

GENERAL PUBLIC DEMAND RESPONSE  
POLICIES AND PROCEDURES THAT MEET  
ADA REQUIREMENTS

CITY OF HARTFORD  
TAXI SERVICE

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**GENERAL PUBLIC DEMAND RESPONSE POLICIES & PROCEDURES THAT  
MEET ADA REQUIREMENTS**

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GENERAL PUBLIC DEMAND RESPONSE POLICIES & PROCEDURE  
THAT MEET ADA SERVICE REQUIREMENTS

**1. General**

**A. Goal**

It is the goal of the City of Hartford, through its general public demand response service, to design, implement and maintain an efficient and effective transportation system for persons with disabilities.

**B. Policy**

It is the policy of the City of Hartford that no otherwise qualified person shall, solely by his/her disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by the City of Hartford that receives or benefits from federal financial assistance.

**C. Purpose**

General public demand response service provides safe and efficient transportation within the Hartford area to persons with disabilities.

**D. Objectives**

General public demand response service meets the specific objectives of the ADA requirements by:

1. Providing demand-response curb-to-curb transportation on specially equipped vehicles designed to accommodate persons with disabilities.
2. Maintaining a trained staff for the operation and control of the service.
3. Providing on-going mechanisms for persons with disabilities to provide input on the City of Hartford policies and procedures.

## **II. Operations**

### **A. General**

General public demand response service is provided in accordance with the six service criteria established by the Department of Transportation for ADA paratransit operations including days and hours of service, service area, response time, fares, trip purposes and capacity constraints.

### **B. Days and Hours of Service**

The general demand response service operates from 6am – 9pm Monday through Friday, 8am – 8pm Saturday and 9am – 4pm Sunday.

Service is not offered on the following holidays/city holidays:

New Year's Day	Easter	Memorial Day	Independence Day
Labor Day	Thanksgiving Day	Christmas Eve Day	
Christmas Day			

### **C. Service Area**

General demand response service is within the city limits of Hartford. Service is also provided up to 1 mile outside of the city limits, with the exception of the Aurora Health Center in Slinger and up to 10 miles into Dodge County area.

### **D. Response Time**

The Hartford City Taxi goal is to have a response time of 30 minutes or less. Passengers are allowed to call the day of to request immediate service and are allowed to mark reservations up to 7 days in advance. Requests for taxi service is accepted during all taxi service hours.

### **E. Fares**

The sum of \$3.00 (2016 standard fare) per one-way trip shall be charged all certified passengers. Payment of the fare must be in cash and in the exact amount. Fares will be paid at the time of boarding. Children 3 and under ride free and must be with a responsible person. Reduced fares are available through the purchase of taxi tickets.

**F. Trip Purpose**

Trips for any purpose will be accommodated and will not be prioritized by trip purpose. Passengers will not be asked to provide information regarding their trip purpose.

**G. Capacity Constraint Monitoring**

The City of Hartford will not constrain capacity by restricting the number of trips an individual will be provided; by maintaining waiting lists for access to the service; or by providing a service which has a substantial number of significantly untimely pick-ups for initial or return trips, trip denials, missed trips, or trips with excessive trip lengths.

**H. Inclement Weather**

In the unlikely event of service cancellation due to inclement weather, the City of Hartford Taxi personnel will attempt to contact all scheduled passengers.

**I. Lost and Found**

The City of Hartford will not be responsible for items left on vehicles. However, found the item(s) will be held for 30 days. If the item is not claimed within 30 days, it may be donated to a local charitable organization.

Passengers attempting to locate lost items should call the Hartford City Taxi office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip.

**III. Passengers Responsibilities**

**A. General Passenger Condition**

All passengers must be able to sit in a taxi seat or wheelchair in order to be transported.

Any passenger whose medical condition is such that the passenger is incoherent or requires immediate medical attention to sustain life may be denied service. General public demand response service is to be considered a "common carrier" and does not perform ambulance or emergency service.

If the driver reasonably believes a passenger's physical condition or conduct is hazardous, or if a passenger possesses weapons, instruments or equipment that are

reasonably believed to be dangerous, service may be terminated immediately. The passenger will be notified of his/her right to appeal the termination and the City of Hartford will hear the appeal as soon as reasonably possible.

**B. Requesting Service**

A request for service can be made the day of service or every Friday after 10 am for the following week (Monday through Sunday). In order to schedule a trip, one must speak directly to the dispatcher with the Hartford City Taxi who will require the following in scheduling a trip:

1. Name
2. Phone Number
3. Pick-Up Address
4. Destination Address
5. Desired Pick-Up Time
6. Desired Drop-Off Time (Appointment Time)
7. Number of Passengers
8. If Round Trip, Time of Return Trip

Passengers can schedule service by calling the Hartford City Taxi at (262)67-8223 or TTY# (262)673-8224.

**C. Riding General Public Demand Response Service**

General public demand response passengers should be ready no later than the designated pick-up time. However, due to variations in timepieces, it is recommended that passengers be ready five minutes before their pick-up time when possible.

When drivers arrive at the pick-up location, they are not required to wait more than three minutes past the time of arrival, unless they arrive early. In the event the drivers arrive early, they will not leave the pick-up location until three minutes past the designated pick-up time.

Service may not be rendered if the vehicle cannot access the origin or destination location, or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

Drivers are not permitted to enter a passenger's home under any circumstance.

Drivers are not permitted to maneuver a wheelchair up or down any steps. This rule is provided for the safety of the passenger and the driver.

Drivers are not permitted to lift passengers.

Passengers must pay their fares upon boarding the taxi. Failure to do so may result in no service for that trip.

General public demand response service passengers are encouraged to wear seat belts.

Profanity or abusive conduct shall not be permitted and may result in suspension or termination of service.

Eating, Drinking or smoking is not allowed in the Hartford City Taxi vehicles.

D. **Transportation of Children**

The minimum age for a child to travel alone aboard general public demand response service vehicles is four years of age. Children under the age of four must have a responsible person accompany them during transport. Only the City of Hartford's Transportation Superintendent may grant exceptions.

E. **Cancellations and "No Shows"**

If passengers are unable to keep the scheduled appointment time, they should notify the Hartford City Taxi at least 30 minutes prior to the scheduled pick-up time. Failure to do so will result in the recording of a "no show". A record of all "no shows" will be maintained at the Hartford City Taxi office.

The Hartford City Taxi personnel will notify passengers about their "no show" the next time that person calls for taxi service.

A passenger who accumulates three "no shows" within a two week period will be subject to a suspension of taxi service for one week.

F. **Accommodation of Wheelchairs**

The Hartford City Taxi will transport wheelchairs and other mobility devices as long as the vehicle can safely accommodate them.

Any passenger who utilizes a wheelchair device for mobility shall ensure the brakes on the wheelchair are in working order before transportation can be provided. All passengers boarding the taxi in wheelchairs will be required to have the wheels of the chair in a locked position.

All wheelchairs and other mobility devices must be secured to the floor of the vehicle using the securement equipment. The drivers will make every effort not to damage wheelchairs or mobility devices with the securement straps and hooks.

G. **Service Animals & Accommodation of Animals**

Animals other than service animals as described below are allowed to ride only if they are in a secured pet travel carrier.

It is the policy of the Hartford City Taxi to allow service animals to accompany their owner without restraint. Under the Americans with Disabilities Act of 1990, a service animal means a guide dog, signal dog, or other animal that is required to aid the owner and that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

The Americans with Disabilities Act of 1990 allows for the imposition of legitimate safety requirements that are necessary for the safe operation of paratransit service. The Hartford City Taxi can generally require use of a secured pet travel carrier for any animal that is a health or safety hazard regardless of the kind of training it has received and what function it serves for its owner.

H. **Carry-On Packages**

Drivers will help passengers take lightweight items off the vehicle and set them on the curb. If additional assistance is required, this assistance may be rendered on a case-by-case basis.

IV. **Complaint Process**

A. **How To File A Complaint**

The Complainant may file a signed, written complaint up to sixty (60) days from the date of the alleged discrimination. The ADA Complaint Form (see section B) may be used to submit the complaint information. The complaint may be filed in writing with the City of Hartford at the following address:

City of Hartford  
Julie Hanrahan, Title VI/ADA Coordinator  
109 N. Main Street  
Hartford, WI 53027

**What Happens To The Complaint After it is Submitted?**



All complaints alleging discrimination based on the Americans with Disabilities Act in a service provided by the Hartford City Taxi will be directly addressed by the City of Hartford. City of Hartford shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, City of Hartford shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven (7) days (see section C). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

City of Hartford will notify WisDOT-Transit Section of the complaint at:

WisDOT – Transit Section, Chief  
4802 Sheboygan Avenue, Rm 951  
Madison, WI 53707

#### **How Will The Complainant Be Notified Of The Outcome Of The Complaint?**

City of Hartford will send a final written response letter (see section D) to the complainant. In the letter notifying complainant that the complaint is not substantiated (see section E), the complainant is also advised of his or her right to 1) appeal within seven (7) calendar days of receipt of the final written decision from City of Hartford and/or 2) file a complaint externally with the Federal Transit Administration. Every effort will be made to respond to ADA complaints within sixty (60) working days of receipt of such complaints, if not sooner.

Once sufficient information for investigating the complaint is received by the City of Hartford, a written response will be drafted subject to review by the City of Hartford's attorney. If appropriate, the City of Hartford's attorney may administratively close the complaint. In this case, the City of Hartford will notify the complainant of the action as soon as possible.

In addition to the complaint process described above, a complainant may file a ADA complaint with the following offices:

Federal Transit Administration, Region V  
Attention: Title VI Program Coordinator  
200 West Adams Street, Suite 320  
Chicago, IL 60606

**ADA COMPLAINT FORM**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Person discriminated against: \_\_\_\_\_

Address of person discriminated against (if other than you): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

What was the date of the alleged discrimination? \_\_\_\_\_

Where did the alleged discrimination take place? \_\_\_\_\_

Describe the alleged discriminatory action: (Please add extra sheets if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please list any and all witnesses' names and phone numbers:

\_\_\_\_\_  
\_\_\_\_\_

What steps have you taken to address the conflict or problem?

\_\_\_\_\_  
\_\_\_\_\_

What type of corrective action took place?

\_\_\_\_\_  
\_\_\_\_\_

What remedy are you seeking?

\_\_\_\_\_  
\_\_\_\_\_

Please attach any documents you have which support the allegation. Then date and sign this form and send it to the Title VI/ADA Coordinator:

\_\_\_\_\_  
Complainant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print your name

(Sample)

**Letter Acknowledging Receipt of Complaint**

Date

Ms. Jo Doe  
1234 Main St.  
Clarksville, WI 53531

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the City of Hartford alleging \_\_\_\_\_.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 262-673-8204, or write to me at this address.

City of Hartford  
Title VI Coordinator  
109 N. Main Street  
Hartford, WI 53027

Sincerely,

Title VI/ADA Coordinator

(Sample)

**Letter Notifying Complainant the the Complaint is Substantiated**

Date

Ms. Jo doe  
1234 Main St.  
Clarksville, WI 53531

Dear Ms. Doe:

The matter referenced in your letter of \_\_\_\_\_(date) against the City of Hartford alleging an ADA violation has been investigated.

(An/Several) apparent violations of the Americans with Disabilities Act, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. **(If a hearing is requested, the following sentence may be appropriate.)** You may be hearing from this office, or from state or federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Title VI/ADA Coordinator

(Sample)

**Letter Notifying Complainant that the Complaint Is Not Substantiated**

Date

Ms. Jo Doe  
1234 Main St.  
Clarksville, WI 53531

Dear Ms. Doe:

The matter referenced in your complaint of \_\_\_\_\_ (date) against the City of Hartford alleging \_\_\_\_\_ has been investigated.

The results of the investigation did not indicate that the provisions of the Americans with Disabilities Act had in fact been violated. As you know, ADA prohibits discrimination in any program receiving federal financial assistance.

The City of Hartford has analyzed the materials and facts pertaining to your case for evidence of the city's failure to comply with any of the ADA laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not be substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven (7) calendar days of receipt of this final written decision from SJCTA, and/or 2) file a complaint externally with the Federal Transit Administration at:

Federal Transit Administration, Region V  
Office of Civil Rights  
Attention: Title VI Program Coordinator  
200 West Adams Street, Suite 320  
Chicago, IL 60606

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Title VI/ADA Coordinator

**Acknowledgement of Receipt of ADA Plan**

I hereby acknowledge the receipt of the City of Hartford ADA Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services according to the Americans with Disabilities Act, as protected by Title VI by the Federal Transit Administration.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print your name

\_\_\_\_\_  
Date