



***RIDER'S  
INFORMATION GUIDE  
TO PARA-TRANSIT  
SERVICE***



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# ***RIDER'S INFORMATION GUIDE TO ADA PARATRANSIT SERVICE***

## **WELCOME**

ADA Paratransit service is door-to-door or curb-to-curb as needed, shared-ride transportation for individuals whose disabilities or health conditions prevent them from using Lafayette Transit (LTS) bus system (also referred to as fixed route). This guide is designed to help you understand the service and your responsibilities while using it.

## **I. GENERAL INFORMATION**

The Americans with Disabilities Act (ADA) of 1990 requires all public transportation agencies like LTS to provide specialized transportation that is comparable to the public transit bus service for individuals who do not have the functional ability to ride public transit.

ADA Paratransit service in Lafayette is provided through a cooperative agreement between LTS and Acadiana Transit, and is available on a prearranged basis for trip purposes within the corporate limits of Lafayette. If you are interested in using ADA Paratransit service, you must apply and be found eligible for the service according to ADA guidelines.

### **Accessible Formats**

This Rider's Guide is available in large print, Braille, and on audiotape, by calling (337) 235-8968.

### **Service Area**

The service area for Acadiana Transit is the corporate limits of Lafayette.

### **Service Days and Hours**

Paratransit pick-ups commence Monday thru Friday at 5:45 a.m. and ending at 10:00 p.m. Paratransit scheduled pick-ups on Saturday begin at 5:45 a.m. and end at 10:00 p.m. Service hours and days exclude holidays observed by Lafayette Consolidated Government.

### **Certification Process**

To apply, complete and return the application provided by Lafayette Consolidated Government's Transit Division either by mail, email or fax. When your completed application is received, it will be evaluated by Lafayette Transit System personnel to determine how your disability or health related condition affects your ability to ride the Lafayette Transit System fixed-route bus system. Only those persons whose disabilities **prevent** them from using regular bus service, all of the time or some of the time, are eligible under the ADA. The number to call to obtain an application for ADA Paratransit service is (337) 235-8968 or 1(800) 242-0093. Within 21 days of Lafayette Consolidated Government's receipt of your completed application, you will be notified by your preferred method of contact from the Lafayette Consolidated Government's Transit Supervisor as to your eligibility determination/status.

Applicants who are denied eligibility may first appeal to the Lafayette Consolidated Government's Transit & Parking Manager at (337) 291-8545. Applicants who are not satisfied with the determination of the Transit & Parking Manager and Transit Appeal Committee may then appeal to the City/Parish Transportation Engineer. The decision by the City/Parish Transportation Engineer shall be the final determination by Lafayette Consolidated Government.

Recertification after the Paratransit rider's initial application certification is not required. However, should the rider have no use of the system for three consecutive years, the original certification will be invalidated and the rider would then be required to resubmit their application for Paratransit services.

### **Out-of-Area Visitor Riding Privileges**

Acadiana Transit will honor certifications from other transit/Paratransit systems. An individual from out-of-town requesting service must present proof of their certification. A letter or an identification card will be used as adequate verification.

If an individual does not have verification, but claims to be ADA Paratransit eligible, Acadiana Transit will request proof of permanent residency and if a disability is not readily apparent or obvious, medical documentation of the disability is required. The "out of area visitor" may use the service for twenty-one (21) calendar days within a year. If more than twenty-one (21) calendar days is needed, the individual must make a request to Lafayette Consolidated Government for determination of ADA Paratransit eligibility. Guidelines identified within this document must be observed by "out of town visitors."

## **Making a Ride Reservation**

### **Numbers to call**

(337) 235-8968 or 1 (800) 242-0093

LA Relay 1 (800)846-5277

**Reservations may be made or cancelled during the following times (excluding holidays):**

<b>Days of Service</b>	<b>Cancellations</b>	<b>Reservations</b>
Monday-Friday	3:45 am - 10:30 pm	3:45 am- 4:30 pm
Saturday	3:45 am - 4:00 pm	6:00 am - 10:00 am
Sunday	8:00 am - 4:00 pm	8:00 am - 12:00 pm
Holidays w/ next day service	8:00 am - 4:00 pm	8:00 am - 12:00 pm

Ride requests may be made up to fourteen (14) days in advance. Acadiana Transit will attempt to provide same day service if the current vehicles can accommodate the trip without impacting others.

When you call, the reservation taker will “negotiate your trip” by searching for available space up to one hour on either side of the pick-up time you request. If space exists, you will be offered a “ready time” and trip confirmation number. Ask the reservationist to read back your trip request to ensure every detail is correct.

When you call please have paper, pencil, and the following information available:

- Your first and last name.
- The date of your requested trip.
- Your preferred pick-up and return times.
- Your origin and destination addresses and phone numbers for those locations (including building name, specific drop-off, pick-up information, and doctor’s name and suite number if applicable).
- If you will be traveling with an attendant, companion (including children), or service animal.
- If you or anyone accompanying you will be traveling using a wheelchair, scooter, or other equipment.
- Any additional information the driver may need to help you travel.

If your trip is for a medical appointment you may ask for “will-call” type of trip. Upon completion of your medical appointment contact Acadiana Transit to notify of your request for return trip. The next available bus will arrive for your return trip.

Since this is a shared ride service, the driver may make other stops on the way to your drop-off point; therefore, it’s best to allow plenty of time to transport you to and from your destination. If you are unsure of how much time you should allow for your trip, please ask the reservation taker for suggestions when scheduling your pickup.

### **Subscription Rides**

Subscription reservations are offered on a limited basis for trips that recur weekly at the same time to and from the same addresses. Subscription riders will only count for 50% of total qualified riders. Subscription waiting lists exist and are reviewed periodically to see if additions will create increased ridesharing opportunities. Therefore, scheduling for subscription service is based on time, geography, and direction of the trip – not on a first-come, first-served basis. With this understanding, you are welcome to place a subscription request.

### **Personal Attendants**

A personal attendant assists the passenger with daily life functions and may provide assistance during the ride or at the destination. If you need assistance traveling, riding with a personal attendant is strongly encouraged. Personal attendants are not required to pay fares and must be picked up and dropped off at the same locations as the passenger. A passenger’s need for a personal attendant must be registered with Acadiana Transit.

### **Companions**

A companion is someone without an ID card who rides with a registered passenger, but not as a personal attendant. You may arrange to bring one companion along on each ride, in addition to a personal attendant. Companions must be picked up and dropped off at the same addresses. Additional companions may be scheduled if space is available. Companions pay the same fare as the registered passenger.

### **Destination Notification**

Paratransit riders can request to have calls made to destination sites to notify of their pending arrival. This notification shall be made from either an on-board cell phone or through notification to the vendor central dispatch office

via two-way radio, which would have personnel available to make the notification call.

### **Vehicles and Drivers**

Acadiana Transit Paratransit service is provided by using a variety of vehicles. You must ride in the vehicle that is sent to pick you up. Special requests by passengers for specific vehicles and drivers will not be honored.

### **Boarding Time**

When you call to reserve your ride, you will be given a “30 minute pickup window” in which the vehicle will arrive. You’ll need to be ready at the beginning of your pickup window. For example, if your negotiated “ready time” is at 8 am, your 30-minute pickup window is from 7:45 am to 8:15 am. You’ll need to be ready to board at 7:45 am. Upon arrival of vehicle within your pick up window, the vehicle will wait 5 minutes prior to leaving. If you fail to board the vehicle within the 5 minutes, you will be recorded as a “no-show.” By being ready when the Paratransit vehicle arrives, you help keep everyone’s trip on schedule.

### **How Long Will the Paratransit Vehicle Wait?**

When the vehicle arrives within the pickup window, the driver will wait no more than 5 minutes. If the vehicle arrives before your pickup window starts, you may leave if you are ready. If you are not ready, the driver will wait until your pickup window starts and then an additional 5 minutes before departing.

### **What If My Ride Is Late?**

If your ride has not arrived within 30 minutes after your “ready time” call (337) 235-8968 a dispatcher will update you on the status of your ride.

### **Canceling a Trip**

Cancellations should be made no later than two (2) hours before the Paratransit passenger’s scheduled trip as noted under Reservation / Cancellations on page 5 of this guide. Cancellations can be made by calling (337) 235-8968.

### **Preventing No-Shows**

It is the goal of Acadiana Transit to always connect with passengers and provide their scheduled ride. When passengers do not cancel in accordance with Reservations/Cancellations on page 5 of this guide, or are not available

to board within 5 minutes, it is considered a “no-show” on the part of the passenger.

Passengers can prevent no-show situations when they:

- Review dates, times and addresses with the reservationist to be sure information is correct.
- Call Acadiana Transit and cancel rides as soon as the ride is no longer needed.
- Cancel in accordance with Reservations/Cancellations on page 5 of this guide.
- Are prepared to board at the starting time of the pickup window and within 5 minutes after the vehicle arrives.

Circumstances outside passenger’s control, as determined solely by the Transit Supervisor, will not be considered as a no-show.

Examples of circumstances may include, depending on the details and circumstances:

- A sudden personal emergency
- Sudden or worsening illness.
- Inability to get through on Acadiana Transit phone lines.
- Late arrival of the vehicle.
- Disruptive behavior caused by a disability.

### **Wheelchair Lift Policy:**

The wheelchair lifts/ramps on Paratransit vehicles will be utilized in the same manner as on the fixed route system.

Vehicles equipped with wheelchair lifts/ramps will be dispatched based on the rider’s medical needs. These medical needs are determined by a physician and indicated on the rider’s Paratransit application. Otherwise, if the Paratransit vehicle is equipped with a wheelchair lift/ramp and the rider requests to board the vehicle using the lift/ramp, the driver will comply with the rider’s request.

### **Trip Fares**

- Fares are One Dollar & Fifty Cents (\$1.50) per one-way trip.

Drivers must collect fares upon boarding, so please have the exact fare ready, as they cannot provide change.

### **Boarding With a Mobility Device**

Acadiana Transit vehicles are lift-equipped and will accommodate mobility devices, such as wheelchairs, scooters, and walkers.

- Drivers are trained to operate the lift and will secure you after boarding.
- Boarding while standing on the lift is allowed.

### **Transporting Life-Support Equipment**

You may bring a respirator, portable oxygen, and/or other life support equipment as long as it does not violate laws or rules related to transportation of hazardous materials.

### **Transporting Children**

Children traveling as companions (max 3 per rider) or personal attendants (max 1 per rider), who are required by law to use a child safety belt, a booster seat, or other safety restraint system, the rider is responsible for providing such safety equipment and for securing it and the child in Paratransit vehicles.

### **Transporting Animals**

You may travel with a service animal such as a guide dog. Please tell the reservations taker when you book trips that you will be traveling with a service animal.

## **II. PASSENGER RESPONSIBILITIES**

Acadiana Transit has a short list of commonsense responsibilities designed to ensure safety and comfort for all riders and drivers.

### **Passenger responsibilities include:**

- Read all sections of the Rider's Information Guide to ADA Paratransit service carefully.
- Make reservations at least one day in advance.
- Be at designated pick-up locations.
- Board the vehicle as soon as it arrives.

- Call to inquire if the vehicle has not arrived with your 30 minute “pickup window”
- Call to cancel rides that are not needed.
- Pay the correct fare upon boarding.
- Wear seat belts.
- Avoid distracting the driver or annoying other passengers with inappropriate behavior.
- Maintain acceptable standards of personal hygiene.
- Bring a personal travel attendant if needed.
- Eating, drinking, or smoking within the vehicle is prohibited.

### **III. CARRYON BAG POLICY:**

Operator will assist with three (3) large or six (6) small bags per trip, per passenger. Assistance with bags will be given upon request of the passenger. A bag would be defined as (one) 1 large paper or plastic sack (weight not to exceed 10 lbs) or two (2) small plastic bags (weight not to exceed five (5) lbs each). (Any item meeting the preceding requirements may be substituted for a “bag.”) Any passenger violating this policy will be given one (1) letter of warning. A second occurrence will result in denial of transportation up to seven (7) days.

Operators will assist with 1 basket of laundry. Laundry must be completely covered.

### **IV. DRIVER RESPONSIBILITIES**

Acadiana Transit drivers will treat you with courtesy and dignity as they escort you to and from the main door or curb of your pick-up locations and help you get on and off the vehicle. They can stow small personal belongings, but if you need other types of help, such as filling prescriptions, managing several packages, etc., please bring along a personal attendant.

#### **Drivers are not permitted to:**

- Transfer passengers from wheelchairs to vehicle seats.
- Lift or carry riders and/or wheelchairs up or down steps.
- Secure child safety systems in the vehicle or children into such systems.
- Not permitted to carry packages.

## V. SUSPENSION OF SERVICE

Suspension of rider eligibility could occur due to repeated error by the passenger resulting in scheduled trips not being taken. The “no-show” policy will consider and take into account the passenger’s frequency of use prior to suspension of service. Suspension of services could be imposed when a clear, true pattern of practice of missing scheduled trips exist. These types of errors include no-shows (including instances of lateness), untimely cancellations, and abusive or disruptive behavior.

### A. Suspension of Service for No-Shows:

<b>Number of "No-Shows"</b>	<b>Calendar Day of Service</b>	<b>Results / Action</b>
5% of scheduled trips and greater than 5 “No-Shows”	within 30 Calendar days	Will result in a warning letter
8% of scheduled trips and greater than 8 “No-Shows”	within 30 Calendar days	Will result in a letter indicating a suspension of service for three (3) calendar days
12% of scheduled trips and greater than 12 “No-Shows”	within 60 Calendar days	Will result in a letter indicating a suspension of service for seven (7) calendar days
15% of scheduled trips and greater than 15 “No-Shows”	within 60 Calendar days	Will result in a letter indicating a suspension of service for fourteen (14) calendar days
Any further no-shows		Review of eligibility

**B. Suspension of Service for Cancellations:**

Scheduled Trips	Cancellations within	Results / Action
8% of scheduled trips and greater than 8 Cancellations	within 30 Calendar days	Will result in a warning letter
12% of scheduled trips and greater than 12 Cancellations	within 30 Calendar days	Suspension of service for seven (7) consecutive days
15% of scheduled trips and greater than 15 Cancellations	within 30 Calendar days	Suspension of service for fourteen (14) consecutive days
20% of scheduled trips and greater than 20 Cancellations	within 30 Calendar days	Suspension of service for twenty-one (21) consecutive days

**C. Service Suspension for Abusive or Disruptive Behavior:**

Passengers who engage in violent, seriously disruptive, or illegal conduct directed at other riders or Acadiana Transit staff will be subject to suspension of service for up to thirty (30) days. Such conduct includes, but is not limited to, threats or fear of physical or verbal abuse; unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations; unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating vehicle-riding rules, including smoking, eating or drinking in the vehicle, or defacing equipment.

Suspension for abusive or disruptive behaviors which violates the no tolerance policy of Lafayette Consolidated Government will occur as follows:

- 1<sup>st</sup> Occurrence – Transit employee fills out an incident report, Patron receives a written warning
- 2<sup>nd</sup> Occurrence – Transit employee fills out an incident report, Patron is suspended for 30 days.

The only exceptions to the service suspension policy will be made due to situations beyond control of the passenger as determined solely by the Transit Supervisor.

Suspension may not be imposed for circumstances, depending on the specific details, for following:

- A sudden personal emergency
- Sudden or worsening illness.
- Inability to get through on Acadiana Transit phone lines.
- Late arrival of the vehicle.
- Disruptive behavior caused by a disability.

### **Steps of the Suspension Process**

If you receive a proposed suspension of service letter, you will be provided an opportunity to explain the reason for each occurrence. **Prior** to suspension for incidents other than for abusive or seriously disruptive behavior, you will receive a **written warning** of the proposed suspension period citing the reason. **You will also receive written directions to appeal your proposed suspension.**

### **Steps of the Appeal Process**

Applicants who receive a Letter of Suspension or are denied eligibility may first appeal, in writing, to:

Lafayette City-Parish Consolidated Government  
Lafayette Transit System  
Attn: Transit & Parking Manager  
101 Jefferson Street Ste. 202  
Lafayette, LA 70501-7008

The Transit and Parking Manager shall schedule an appeal meeting within thirty (30) calendar days of receipt of the appeal letter. Applicants who are not satisfied with the determination of Transit Appeal Committee may then appeal, in writing to:

Lafayette City-Parish Consolidated Government  
Attn: City-Parish Transportation Engineer  
101 Jefferson Street Ste. 202  
Lafayette, LA 70501-7008

The City-Parish Transportation Engineer shall respond within thirty (30) calendar days to an appeal. The decision by the City-Parish Transportation Engineer shall be the final determination by Lafayette Consolidated Government.

## **VI. KEEPING ELIGIBILITY AND INFORMATION UP TO DATE**

Please call Acadiana Transit at (337) 235-8968 if there is a change in:

- Your address or telephone number.
- Your emergency contact's name or telephone number.
- The type of mobility device you are using.

When a person is registered as eligible for ADA Paratransit service and does not use the service for 12 consecutive months, he or she is considered an "inactive" passenger, and the passenger's file is "archived." If a reservationist indicates you are an inactive passenger, you will be asked to verify basic information in your file. Acadiana Transit will reactivate your records and provide you with service.

## **VII. PARA-TRANSIT CUSTOMER ASSISTANCE**

Acadiana Transit staff cares what you think and welcome your compliments, complaints and suggestions. Write or call Acadiana Transit at (337) 235- 8968 as soon as a good or bad deed has occurred and let them know: Who? What? Where? When? Why?

Alternately, you

may write to:

Acadiana Transit  
930 Center Street  
Lafayette, LA 70501

## **VIII. TITLE VI OF THE 1964 CIVIL RIGHTS ACT**

### *Title VI*

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits

of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

### ***Applicability***

Title VI covers all agencies receiving federal funds. Some examples include student aid, employee training, grants, loans, property, loans of personnel, tax incentives, and technical assistance.

Title VI applies to discrimination throughout an agency, not just actions involving federally assisted programs.

### ***Filing a Title VI or ADA complaint***

Lafayette Consolidated Government, in its administration of government functions, actively ensures nondiscrimination under Title VI of the Civil Rights Act of 1964. Title VI states "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." If you have any questions or comments related to Title VI call 337-291-8410.

### ***Title VI Complaint Procedure***

Any person who believes she or he have been discriminated against on the basis of race, color, or national origin by LCG or our transit service provider may file a Title VI complaint by completing and submitting the LCG's Title VI Complaint Form or by calling LCG's Title VI/ADA Coordinator. The anti-discrimination protection also extends to the activities and programs of LCG's sub-recipients. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence). All complaints are logged and will be investigated according to federal standards.

Passengers using federally funded public transportation are entitled to equal access, seating and treatment. Under Title VI of the Civil Rights Act of 1964 (as amended) and related statutes, LCG must ensure that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to

discrimination under any federally funded program, activity or service it administers.

Complaints for alleged non-compliance with Title VI and related statutes with Lafayette Transit System. To submit a complaint online, fill out the online compliant form. LCG's Title VI Complaint Form (English and Spanish) is located on the website: [www.ridelts.com](http://www.ridelts.com) . To submit a claim by mail, by phone or in person, please fill out the printable complaint form and mail/take to or call:

Lafayette Consolidated Government  
101 Jefferson Street  
Lafayette, LA 70501  
Email: [swilliams2@lafayettela.gov](mailto:swilliams2@lafayettela.gov)  
Phone: (337) 291-8410  
Fax: (337)291-8415

Individuals may also file complaints directly with the Federal Transit Administration (FTA) with the 180-day timeframe:

Federal Transit Administration (FTA)  
Attention: Title VI Coordinator  
East Building, 5<sup>th</sup> Floor – TCR 1200  
New Jersey Avenue, SE  
Washington, DC 20590

Complaints received by Lafayette Transit System will be assigned to the Title VI/ADA Coordinator for investigation in accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1B). After the complaint is processed, the Title VI/ADA Coordinator will respond to the complainant and, if warranted by the investigation, take appropriate action. LCG, as the designated recipient of federal funds is responsible for monitoring this process.

Note: To request information about LCG Title VI Policy, please send an e-mail to [swilliams2@lafayettela.gov](mailto:swilliams2@lafayettela.gov). To request information in alternative formats, please contact [swilliams2@lafayettela.gov](mailto:swilliams2@lafayettela.gov) or phone: 337-291-8410.

LCG has 30 days to investigate each complaint. If more information is needed to resolve the case, LCG may contact the complainant. Following the investigation of the complaint, a possibility of two letters will be sent to the complainant: a closure letter or a letter of finding. A closure letter

states that there was not a Title VI violation; therefore, the case will be closed. A letter of finding states that there was a Title VI violation and explains what the corrective action will be taken to remedy the situation. A complainant can appeal the decision within 60 days of receiving the letter. All appeals must be submitted to LCG.

## **Tracking**

Complaint comes in and is logged and filed by the Title VI/ADA Coordinator.

Once complaint is received, the Title VI/ADA Coordinator will notify and send complaint to the Transit and Parking Manager within 24 hours. During the review process, the Title VI/ADA Coordinator will send out emails to Parking and Transit Manager and CAO to remind them that the complaint is not yet resolved or closed out. This process is reinitiated weekly to ensure timely compliance.

## **Investigating**

1. Summary of the complaint, completed by the Title VI/ADA Coordinator.
2. Statement of issues. List every issue derived from the complaint summary. Include questions raised by each issue:
  1. Who?
  2. What?
  3. When?
  4. Where?
  5. How?

Add new issue that surface during investigation. The final list of issues becomes outline for investigation.

3. Respondent's replay to each issue. Obtain information from each respondent, listen to each tape, and review each document. All staff will document information collected in the customer contact (respondent area). After all respondent information is documented, complete the documentation (remaining step). Determine the action taken. Follow up with the customer.

Note: “Respondent” is not confined to the transit vehicle operator.  
“Respondent” is defined as any source of information that can contribute to the investigation, such as:

Operator (interview/History)  
Radio/Dispatch  
GPS tracking software and programs  
Maintenance (Staff/Records)  
City Transit Staff  
Witnesses  
Complainant (Interview/History)  
Video (camera) and/or audio recordings  
Incident reports (supervisor, transit police, and fare/security inspectors)  
Other transit employees  
Route history

1. Findings of fact. Investigate every “issue” (stated in the “statement of issues noted in step two). Separate facts from opinions.
2. Citations of pertinent regulations and rules. Develop list of all regulations, rules, policies, and procedures that apply to the investigation.

Title VI requirements

LCG’s policies and service standards

3. Conclusions of law. Compare each fact from “findings of fact” to the list of regulations, rules, etc. Make decision on whether violation(s) occurred. List of violations become “conclusions of law”.
4. Description of remedy for each violation. Specific corrective actions for each violation found. Include plans for follow-up checks. Don not conclude report with “no action taken”. If no violations found, conclude the report in a positive manner. Review policies and procedures. Review Title VI provisions.

### **Response to Complainant**

Detailed summary of conversation with the complainant. Send copy of letter to complainant.

## **Action Taken**

Must include specific corrective action for each violation found.

Include a follow-up action plan.

If no violations found, note polices procedures, etc. reviewed with operator.

**Lafayette Consolidated Government (LCG)<sup>17</sup>  
Title VI Discrimination Complaint Form**

Your Name	Phone	Name of Person(s) who discriminated Against You	
Your Address (Street No., P.O. Box, Etc.)		Location and Position of Person (if known)	
Your City, State, Zip		City, State, Zip of Alleged Incident	
Discrimination occurred because of: <input type="checkbox"/> Race/Color <input type="checkbox"/> Sex <input type="checkbox"/> Disability <input type="checkbox"/> Age <input type="checkbox"/> National Origin <input type="checkbox"/> Income Status <input type="checkbox"/> Retaliation		Date of Alleged Incident	
<p>Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved and witnessed the discrimination. Be sure to include how other persons were treated differently than you. Attach any written material pertaining to your case.</p>			
<b>Section II.</b>			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered yes to this question, skip to Section III.			
If not, please supply the name and relationship of the person for whom you are filing this complaint:			

<sup>17</sup> This form will be printed and distributed to reflect the name and contact information of the current Title VI & ADA Coordinator as

Please explain why you are filing for a third party:			
Please confirm that you have obtained the permission of the aggrieved party to file a complaint on their behalf:		Yes	No
Section III			
Have you previously filed a complaint with this Agency?			
Have you filed this complaint with any other Federal, State, or local agency? If yes, please name said agency and briefly describe the incident.			
Signature:		Date:	
Please return this form to: Shaun P. Williams Title VI & ADA Coordinator Lafayette Consolidated Government 101 Jefferson Street Lafayette, LA 70501		Phone: 337-291-8410	
Accessible Format Requirements for this Form?	Large Print		Audio Tape
	TDD		Other

## **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 LCG. The State of Louisiana and LCG 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:

Title VI/ADA Coordinator | Attn: Shaun Williams

101 Jefferson Street, Lafayette, LA. 70501

Phone: 337-291-8410 | Fax: 337-291-8415 | E-mail:  
swilliams2@lafayettela.gov

Within 15 business days Title V/ADA Coordinator | Shaun Williams will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of LCG and offer options for substantive resolution of

the complaint. For Complaints submitted online, or via electronic mail, an electronic mail reply may be used as the city's written communication.

If the response by Title V/ADA Coordinator | Shaun Williams does not satisfactorily resolve the issue, the complainant or his/her designee may appeal the decision within 15 business days after receipt of the response from the ADA Compliance Officer to the Chief Administrative Officer (CAO).

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 Title VI/ADA Coordinator, appeals to the Chief Administrative Office (CAO) and response from these two office will be retained by the ADA Coordinator for at least three (3) years.

**Lafayette Consolidated Government (LCG)<sup>8</sup>**

**ADA Discrimination Complaint Form**

Your Name	Phone	Name of Person(s) who discriminated Against You
Your Address (Street No., P.O. Box, Etc.)	Location and Position of Person (if known)	
Your City, State, Zip	City, State, Zip of Alleged Incident	
Discrimination Because of: <input type="checkbox"/> Disability Other Factors: <input type="checkbox"/> Race/Color <input type="checkbox"/> Sex <input type="checkbox"/> Age <input type="checkbox"/> National Origin <input type="checkbox"/> Income Status <input type="checkbox"/> Retaliation	Date of Alleged Incident	
Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved and witnessed the discrimination. Be sure to include how other persons were treated differently than you. Attach any written material pertaining to your case.		
Signature:	Date:	
Please return this form to: Lafayette Consolidated Government Title VI & ADA Coordinator PO Box 4017-C Lafayette, LA 70502	Ph : Fx :	

## ***Reasonable Modification Statement***

In accordance with the Americans with Disabilities Act (ADA) and directives, LCG will make every effort, to ensure that a persons with a disabilities have [access](#) to and benefits from programs, activities, facilities and services.

**ADA - [Sec.36.302 Modifications in policies, practices, or procedures.](#)**

### ***What Is A Reasonable Modification?***

A reasonable modification is a change or exception to a policy, practice, or procedure that allows people with disabilities to have equal access to services, programs, facilities and activities. Reasonable modifications must always be related to the individual's specific limitation caused by the disability.

When requesting a reasonable modification to a LCG program or service, an individual with a disability is not required to provide a medical documentation or diagnosis to justify their request, but they must be able to explain how their disability is related to the requested modification.

#### **Examples:**

- City Hall modifies its “no pet” policy in order to allow individuals with service and support animals to enter the premises with their animal so that the person may enjoy the services and programs offered.
- Allowing a person using an electric wheelchair or other mobility device to access areas where electric vehicles are banned.
- Allowing an exception to the City's setback rule to allow an individual to install a wheelchair ramp in front of the property.
- Assisting someone with a cognitive disability in understanding and filling out a form to receive public assistance benefits.

#### **What Is A Fundamental Alteration?**

A fundamental alteration takes place in the rare instance when there may be a significant change in the nature of the service, program, or activity in question because of a reasonable modification.

Example:

A person with a disability asks the City Tax Collector's Office to fill out his or her personal income tax forms. Assisting with income tax is outside of the realm of services that the Tax Collector's Office offers and therefore this request would significantly alter the nature of their service.

### **Reasonable Modification in Public Transportation**

Lafayette Transit System (LTS) will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services, when necessary to avoid discrimination and ensure accessibility for people with disabilities.

Reasonable Modifications do have limitations and are not intended to:

- Cause a direct threat to the health and safety of others
- Create undue financial and administrative burdens
- Constitute a fundamental alteration to a service
- Not necessary to provide equal access to an LTS service

Considerations when making a reasonable modification request:

- Individuals requesting modifications shall describe what they need in order to use the service.
- Individuals requesting modifications are not required to use the term "reasonable modification" when making a request.
- Whenever feasible, requests for modifications shall be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, during the para-transit eligibility process, through customer service inquiries, or through LTS compliant process.
- Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of which the individual with a disability was unaware until arriving), operating personnel of LTS shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with LTS management before making a determination to grant or deny the request.

The request must identify the modification needed in order to use the service. Whenever feasible, please make the request in advance, before the modification is needed to access the service.

**I. CONTACT INFORMATION AS OF  
December 5, 2019 (SUBJECT TO  
CHANGE):**

**Acadiana Transit Contact List:**

<b>Title</b>	<b>Phone</b>	<b>E-Mail Address</b>
Director	(337)235-8976	<a href="mailto:Director@acadianatransit.com">Director@acadianatransit.com</a>
Office Manager	(337)235-8976	<a href="mailto:officemanager@acadianatransit.com">officemanager@acadianatransit.com</a>
Operations Supervisor	(337)235-8976	<a href="mailto:opsupervisor@acadianatransit.com">opsupervisor@acadianatransit.com</a>
Dispatch	(337)235-8976	<a href="mailto:dispatch@acadianatransit.com">dispatch@acadianatransit.com</a>

**Lafayette Consolidated Government Contact List:**

<b>Title</b>	<b>Phone</b>	<b>E-Mail Address</b>
Eligibility Office	(337)291-8545	<a href="mailto:LTSParatransit@lafayettela.gov">LTSParatransit@lafayettela.gov</a>
Transit & Parking Manager	(337)291-7030	<a href="mailto:transitparkingmanager@lafayettela.gov">transitparkingmanager@lafayettela.gov</a>
Public Works Director	(337)291-8502	
Chief Administrative Officer	(337)291-8311	