



# ROUTE 7 ON DEMAND SERVICE GUIDE

## Revision 09

Scheduling handled by our call center: TripLink

### Important Phone Numbers

(603) 834-6010

Reservations

(603) 834-6010

Cancellations

(603) 743-5777, Option 4 or ext. 105

Operations Supervisor

TDD: 1-800-735-2964

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## Disclaimer

The information in this guide is subject to change. Please consult COAST staff for the most current information. Electronic copies of this document can be found online at:

[www.coastbus.org](http://www.coastbus.org)

## 1.0 Service Overview

### 1.1 Introduction

The Cooperative Alliance for Seacoast Transportation (COAST) is committed to providing quality transit services to all our customers. Route 7 On Demand is a service provided in Newmarket, Stratham, and Exeter for reservation based public transportation.

Route 7 On Demand service:

- Requires a reservation to ride;
- Is open to anyone for any trip purpose;
- Requires no advance application or eligibility determinations to use;
- Is a shared-ride program;
- Operates Monday, Wednesday, Thursday, and Saturday between 9:30am and 5:15pm;
- Operates in compliance with Federal Transit Administration (FTA) regulations.

### 1.2 Designated versus Non-Designated Stops

Trips on the service fall into one of two categories:

- **Trips between designated stops:** There are designated bus stops along the route. If you choose to travel between two of these stops, you will pay a lower fare and have a more specific pick-up time. Your actual assigned pick-up time may vary by up to one hour from your requested time.
- **Trips that start or end at a non-designated stop:** You can choose to be picked up or dropped off at any location within  $\frac{3}{4}$  of a mile of a designated stop. If either end of your ride is at a non-designated trip, you will pay a slightly higher fare and have a slightly larger pick-up window. COAST reserves the right to deny a ride in this category if there are already too many rides scheduled at your requested time.

### 1.3 Who is Eligible for Service?

Anybody can use Route 7 On Demand service. No application or determination of eligibility is required, and there are no restrictions based on where you live or the purpose of your trip.

## **1.4 When is Service Available?**

Route 7 On Demand operates Monday, Wednesday, Thursday, and Saturday between 9:30am and 5:15pm.

None of COAST's services run on the following days: Sundays (except some limited seasonal services), New Year's Day, Martin Luther King Jr. (Civil Rights) Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.

## **1.5 Can I be Denied a Trip?**

The number of customers who can ride between non-designated stops is limited based on availability, and all reservations are made on a first-come, first-served basis. If there are already too many reservations at a given time, we will work with you to recommend other times or dates that may work for your trip. However, depending on your flexibility, it is possible we will not be able to serve a specific trip request.

There is no limit on the number of passengers who can ride between designated stops on any given day.

Requests for same day transportation will be denied. Reservations must be made by 5:00pm the weekday prior to the date you wish to ride.

## **1.6 Are Some Trips Prioritized Over Other Trips?**

Route 7 On Demand service does not prioritize some trip purposes over others. Because there is limited capacity, trips reserved before other trips are prioritized in the event not all trips can be served. You will know when you make your reservation if there is capacity for your trip. Once a trip is scheduled, there is no priority given within the scheduled trips. Pick-ups and drop-offs are arranged to allow for the maximum number of individuals to ride within the parameters set forth in this guide, minimizing the total amount of time each customer needs to be on the vehicle to reach their destination.

Early booking helps our Reservationists, as it provides more time to put together a quality schedule. However, early booking does not guarantee that your 20-minute pick-up window will not be changed slightly to accommodate others.

## **1.7 Will There Be Other Customers on the Vehicle?**

Route 7 On Demand service is a shared-ride system. Other customers may be on board during transit to your destination. Your scheduled pick-up window or route of travel may be altered so another customer can be accommodated. The vehicle may stop and pick up other customers as it proceeds to your destination. Reservationists may ask you to accept trip reservation windows that are different from your original requested pick-up time. Your reservation time can be moved up to 1 hour earlier or later than you requested. We ask that you be flexible; by changing your time more customers can ultimately be served.

## **1.8 How Long Will My Trip Take?**

As a shared-ride system, travel time can vary depending on the number of rides being accommodated. Rides are scheduled to ensure your time on board is as short as possible, while still serving as many customers as possible. When scheduling your pick-up window with a Reservationist, please keep this in mind to ensure you have enough time.

Sometimes extenuating circumstances do occur, creating exceptions over which COAST has no control (for example: traffic conditions, road construction, weather, etc.). Occasionally when this happens, some trips may be longer than intended. Customers are advised to discuss their travel times with COAST Reservationists if they have any concerns.

## **1.9 In Case of Emergency**

Route 7 On Demand is not emergency medical transportation and our drivers are not medical professionals. If you are at home or out in the community and have a medical emergency, call 911.

If there is a medical or health emergency on board the vehicle, the driver will pull over, call dispatch (who will in turn call 911) and follow instructions given by the dispatcher in consultation with the 911 operator.

## 2.0 Scheduling Rides

### 2.1 How to Schedule a Ride

You must schedule your Route 7 On Demand rides in advance. Trip reservations will be accepted until 5:00 PM the weekday prior to your requested trip. This means if you want to ride on Monday, you must schedule your trip by Friday at 5:00 PM. Trip reservations can also be made a maximum of 14 days ahead of your requested trip. All reservations, scheduling, cancellations, changes, and other trip requests are handled by our call center, TripLink.

You can request a trip **by calling TripLink:**

TripLink

603-834-6010

TDD: 1-800-735-2964

8:00 AM until 5:00 PM

Monday - Friday

or **by emailing:** [triplink@communityrides.org](mailto:triplink@communityrides.org)

Please put "Ride Request" in the subject line.

When making a reservation for your ride, please be prepared to provide the Reservationist the following information:

1. Your name (first and last)
2. The day, date and time you
  - a. would like to be picked up at your point of origin
  - b. would like to return
  - c. If you need to arrive at your destination by a specific time, please let us know (for example, if you have an appointment, please provide your appointment time)
3. Your pick-up address and/or common name (for example, Market Basket), as well as any details on the entrance location at pick up.
4. Your destination's address and/or common name (for example, Exeter Hospital), as well as any details on the entrance location at the drop-off point.



5. Whether a Personal Care Attendant (PCA) or companion(s) will accompany you and whether anyone will have any special needs (for example: children, service animals, pets in a carrier, etc.)
6. Whether you will be using a wheelchair (manual or motorized), and if your wheelchair is “oversized” (larger than 48 inches long by 30 inches wide) and the combined weight of you and your wheelchair if the total is over 600 pounds.
7. Whether you wish to transfer to a fixed seat
8. Whether you will be using a walker or other mobility aid
9. Whether you are ambulatory and require the wheelchair lift or ramp to board
10. The telephone number where you can be reached

The Reservationist will offer you the best trip time possible; the exact pick-up time you want may not be available. We may offer you a pick-up time within one hour of the time requested. We schedule rides to maximize the number of passengers the vehicle can carry as it goes back and forth between Newmarket and Exeter. We understand that this can be frustrating but ask you to remember that COAST’s service is a shared-ride service and flexibility is required. We are available to discuss alternative options with you should the time you requested not be offered.

Reservation requests made by email will be confirmed by email.

If you have not received a confirmation by 4:00 PM the day before your ride, please feel free to call the office to confirm your ride at 603-834-6010 or TDD: 1-800-735-2964.

## **2.2 Pick-up Windows for Non-Designated Stops**

If you are being picked up at a non-designated stop, you will be given a range of time for your pick-up. This is referred to as your 20-minute pick-up window. This 20-minute period is when you can expect your pick-up to occur and runs from 10 minutes before until 10 minutes after your scheduled pick-up. **You must be ready to board the vehicle at any time during the 20-minute pick-up window.** For example, if you have a 10:00 scheduled pick up, the vehicle could arrive anytime between 9:50 and 10:10.

## **2.3 Pick-up Windows for Designated Stops**

If you are being picked up at a designated stop, you will be given an estimated arrival time for the vehicle at that stop. The vehicle will arrive within four minutes after the estimated arrival time at the stop. It is recommended that you get to the stop a few minutes early.

## **2.4 Vehicle Arrival**

When your driver arrives at a non-designated stop to pick you up during your scheduled pick-up window, he/she will wait no more than **5 minutes** for you to board the vehicle. If you are not ready to leave within 5 minutes of the vehicle's arrival, the driver will move on to their next pick-up and you will be marked a "No-Show." If you are not ready and you miss your trip we will not be able to send you another vehicle; therefore, it is very important that you are ready to board the vehicle when your pick-up window begins.

Using the example in the Pick-Up Window section above, the driver may arrive before 9:50 but you are not expected to board the vehicle until 9:50. If, however, your driver arrives at 9:50, he/she will wait until no later than 9:55 for you to board the vehicle.

At designated stops, the vehicle will not leave earlier than the scheduled pick-up time. However, the vehicle will not wait after that time. Just like on a regular bus route, if there is nobody at the stop, the vehicle will continue past it and not return.

## **2.5 Canceling Rides**

It is very important that any cancellations are made as far in advance as possible to prevent wasted resources or inconvenience to other customers. Rides that are canceled too late to schedule another trip in their place can result in wasted expense and unused capacity. Failure to cancel with enough advance notice (2 hours prior) so that rides can be reassigned impacts the system and can lead to suspension of service. (See "No-Show Policy")

You can help by making sure you only schedule rides you plan to take.

If you find you need to cancel a trip please call 603-834-6010 or TDD: 1-800-735-2964 at least 1 day in advance whenever possible. A cancellation made less than 2 hours prior to the scheduled pick-up will be recorded as a late cancellation.

When canceling a trip, customers are responsible for providing the following information:

1. Name of customer
2. Time and date of scheduled pick-up

3. Exact destination address
4. If canceling just one leg of a two-way trip, make sure we know you want to keep the other portion (for example, canceling the ride home from the doctor, but you want to keep the ride going to the doctor.)

Please remember that the earlier you cancel a trip reservation, the greater the chance another customer will be able to use your time.

Failing to show up for your trip is a different situation than canceling your trip: if you no show one trip during a day, your remaining trips are automatically canceled (see No Show Policy, section 6.0).

## **2.6 Early Return Trips**

In some cases an appointment may end earlier than anticipated. If this happens, please call us. If the driver can get to your pick-up location early, we will make every effort to pick you up earlier than your scheduled return trip.

There may be some times when your ride arrives before the beginning of the pick-up window because of a cancellation or especially light traffic. If your ride arrives prior to your scheduled 20-minute pick-up window, you may wait to board or leave right away—it's your choice—but you are under no obligation to leave early if your ride arrives prior to the start of your 20-minute pick-up window. Please remember, however, that your ride will not wait for more than 5 minutes once your 20-minute pick-up window starts.

## **2.7 Time Changes Made by COAST**

Occasionally, trip cancellations or additions will cause your pick-up window to be adjusted. Up until the evening before your ride, COAST may change your pick-up time up to one hour in either direction (earlier or later) to accommodate other customers. If this occurs, COAST will call you the evening before the day of your ride to advise you of your adjusted 20-minute pick-up window. If you do not have an answering machine or are away from your phone during this period, you are advised to call COAST after 5:00 PM to check the status of your ride to ensure you are aware of any changes. You may do so by calling 603-743-5777, option 1 or TDD: 1-800-735-2964.

In rare instances, COAST may also have to request same day schedule changes to accommodate unanticipated changes to the schedule. In such instances, every effort will be made to advise you of the change(s) as soon as they are known.

## **2.8 Changes Made by the Customer**

We understand that you may occasionally need to adjust the time or location of your ride. We will attempt to honor requests for time or location changes if it does not impact the overall schedule, or the schedule of other customers. Changes must be made at least one day prior to the scheduled pick-up. When requesting a change to a scheduled ride please call 603-834-6010 or TDD: 1-800-735-2964. COAST will make a good faith effort to accommodate requests for same-day changes but cannot guarantee that all changes can be accepted. Customers are responsible for providing the following information:

1. Time and date of scheduled pick-up
2. New destination address, if applicable
3. New day of scheduled pick-up, if applicable
4. New time of scheduled pick-up, if applicable
5. New telephone number, if applicable
6. Status of any other scheduled trips for that day

Please be aware that changes in location may result in changes in your fare.

## **2.9 What If I Am Late for My Pick-Up?**

If you find yourself running late for your initial pick-up, call TripLink as soon as possible. COAST will try to adjust our schedule to accommodate you; however, this is not guaranteed. COAST drivers are only allotted a certain amount of time to make their pick-ups. When your driver arrives for your pick-up during your 20-minute pick-up window, he/she can wait no more than **5 minutes** for you to board the vehicle at non-designated stops. If you are not ready to leave within 5 minutes of the vehicle's arrival, the driver will move on to their next pick-up and you will be assessed a "No-Show." If you are not ready and you miss your trip on the first pick-up of the day (or any pick-up where you are at home), we will not be able to send you another vehicle; therefore, it is very important that you are ready to board the vehicle when your pick-up window begins.

The driver will not wait for any length of time past the scheduled pick-up time at designated stops.

If you are at an appointment and the appointment is running late, please call and let us know. We will either adjust your pick-up time, or we will wait to send a vehicle until you call to say you are ready. If we arrive to pick you up from an appointment and you are not ready, the vehicle will leave, and we will wait for your call. We will send a vehicle back to pick you up once you call. We will do everything we can to ensure you are not stranded; however, it is your responsibility to call. It may take some time

for a vehicle to arrive to pick-you up, since we need to work it in around other scheduled customers. We will not return to pick you up until and unless you call.

COAST cannot send a vehicle to pick you up from a late appointment after service hours end for the day.

## **2.10 What if COAST is Late Picking Me Up?**

Many factors affect the on-time performance of COAST vehicles. These include other customers, traffic and weather conditions. If COAST finds we will be unable to meet your scheduled pick-up within 10 minutes beyond the pick-up window, COAST will make every effort to notify you. For this reason, when scheduling your ride, it is important to provide a phone number (if one is available) where you can be reached.

## **2.11 Subscription Service**

To best meet our customers' needs, COAST offers limited Subscription Service for customers who require recurring trips from the same origin to the same destination over an extended period of time. Subscription Service is for repetitive travel needs such as trips to work, work training, or repetitive medical care.

Subscription Service is available to customers after two weeks of using Route 7 On Demand service without incident. Subscription Service customers do not need to call to reserve each of their repeat trips. To qualify for the Subscription Service, the same ride must be taken at the same time at least once a week for at least a four-week period.

It is important to remember to call when you need to cancel or change a Subscription Service trip.

Failure to cancel trips appropriately and/or excessive cancellations or changes may result in dismissal from the Subscription Service program or service suspension.

To inquire about Subscription Service please call 603-834-6010 or TDD: 1-800-735-2964.

## **2.12 Ride Assignments**

We are unable to accommodate requests for a specific vehicle, driver, or to travel with, or not travel with, a particular customer who has a separate reservation. If you have questions or complaints about the condition of a vehicle or the vehicle driver's performance, report it promptly to a COAST supervisor at 603-743-5777, option 4, or TDD: 1-800-735-2964.

### 3.0 Fares

#### 3.1 Trips Between Designated Stops

Trips between two designated stops cost \$1.50. Additionally, all of COAST’s discount ticket and pass options are accepted. You can purchase a 15-ride ticket bundles, a monthly pass, or use a valid UNH ID or GBCC ID.

#### 3.2 Trips Between Non-Designated Stops

Trips that either start or end at a non-designated stop cost \$3.00. These trips are not eligible for half fare, and children cannot ride for free. All passes which are valid for a designated stop trip are valid for a non-designated trip but must be supplemented by an additional \$1.50. See the chart below showing the complete fare structure.

<b>Fare / Pass Type</b>	<b>Designated Stop Fare</b>	<b>Non-Designated Stop Fare</b>
Cash	\$1.50	\$3.00
Half Fare	\$0.75	\$3.00
Children Under 5	Free	\$3.00
COAST Half-Fare Ticket	1 Ticket	4 Tickets
COAST Monthly Pass	Valid	Pass + \$1.50
COAST ADA Punch Ticket	1 Punch*	1 Punch
COAST Single Ride Ticket	1 Ticket	2 Tickets
UNH ID / Wildcat Monthly Pass	Valid	ID/Pass + \$1.50
Great Bay Community College ID	Valid	ID + \$1.50
COAST Training Pass	Valid	Pass + \$1.50

\*Please note: While one ADA Punch is an accepted form of payment for a designated stop trip, it would be an overpayment of fare, and change will not be given.

## 4.0 General Rules

### 4.1 Lost and Found

Customers are responsible, and COAST accepts no responsibility, for personal items left on a vehicle. Customers may call COAST to find out about any personal items they may have left on the vehicle. If you are not able to get to our office to retrieve the lost item, COAST will attempt to get the item back to you on your next trip. COAST will hold items for 14 days prior to disposal. Wallets, credit/debit cards, and IDs will be turned over to the Dover Police Department immediately.

### 4.2 Packages and Personal Items

COAST wants your trip to be as useful as possible, but there are some limitations on what you can bring with you.

- Personal items can include walkers, canes, crutches (considered mobility aids), and life support equipment. Customers are advised to limit their personal items to what they can carry in their 2 hands.
- When shopping, customers are allowed to bring up to 20 reasonable sized shopping bags on the vehicles. Please let TripLink know when you make your reservation if you expect to bring multiple shopping bags.
- Luggage, suitcases, duffle bags, backpacks, and other larger bags are restricted to one per person. They should weigh no more than 20 lbs. and hard shell luggage (as pictured) should not exceed 22" by 9" by 14".
- Large items such as furniture or TVs are not permitted on COAST vehicles.
- Hazardous items such as propane tanks and lead-acid batteries are not permitted.
- For more information on prohibited items, see the Customer Code of Conduct in Appendix III.



Drivers will assist with bringing items on and off the vehicle as needed, and to the door upon request, but are not permitted to carry your bags or other property beyond the exterior step of a building.

One small (see dimensions below) shopping cart is allowed. However, depending on the vehicle and its limitations on securing shopping carts, you may be asked to remove your bags from the shopping cart and to fold and stow the cart while the vehicle is moving.

- Cart is 37” high from the floor to the top of the handle.
- Large basket area measures (maximum):
  - 13” side to side
  - 11-1/2” front to back
  - 20-1/2” top to bottom
    - Folds for easy storage



Packages or parcels may not obstruct aisles and doorways or prevent seats from being used.

## **4.3 Riding with Children**

### **Children Younger than Age 5:**

Children younger than age 5 are not charged a fare on designated stop trips but are charged full fare on non-designated stop trips. Children younger than age 12 must be accompanied by an adult. Be sure to alert the Reservationist at the time of booking if you are traveling with children. All rules applying to adult customers also apply to children.

### **Children Age 5 – 11:**

Children age 5 to 11 are charged full fare. Children younger than age 12 must be accompanied by an adult. Be sure to alert the Reservationist at the time of booking if you are traveling with children. All rules applying to adult customers also apply to children.

### **Children Age 12 +**

Children age 12 and over may ride COAST independently.

### **Safety Restraints:**

Persons under the age of 18 must use safety restraints per NH RSA 265:107-A. If a child must use a “child restraint system” per RSA 265:107-A, the accompanying adult shall be responsible for providing that restraint and shall be responsible for properly securing it and the child with the vehicle’s restraints. For this reason, all children required by RSA 265:107-A to use a “child restraint system” must travel with an adult. Adults unwilling or unable to provide a proper restraint and properly secure their child(ren) will not be allowed to ride. COAST is not responsible for the safety of the child safety seat or booster or for its proper securement.



## **4.4 Service Animals**

Service animals are permitted to ride Route 7 On Demand service.

The U.S. Department of Transportation defines a Service Animal as “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability.” These tasks include, but are not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work and pulling a wheelchair or fetching dropped items. Service animals are working animals and not pets. The work or task an animal has been trained to provide must be directly related to the person’s disability. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

When scheduling a trip with COAST, please tell the Reservationist that a service animal will be riding. Service animals are not required to have special ID cards or harnesses but must be under the control of their owner at all times while in the vehicle. Service animals may not wander around at will and must be housebroken. If a service animal poses a threat to others (for example: growling, snarling, or biting) it will be removed.

In the interest of safety for you and your service animal, COAST asks that if you need to board the vehicle using the lift, your animal be boarded via the passenger door. This is to keep from having their tails, paws, head, or equipment from catching in the lift mechanism and to ensure ample room for you to ride the lift.

Service animals may not climb on or ride on seats.

## **4.5 Pets**

Pets can only be transported in an enclosed carrier provided that the carrier fits on your lap or under your seat. A carrier may not be a purse or other bag that was not specifically designed for the transportation of animals. Service animals are excluded from this policy (see “Service Animals” above). Pets must remain in the carrier for the entirety of the trip. Pets that bark, show signs of aggression, or go to the bathroom in the vehicle will be removed from the vehicle.

Please let us know when booking your trip if you will be transporting a pet in a carrier.

## **4.6 Wheelchair and Mobility Device Size**

COAST service can accommodate wheelchairs and mobility devices up to 33.5" wide, 55" long, and 1,000 lbs. total weight (mobility device plus occupant). However, not every vehicle in our fleet can accommodate these sizes. Therefore, if you plan to use a mobility device wider than 30", longer than 48", or heavier than 600 lbs., you must notify the Reservationist when you make a reservation, so we can ensure the vehicle scheduled to pick you up has an appropriately rated lift.

## **4.7 Motorized Mobility Devices**

If your wheelchair is motorized, the driver cannot assist you in its operation and you or your Personal Care Attendant will be expected to maneuver it safely on and off the vehicle. When boarding, exiting and moving about the vehicle you will be asked to put your motorized wheelchair into a lower speed. While secured and in-transit you will be asked to power off your motorized wheelchair.

## **4.8 Wheelchair Securement**

If you use a wheelchair, your wheelchair must be secured to our vehicle via a four-point tie-down system or similar devices. We will not transport you if you will not allow your wheelchair to be properly and safely secured prior to departure.

When securing you and your wheelchair within a COAST vehicle, you and your wheelchair will always be secured facing in the forward direction. The securement systems in COAST vehicles are specifically designed to function safely within this forward-facing configuration. If you refuse to be secured in the forward-facing direction, COAST will not transport you.

We will only transport customers sitting on a vehicle seat or in a wheelchair. Customers are not permitted to be transported while sitting on a walker.

COAST sometimes uses blue securement loops to aid in safe wheelchair securement. Customers who want to provide their own loops permanently attached to their chair may provide theirs only if the loops have no buckles, are made from seatbelt strength material, and are first reviewed and approved by COAST. Otherwise, COAST will determine the safest location on your chair to secure. This is to ensure you and your wheelchair are properly and safely secured.

## **4.9 Wheelchair Condition**

For your safety, please be sure that your wheelchair is properly maintained in accordance with manufacturer's specifications. If a driver sees that your chair may be unsafe to transport, the driver may bring this to your attention. If you choose to still ride, COAST will do our best to properly secure your chair and will provide the ride per ADA requirements. However, we strongly recommend you do not ride in a chair that is not designed for vehicle transport, or that is not properly maintained.

## **4.10 Using the Lift/Ramp**

Ambulatory customers who have difficulty navigating steps may request to board the vehicle on the wheelchair lift or ramp. While using the wheelchair lift or ramp, ambulatory customers will be asked to utilize available handholds to steady themselves.

## **4.11 Seat Belts**

Seatbelts are required for all customers riding COAST ADA Paratransit service. This applies to customers in a vehicle seat, as well as those riding in wheelchairs. A seatbelt built into a customer's wheelchair does not meet this requirement: the belt provided with the vehicle must be used. Customers who refuse to wear seatbelts will not be transported.

As with all COAST policies and procedures, COAST will address reasonable modification requests made due to a disability per our Reasonable Modification Policy.

If you use a three- or four-wheeled scooter, the driver may ask if you are able and willing to transfer to a regular seat. This is done for your protection as these devices are typically not constructed to withstand the conditions of being used as a seat in a passenger vehicle (especially in the case of a collision). If you are unwilling or unable to comply with this request, you may decline, and the driver will secure you and your scooter and continue with your ride.

## **4.12 Life Support Equipment**

You may bring your respirator, portable oxygen, or other life support equipment on the vehicle if it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the vehicle and be managed by you or your Personal Care Attendant (PCA). When calculating the amount of oxygen you should travel with, please plan for more than 2 hours of travel time.

While in transit your equipment must remain out of the primary path of travel so that other customers can safely enter and exit the vehicle. A compressed oxygen cylinder must be secured so it is not free to move when the vehicle is in motion. Portable oxygen concentrators are not considered hazardous materials and do not require the same level of special handling.

## **4.13 Caregiver Responsibility**

COAST and its employees cannot act as an attendant for individuals who are unable to be alone. Drivers may leave a vehicle with customers onboard to assist other customers to a door up to 150 feet away. Drivers will drop customers off at their destination and are unable to wait with the customer if there is nobody present to greet/accept them. If an individual cannot be left alone, it is the responsibility of the customer's caregiver(s) or family to ensure a qualified individual is present at the pick-up location and the drop-off location at the time of pick-up and drop-off.

If COAST is aware of an individual that cannot be alone and encounters the absence of an attendant or caregiver at a pick-up or drop-off location, service to the customer may be suspended and the situation may be reported to the New Hampshire Bureau of Elderly and Adult Services (BEAS).

## **5.0 Expectations for COAST**

### **5.1 How Much Assistance Will A Driver Provide?**

Normally, COAST provides curb-to-curb service. However, assistance to your door is available upon request if the door is in reasonable proximity to the drop off location, and there are no barriers which may make assistance unsafe (such as dangerous chained dogs). If assistance to the door is provided, the driver can only assist you from the outermost door or entrance of your location to the vehicle on pick-up and from the vehicle to the outermost door or entrance of your location on drop-off. If the outermost door is reached by steps, the base of those exterior steps is as far as the driver can go. Under no circumstances may a COAST employee enter your residence.

Drivers may not leave the line-of-sight of their vehicle or travel more than 150 feet from their vehicle when other customers are present. The outermost door or entrance is often a lobby at a hospital or medical facility or the beginning of an exterior staircase at an apartment complex. We are unable to assist you past these points.

Drivers will help customers in manually-operated wheelchairs up and down no more than one step or a curb. Drivers will not operate powered or electric mobility devices.

Drivers may assist you with packages and personal items that fit into COAST's package policy (see 4.2). The driver may help a customer carry up to 2 grocery bags or similar sized packages totaling no more than 20 lbs. each on/off the vehicle. Please remember that drivers are not permitted to assist you beyond the outermost door or, if the outermost door is reached by steps, the base of the outermost steps.

Customers with special needs requiring greater assistance are strongly encouraged to bring a Personal Care Attendant (PCA) and/or discuss their needs with COAST when scheduling the ride.

### **5.2 Reasonable Modification**

COAST will make reasonable modifications to its policies and procedures upon request. To request a modification, please call 603-743-5777 ext. 101. COAST's Reasonable Modification Policy is attached as appendix V to this service guide.

### **5.3 Driver Uniforms and Identification**

COAST drivers wear uniforms bearing the name "COAST" on the shirt, jacket, and/or cap. Drivers also wear badges with their first name and picture displayed prominently on the front.

## **5.4 Vehicles**

All COAST vehicles are kept in a safe and well-maintained condition. "COAST" is prominently displayed on all COAST vehicles.

## **5.5 Inclement Weather**

Unfortunately, sometimes circumstances arise that make it completely unsafe for COAST to operate. COAST will notify you when service is canceled due to weather conditions.

## **5.6 Non-Discrimination**

COAST is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination in the receipt of, any of COAST's services on the basis of race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 ("Title VI).

The public can request additional information on COAST's nondiscrimination obligations on our website ([coastbus.org/about-coast/civil-rights](http://coastbus.org/about-coast/civil-rights)) or by contacting:

Title VI Coordinator  
COAST  
42 Sumner Drive  
Dover, NH 03820  
603-516-0788

## 6.0 No-Show Policy

A No-Show is defined by COAST as when you or your representative has scheduled a trip on one of COAST's demand response services and:

- The vehicle arrives on time, but you no longer want the ride and cancel, or
- The vehicle arrives on time, but the driver cannot locate you at the requested pick-up location, or
- The vehicle arrives on time, and waits for 5 minutes, but you are not ready to go.

OR

- You or your representative call to cancel your scheduled trip less than 2 hours before the start of the scheduled pick-up window.

A No-Show usually results in a wasted trip. This is very expensive and takes away a trip that could have been scheduled for someone else.

When a No-Show occurs, the driver will verify the No-Show with the dispatcher. Before a No-Show is officially assessed, a COAST representative will attempt to call you to determine if the reason for the No-Show was beyond your control. You will not be assessed a No-Show if COAST determines that the reason was beyond your control.

Examples of circumstances beyond your control include, but are not limited to, family emergency; illness or hospitalization that prevented you from calling to cancel; a personal attendant or another party who didn't arrive on time to assist you; your appointment ran long and did not provide an opportunity to cancel in a timely way; your wheelchair failed; adverse weather impacted your travel plans; or the trip is not performed due to an error in scheduling, dispatching or late vehicle arrival.

After discussion with the customer, or if no contact is made with the customer, and COAST has determined through investigation that the No-Show was under the control of the customer, the No-Show will be assessed to the customer and the customer will be notified via telephone.

The notification will provide information as to time, date, etc. If the No-Show results in suspension, and provided COAST has a mailing address for the customer, the notification will be in writing and will include information as to the appeals process. Only suspensions can be appealed.

### **ADA Paratransit Services Only:**

If you No-Show the first leg of a trip, all later trips scheduled for the day **will not automatically be canceled**. It is your responsibility to cancel each scheduled trip you no longer need. Each trip that is No-Showed is assessed independently in accordance with ADA regulations. If you

cancel your trip at the door, do not ask the driver to cancel your return trip. You must call and cancel the trip yourself.

## **Non-ADA Demand Response Services Only (e.g., Route 7 On Demand, Portsmouth Senior Transportation, volunteer driver program):**

If you No-Show the first leg of a trip, all later trips scheduled for the day **will automatically be canceled unless you call to preserve the trip**. If you No-Show the first leg of your trip but want to keep the second leg, you must call and ask for the trip to remain on the schedule.

### **6.1 Penalties**

COAST keeps track of each trip you have requested, scheduled, taken, canceled or “No-Showed.” When a No-Show occurs, COAST will calculate the percentage of No-Shows for your scheduled trips for the preceding 6 months, or from your last suspension if more recent than 6 months. This will be calculated as follows:

$$\frac{(\text{No-Shows}/(\text{Scheduled Trips} - \text{Canceled Trips}))}{x 100} = \% \text{ of No-Shows}$$

COAST gives new customers a grace period of their first 5 scheduled rides because we understand it may take time to learn the system.

Suspensions are not usually assessed within the first 20 scheduled rides. However, riders who have No-Showed 4 of their first 20 scheduled trips, after the initial grace period, may be subject to the penalties below prior to completing their 20<sup>th</sup> trip.

#### **FIRST PENALTY:**

All penalties imposed under this policy are first subject to the appeals process listed below. The first penalties for No-Shows based on a percentage of rides scheduled are:

- 5% - verbal contact, copy of policy mailed
- 10% - 6 consecutive service days suspension

#### **AFTER A SUSPENSION HAS OCCURRED:**

After a rider has earned and served a suspension the rider will, once again, be eligible to schedule trips. The rider will be given a “clean slate” and each time another No-Show occurs the percentage of No-Shows will be recalculated.



In compiling the No-Show percentage, COAST will consider your trip history (scheduled tips, canceled trips and No-Shows) from the previous 6 months, or from your last suspension if it is more recent than 6 months.

Suspensions are not usually assessed within the first 20 scheduled rides after a suspension. However, riders who have No-Showed 4 of their first 20 trips after a suspension may be subject to the penalties below prior to completing their 20<sup>th</sup> trip.

- If you earn a 2<sup>nd</sup> suspension it will be for 12 consecutive service days
- If you earn a 3<sup>rd</sup> suspension it will be for 25 consecutive service days; and
- For every suspension earned after a 3<sup>rd</sup> suspension it will be for 30 consecutive service days

## **6.2 No-Show Suspension Appeals**

Before a customer is suspended from COAST's demand response services, COAST will attempt to call the customer, and will attempt to notify them in writing of COAST's intention to suspend service if a mailing address is known. If the customer's file shows a legal guardian, then a copy of the warning, suspension and appeals process will also be sent to the guardian. The suspension notice will document the specific, verified occurrences of No-Shows. The suspension will go into effect 14 days from the date of the letter.

The customer will have 14 days from the date of the letter to file an appeal with the COAST Appeals Committee.

Once the letter requesting an appeal is received, an appeals hearing will be scheduled within 14 days. If the customer uses a COAST vehicle to attend the appeals hearing, the trip will be provided free of charge.

If a customer has filed an appeal with the COAST Appeals Committee COAST will allow the customer to use COAST's service while the appeal is being considered.

The customer (and their legal guardian if applicable) will receive a written decision from the Appeals Review Committee informing the customer of the decision within 14 days.

## **7.0 Communicating with COAST**

### **7.1 Customer Feedback Procedure**

Your feedback is appreciated. Comments, compliments or complaints may be made directly to COAST using the contact information below.

For your convenience, there is a feedback form on COAST's website: [www.coastbus.org/contact-us](http://www.coastbus.org/contact-us)

### **7.2 Grievance Procedure**

COAST has a grievance procedure for prompt and equitable resolution of any complaints alleging any action prohibited by federal regulations. (See Appendix IV)

### **7.3 Contact Information**

Reservations, Scheduling, Cancellations, General Questions:

TripLink Phone: 603-834-6010

TripLink E-mail: [triplink@communityrides.org](mailto:triplink@communityrides.org)

TDD: 1-800-735-2964

Mailing address:

COAST

42 Sumner Drive

Dover, NH 03820

**Appendix I - Customer and Driver Responsibilities**

## **CUSTOMER RESPONSIBILITIES:**

- Carefully read all Service Guide materials
- Follow all rules and regulations set forth in this Service Guide
- Make ride reservations at least one weekday in advance
- Be at the designated pick-up location on time
- Get aboard the vehicle promptly, remain seated once on board, wear your seat belt, and keep arms, legs, and head inside the vehicle
- If the vehicle has not arrived by the end of the pick-up window, call COAST
- Call to cancel an unneeded ride as soon as possible to avoid a “No-Show”
- Pay the correct fare (remember, drivers cannot make change)
- Wear seat belts at all times during transport or complete a waiver
- Avoid distracting the driver or annoying other customers with inappropriate behavior
- Maintain wheelchairs in safe operating condition according to manufacturer’s specifications
- Expect “shared-ride” service. Others may be picked up after you, and/or dropped off before you reach your destination
- Maintain acceptable standards of personal hygiene; please refrain from using scented products as they can bother other chemically sensitive customers
- Follow the Customer Code of Conduct (Appendix II)
- Provide feedback to COAST should your service be unsatisfactory by calling 603-743-5777, option 4
- Maintain a clear and safe path of travel between your exterior doorway and the typical pick-up point

## **DRIVER RESPONSIBILITIES:**

### **Drivers Must:**

- Be courteous at all times
- Get out of the vehicle and let you know they have arrived, if possible
- Adhere to the same standards of common courtesy and personal hygiene as those required of customers
- Collect the fare listed on their schedule or manifest
- Be in proper uniform and visibly display a proper ID badge
- Carry only the customers assigned to them along with attendants and companions who have reservations
- Go only to the destinations listed on the manifest or as notified by their Dispatcher. For safety reasons, maintain “line-of-sight” of vehicle at all times when other customers are on board
- Keep to the assigned service schedule for the convenience of all customers

- Provide reasonable assistance to customers entering or leaving the vehicle
- Assist customers using manually-powered wheelchairs up and down no more than one step or a curb (if safe to do so and while remaining in the line-of-sight of their vehicle)
- Assist ambulatory customers to and from their origin and destination, if requested, and if safe to do so and within line-of-sight of their vehicle
- Refrain from using electronic devices other than the vehicle's two-way radio. Operators may use a cell phone if they are not in the driver's seat, not in operation of any portion of the vehicle, and no needed to provide customer assistance at the time they are using the phone. Drivers may never use a cell phone for any purpose behind the wheel of the vehicle
- Operate the vehicle and lift in a safe manner and safely secure wheelchairs on the vehicle
- "Assistance" includes, but is not limited to:
  - Offering ambulatory customers a steady arm or other appropriate assistance
  - Helping persons in wheelchairs maneuver onto standard ramps to and from the main door of their origin and destination (if safe to do so and while remaining in the line-of-sight of their vehicle)
  - Carrying packages that comply with COAST's Packages and Personal Items policy for items on board the vehicle

### **Drivers Are Not Permitted to:**

- Lift or carry customer, or support the majority of a customer's weight
- Enter the residence of a customer
- Perform any personal care assistance for any customer, such as assisting with dressing
- Assist customers on non-ADA compliant or steeply inclined mobility ramps or steps
- Assist an ambulatory customer beyond the bottom-most exterior step of the pick-up or drop-off location
- Assist a customer using a manually-powered wheelchair up or down more than one step or a curb
- Wait for a customer to make an unscheduled stop to conduct business, such as at an ATM/Cash machine, pharmacy or video rental vending machine
- Accept tips/gratuities (including cash or gift cards)
- Perform errands for customers such as picking up prescriptions or groceries
- Take information from the customer about cancelations or changes in reservations
- Secure child safety systems in the vehicle or children into such systems
- If your wheelchair is power-driven, the driver may not assist you in its operation and you will be expected to maneuver it safely on and off the vehicle.

**Appendix II - Customer Code of Conduct**

To provide safe, comfortable, and reliable services, COAST has developed this Customer Code of Conduct to outline the type of behavior and cargo permitted on COAST vehicles, in COAST bus shelters, and in COAST facilities. COAST welcomes everyone to ride and encourages everyone to do so in a courteous manner. Enforcement of these standards is critical to maintaining a welcoming environment.

## **All COAST Customers are expected to:**

- Pay the proper fare using a valid ticket, pass, or cash.
- Wear appropriate clothing for the public, including clothing that prevents indecent exposure and covers the bottoms of feet.
- Show acceptable ID or documentation if required for the type of fare being paid.
- Cooperate with the driver, or other COAST employee, seeking to verify fare and otherwise enforce COAST policies.
- Comply with requests from a COAST employee to change behavior on the bus.
- Be courteous and respectful toward COAST employees, customers, and others associated with the service.
- Be able to safely control themselves and any dependents or animals within their care.
- Leave the bus if directed to do so by a COAST employee.
- Follow COAST employee instructions in the event of an emergency.

## **COAST Customers are not permitted to do the following on any COAST vehicle, in any COAST bus shelter, in any COAST building, or when otherwise interacting with COAST services:**

- Smoking, Alcohol, and Illegal Substances
  - Smoke, vape, or carry any lighted tobacco product.
  - Expel the residue of any tobacco product, including chewing tobacco and e-cigarettes. This includes spitting and breathing out smoke right after smoking.
  - Consume any alcoholic beverage or possess an open container of any alcoholic beverage.
  - Possess or use any unprescribed medications or illegal substances.
  - Sell any medications or illegal substances.
- Language & Noise
  - Use profane language toward others.
  - Insult, demean, harass, or verbally attack COAST employees or other customers.
  - Using derogatory language or slurs towards or about COAST employees or customers, based on race, ethnicity, color, religion, national origin, sex (including sexual orientation, pregnancy and gender identity), marital status, familial status, age, genetic information, disability (physical or mental), or veteran status.

- Sexually harass, overtly or through inuendo, COAST employees or customers.
- Threaten COAST employees or other customers.
- Engage in loud conversation that disturbs others.
- Play any electronic device loudly that disturbs others.
- Safety & Cleanliness
  - Physically assault COAST employees, customers, or any other person.
  - Carry, possess, or have within immediate access any dangerous weapon.
  - Litter on any COAST vehicle, property, bus stop, or adjoining property when waiting for or using COAST services.
  - Excrete any bodily fluid upon or at another person or object.
  - Give off a strong or pungent odor or carry materials which give off a strong or pungent odor which may be offensive or irritating to other customers or COAST employees.
  - Eat, except for small, contained snacks such as a granola bar.
  - Use or leave behind hypodermic needles.
- Other
  - Ride without a destination, or for longer than necessary to reach your destination.
  - Loiter at bus stops when not waiting for a bus, or at a COAST building when not engaged in legitimate COAST business.
  - Vandalize any COAST vehicle or property.
  - Beg or solicit, including asking other customers to pay your fare or selling merchandise.
  - Engage in other obnoxious, disturbing, or disruptive behavior.
  - Engage in any illegal activity.

**The following items may not be brought on a COAST vehicle or into a COAST building:**

- Food that is not in secure packaging (for example, groceries are okay, but a piece of pizza on an open plate is not).
- Drinks not in a secure container (the container should be able to tip over without spilling).
- Opened alcoholic beverages.
- Any illegal substance.
- Lit tobacco products.
- An animal that is not a service animal without an appropriate carrier. Animals whose purpose is to assist a person with a disability (service animals) are permitted.
- Any dangerous weapon (including firearms).
- Bicycles, which may go on the bike rack if the vehicle has one and there is space available, but they may not go inside a COAST vehicle.
- Large items that cannot be properly secured. The driver has sole discretion on whether a large item is permitted and/or properly secured.
- Flammable liquid, combustible materials, lead-acid batteries, gasoline, kerosene, propane.



COAST reserves the right to not allow an item on a COAST vehicle, or in a COAST vehicle, at its sole discretion.

## Intoxication

COAST permits people who are intoxicated to ride. However, those individuals are responsible to follow this Customer Code of Conduct. If intoxication results in any of the behaviors prohibited in this policy, that person will not be permitted to ride.

## Consequences of Misconduct

Customers who violate COAST's Customer Code of Conduct may be banned from riding. The length of the suspension will vary based on the severity of the violation.

COAST employees may immediately refuse service to any customer who does not comply with the Code of Conduct.

Incident Description	Length of Suspension
If COAST contacts police to assist with a customer who violates the Code of Conduct, the ban is effective immediately upon COAST's call to police.	Minimum of 30 days.
First behavior violation: any violation that is non-violent or non-threatening.	Up to 90 days.
Second behavior violation: any violation that is non-violent or non-threatening.	Up to 1 year.
Additional behavior violation: any violation that is non-violent or non-threatening.	Up to permanent.
First threat violation: threatening COAST employees or customers, verbally, in writing, or physically.	Minimum of 1 year.
Additional threat violation: threatening COAST employees or customers, verbally, in writing, or physically.	Permanently.
Assaulting COAST employees or customers, including throwing items at, spitting at, hitting, attempting to hit, or otherwise being physically aggressive.	2 years to permanent.
Riding or attempting to ride after being informed of a current ban on riding.	Ban extended by 30 days per attempt.

COAST reserves the right to identify the type of violation committed, including whether behavior is threatening, considered harassment, or otherwise violates this Customer Code of Conduct.

## **No Fare Reimbursement**

Passengers who violate COAST's Customer Code of Conduct, and are consequently banned from the service, are not eligible for reimbursement of their fare. This applies to both one-time fare paid for a ride and monthly passes which a longer ban may render unusable.

## **Misconduct Related to a Disability**

Customers who violate the Customer Code of Conduct, but whose misconduct is the direct and immediate consequence of the customer's disability, may have the following restrictions placed on them:

- A customer may be required to ride with another individual who can assist them if this misconduct would have otherwise resulted in a suspension.
- A customer may be subject to any reasonable adaptation that will ensure safety. This adaptation may last for a time sufficient to allow the customer time to learn appropriate behavior or the adaptation may be permanent if the misconduct continues.

**Appendix III - Title VI**

## TITLE VI NOTICE TO THE PUBLIC

The Cooperative Alliance for Seacoast Transportation (COAST) is committed to providing non-discriminatory transportation services to all of its passengers and potential passengers. COAST prohibits discrimination in all programs and services on the basis of race, color, and national origin.

No person or group of persons shall be discriminated against regarding access, seating, routing, scheduling, or quality of transportation services furnished by COAST on the basis of race, color, or national origin.

Any person who believes that he or she has, individually, or as a member of any specific group, been subjected to discrimination on the basis of race, color or national origin may file a formal complaint with COAST. A written complaint must be filed within 180 days after the date of the alleged discrimination. All complaints should be signed, dated, and include contact information. You may file a written complaint to:

COAST Title VI Coordinator  
42 Sumner Drive  
Dover, NH 03820  
[civilrights@coastbus.org](mailto:civilrights@coastbus.org)

For a Title VI Complaint Form please visit [www.coastbus.org/about-coast/civil-rights](http://www.coastbus.org/about-coast/civil-rights).

For more information about COAST's civil rights programs, the procedures to file a complaint, or to obtain this notice in other languages contact COAST's Title VI Coordinator at 603-743-5777 or by email at [civilrights@coastbus.org](mailto:civilrights@coastbus.org).

A complaint may be filed directly with the Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

**Approved by the Board of Directors July 29, 2020**

Este documento está disponible en español bajo petición.

Ce document est disponible en français sur demande.

**Appendix IV – Grievance Procedure**

## Section 504/ADA – Grievance Procedure

The Cooperative Alliance for Seacoast Transportation (COAST) has adopted the following grievance procedure for prompt and equitable resolution of complaints alleging any action prohibited by federal regulations implementing Section 504 of the Rehabilitation Act of 1973, as amended, and the American with Disabilities Act of 1990 (ADA). Section 504 and ADA state, in part, that “no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.”

Issues that may warrant a grievance include, but are not limited to, a denial of a requested accommodation, the inadequacy of an accommodation, the inaccessibility of a program or activity due to disability, or discrimination or harassment based on disability.

All such complaints should be addressed to the attention of COAST’s Director of HR & Compliance, 42 Sumner Drive, Dover, NH 03820, Tel (603) 743-5777, who has been designated to coordinate COAST’s Section 504 and ADA compliance efforts.

The following steps explain the procedure:

1. A complaint should be filed in writing or verbally and shall contain the name and address of the person filing it, and briefly describe the nature of the complaint and the alleged violation of the regulations.
2. A complaint should be filed within 30 days after the complainant becomes aware of the alleged violation. Complaints received later than 30 days after complainant became aware of the alleged violation will be dismissed as untimely.
3. An investigation, as may be appropriate, will follow the filing of a complaint. The investigation shall be conducted by COAST’s Director of HR & Compliance (or another person acting at the Director of HR & Compliance’s request). The investigation should be a prompt and informal, but thorough, investigation which allows the complainant, the subject of the complaint, other interested persons, and their representatives, if any, the opportunity to submit documents and information relevant to the consideration and resolution of the complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by COAST’s Director of HR & Compliance or another person acting at the Director of HR & Compliance’s request, and a copy forwarded to the complainant no later than 15 working days after receipt of the complaint.

5. COAST's Director of HR & Compliance shall maintain the files and records of COAST relating to complaints filed.
6. The complainant or the affected department can request reconsideration of the resolution if he or she is dissatisfied with the resolution. Requests for reconsideration should be made within 7 days to the Executive Director. The Executive Director has 30 days to respond to the request for reconsideration. Decisions of the Executive Director are final.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies, such as the filing of a Section 504/ADA complaint with the responsible federal department. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. This procedure shall be construed to protect the substantive rights of interested persons, to meet due process standards, and to assure that COAST complies with Section 504/ADA and implementing regulations.
9. Retaliation against any complainant under this grievance procedure or against any person who assists a complainant in his/her pursuit of a complaint under this grievance procedure is prohibited.

**Appendix V – Reasonable Modification Policy & Procedure**



## Reasonable Modification Policy & Procedure

### Policy

COAST will make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

### Procedures for Accommodating Reasonable Modification

1. All requests for reasonable modification (fixed route, demand response, or facilities) will be processed in the following manner. Requests may be submitted via e-mail to [info@coastbus.org](mailto:info@coastbus.org), or written mail to:  
COAST  
Attn: Customer Service  
42 Sumner Drive  
Dover, NH 03820  
Or by phone at (603) 743-5777
2. All requests will be logged into a Reasonable Modification/Accommodation spreadsheet noting the requestor's name, date, contact information, and specific modification request being made.
3. Information regarding requesting reasonable modifications will be available on the organization's website ([www.coastbus.org](http://www.coastbus.org)) as well as within various printed materials normally provided by COAST (i.e. riders guides, notices).
4. Individuals requesting modifications will be asked to supply sufficient detail within the request so that COAST staff may effectively evaluate the request. Individuals are not required to use the term "reasonable modification" when requesting modifications or accommodations.
5. Whenever feasible, requests for modifications shall be made in advance, before the requested modification is expected to be provided in service. COAST acknowledges that, due to the unpredictable nature of transportation, some requests for reasonable modification may be made while in transit. As such, operating personnel shall make a determination of whether the modification should be provided at that time.
6. All requests for modifications (reasonable or otherwise) will be assigned to the COAST Director of Operations for review and evaluation. Prior to determination, the Director of Operations will consult with COAST operations staff regarding requests for reasonable modification.
7. Note that some requests for reasonable accommodations may be submitted during the paratransit eligibility process or through other customer service inquiries, and as such, operating personnel are trained and are empowered to determine whether the request should be granted at the time of the request or whether the request needs to be escalated to operations/management before making a determination to grant or deny the request.
8. Training regarding these procedures will be provided to COAST staff who interact with the public; specifically, office assistants, dispatchers, schedulers and supervisors.

All reasonable modification requests will be acknowledged within 3 business days of receipt. The resolution and response to the person who submitted a request will be made timely, within 15

business days, and the response must explain the reasons for the resolution. The response must be documented in the Reasonable Modification/Accommodation log

## Complaint Response Procedures

1. Complaints may be submitted via email to [info@coastbus.org](mailto:info@coastbus.org) , or written mail to:  
COAST  
Attn: Customer Service  
42 Sumner Drive  
Dover, NH 03820  
or by phone at (603) 743-5777, ext. 101.
2. All complaints will be logged into a Reasonable Modification/Accommodation spreadsheet noting the complainant name, date, contact information and specific complaint being made as well as the original request for modification associated with the complaint.
3. All complaints will be reviewed by the Complaints Resolution Officer prior to discussing with Director of Operations & Executive Director.
4. All complaints will be acknowledged within 3 business days of receipt. The resolution and response will be made timely, within 15 business days, and the response must explain the reasons for the determination. The response must be documented in the Reasonable Modification/Accommodation log, referencing the original request for modification. Any complaint responses requiring more than 15 business days for resolution must be reviewed by the Executive Director and documented as to why the resolution requires additional time for full resolution.

## Reasonable Modification Request Point of Contact

The point of contact for Reasonable Modification Requests at COAST is:

Michael Williams, Director of Operations

(603) 516-0783

[mwilliams@coastbus.org](mailto:mwilliams@coastbus.org)

Requests may be reviewed by the following COAST staff: Operations Supervisors, Director of Operations, Director of HR & Compliance

## Denying Request for Modification

Requests for modification of COAST's policies and practices may be denied only on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of COAST's services, programs, or activities;
- Granting the request would create a direct threat to the health or safety of others (including drivers and other passengers, but not including the requesting party);
- Without the requested modification, the individual with a disability is able to fully use COAST'S services, programs, or activities for their intended purpose; or
- In the case of recipients of federal financial assistance, granting the request would cause an undue financial and administrative burden.

- If COAST denies a request for a reasonable modification, COAST shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by COAST.