (2) consecutive month – LANTaVan will send the rider a warning letter listing the no-show date(s) and an explanation of this policy.
3. One or more (1+) no-shows in a third (3) consecutive month – LANTaVan will send the rider a letter listing the no-show dates and informing the rider of that the rider's subscription (if applicable) will be stopped for a 3 day period. The dates of the stoppage will be included and will be no sooner than 10 calendar days from the date of the letter. The rider will be informed that they will need to book reservations individually for those 3 days.



4. One or more (1+) no-shows in a fourth (4) consecutive month – LANtaVan will send the rider a letter listing the no-show dates and informing the rider of that the rider’s subscription (if applicable) will be stopped for a 3 day period. The dates of the stoppage will be included and will be no sooner than 10 calendar days from the date of the letter. The rider will be informed that they will need to book reservations individually for those 3 days.

5. One or more (1+) no-shows in a fifth (5) consecutive month – LANtaVan will send the rider a letter listing the no-show dates and informing the rider of that the rider’s subscription (if applicable) will be stopped for a 5 day period. The dates of the stoppage will be included and will be no sooner than 10 calendar days from the date of the letter. The rider will be informed that they will need to book reservations individually for those 5 days.

6. One or more (1+) no-shows in a sixth (6) consecutive month – LANtaVan will send the rider a letter listing the no-show dates and informing the rider that they will need to book reservations for all trips individually for an indefinite period which will go into effect no sooner than 10 calendar days from the date of the letter. Riders will be allowed to request that LANTA reinstate their ability to establish subscription trips based on their no-show performance after a period of a minimum of one month.

## Now That You Are Eligible for LANtaVan

This section provides information on general policies of the LANtaVan system.

### **Service Hours**

LANtaVan service is available during the hours shown in the table below. Service for riders and trips eligible under the ADA Paratransit Program is different from those of the other sponsoring programs or what is available to the general public because ADA Paratransit service must be made available during the hours in which the corresponding fixed route bus service is available. The times in the table represent the earliest pick-up and latest drop-off times that can be scheduled by a rider.

	Non-ADA Service	ADA Service Only
Monday-Saturday	7:00 AM – 7:30 PM	5:30 AM – 11:00 PM Please note, this represents the general hours service is available. Availability in specific locations is based on the schedule of the nearest LANtaBus.
Sunday	7:30 AM – 6:45 PM	7:30 AM – 6:45 PM

There is no LANtaVan service on Thanksgiving Day and Christmas Day. LANtaVan operates Sunday service hours on the following holidays: New Year’s Day, Martin Luther King Jr. Day, Easter, Memorial Day, Independence Day (July4), and Labor Day.

### **Fares and Tickets**

LANtaVan is not a free service. When applicable, payment for trips is expected when the trip is received and must be paid with LANtaVan tickets. Tickets must be purchased in advance. The tickets are available through LANTA’s Rider Resources and Communications Department, at various locations throughout Lehigh and Northampton Counties, and they may be purchased by mail. A list of sales locations is available at [www.lantabus.com/lantavan-fares](http://www.lantabus.com/lantavan-fares).

The LANtaVan fare structure is available at [www.lantabus.com/lantavan-fares](http://www.lantabus.com/lantavan-fares).

## **Scheduling A Trip**

To schedule a trip, call the Rider Resources and Communications reservation center at 610-253-8333.

When scheduling a LANtaVan trip, the caller must be able to provide the following information: the rider's name; the rider's LANtaVan ID number; the trip date and the appointment time; the pick-up address; the destination address; the number of companions, if any; accompanying Personal Care Attendant (PCA), if applicable; and, if a return trip is desired, the return time.

Same day reservations are not permitted on LANtaVan. Reservations can be made up to 14 (fourteen) days in advance and no later than 4:30 pm the day before the desired date of travel. LANtaVan does provide some allowance for 'urgent care' under the Medical Assistance Transportation Program.

When scheduling a trip, the rider will be provided an estimated pick up time. That time may change prior to travel. On the night prior to the scheduled trip, the rider will receive a confirmation phone call which will provide the scheduled pick-up time.

A trip is defined as beginning at a pick-up location and ending at a destination location. A caller may make reservations for several trips during the same telephone call. There are no waitlists for travel times, trips are only scheduled for trip times that are available at the time the reservation is being made. The caller may also set up a subscription reservation to eliminate the need to call for a routine trip. A subscription is a trip or series of trips that are booked to continue on a repetitive basis without the rider having to call frequently to arrange service. For example, a rider may travel three times a week for medical treatment so he/she schedules that trip in advance and it repeats until the rider calls to cancel it. Similarly, a work commute schedule would include daily service.

### **Tips:**

When making travel plans, please remember that service is based on availability. LANtaVan may not always be able to accommodate the rider at the exact time that travel is desired. Also, trips scheduled for the LANtaVan service are not prioritized based on the purpose of the trip.

To improve the chances of service being available, try to schedule medical or other appointments for after 9:00 AM and before 2:00 PM.

Also, to avoid arriving at an appointment location before the location opens, or having to wait outside after a location closes, riders should try to not schedule themselves for the earliest or latest daily appointment times scheduled at that office.

### **Cancelling A Trip**

The rider, or their representative, is responsible for cancelling any trips they no longer need. To cancel a trip, please call the Rider Resources and Communications reservation center at 610-253-8333 or cancel through the confirmation call the night prior to the trip.

### **Disruptive Behavior Policy**

LANTA does have a Disruptive Behavior Policy. To inquire about or to ask for a copy of the Disruptive Behavior Policy, please contact LANTA's Paratransit Services registration staff at 610-432-3200.

### **Submitting Suggestions, Complaints, and/or Inquiries**

If you have a suggestion or a comment about our services, please call Rider Resources at 610-253-8333. You may also e-mail [lantavaninfo@lantabus.com](mailto:lantavaninfo@lantabus.com) or write to Rider Resources and Communications, 1060 Lehigh Street, Allentown, PA 18103. You may also submit online at <http://www.lantabus.com/lanta-comment-and-complaint-form>.

If you are submitting a complaint or comment about a particular trip, specific details help Rider Resources and Communications address your issue. Please include the following information when calling or writing:

- Rider's name, address, and telephone number;
- Day and time of experience;
- Vehicle number and/or driver's name, if applicable;
- Reservation Agent's name, if concerning a telephone conversation; and
- Explanation of incident, suggestion, or comment.

If you are on a LANtaVan vehicle or are waiting at home or at your destination for service and need immediate assistance regarding your trip, call the Rider Resources and Communications reservation center directly at 610-253-8333.

LANTA is committed to ensuring that no person is excluded from participation 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 1984, as amended, or on the basis of a disability, as provided by the Americans with Disabilities Act of 1990. Title VI and ADA complaints must be filed within 180 days from the date of the alleged discrimination.

To submit a discrimination complaint, print and complete LANTA's Consolidated Civil Rights Complaint Form at <http://www.lantabus.com/wp-content/uploads/2018/01/Consolidated-Civil-Rights-Complaint-Form.pdf>. The completed form must be returned to LANTA, Civil Rights Officer/Executive Director, 1060 Lehigh Street, Allentown, PA 18103.

If you require any assistance in completing this form, please contact the Civil Rights Officer by calling 610-435-4052.

## How to Ride

LANtaVan is door-to-door service between an origin and a destination. This section provides information that riders should be familiar with when taking a trip on LANtaVan.

### Driver Assistance

#### Drivers Will:

- ✓ Provide assistance as requested to riders while moving to and from the vehicle as well as while getting on and off the vehicle. The assistance will be that drivers will extend their forearm to steady or guide the rider.
- ✓ Stay within the “line of sight” of their vehicle.
- ✓ Provide requested assistance between the outermost or main door of origins and destinations. In some instances, a different door may have to be used; this will only be for safety or operational reasons.
- ✓ Verbally identify themselves as a LANtaVan driver and provide their first name.
- ✓ For ambulatory riders, provide requested assistance on steps or on the lift.
- ✓ For riders using wheelchair or other mobility devices, provide assistance, if reasonably able, over one (1) step and on the lift.
- ✓ Assist riders with no more than three (3) shopping or grocery bags. Drivers will not take the bags inside any location.

#### Drivers Will Not:

- ✓ Lock or unlock a door at a home.
- ✓ Enter or go through a door at an origin or a destination to assist a rider.
- ✓ Lift or take extraordinary measures to move a rider to and from the vehicle.
- ✓ Transport a rider who is too ill to remain upright and be secured in their seat, or who is vomiting or bleeding. Drivers are not trained to provide any type of medical assistance to riders.

**DRIVERS ARE NOT RESPONSIBLE FOR CUSTODIAL CARE AFTER A RIDER REACHES THEIR ORIGIN OR DESTINATION.**

**(In other words, if the rider cannot be left alone and there is no one at the destination to accept the rider, the driver will not remain with the rider.)**

## **Vehicle Arrival**

- ✓ The rider is to ensure that their wheelchair or other mobility device is in good working order.
- ✓ The vehicle may arrive up to fifteen (15) minutes before or fifteen (15) minutes after a scheduled pickup time. This is referred to as the pickup window. The driver is considered on-time if they arrive within the pickup window.
- ✓ If the vehicle arrives within the pickup window, the rider is expected to get on the vehicle as soon as it arrives and must board within five (5) minutes. The driver may leave without the rider after the five (5) minutes.
- ✓ If the vehicle arrives before the pickup window, the rider should get on the vehicle if they are ready. If the rider is not ready, the driver will wait five (5) minutes within the pickup window. The driver may leave without the rider after the five (5) minutes.

If the vehicle leaves without the rider on a take trip, another vehicle will not be sent to provide the trip.

If the vehicle leaves without the rider on a return trip, the rider may call the reservation line (610-253-8333) and request a new pickup time. A new pickup time is not a guarantee; it will be based on vehicle availability.

## **Origin to Destination Accessibility**

- ✓ There must be a safe and accessible path of travel from the vehicle to the outermost or main door of origins and destinations.
  - A safe and accessible path includes:
    - being clear of ice or snow
    - being clear of tree branches, shrubs, etc...
    - being wide enough to accommodate a needed wheelchair or other mobility device
    - having pets or animals (other than service animals) secured
- ✓ If the vehicle's lift is needed, there must be an appropriately sized area to allow for its safe deployment.
- ✓ Parking areas, parking lots, roads, driveways, etc... must be large enough for the vehicle to safely maneuver, turn around, and park. If the vehicle cannot be maneuvered and turned around, the rider will have to meet the vehicle at a safe location. Drivers are not permitted to back out of an area.
- ✓ Vehicles only travel on paved roads; they do not travel on gravel, grass, or rocks.
- ✓ The parked vehicle may not block or impede traffic.

## **Safety Belts, Mobility Devices, Other Equipment & Service Animals**

- ✓ Every person who travels on the vehicles must use the appropriate safety belts and securement systems while on the vehicle. Any person who refuses to do so will not be transported.
- ✓ Wheelchairs and other mobility devices must be secured at all times while getting on and off the vehicle and while being transported. If the wheelchair or other mobility device has footrests, the rider is to use the footrests.
- ✓ Wheelchairs and other mobility devices will be placed in the designated securement areas.
- ✓ Riders using scooter-type mobility devices who are capable of transferring to a vehicle seat are strongly urged to do so for transport.
- ✓ Riders who need to use the lift, but are not wheelchair or other mobility device users, may use the lift in a standing position as long as they can maintain their balance while on the lift.
- ✓ Riders may travel with portable oxygen or other medical equipment so long as doing so does not violate Pennsylvania's hazardous materials transport rules. In addition, the portable oxygen or other medical equipment must be secured while being transported and must be of a size that can be safely and reasonably be accommodated in the vehicle. Under no circumstances will drivers handle, attach, or provide any service to the equipment.
  - If using portable oxygen, riders should be sure to have enough for the scheduled duration of the trip and for any delays.
- ✓ Service animals are permitted on all vehicles.
  - When the trip is scheduled, it is strongly encouraged to tell the reservationist that a service animal will be traveling along.
  - Riders are always expected to keep their service animal under complete control and to ensure that the service animal will not pose a threat to drivers, other riders, or other service animals on the vehicle. Should a service animal evidence aggressive or other inappropriate behavior, LANtaVan reserves the right to refuse future service to the service animal.
  - Drivers will not handle service animals.

## **Lift Limitations**

- ✓ Lifts do have limitations as far as size and weight.
- ✓ If the size of the wheelchair or other mobility device exceeds the size of the lift, it will not be able to be transported.



- ✓ If the combined weight of the rider and the wheelchair or other mobility device exceeds what the lift can handle, the rider will have the option of getting on an off the van separate from the wheelchair or other mobility device so long as this can be safely and reasonably done.

## **Miscellaneous**

- ✓ Non-service animals may be transported on the vehicles as long as they are caged in an appropriately sized carrier which the rider is responsible for getting on and off the vehicle.
  - When the trip is scheduled, the reservationist must be told that a caged animal will be traveling along.
- ✓ Shopping carts are allowed on the vehicles and should not exceed *21 x 24.5 x 40.12 inches* in dimension. Shopping carts should be foldable.

## **Rider Do's and Don'ts While On the Vehicle**

- ✓ **DO** keep safety belts and securement systems secured.
- ✓ **DO** remain seated.
- ✓ **DO** use headphones when listening to any type of audio from electronic devices.
- ✓ **DO** wear appropriate clothing and footwear.
- ✓ **DO NOT** eat or drink. Medical exceptions may be made with appropriate documentation from a physician.
- ✓ **DO NOT** smoke. This includes e-cigarettes and vaping.
- ✓ **DO NOT** use profane or abusive language or conduct.
- ✓ **DO NOT** carry weapons in a manner that violates LANTA's weapons policy.
- ✓ **DO NOT** have any physical contact with other riders.
- ✓ **DO NOT** have an unnecessary conversation with the driver – it can be a distraction.

## **Emergencies**

- ✓ In the unlikely event that you are a rider on a vehicle that is involved in an accident, please remain calm and follow the driver's instructions.
- ✓ If there are injuries, emergency services will be contacted.
- ✓ If asked to do so, evacuate the vehicle quickly.
- ✓ You might also be asked to provide information as a witness and LANTA does ask for your cooperation.

## **Inclement Weather**

- ✓ LANTaVan service may be limited or cancelled due to inclement weather.
- ✓ The best way to find information about service limitations or cancellations is at [www.lantabus.com](http://www.lantabus.com) or by following LANTA on Facebook or Twitter.
- ✓ LANTA also notifies local radio, newspaper and television news outlets about weather related service limitations or cancellations.

## **Other Services**

There is a provision within the Medical Assistance Transportation Program (MATP) for transportation for urgent care. The definition of “urgent care” includes any illness that if left untreated could become a crisis or an emergency situation if not treated in a 24- hour period or discharge from a hospital. If your transportation is subsidized by the MATP program and you need transportation for an urgent care matter, you should submit a MATP Urgent Care form located on our site at [www.lantabus.com](http://www.lantabus.com) and follow submission directions.

\*A three-hour notice is required for all urgent care request.