Paratransit Plan Exhibit 9 of 14

EXHIBIT 9: TIME-LINE OF IMPLEMENTATION

This exhibits contains the text of the RGRTA resolutions authorizing actions related to paratransit service from 1987 to 2014.

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# R-GRTA RESOLUTION NO. 13 - 1987 ADOPTING A SERVICE PLAN FOR THE PROVISION OF ACCESSIBLE TRANSPORTATION FOR THE TRANSPORTATION HANDICAPPED

WHEREAS, the Proposed Service Plan for accessible transportation for the transportation handicapped represents a significant expansion of the Rochester-Genesee Regional Transportation

Authority's (the "Authority") continuing commitment to transportation handicapped citizens in the metropolitan Rochester, New York area, an WHEREAS, the Plan is the result of nearly 10 months of careful, detailed planning and analysis of current reports, and of alternatives for further increasing the level of accessible public transportation provided by the Authority, and has been formulated with the full cooperation of the Authority's advisory board (T.H.E. Committee), and WHEREAS, the Proposed Service Plan has been made available for all required public comment, both in written form for a 60-day period, and at a Public Hearing, and WHEREAS, the Commissioners and staff of the Authority have re-viewed all comments received on the Proposed Service Plan, both written and oral, NOW, THEREFORE, BE IT RESOLVED that we do hereby adopt the Final Service Plan as presented, and direct that it be submitted to the Urban Mass Transportation Administration of the U. S. Department of Transportation for review. CERTIFICATION The undersigned hereby certifies that the above is an excerpt from the Minutes of a Special Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on June 17, 1987, at 1372 East Main Street, Rochester, New York, and that the Resolution is still in full force and effect. Signature of Harold A. Shay, Vice Chairman Dated: June 17, 1987 Rochester, New York.

# R-GRTA NO. 15 - 1988 RESOLUTION REAFFIRMING R-GRTA POLICY FOR THE PROVISION OF ACCESSIBLE TRANSPORTATION FOR THE TRANSPORTATION HANDICAPPED

WHEREAS, the Rochester-Genesee Regional Transportation Authority (the "Authority") has a strong commitment to the development of public transit policies and services to meet the transportation requirements of mobility-impaired residents; and WHEREAS, on June 17, 1987, the Authority adopted a five-year service plan for accessible transportation in compliance with 504 regulations issued by the Urban Mass Transportation Administration (UMTA) representing a significant expansion of the services provided; and WHEREAS, the plan for expanded Lift Line curb-to-curb service was the result of several months of planning and analysis of alternatives and was formulated with the full cooperation of the Authority's Advisory Board (T.H.E. Committee) composed of elderly and disabled riders, social service agency representatives and special transportation providers; and WHEREAS, the plan was made available for all required comments, both in written form for a 60-day period, and at a public hearing, and all written and oral comments received were reviewed; and WHEREAS, the Authority has consistently met and exceeded all laws, regulations and directives of the federal and state governments in pursuit of effective mobility service for those with transportation handicaps; and WHEREAS, UMTA regulations provide for local determination in the adoption of a plan to meet the special mobility requirements of the law; and WHEREAS, the American Public Transit Association has reaffirmed its position that there be local determination in meeting all governmental requirements for accessible service. NOW, THEREFORE, BE IT RESOLVED that the Authority hereby reaffirms support for the plan for accessible service adopted on June 17, 1987; and BE IT FURTHER RESOLVED that the Authority reaffirms its willingness to operate accessible fixed-route buses when, and if, external financial support is provided exclusively for this purpose or when a determination is made by the federal and/or state governments that accessible fixed-route service is mandated by the laws applicable to transit service for the transportation handicapped. CERTIFICATION The undersigned hereby certifies that the above is an excerpt from the Minutes of a Regular Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on November 2, 1988, at 1372 East Main Street, Rochester, New York, and that the Resolution is still in full force and effect. Signature of Andrew F. Caverly, Chairman Dated: November 2, 1988 Rochester, New York.

# R-GRTA NO. 2 - 1992 ADOPTING AN ACCESSTPLP TRANSPORTATION SERVICE PLAN

WHEREAS, the federal Americans With Disabilities Act (ADA) requires submission to the Federal Transit Administration of an Accessible Transportation Service Plan for fixed-route service and complementary para-transit service; and WHEREAS, an Accessible Transportation Service Plan has been developed for Regional Transit Service, Inc. and the Wayne Area Transportation Service, Inc. in conjunction with the Accessible Transportation Committee appointed by the governor under New York State law, the Authority's long-standing advisory committee, T.H.E., the WATS Advisory Committee, open communication with other disability rights organizations and public hearings; and WHEREAS, the Accessible Transportation Service Plan was made available for public comment, both in written form and at public hearings; and WHEREAS, the Commissioners and staff of the Authority have reviewed all comments received on the Accessible Transportation Service Plan, both written and oral. NOW, THEREFORE, BE IT RESOLVED that the Commissioners of the Rochester-Genesee Regional Transportation Authority do hereby adopt the Accessible Transportation Service Plan, and direct that it be submitted to the Federal Transit Administration. CERTIFICATION The undersigned hereby certifies that the above is an excerpt from the Minutes of a Special Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on January 24, 1992, at 1372 East Main Street, Rochester, New York, and that the Resolution is still in full force and effect. Signature of Andrew F. Caverly, Chairman Dated: January 24, 1992 Rochester, New York.

# R-GRTA NO. 1- 1993 RESOLUTION APPROVING THE 1993 PARATRANSIT PLAN UPDATE

WHEREAS, the Rochester-Genesee Regional Transportation Authority adopted an ADA para-transit implementation plan in January, 1992; and WHEREAS, this plan has received the approval of the Federal Transit Ad-ministration (FTA); and WHEREAS, the FTA requires submission of an annual update to the plan documenting the results of ADA implementation and proposed activities to be undertaken during 1993 in an effort to achieve full compliance; and WHEREAS, the 1993 ADA Para-Transit Plan Update has been developed for Regional Transit Service, Inc. and the Wayne Area Transportation Service, Inc. in conjunction with the Accessible Transportation Committee appointed by the Governor under New York State law; and WHEREAS, the 1993 Para-Transit Plan Update was made available for Public comment at a public meeting held on January 12, 1993; and WHEREAS, the Commissioners and staff of the Authority have reviewed all comments received on the 1993 Para-Transit Plan Update. NOW, THEREFORE, BE IT RESOLVED that the Commissioners of the Rochester-Genesee Regional Transportation Authority do hereby approve the 1993 ADA Para-Transit Plan Update and direct that it be submitted to the Federal Transit Administration. CERTIFICATION The undersigned hereby certifies that the above is an excerpt from the Minutes of a Special Meeting of the Authority, which was held on January 20, 1993, at 1372 East Main Street, Rochester, New York, and that the Resolution is still in full force and effect. Signature of Harold A. Shay, Vice Chairman Dated: January 20, 1993 Rochester, New York.

# R-GRTA NO. 1 - 1994 RESOLUTION APPROVING THE 1994 ADA PLAN UPDATE

WHEREAS, the Rochester-Genesee Regional Transportation Authority adopted an ADA Para-transit implementation plan in January; 1992; and WHEREAS, this plan received the approval of the Federal Transit Administration (FTA); and WHEREAS, the FTA requires submission of an annual update to the plan documenting the results of ADA implementation and proposed activities to be undertaken during 1994 in an effort to achieve full compliance; and WHEREAS, the 1994 ADA Plan Update was made available for public comment at a public meeting held on December 17, 1993; and WHEREAS, the Commissioners and staff of the Authority have reviewed all comments received on the 1994 ADA Plan Update. NOW, THEREFORE, BE IT RESOLVED that the Commissioners of the Rochester-Genesee Regional Transportation Authority do hereby approve the 1994 ADA Plan Update and direct that it be submitted to the Federal Transit Administration. CERTIFICATION

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Regular Meeting of the Rochester Genesee Regional Transportation Authority, which was held on January 12, 1994, at 1372 East Main Street, Rochester, New York, and that the Resolution is still in full force and effect. Signature of Andrew F. Caverly, Chairman Dated: January 12, 1994 Rochester, New York.

# R-GRTA NO. 2 - 1995 RESOLUTION APPROVING THE 1995 ADA PARATRANSIT PLAN UPDATE

WHEREAS, the Rochester-Genesee Regional Transportation Authority (the "Authority") adopted an ADA paratransit implementation plan in January, 1992; and WHEREAS, this plan received the approval of the Federal Transit Administration (FTA); WHEREAS, the FTA requires submission the plan documenting the results of proposed activities to be undertaken during 1995 in an effort to achieve full compliance; and WHEREAS, the 1995 ADA Paratransit Plan Update was made available for public comment at a public meeting held on January 18, 1995; and WHEREAS, the Commissioners and staff of the Authority have reviewed all comments received on the 1995 ADA Paratransit Plan Update. NOW, THEREFORE, BE IT RESOLVED that the Commissioners of the Rochester-Genesee Regional Transportation Authority do hereby approve the 1995 ADA Paratransit Plan Update and direct that it be submitted to the Federal Transit Administration. CERTIFICATION The undersigned hereby certifies that the above is an excerpt from the Minutes of a Regular Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on January 25, 1995, at 1372 East Main Street, Rochester, New York, and that the Resolution is still in full force and effect. Signature of Thomas F. Toole, Acting Chairman Dated: January 25, 1995 Rochester, New York.

# R-GRTA NO. 3 - 1996 RESOLUTION APPROVING THE 1996 ADA PARATRANSIT PLAN UPDATE

WHEREAS, the Rochester-Genesee Regional Transportation Authority (the "Authority") adopted an ADA paratransit implementation plan in January, 1992; and WHEREAS, this plan received the approval of the Federal Transit Administration (FTA); and WHEREAS, the FTA requires submission of an annual update to the plan documenting the results of ADA implementation and proposed activities to be undertaken during 1996 in an effort to achieve full compliance; and WHEREAS, the 1996 ADA Paratransit Plan Update was made available for public comment at a public meeting held on January 4, 1996; and WHEREAS, the Commissioners and staff of the Authority have reviewed all comments received on the 1996 ADA Paratransit Plan Update. NOW, THEREFORE, BE IT RESOLVED that the Commissioners of the Rochester-Genesee Regional Transportation Authority do hereby approve the 1996 ADA Paratransit Plan Update and direct that it be submitted to the Federal Transit Administration. CERTIFICATION The undersigned hereby certifies that the above is an excerpt from the Minutes of a Regular Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on January 10, 1995, at 1372 East Main Street, Rochester, New York, and that the Resolution is still in full force and effect. Signature of Andrew F. Caverly, Chairman Dated: January 10, 1996 Rochester, New York.

# RGRTA Board of Commissioners Agenda Item Cover Sheet Board Meeting Date September 11, 2014

Presenter: Daniele Coll-Gonzalez

Subject: Resolution Authorizing Changes to the Paratransit Plan

Background: A Paratransit plan details how services are delivered to comply with the Americans with Disabilities Act (ADA) service criteria and is filed with the FTA. Anytime we wish to update the plan, we must:

1. Make proposed changes available for public review

2. Conduct a Public Hearing

3. Receive approval from the RGRTA Board of Commissioners

4. Submit the Final Proposed Paratransit Plan, as approved by the Board of Commissioners, to the FTA

Proposed changes to the Paratransit Plan include: Revisions to the application/certification process; Streamlining subscription service requirements; Changes to published fare structure; and Updating the service area. A public hearing to review the proposed changes was held on July 19, 2014.

Financial Impact: No impact to current operating budget.

Recommendation: That the plan be approved and adopted in the form presented to the Board of Commissioners.

# RESOLUTION: RGRTA 55-2014 Authorizing Changes to the Paratransit Plan

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") seeks approval to adopt the proposed changes to the Paratransit Plan in compliance with FTA regulations; and WHEREAS, effective October 1, 2014: The Paratransit service area in Monroe County will be 3/4 mile from all qualifying feed route service; The Supplemental Paratransit service area will be 1 and 1/2 miles from the Paratransit service area; New applicants who are not eligible for paratransit service will pay the standard RTS fare when riding RTS; Scheduling hours will be consistent with the hours of the administrative offices of each subsidiary and to accommodate next day scheduling. WHEREAS, the Authority held a public hearing on July 19, 2014 for the purpose receiving public comments with respect to the proposal; and WHEREAS, 15 members of the public submitted comments with respect to the proposal; and copies of those comments along with management's responses to the comments, have been provided to the Board; and WHEREAS, the Board has considered such public comments; and WHEREAS, the Board has concluded that the proposed changes to the Paratransit Plan are in the best interest of the Authority and the public. NOW THEREFORE BE IT RESOLVED, that the RGRTA Board Roles and Responsibilities is hereby approved and adopted in the form annexed to this Resolution. CERTIFICATION The undersigned hereby certifies that the above is an excerpt from the Minutes of a Regular Meeting of the Rochester Genesee Regional Transportation Authority, which was held on September 11, 2014 and that the Resolution is still in full force and effect. Signature of James H. Redmond, Chairman Dated: September 11, 2014 Rochester, New York.

# Annex to RGRTA 55-2014

The annex to the resolution contains the summary of Public Comments and the Paratransit Plan Updates as presented to the Board.

# Public Comments and Response (2014)

RGRTA Responds to Questions and Comments from Customers Regarding Proposed Changes to Paratransit Service

The Rochester Genesee Regional Transportation Authority (RGRTA) is providing official responses to questions, comments and concerns communicated between July 8 and July 24, 2014 in response to the Public Hearing regarding proposed changes to Paratransit Service. The questions, comments and concerns raised, along with adjustments to the proposal for service changes, will be shared with the RGRTA Board of Commissioners in September 2014.

## Public Comments from 2014, Topic: Service Area Concern

1. Comment from Anonymous via Public Information/Hearing Comment Card: Why are you cutting the service area?

2. Comment from Pamela Taggart via Public Information/Hearing Comment Card: Some people can't walk half a mile (into the service area].

3. Comment from Debbie Leary via Public Hearing: I don't think that cut [to the service area] is necessary.

4. Comment from Dan Sulimowicz via Public Hearing: Lift Line should really be wherever anybody could go in Monroe County. You're tying people down by saying they can only have certain amounts with their destination and supplemental area.

5. Comment from Rene LaTorre, ABVI via Letter: Reduction of service area to 234 miles is another area of concern [...] Since paratransit service areas only follow the fixed route system, this is already limiting and many people with disabilities are not being served because they do not live within the service area. By restricting the service area even more, you are just increasing gaps in the service.

6. Comment from Nancy Miner via Public Hearing: The pullback of the supplemental service area [concerns me]. I understand they say that it only impacts twenty people. I would like to possibly challenge that number. I know that it affects me and I bet I probably wasn't counted in that number. I do need to go to those areas. I don't go there every week. I don't go there every day, but I do need to go into that area. Maybe we could have an increase in fee. I know we don't like to see that, but it’s better than not having service at all.

7. Comment from Carol Herring via Public Hearing: I couldn't go [to a family function] because I didn't have the transportation. It would be nice if it [the service area was] extended a little bit. I would be willing to pay [for transportation into an extended service area].

8. Comment from Kevin Figler via Public Hearing: I don't know how they arrived at twenty People [who would be impacted by the change in service area] when I thought of six people. And that was just in one town.

9. Comment from Paula Mathews via Public Hearing: This is about the second cut in the paratransit in ten years. ADA law is a recommendation. It is not cut in stone so you don't have to cut out those twenty people [as a result of the proposed change to the service area]. Now, they can look that Orleans is part of RTS. How come Lift Line isn't being extended out to there?

10. Comment from Dave Sutliff- Atlas, Center For Disability Rights via Public Hearing: The ADA and the FTA never says you have to contract service. To say that you're contracting service, that you're cutting people out to comply with the ADA or the FTA is legally wrong, it's factually wrong and really offensive to the people in the disability community.

You can't get housing there if you have a disability, because there isn't transportation for you. And so now you're expanding that dead zone where people who have disabilities can no longer live. And, for a lot of those people, they're going to end up in institutions. So to help you save money, do you insist on saving money by cutting these twenty people out [who would be impacted by the change in service area]? We're proposing to help do [RTS's) bottom line as well by working to eliminate performance incentive compensation. That would be the three hundred thousand dollars that was paid out last year in executive bonuses [...] and restore those twenty people to keep them out of institutions and allow people who are in institutions to come out and maybe live in those areas too.

## RTS Response to Service Area Concern Comments (2014)

Thank you for sharing your feedback and concerns. With limited resources, providing services beyond what has been outlined by the ADA hampers our ability to address the current and growing needs within our designated service area. The change proposed will help us to better meet those needs and improve service within the ADA designated service area RTS is aware of the areas within our region that are currently not being serviced. We are not the only provider of services for people with mobility needs. We are taking the lead to develop a Mobility Management plan that will identify and make best use of transportation resources that exist throughout our region. Our goal is to establish a system that links paratransit customers with the appropriate transportation services to meet their individual needs. RTS will provide information and assistance to individuals who find they have difficulty getting into our service area as a result of the service area change. Please note that while some customers have said they are willing to pay more in order to receive service, FTA regulations state that paratransit fares within the service area can be no more than double the fare charged for fixed route service.

## Public Comments from 2014, Topic: Scheduling Concern

1. Comment from Anonymous via Public Information/Hearing Comment Card: Why can't someone get through on the phones to book a ride? Some days, I cannot get through.

2. Comment from Anonymous via Public Information/Hearing Comment Card: Are you going to change service hours?

3. Comment from Lori Cmelko via Public Hearing: I'm in favor of the one to seven days in advance scheduling, but I'm concerned that people trying to schedule will crowd the system on the first day and then day four or five, there won't be any rides left for day seven.

4. Comment from Lori Cmelko via Public Hearing: That is my biggest complaint about Lift Line in the last six months or so. It seems like they deliberately downsized their pool of schedulers and it created an unacceptable situation for riders trying to schedule. This past week I was on hold for two and a quarter hours trying to schedule. ] would like Lift Line to be required to beef up their scheduling staff temporarily until they can demonstrate that these updates are going to shorten the hold time to make a difference.

5. Comment from Rene Latorre, ABVI via Letter: The most glaring area that needs the greatest amount of improvement is the schedule of rides. Many have reported up to 2.5 hours or more of wait time before they talk to a scheduler [...] There was a dramatic increase when Lift Line reduced their number of schedulers by half. The Americans with Disabilities Act (ADA) prohibits any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons. A pattern or practice involves the regular or repeated actions, not isolated, accidental, or singular incidents, Sect. 37.131(b)(...) It was stated that R-GRTA feels they have "the appropriate number of staff" in the scheduling department. I strongly disagree with this statement and feel that the wait times will not significantly change even with the new automated voice response system in place. We strongly urge you to consider changing the timing of [the automated call ...]. It would be much more sensible to call the ride while the bus is still there rather than after it leaves.[Regarding the [scheduling 7 days ahead instead of 3: since the rider can schedule even more rides up to a week [in advance] each call will take longer, effecting those long wait times once again.

6. Comment from Oscar Kpota, Empire Justice Center via Public Hearing: Many riders have commented that they were on the phone for one, two or three hours waiting in queue just to schedule a ride. These excessive hold times are unacceptable. They amount to a capacity constraint limiting the availability of paratransit service. This is expressly forbidden by ADA regulations.

7. Comment from Dave Sutliff- Atias, Center For Disability Rights via Public Hearing: The new technology that's been purchased and drivers having a no-show button that sends an automated call that the driver is leaving, we've already talked about that. I talked with some folks and they said that they could be programmed so that the button could be pushed when the driver gets there and to let you know that the driver is there. You must be told that you have the ability to do that and in the program it should be right from the beginning, not do the punitive thing first.

## RTS Response to Scheduling Concern Comments (2014)

Thank you for your comments and questions. To help address lengthy hold times, we are installing a new Interactive Voice Response (IVR) phone system this fall. RTS Access currently experiences heavy volume from those calling to confirm or cancel a ride. The IVR phone system will provide automated confirmation and cancellation options around the clock. This will reduce overall call volume and give customers seeking to book a ride easier access to our Schedulers. We have taken steps to address the issue of unexpected phone system outages. Our utility company has made improvements to the system infrastructure and additional equipment to support our phone system has been purchased. By addressing these issues, we feel the number of schedulers on staff is appropriate. In addition, we are providing a wider scheduling window to provide customers with greater flexibility. We will be expanding scheduling time to up to seven days in advance of a ride, and allowing reservations to be made seven days a week. We are also rolling out an automatic reminder call to customers the day before to a scheduled pick up. If you do not make your scheduled ride, you will be counted as a "no show" in our system. We hope these reminder calls will reduce the number of people who miss their ride and ease scheduling concerns.

## Public Comments from 2014, Topic: Certification Concern

1. Comment from Debbie Leary via Public Hearing: You are still telling people who are qualified for the paratransit that they can use the RTS bus. Yet, if they go recertify or even at the time of application, you say you can use the RTS, you, basically, disqualify yourself. I call that entrapment.

2. Comment from Rene LaTorre, ABVI via Letter: I strongly recommend that the application for the rider who is recertifying be streamlined.

3. Comment from Stella Range via Public Hearing: In the past the [eligibility [application was filled out by your doctors. Will that still be the process or are you going to change the process [so that customers are) qualified by a different group of people?

4. Comment from Oscar Kpota, Empire Justice Center via Public Hearing: We are very concerned about the application process, as well as the appeal process, which seems to violate ADA regulations and the Due Process provision of the 14th Amendment. The Proposed Plan in its current form does not address any of these concerns. The recertification process is unduly burdensome, requiring individuals to submit a whole new application each time. The functional assessment is crudely designed and does not reflect conditions on a real RTS bus. Individuals with disabilities are not given enough notice about the reason why they are being denied and are not allowed time for them to prepare for a hearing. They are not told that they are entitled to review their file or to bring legal representation to the hearing. Denials are affirmed by a minority vote because there are often not enough committee members present. The evidence of treating physicians is often disregarded despite the lack of contradicting medical evidence. Staff who make initial denial decisions are permitted to be present when the Appeals Committee makes its decision. Many customers denied at recertification have conditions that have only gotten worse, not better, since they originally qualified for the service.

## RTS Response to Certification Concern Comments (2014)

Thank you for your comments. If the proposed updates are approved, the application will be revised so that we have more complete information about each applicants' specific needs; Customers with permanent, chronic or developmental disabilities may no longer have to be re-certified every three years; and Physicians and certified professionals will be required to complete the application's medical section. Applicants may also submit a Patient Care Plan (PCP) with their application; medical information provided with applications for service is never disregarded. We also propose to extend conditional eligibility from November 1 to March 31 to October 1 to April 30. Customers who do not qualify for re-certification will be provided with 3-month temporary eligibility if they have used Lift Line service in the prior 6 months. Customers always have the right to review their files. Individuals who have been denied recertification are given 60 days to request an appeal. Customers have the right to bring anyone they chose to the appeals hearing. This information will be included in future customer publications. In situations where there have not been enough Appeal Committee members present at the appeal to ensure all required duties and tasks were completed, staff has been present. The Appeals committee is being restructured to help ensure enough Appeal Committee members are available to hear appeals. The functional assessment is currently under review.

## Public Comments from 2014, Topic: Fare Concern

1. Comment from Anthony Griggs via Public Hearing: I don't like the fare change at all. Six dollars in the same-day ride. We need to make it, like, four dollars, the same-day ride. But we can't afford six dollars, because that would be twelve dollars.

2. Comment from Nancy Miner via Public Hearing: I disagree with is the proposed fee change for those that are found ineligible. I hope that we can find a way that they can still be half fare and not full fare.

3. Comment from Kevin Figler via Public Hearing: How did they come to their conclusion, that they could charge six dollars [for access to the service area] even though that's not changing?

4. Comment from Paula Mathews via Public Hearing: The fare structure is a problem that most people who were using Lift Line are on a limited income. So to increase the fare structure or to keep charging, you don't do that to able-bodied people who ride regular line service.

## RTS Response to Fare Concern Comments (2014)

Thank you for sharing your concerns. We are not proposing any fare changes for eligible customers riding paratransit service. We are reviewing the proposed fare increase for riders found ineligible to ride RTS Access. The fare for supplemental and same-day service has not changed. This fare is not distance based. It is a flat charge in addition to the distance-based fare. When possible, booking a ride in advance [a day or more before the ride) eliminates having to pay the higher, same-day $6 fare.

## Public Comments from 2014, Topic: Travel Concern (2014)

1. Comment from Rene Latorre, ABVI via Letter: Your effort to "increase efficiencies" has been resulting in longer bus rides, especially for riders living further out in the suburbs. Many riders are currently experiencing trip times exceeding one hour and by placing even more people on the bus, rides will become that much longer.

2. Comment from Lynne Chukhin via Public Information/Hearing Comment Card: Can dialysis trips be prioritized so clients can arrive on time to their appointments?

RTS Response to Travel Concern Comments (2014)

Thank you for your question. We would like to create a subscription pool for customers who travel to and from the same destinations on the same days and times on a weekly basis. Benefits for the customers in the subscription pool include: No need to make an advance reservation—customers' regular trips are already scheduled; Customers only calls Lift Line when they need to cancel a subscription trip or schedule a different trip; Faster, more efficient service for all customers.

## Public Comments from 2014, Topic: General Service Concern and RTS Response (2014)

1. Comment from Lynne Chukhin via Public Information/Hearing Comment Card: Why are clients turned down for rides to church?

Response from RTS: Thank you for your question. Rides are booked based on times and availability, not on destinations.

2. Comment from Lynne Chukhin via Public Information/Hearing Comment Card: Would you be interested in identifying housing complexes within the service area to help encourage individuals to move within the service area?

Response from RTS: Thank you for this suggestion. We ask that applicants check before completing an application to ensure that their pick-up and destinations points are within our service area. We also ask that customers check with us before moving, accepting a job, or enrolling in school to see if those locations are in the service.

3. Comment from Ron Harris via Public Information/Hearing Comment Card: Please send a map.

Response from RTS: A map was sent to the address you provided. You may also view a map of the proposed service area on myRTS.com/access.

4. Comment from Anonymous via Public Information/Hearing Comment Card: What kind of buses are you going to have in the future?

Response from RTS: Thank you for your interest. Prior to purchasing new buses, we go through an in-depth review of bus specifications, features, and options in order to purchase vehicles that best meet the needs of our customers. We expect to continue using our current, 25-foot buses and well as more, four-door sedans which we introduced earlier this year.

5. Comment from Patricia Taggart via Public Information/Hearing Comment Card: I go to Unity at Ridgeway, where there aren't any buses. All my medical services are there. I need Lift Line all year.

Response from RTS: Thank you for sharing your concern. We have shared your comment with our Service Planning team. The 3A Lyell to Greece Ridge bus goes to Ridgeway and Long Pond Rd., which is 0.2 miles from Unity at Ridgeway. Returning from Unity at Ridgeway, the 3 Goodman can be boarded at bus stop #2254, which is across the street from Unity at the corner of Ridgeway and Long Pond. For more detailed information, please contact RTS Customer Service at 585-288-1700 Monroe@myRTS.com.

6. Comment from Anonymous via Public Information/Hearing Comment Card: The college gets a Rt. 20 weekend bus. It should stop at the Park & Ride.

Response from RTS: Thank you for your comment. We have shared your comment with our Service Planning team for future consideration.

7. Comment from Anonymous via Public Information/Hearing Comment Card: I took Lift Line to a Red Wings game, but it was rained out early. I couldn't get a Lift Line bus to take me back home, so I had to wait at the ballpark for hours.

Response from RTS: Thank you for sharing your comment. Customers who reach their destination and find that an appointment or event has been cancelled or rescheduled should contact RTS Access at 585-224-8330to see if there is a bus in the area or a bus that can be sent for their pick-up. If we can locate a bus for an earlier pick-up we will do so. As a public transportation service, however, we may not be able to accommodate a change in a scheduled pick-up time.

8. Comment from Pamela Taggart via Public Information/Hearing Comment Card: Bus Operators should help people to their door.

Response from RTS: Thank you for your comment. We have clarified the policies for requesting and delivering enhanced Curb-to-Curb service for customers who have difficulty walking or carrying packages. When customers request this service, a Bus Operator will assist the customer from their front door to the bus and then from the bus to the front door of the customer's destination. Bus Operators can also help carry groceries or other light packages. Please contact RTS Access at 585-224-8330 to learn more.

9. Comment from Rosa Simpson via Public Hearing: My mother, Joanna Carter, is in desperate need of Lift Line. My mother cannot read or write. She often gets lost riding the City buses because she has no knowledge of what is reading on the bus. When my mother got lost, she gets very scared and upset. Please grant my mother the right to have Lift Line year round. She really needs it. I don't want her to get lost or even hurt herself trying to find her way. Please, help her.

Response from RTS: Thank you for sharing your concern. How to Ride the Bus training is available through organizations and agencies within our community. This training teaches individuals going to routine locations how to use the bus and what to do in situations such as bus detours, accidents, and other situations where the customer will not be able to get off at their planned bus stop. Call RTS Customer Service at 585-288-1700 for more information.

10. Comment from Dave Sutliff-Atias, Center For Disability Rights: The new Lift Line advisement committee: Great! Awesome! But I will say if the majority of the people on that committee are not Lift Line users, then it’s pretty much something about us without us, we often say in the disability community.

Response from RTS: Thank you for your comment. There will be consumers, advocates and service providers from the ADA community on the new Advisory Committee, and we will take your comment into consideration when forming the committee.

End of Public Comments and Response (2014)

# Paratransit Plan Updates as Presented to the Board (2014)

Paratransit Plan Updates: We are updating our service plan to provide a better customer experience and to respond to the needs of the ADA population and to reflect a change to the Authority's scope with the addition of Ontario County on August 1.

What is a Paratransit Plan? A Paratransit plan details how services are delivered to comply with the Americans with Disabilities Act (ADA) service criteria and is filed with the FTA.

Anytime we wish to update the plan, we must: 1) Make proposed changes available for public review, 2) Conduct a Public Hearing, 3) Have RGRTA Commissioners review all comments received; 4) Have the Final Proposed Paratransit Plan approved by the Board of Commissioners; and 5) Submit the Final Proposed Paratransit Plan, as approved by the Board of Commissioners, to the FTA.

Overview of Proposed Paratransit Plan Updates:

1. Revise the application/certification process

2. Streamline subscription service requirements

3. Change to published fare structure

4. Provide new scheduling hours and options

5. Update the service area

About the Paratransit Service Area: The FTA defines the Paratransit Service Area as 3/4 miles beyond fixed route service and the Supplemental Area as 1 1/2 miles from the Paratransit Service Area. The Paratransit Service Area plus the Supplemental Area equals 2 1/4 miles. Today, Lift Line's service area extends to 2-3/4 miles or, in some cases, more. Lift Line is providing supplemental service 2 miles beyond the FTA required 3/4 mile service area. To comply with the FTA, Lift Line is modifying its total service area to 2-1/4 miles.

Proposed Fare Structure: Applicants who are not eligible for paratransit service pay the standard $1.00 RTS fare instead of $0.50.

Public Participation: Initial proposal presented at 4 public listening sessions in July 2014. Review of comments from listening sessions. Public hearing held on July 19, 2014

Review of comments at Public Hearing. Public comments closed on July 24, 2014. Review of comments received. Public comments and responses posted to the website on Monday August 25, 2014.

Public Feedback: Service Area-Requests to make the area larger and/or to make no reductions. What about those affected by the change?: 1) Increase scheduling options; 2) Include on-going customer participation; 3) Create an easier application process for individuals with conditions that will not; and 4) Improve access to subscription service.

Plan Revisions and Conclusions: We continue our commitment to maintaining a supplemental service area at the maximum FTA radius. For the 20 people affected, they will continue to access the service for 6 months with "grandfathered" or acquired access privileges. We have increased our scheduling options with new IVR technology. We will form a new advisory committee for paratransit services. The plan includes a revised and streamlined application and recertification exemption for eligible conditions. Subscription service has been made easier to access.

Recommendation: That the changes to the Paratransit Plan be approved as presented to the Board of Commissioners.

End of Paratransit Plan Updates as Presented to the Board (2014)

End of Annex to RGRTA 55-2014

End of Exhibit 9

There are 14 total Exhibits available for public comment.