

Title: National RTAP Tribal Toolkit Peer Call: ADA Riders Guide and Policies and Procedures for Tribal Transit

Date: Thu, Nov 30, 2017 2:00 PM - 3:00 PM EST

Description: National RTAP and the National Aging & Disability Transportation Center hosted a conversation about ADA and Tribal Transit. Facilitators included Ken Thompson of NADTC and Easterseals, Jennie Rowland, Big Woods Transit (Bois Forte Tribe) Manager and Vice Chair of the National RTAP Review Board, as well as National RTAP Staff. This call covered ADA Riders Guide and Policies and Procedures for Tribal Transit. Participants discussed and presented examples of ADA riders guides and discussed best practices.

#### Peer Call Notes:

Tribal Transit Manager Companion Desk book  
Meeting 2: ADA and Rider Guides

1. Implementation of ADA, Drivers and Riders guides
  - a. Tribal Administration sets the policy and sets of reporting requirements
    - i. What should be in Riders Guide, what are your staff policies
      1. Scheduling
      2. Weekend Paratransit, general public or Deviated fixed route service.
      3. Special services:dialysis, shopper shuttles,
      4. Commuter service
    - ii. Policies and procedures are needed: Rules for transit providers
      1. Where is the guidance? What should we cite in our policies?
    - iii. Examples: What headings need to be in the guide.
  - b. Tribal implementation: grant acceptance
  - c. What needs to go in there:
    - I. What happens when the bus stop is inaccessible
    - II. Taking medications on the bus
    - III. Training: Safety, customer service issue, within definition of service
    - IV. Eligibility
    - V. No Show and penalties policy
    - VI. Setting service expectations
    - VII. Trainings for drivers: PASS, defensive Driving, Emergency, CPR, Diabetes, human trafficking, FTA Drug and Alcohol, oxygen canisters, diabetic response, maltreatment awareness, disability sensitivity,
    - VIII. Fares and method of payment

Paratransit Rider's Guide for Fairfield and Suisun Transit (FAST) California  
[http://www.fasttransit.org/wp-content/uploads/2012/02/DART-Riders-Guide\\_ENGLISH.pdf](http://www.fasttransit.org/wp-content/uploads/2012/02/DART-Riders-Guide_ENGLISH.pdf)

Pelivan, Northeastern Oklahoma  
<http://www.pelivantransit.org/Service-Guide/Accessibility>

Rider Transit ADA Paratransit How to Ride Guide, Concord Kannapolis Area Transit:  
<http://www.ckrider.com/wp-content/uploads/2017/05/2017-May-Rider-Transit-ADA-Paratransit-How-to-Ride-Guide.pdf>