



Prohibiting Capacity Constraints

Policy adopted October 1, 2018

In order to comply with 49CFR, Part 37 - Transportation Services for Individuals with Disabilities, Porterville Transit has adopted the following policy.

General

Porterville Transit shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:

- Restrictions on the number of trips an individual will be provided;
- Waiting lists for access to the service;
- Long telephone hold times for trip reservations, or
- Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.
 - Such patterns or practices include, but are not limited to, the following:
 - Substantial numbers of significantly untimely pickups for initial or return trips;
 - Substantial numbers of trip denials or missed trips;
 - Substantial numbers of trips with excessive trip lengths.

Procedures

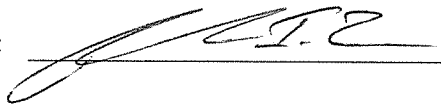
In order to comply with the policy above, Porterville Transit's procedures are as follows:

- No restrictions on the number of trips an individual;
- Discontinuation of waiting lists;
- Discontinuation of maximum number of daily revenue vehicles limited to three (3);
- Discontinuation of limited employee shifts for paratransit.

Monitoring for Compliance

To ensure compliance of the capacity constraint policy, Porterville Transit staff will perform the following:

- Monthly review and corrective action regarding untimely pickups;
- Monthly review and corrective action regarding trip denials or missed trips;
- Monthly review and corrective action regarding excessive trip lengths;
- Monthly review and corrective action regarding on-time performance;
- Monthly review and corrective action for long telephone hold times for trip reservations; and
- Monthly review of daily staffing levels to ensure compliance.

APPROVED:  DATE 10/1/18