

Planning the trip contact PVVTA Blythe Wellness Express (BWE) at the following

Phone Numbers:

760-922-4900 Main Line

760-922-1140 Dispatch

415 N. Main Street Blythe, CA 92225

Paying for the trip

\$15 one-way, \$20 roundtrip, \$10 for a Personal Care Attendant (PCA)

The fare for the trip must be paid 48 hours prior to the scheduled trip date in order to confirm your reservation.

Day of the trip

It is best to be at the Park-N-Ride bus stop at least 10 minutes before the bus is scheduled to leave. If need be a deviated pick up is available. Refer to dispatch time provided to confirm when you should be at your pick-up location.

Riding the bus

Be prepared for a trip over 90 minutes with one rest stop halfway. The seats nearest the driver are for passengers needing extra assistance. If you choose to sit in these seats and do not need extra assistance be prepared to move if asked to by the driver. For your safety, always remain seated or hold on to the poles when on board the bus. If you have a problem aboard the bus please notify the driver immediately.

Getting off the bus

Driver will announce all destinations. Please make sure all your belonging are with you when exiting. Nobody is responsible of articles left on the bus. Please notify the driver when exiting where specifically you will be waiting for the return trip and if your location may change.

Accessibility

All buses are fully equipped with wheelchair lifts and a wheelchair securement area with space for two wheelchairs. The driver is required to secure all wheelchairs with a four-point tie down before leaving a bus stop. The driver will provide assistance with normal boarding or exiting, wheelchair securement, and operation of the lift or ramp. Any additional assistance would require the use of a Personal Care Attendant (PCA).

All riders are strongly encouraged to use safety restraint belts provided on the vehicles. It is recommended to use your own seat belt to secure yourself in your wheelchair. All mobility devices must have a working brake system. All mobility devices must be secured to the bus with a four-point tie down in order to ride.

Passengers using a scooter may be asked to transfer to a seat on the bus. All mobility aids must be able to fit within the allocated space, have working brakes and cannot exceed 600 pounds (total passenger and mobility aid). If the mobility aid cannot fit the lift platform, the passenger will not be able to ride. Any wheelchair or Mobility devices with leaking batteries or fluids will not be allowed to ride.

Wheelchair means a 4 wheeled mobility aid that does not exceed 30 inches in width and 48 inches in length and does not weigh more than 600 pounds when occupied.

PVVTA BWE No Show/Late Cancellation Policy July 2017

Background:

Palo Verde Valley Transit Agency (PVVTA) offers a non-emergency demand response transportation service to access medical facilities in the Coachella Valley, from a pick up point in Blythe. The demand response service is called Blythe Wellness Express (BWE). A demand response service is a public transit service based on a request for transportation where the vehicle does not follow a fixed-route. The goal of the Blythe Wellness Express is to provide mobility options for the transit dependent and persons with disabilities for medical care and services not available in the Palo Verde Valley.

The Palo Verde Valley Transit Agency (PVVTA) who has oversight of the Blythe Wellness Express program, has developed the following policy and administrative process for addressing no-shows and late cancellations.

Definitions:

No Show

A “No-show” shall be recognized as a passenger who fails to appear and fails to board the vehicle during his/her scheduled transportation within the standard “5 minute wait time.” The bus is required to wait up to 5 minutes for an individual upon scheduled bus arrival. If a rider calls within 30 minutes of a scheduled pickup time to cancel his or her trip, the cancellation will be counted as a “No-show.”

Late Cancellation

Morning Trips to Coachella Valley:

A “Late Cancellation” shall be recognized as a passenger who fails to cancel the appointment for pick-up no later than 4pm the day before the scheduled pick-up time.

Afternoon Trips from Coachella Valley:

Any passengers that are not returning to Blythe must advise BWE dispatch or the driver to avoid delays to the BWE route. Failure to notify BWE Staff of the no return trip at a minimum of two (2) hours in advance will constitute a "NO Show" for the passenger and shall be deemed as a failure to report the change. This will be considered as a violation of the "No Show/Cancellation Policy"

Policy

Individuals with No-Shows/Late Cancellations **SHALL NOT** receive a refund of any kind in addition they may be sanctioned or suspended from service according to the following guidelines:

Because the service provided by PVVTA BWE is very important to many people, we must enforce a suspension policy to ensure that trip resources are available to everyone.

ANY passenger who has three (3) or more unexcused no shows or 10% of their scheduled trips are no shows (whichever is greater) within a calendar month will be suspended from using these services for one month (30 days).

Any passenger who incurs a no show may contact PVVTA BWE management in order to have any no-show removed due to a circumstance which was beyond the rider's control.

First Occurrence: If an individual has one No-Show/Late Cancellation, PVVTA BWE staff shall contact the individual by telephone to determine if there was a reason the reserved trip was missed and document the occurrence, at which time the 30 day time frame begins.

Second Occurrence: If an individual has a second No-Show/Late Cancellation within thirty (30) operating days of the first No-Show/Late Cancellation incident, the PVVTA Staff shall mail a letter to the individual notifying the individual that a second No Show/Late Cancellation has been recorded and that a third No-Show/Late Cancellation within thirty (30) operating days of the first incident will result in suspension of their paratransit service for thirty (30) calendar days.

Third Occurrence: If an individual has a third No Show/Late Cancellation within thirty (30) days of the first No-Show/ Late Cancellation the individual shall be suspended for thirty (30) days. A letter will be sent by PVVTA Staff stating the dates that service will be suspended and when service will resume.

Fourth Occurrence: If an individual has a fourth No Show/Late Cancellation within 30 days of the date that suspended paratransit service is resumed, a letter will be sent by PVVTA Staff

and shall suspend service to the individual for a six month period. The six month period will be effective from the date of said letter.

Fifth Occurrence: In the event of a fifth No Show/Late Cancellation within 30 days of the date that suspended paratransit service is resumed following the six month suspension, a letter will be sent by PVVTA Staff and individual shall be suspended 1 year (12 months) from the paratransit service.

Method

During suspension of PVVTA BWE Service, PVVTA shall take the following steps:

- 1) Notify the individual in writing that PVVTA is suspending their service.
- 2) The suspension will cite with specificity the basis of the proposed suspension and setting forth the proposed sanction.
- 3) Provide written notification and guidance on the PVVTA BWE No Show and Late Cancellation Policy Appeals Process.

Safety and General Rules

Public transit is convenient, cost-effective and environmentally friendly. Each bus may be equipped with a video observation system. It is the responsibility of the rider to ensure a safe trip by observing the following safety tips. Passengers can assist in this by being alert and responding to the drivers instructions.

GENERAL SAFETY

- Tell a family member or friend your travel plans and route. Call them when you arrive so they know that you arrived at your intended destination.
- Don't doze off or become engrossed in a book. It can make you an easy target. Stay alert and aware of your surroundings.
- Keep your purse, bags, backpack and other belongings in your lap or between your feet. Do not leave them on an empty seat.
- Be wary of noisy passengers arguing or causing a commotion. This could be an act to distract you while others try to steal your valuables.
- If you feel threatened by other passengers, alert the driver and/or change your seat.
- Avoid displaying cash, credit cards or expensive looking jewelry.
- Notify the driver of any unattended packages or luggage on the bus or at the bus stop.
- In case of emergency, alert the driver immediately.

ON THE BUS

- Plan your day. It is important to know where you are going. It is also important to know the scheduled time for pick-up and drop-off.
- Remain seated until the bus comes to a complete stop.
- Do not cross in front of the bus before or after you get on or off the bus because traffic will not be stopped.

ADA Complaint Process

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- List your name, address and telephone number. (See Section 1 of the ADA Complaint Form)
- Provide how, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Sections 2 and 3 of the ADA Complaint Form)
- The Complete form with your signature verifying you filled out the form. (See Section 4 of the ADA Complaint Form)

How do you file a complaint?

You can request a copy of the ADA complaint form by visiting, writing or calling Palo Verde Valley Transit Agency at the address listed below.

Palo Verde Valley Transit Agency
415 N. Main Street
Blythe, CA. 92225
Phone 760-922-1140 Fax 760-922-0491

Once completed, please take or submit your complaint form to the address listed below:

Palo Verde Valley Transit Agency (PVVTA)
Attn. ADA Certification Coordinator
415 N. Main Street
Blythe, CA. 92225
Office: 760-922-1140

Do you need assistance with completing your complaint?

If you are unable to complete a written complaint due to a disability, please contact Dale Reynolds at 760-922-4900 or email pvts@yahoo.com

How will your complaint be handled?

PVVTA investigates complaints received no more than 180 days after the alleged incident. PVVTA will process complaints that are complete. Once a completed complaint is received, PVVTA will review it to determine if PVVTA has jurisdiction.

PVVTA will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, PVVTA may contact you. Unless a longer period is specified by PVVTA, you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, PVVTA may close the case due to a lack of information. A case may also be closed if you no longer wish to pursue it.

After an investigation is complete, PVVTA will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with PVVTA's determination, you may request reconsideration by submitting a request for an appeal in writing to PVVTA's General Manager within seven (7) days after the date of PVVTA's letter, stating the basis for the reconsideration. The General Manager will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days.

PVVTA may then convene a Committee called the Americans with Disabilities Act Advisory Committee (ADAAC) to review the appeal and provide a recommendation to the General Manager to accept or reject the request for reconsideration.

The General Manager will issue a final determination letter to the complainant upon completion of the appeal/reconsideration review.

Do I have other options for filing a complaint?

We encourage that you file the complaint with us so we can review it first. However, you may file a complaint at any time with the Federal Transit Administration.

http://www.fta.dot.gov/civilrights/12325_14816.html

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590