



Policies of

NORTH EAST TRANSPORTATION CO., INC.

PARATRANSIT SERVICES

NETPS

November 1, 2003
(Rev. May 10, 2013)
(Rev. October 30, 2015)
(Rev. July 18, 2016)
(Rev. Nov. 21, 2019 Addr Chg)
(Rev. Apr. 17, 2020)
(Rev. July 30, 2020)
(Rev. Sept. 28, 2021)
(Rev. Dec. 3, 2021)
(Rev. Jun 28, 2024)
(Rev. Jan 30, 2026)

INDEX

| | Page |
|---|----------|
| 1.0 ADA PARATRANSIT ELIGIBILITY | 1 |
| 1.1 ADA Eligibility Guidelines | 1 |
| 1.2 Processing Approved Applications | 2 |
| 1.3 Creating ID Cards | 2 |
| 1.4 Processing Ineligible Applications | 2 |
| 1.5 Appeals Process for Ineligible Determinations And Service Suspensions | 2 |
| 1.6 Visitors to the Greater Waterbury Area | 3 |
| 1.7 Recertification of Eligibility | 3 |
| 2.0 NETPS SERVICE PURPOSE | 4 |
| 2.1 Service Areas | 4 |
| 2.2 Days and Hours of Operations | 4 |
| 2.3 Holidays | 5 |
| 2.4 Fares | 5 |
| 2.5 Curb-to-Curb/Door-to-Door, Demand Responsive Service | 5 |
| 2.6 Subscription Service | 5 |
| 2.7 Trip Purpose | 5 |
| 2.8 Accommodating Mobility Aids | 5 |
| 2.9 Sensitivity | 6 |
| 3.0 PASSENGER POLICIES | 6 |
| 3.1 Reservations | 6 |
| 3.2 Personal Care Attendants (PCA) | 7 |
| 3.3 Guests | 7 |
| 3.4 One Drop-off per Ride Request | 7 |
| 3.5 Trip Changes | 7 |
| 3.6 Seatbelts | 7 |
| 3.7 Smoking | 8 |
| 3.8 Shopping Bags | 8 |
| 3.9 Cancellations | 8 |
| 3.10 No-Shows | 8 |
| 3.11 Pick-up Window | 8 |
| 3.12 Late Cancellation | 9 |
| 3.13 Missed Trips | 9 |
| 3.14 Denied Trip Requests | 9 |
| 3.15 On-Time Performance | 9 |
| 3.16 Excessive Trip Length | 10 |
| 3.17 Severe Weather Operating Policy | 11 |
| 3.18 Definition: No-Shows Due to Operator Error or to Circumstances Beyond a Rider's Control | 11 |

| | | |
|------------|---|-----------|
| 3.19 | Policy on Handling Subsequent Trips Following No-Shows | 11 |
| 3.20 | Suspension Policies for a Pattern or Practice of Excessive No-Shows and Late Cancellations | 12 |
| 3.21 | Policy for Appealing Proposed Suspensions | 12 |
| 4.0 | SUSPENSION OF SERVICE AND APPEALS POLICIES | 12 |
| 5.0 | PREVENTATIVE MAINTENANCE PLAN | 15 |
| 5.1 | Introduction | 15 |
| 5.2 | Fleet Maintenance Policy | 15 |
| 5.3 | Fleet Maintenance Objectives | 15 |
| 5.4 | Maintenance Intervals | 15 |
| 5.5 | Additional Inspections | 16 |
| 5.6 | Maintenance Schedules | 16 |
| | 3,000 Miles | 16 |
| | 12,000 – 48,000 Miles | 17 |

INTRODUCTION

North East Transportation Paratransit Services (NETPS) began operating in May 1994 in the town of Meriden and September 1994 in the town of Wallingford.

On July 1, 2000, NETPS acquired the entire Paratransit and Non-ADA services from the Greater Waterbury Transit District (GWTD), who prior to, contracted with a broker to provide the operational service including reservations, scheduling, dispatching, and customer service. Transportation services provided to GWTD were operated by a transportation provider(s) under contract to the broker on behalf of GWTD. GWTD continues to act as an advisory committee for disability related issues.

The purpose of the ADA Paratransit is to coordinate and insure an adequate level of modern and efficient public transportation to meet the needs of people with disabilities. Within the fixed route bus service area, NETPS provides complementary paratransit service as required by the American with Disabilities Act (ADA). Operating policies for NETPS are established in accordance with ADA and Federal Transit Administration (FTA) rules and regulations. Funding for the operation of the NETPS comes from the Connecticut Department of Transportation and municipality members of the GWTD.

1.0 ADA PARATRANSIT ELIGIBILITY

1.1 ADA Eligibility Guidelines

NETPS is an ADA Paratransit service provided for customers whose disability or health condition may prevent them from using public bus (*CTTransit*) services for some or all of their travel. ADA Paratransit operates during the same hours as the public city bus (*CTTransit*) service fixed-routes and extends their service areas *within a 3/4 mile radius* from the fixed-routes in the towns of *Waterbury, Watertown, Naugatuck, Prospect, Wolcott, Middlebury, Cheshire, Meriden, and Wallingford*. *Non-ADA services are also provided in all GWTD municipalities, including Thomaston, Southbury, and Gaylord Hospital in Wallingford*.

Completion of an application process will determine the circumstances under which a person is eligible to use NETPS for travel. Applicant eligibility will fall under one of the four categories below:

1. **Unconditional Eligibility:** Your disability or health condition always prevents you from using the public city bus (*CTTransit*) service for any trips.
2. **Conditional Eligibility:** Your disability or health condition prevents you from traveling on the public city bus (*CTTransit*) service for *some trips but not others*, depending on the circumstances and the nature of the disability.
3. **Temporary Eligibility:** Your disability or health condition temporarily prevents you from using the public city bus (*CTTransit*) service for any or some of your trips.
4. **Not Eligible:** Eligibility will be denied, if you do not have a disability or health condition that prevents you from traveling to and from, or on the public city bus (*CTTransit*) service.

In order for us to accurately determine eligibility, a completed application must be submitted. Individuals who are interested in using ADA Paratransit service must apply and be found eligible according to ADA guidelines. These questions are meant to assist in determining specific limitations, as well as when and under what circumstances applicants may not be able to travel by public city bus (*CTTransit*) service.

Information provided in the application will be kept strictly confidential. Upon receipt of a completed application, the applicant will be contacted within a week to schedule a face-to-face interview. Also, included may be a personal functional assessment and a professional verification, as this is part of the application process.

A decision will be made on your application within 21 days after the completion of the interview, assessment and receipt of medical verification and follow-up questions, if necessary. If a decision is not made within 21 days, temporary eligibility and ADA Paratransit service will be provided until a final decision is made. You will be notified of your eligibility by letter.

1.2 Processing Approved Applications

To be completed immediately upon receipt.

- Enter client information into the appropriate database.

If client is already in database, update file with any new information.

- File applications alphabetically in locked file cabinet.
- Sent to client:
 - Id Card
 - Approval letter
 - NETPS Information Brochure
 - Appeal Process where applicable

1.3 Creating ID Cards

Client information must be entered into database in order to produce ID Cards.

All clients receive a laminated ID card containing an ID Number, their name, address, and whether they require a Personal Care Assistant.

1.4 Processing Ineligible Applications

- Send client denial letter, describing reason for lack of eligibility
- Send client appeals process
- File denial letter and complete application in folder marked denied applications

1.5 Appeals Process for Ineligible Determinations and Service Suspensions

North East Transportation Co., Inc. shall establish an administrative appeal process through which individuals who 1.) have been denied paratransit service eligibility under The Americans with Disabilities Act of 1990 (ADA). 2.) disagree with conditions which have been placed on their eligibility, or 3.) have been notified of service suspension, have the right to an appeal by utilizing the process outlined below.

1. Submit a **written** request for an appeal to the Paratransit Review Board within **60 days** of the date on the denial, conditional approval, or service suspension letter. Appeals must be sent to, or filed with:

North East Transportation Co., Inc.
P.O. Box 4670
Waterbury, CT 06704

All envelopes must be marked "APPEAL" in the lower left-hand corner.

2. An Appeal Hearing will be scheduled within **30 days** of the date on which the request was filed and will be conducted by the Paratransit Review Board. The hearing will provide an opportunity for the person appealing to be heard and to present any additional information and/or arguments relative to the appeal.
3. A decision will be rendered within **30 days** of the date of the hearing. However, if a decision has not been made within that period, service will be provided from that time until or unless a decision to the contrary is issued.
4. A further appeal can be made to the Connecticut Department of Transportation, Office of Transit and Ridesharing for independent review. The decision of The Connecticut Department of Transportation shall be considered as final.

1.6 Visitors to the Greater Waterbury Area

A visitor is an individual with a disability who does not reside in the jurisdiction(s) served by NETPS. The NETPS shall treat this visitor as eligible when presented with documentation of his/her eligibility from the jurisdiction where they reside. If documentation is not available, the individual is not certified in another jurisdiction, or the individual's disability is not apparent, NETPS will accept the individual's verbal or written explanation that they are unable to use fixed-route service. The visitor will be provided service within the jurisdiction of the NETPS at the same fare charged to residents. The NETPS may provide service to a visitor for twenty-one (21) days within a 365 day period from the date of the first paratransit trip used by the visitor. In order to receive service beyond twenty-one (21) days, an individual must apply for NETPS eligibility under the normal certification process.

1.7 Recertification of Eligibility

Eligibility status is granted for a period of up to three years or other time period as determined by the original certification process. All passengers at that time will be required to complete a new application. Depending on the original determination, a client may also be required to complete another face-to-face interview, a personal functional assessment, and/or a professional verification may also be required.

2.0 NETPS SERVICE POLICIES

2.1 Service Area

The NETPS provides ADA paratransit service within the Greater Waterbury municipalities of Cheshire, Middlebury, Naugatuck, Prospect, Waterbury, Watertown, Wolcott; and Meriden and Wallingford. As required by the Americans with Disabilities Act (ADA), NETPS provides complementary paratransit service within three-fourths (3/4) of a mile of the fixed route bus corridor.

Non-ADA services are also provided on a first come first serve basis in the Greater Waterbury municipalities, including Thomaston and Southbury. Services are also provided to Gaylord Hospital in Wallingford, CT. A person must be determined ADA eligible or be over the age of 65 for these services.

2.2 Days and Hours of Operation

Hours of Service are as follows:

Information: 5:00 a.m. to 9:00 p.m., Monday – Friday

5:30 a.m. to 6:00 p.m., Saturday

8:30 a.m. to 4:30 p.m., Sunday

Greater Waterbury Municipalities: 5:30 a.m. to 12:25 a.m.-(Last Drop-Off), Mon – Sat

Greater Waterbury Municipalities: 9:00 a.m. to 5:25 p.m. .-(Last Drop-Off), Sundays

Meriden Paratransit: 6:00 a.m. to 12:00 a.m. .-(Last Drop-Off), Monday – Saturday

Meriden Paratransit: 9:00 a.m. to 4:30 p.m. .-(Last Drop-Off), Sunday

Wallingford Paratransit: 9:00 a.m. to 5:00 p.m.-(Last Drop-Off), Monday – Friday

Southbury Paratransit: 9:00 a.m. to 4:30 p.m., Monday – Friday

Gaylord Hospital: Monday – Friday

Outbound: 9:15 am, 11:45 am, and 2:15 pm

Inbound: 10:00 am, 12:30 pm, and 3:00 pm

Times and days of service are subject to change as fixed route days or hours of service change.

2.3 Holidays

The NETPS operates a Sunday schedule on the following holidays: New Year's Day, Easter Sunday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day.

2.4 Fares

Fares for NETPS are twice the fare of the public city bus (*CTTransit*). Currently, NETPS fares are \$3.50 for each one-way trip. Unless otherwise arranged, payment is expected when the passenger boards the vehicle.

Fares must be paid with exact change or with coupons. The cost for a book of coupons is currently \$28.00. Riders receive a discount upon purchase of a coupon book. Coupon books are available from NETPS drivers or by calling the main dispatch office to make other arrangements. Fares are subject to change upon public city bus (*CTTransit*) fare increases.

2.5 Curb-to-Curb, Door-to-Door, Demand Responsive Service

The NETPS is a curb-to-curb, door-to-door upon request, demand responsive transportation service. Passengers call to request trips on an as-needed basis, which determines the daily schedule. Drivers will not enter homes or other pick-up or drop-off locations. Drivers will assist passengers in safely boarding and exiting, and will ensure that mobility devices are safely secured.

2.6 Subscription Service

Subscription service is the practice of providing repetitive trips over an extended period of time without requiring the individual to call and request each trip. Typically, subscription service is provided for trips to work, work training, education and specialized medical care. Riders who request a subscription trip for days and/or times that cannot be accommodated will be placed on a waiting list and notified when their requested pickup time becomes available. Subscription trips are arranged through the dispatch office.

2.7 Trip Purpose

There are no limitations or priorities based on trip purpose. The NETPS extends equal service for eligible riders without trip distinction. All trips for an ADA eligible client are specific for that person's needs. If a personal care attendant or companion accompanies a person on their trip, it is not appropriate for the guest to use the service for their own personal needs.

2.8 Accommodating Mobility Aids

Operators will transport any wheelchair, scooter, or other mobility device and occupant, provided the lift and vehicle can physically and safely accommodate them. Legitimate safety requirements include but are not limited to such circumstances as a wheelchair of such size that it would block an aisle or would interfere with the safe evacuation of

passengers in an emergency. If a client should obtain a new device, North East may evaluate it for accessibility.

Persons using three-wheeled mobility devices are encouraged to transfer to a fixed seat for their safety and the safety of others on the vehicle. The NETPS will request, not require, a passenger to transfer. All unoccupied mobility aids will be secured to the best of the driver's ability, using the securement devices available on the vehicle.

NET shall permit riders who do not use wheelchairs or any type of assistance device or who may not have a visible or apparent disability to use a vehicle's lift or ramp to enter the vehicle.

NET shall not refuse to permit a passenger who uses a lift or ramp to disembark from a vehicle at any designated stop, unless the lift or ramp cannot be deployed, the lift or ramp will be damaged if is deployed, or temporary conditions at the stop, not under the control of the entity, preclude the safe use of the stop by all passengers.

North East Transportation will send a replacement bus or paratransit bus immediately upon report of a disabled ramp/lift to continue the passenger's trip to their destination.

2.9 Sensitivity

NETPS clients have physical and/or cognitive disabilities. NETPS is mindful of the stress inherent in living with such conditions. Minor problems can be magnified by the stress clients face every day due to their disabilities. Many times, clients will call the office or enter the bus and may not always be courteous to the employees. Employees are encouraged to always show compassion and provide the best customer service.

3.0 PASSENGER POLICIES

3.1 Reservations

Reservations are made by calling:

1-203-756-5550 Waterbury Municipalities 8:30 a.m. to 4:30 p.m.
1-800-441-8901 Meriden/Wallingford Paratransit 8:30 a.m. to 4:30 p.m.

Reservations can be made from one day to two weeks in advance. Reservations are made without priority on a first-come-first-serve basis. "Same day" rides are not permitted. A separate ride reservation must be made for each leg of a trip, (pick-up and return).

For trip requests, the following information must be provided:

1. Name and NETPS rider ID number (located on the NETPS ID card);
2. Desired pick-up date and time;
3. Exact addresses for pick-up and drop-off with phone numbers;
4. If a Personal Care Attendant (PCA) will be accompanying the rider;
5. If a guest, other than a PCA, will be accompanying the rider; and
6. Any other special circumstances that should be noted when making the pick-up or drop-off.

The NETPS is a shared ride, public transportation service. Due to uncontrollable circumstances, the NETPS may arrive earlier or later than scheduled pick-up times. Riders should be prepared for their pick-up from fifteen minutes before to fifteen minutes after the reserved time.

3.2 Personal Care Attendants (PCA)

A Personal Care Attendant is someone designated or employed specifically to help an eligible individual meet his or her personal daily needs. This may be a paid employee, volunteer, family member, or friend. Personal Care Attendants ride free of charge. Special trips for attendants alone will not be made. It is the passenger's responsibility to provide a PCA if one is needed.

3.3 Guests

Guests other than personal care attendants may accompany certified NETPS riders and pay the regular fare. Space for one guest is guaranteed. Additional guests may also accompany an eligible individual on a space-available basis at the regular fare.

3.4 One Drop-Off Per Ride Request

NETPS vehicles will not wait while an individual conducts business at a drop-off site. A separate return trip must be arranged to pick-up the individual after completing his or her business.

3.5 Trip Changes

Trips changes or other requests cannot be made with the driver. All trip requests and/or changes must be made by calling the reservation office in advance.

3.6 Seatbelts

Passengers on NETPS vehicles must wear the seatbelts provided at all times, unless medical certification is received by the Company to the contrary. This includes passengers using manual or motorized mobility devices, as well as ambulatory riders. All unoccupied mobility devices will be secured on the bus. Riders should immediately

notify the driver if any part of the seatbelt securement system on the vehicle is broken, unsecure, or inoperable.

This policy exists to ensure the safety of the individual rider and all other passengers while traveling on NETPS vehicles. Riders who refuse to wear the appropriate securement devices will not be transported. Questions or complaints regarding this policy should be directed to the NETPS Operations Manager.

3.7 Smoking

Smoking is prohibited on all vehicles.

3.8 Shopping Bags

NETPS riders may transport the equivalent of five (5) standard sized shopping bags per rider, as long as the bags can be safely stowed on the vehicle and loading or unloading the bags does not cause a delay in service. NETPS drivers may assist individuals with their bags, including securing them on the vehicle.

This policy helps NETPS provide timely pick-ups for all of its passengers and ensures the safety of our passengers while on the vehicle. Failure to comply with this policy may result in a written warning, followed by suspension of rider privileges.

3.9 Cancellations

If a passenger needs to cancel a scheduled ride, the cancellation should be called in to the dispatcher at least two hours before the scheduled pick-up. Cancellations at least 12 hours in advance are preferable to provide an opportunity for another rider to reserve a seat that is otherwise unfilled.

3.10 No-show

A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes.

3.11 Pickup Window

The pickup window is defined as, from 15 minutes before the scheduled pickup time to 15 minutes after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of 5 minutes within the pickup window for the rider to appear.

3.12 Late Cancellation

A late cancellation is defined as either: a cancellation made less than 2 hours before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

3.13 Missed Trips

A missed trip has occurred when the transit operator fails to arrive to provide a scheduled trip. This includes:

1. The vehicle arrives and leaves before the start of the pickup window without picking up the rider,
2. If the vehicle does not wait the required time within the pickup window and departs without the rider,
3. The vehicle arrives after the end of the pickup window and leaves without the rider,
4. The vehicle does not arrive at the pickup location.

If NETPS neglects to respond to a scheduled trip and is notified of such, we will send a vehicle as quickly as possible to transport said client.

3.14 Denied Trip Requests

The NETPS will attempt to accommodate all ride requests. Riders may occasionally be denied trip requests due to limited availability. ADA regulations prohibit NETPS from having policies or practices, which result in a pattern of trip denials. If a rider finds their trip requests are continuously or excessively denied, they should notify the NETPS Operations Manager.

3.15 On-Time Performance

A trip is defined as on-time when a driver arrives at the pickup/drop-off location within the established pickup/drop-off window. The pickup/drop-off window is a bracket of time that is typically no more than 15 minutes before to 15 minutes after the negotiated pickup/drop-off time. When scheduling a trip, a client may negotiate either a pickup time or a drop-off time for a given trip, but not both. Since the client has 5 minutes to go out to the bus, and there is a boarding the securement time involved, the arrival time of the vehicles, rather than the departure, shall be the measurement of on-time performance. The on-time performance should be expressed as the percentage of total trips with satisfied the on-time criteria. The monthly on-time performance goal is for a minimum of 95% of ADA passenger trips to satisfy the on-time criteria.

- a. On-Time Performance – pick-ups: On-time performance trips based on negotiated pick-up times should be reported monthly. The monthly on-time performance goal is for a minimum of 95% of ADA passengers trips to satisfy the on-time criteria.
- b. On-Time Performance – Drop-offs: On-time performance of trips based on negotiated drop-off times should be reported monthly. The monthly on-time performance goal is a minimum of 95% of ADA passenger trips to satisfy the on-time criteria.

3.16 Excessive Trip Length

A paratransit trip should be comparable in time to a similar trip on the fixed route system, within a reasonable threshold of time. NETPS may consider all elements of fixed route trips between origins and destination when determining comparability in paratransit travel time, including:

- a. Walking time to the stop/station from the origin address
- b. Waiting time
- c. In-vehicle time (for all trip segments)
- d. Transfer times (if any)
- e. Walking time from the final stop/station to the destination address

The walking speed calculated the parallel fixed route trip should be assumed to be three miles per hour. In situations when a subscription trip is booked by a group, such as associated clients going to sheltered workshop or daycare facility, in order to maximize efficiency, the combined trip length for the group shall not exceed acceptable trip length.

On a monthly basis the ADA paratransit operator should randomly sample 1% of their ADA trips for the month to see if the travel times exceed those of the parallel fixed route trips. For this monthly sampling the provider can utilize a sample floor of 10 units and a sample ceiling of 50 units. This means that if 1% of the ADA trips is less than 10 trips, the sample size should be 10 trips. Also, if 1% of the ADA trips is more than 50 trips, the sample size should be 50 trips. For all other cases 1% of the ADA trips should be sampled. This monthly report entry should indicate the percentage (5) of sampled trips found to be excessively long. Trips of excessive length should not be more than 2% of total ADA trips.

3.17 Severe Weather Operating Policy

If weather conditions exist which might make travel hazardous, NETPS will contact the appropriate police and public works departments to check on road conditions and status, as well as with the drivers who will be able to update current conditions and identify trouble spots and unserviceable areas. On days when severe weather hits in the middle of the day, major agencies will be contacted for early closings. Return trips will be accommodated as best as possible, given the weather conditions, until all passengers are delivered safely to their homes. The status of transportation by the NETPS will be broadcast on WTNH Channel 8, WFSB Channel 3, and WNBC Channel 30. Individuals may also contact the dispatch office directly to determine whether or not services will be provided that day.

3.18 Definition: No-Shows Due to Operator Error or to Circumstances Beyond a Rider's Control

NETPS does not count as no-shows, or late cancellations, any missed trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required 5 minutes

NETPS does not count as no-shows, or late cancellations, situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken, such as:

- Medical emergency
- Family emergency
- Failure of mobility equipment
- Sudden illness or change in condition.
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact the NETPS operations center when experiencing no-shows, or late cancellations, due to circumstances beyond their control, or if they believe one or more trips were mislabeled as no-show or late cancellation.

3.19 Policy for Handling Subsequent Trips Following No-shows

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

3.20 Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations

NETPS reviews all recorded no-shows, and late cancellations, to ensure accuracy before recording them in a rider's account.

Riders will be subject to suspension after a violation. A violation occurs when all of the following conditions are met.

- Accumulate 5 or more no-shows or late cancellations in a 30-day period.
- Have scheduled at least 10 trips in that period.
- Have "no-showed" or "late cancelled" at least 15 percent of the scheduled trips.

NETPS will notify riders by telephone after they have accumulated 3 no-shows or late cancellations that they would be subject to suspension should they accumulate 2 additional no-shows or late cancellations in the period consistent with the criteria listed in this section of the policy above.

The first violation in a 30-day period triggers a warning letter but no suspension. Subsequent violations result in the following suspensions:

- Second violation: 7-day suspension
- Third violation: 10-day suspension
- Fourth violation: 14-day suspension
- Fifth and subsequent violations: 21-day suspension

3.21 Policy for Appealing Proposed Suspensions

Riders wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Riders must submit written appeal requests within 10 business days of receiving suspension letters. Service will continue to be provided until any requested appeals are heard and decided.

Riders who miss the appeal request deadline will be suspended from NETPS on the date listed on the suspension notice.

All suspension appeals follow NETPS' appeal policy.

4.0 Violent, Disruptive, or Illegal Behavior

NETPS will not tolerate behavior, which endangers the safety of the driver or other passengers. NETPS reserves the right to refuse to provide paratransit service to any person who engages in violent, seriously disruptive, or illegal conduct. This includes but is not limited to: a person smoking or drinking on a NETPS vehicle, verbal or

physical assault, stealing from a driver or other passengers, or any disruption which results in serious service delays.

The determination of such behavior shall be made by the driver of the paratransit vehicle and operations manager. The driver may, at any time he/she deems necessary, request the assistance of the local police in handling disruptive or dangerous passengers.

For every offense, the driver will file an incident report with the Operations Manager. The Operations Manager will contact the rider or the rider's guardian or caseworker to inform them of the offense and the possible suspension of service as a result of the rider's behavior. A written warning will be issued stating the offense and the potential for suspension of service if repeated. In the case of a rider with a cognitive disability, the Operations Manager may contact the rider and/or the guardian or case worker to suggest that the rider be accompanied by a personal care attendant to assist in controlling the rider's behavior at all times while riding NETPS buses.

If the behavior continues and there is a second offense, the Operations Manager will inform the individual that service will be suspended for a 30-day period. With each additional offense, the term of suspension will be an additional 30 days. The suspension period imposed is detailed below in Table 1.

Table 1. Suspension Period for Violent, Disruptive, or Illegal Conduct

| | |
|------------------------------|-------------------|
| First Sanction | Written Warning |
| Second Sanction | 30 Day Suspension |
| Further Sanctions Thereafter | 30 Day Suspension |

For serious offenses service will be suspended immediately until such time as the rider can prove to NETPS that he/she does not pose a danger to other riders or the driver. NETPS will notify the individual of the steps necessary to reinstate his/her ridership privileges. If a passenger commits serious, violent or illegal behavior, after two initial suspensions for such behavior, the passenger's privileges may be permanently revoked for the safety of other passengers and the driver.

Riders may appeal the suspension of service to the Paratransit Review Board within 60 days of notification. In the event of an appeal, please see "Appeals Process" Section 1.5.

NETPS PREVENTATIVE MAINTENANCE PLAN

5.0 PREVENTATIVE MAINTENANCE PLAN

5.1 Introduction

North East Transportation Paratransit Services (NETPS) is committed to maintaining its vehicles and all vehicles in the best possible condition. This document details a regular and preventive maintenance plan, which is to be used as the basis of an ongoing effective maintenance program for NETPS paratransit vehicles. The plan consists of regular inspections and service for early identification and correction of problems before they become major repairs and/or breakdowns. Equally as important, the plan reflects maintenance intervals.

5.2 Fleet Maintenance Policy

NETPS recognizes the importance of maintaining proper working conditions of its vehicles, equipment, and facilities in order to ensure safe, economical, and efficient performance. NETPS is committed to having all vehicles, equipment, and facilities maintained at the highest practical levels within budgetary guidelines. The NETPS also complies with applicable State of Connecticut and Federal regulations pertaining to paratransit vehicles.

5.3 Fleet Maintenance Objectives

Reliability – Keep all vehicles in operation, and in safe, clean, and dependable condition with a minimum of service interruption.

Availability – Maintain the maximum number of vehicles available for daily service.

Economy of Effort – Maintain the vehicles in the most economical manner within the constraints of budgetary allowances.

Maximize Fleet Life – Keep all vehicles in the highest possible repair conditions to maximize each vehicles' useful life.

Maximize Fleet Use – Track all vehicle usage to ensure that the vehicles are maintained and fully utilized.

5.4 Maintenance Intervals

NETPS and preventative maintenance program institutes scheduled regular maintenance coupled with preventative maintenance inspections. The maintenance interval for all vehicles (lubrication oil/filter change, and fluids check) is every 3,000 miles. After the regular maintenance is performed, a prescribed preventative maintenance inspection is performed. Any part and/or function that are suspect or not

operating properly will be replaced or repaired. All repairs, inspections, etc., will be detailed on the repair order by the mechanic who performs these tasks.

5.5 Additional Inspections

In addition to the regular and preventative maintenance inspections, drivers of NETPS vehicles will perform daily pre-trip inspections to identify potential problems prior to beginning service. If anything is discovered that could impact the safety or operation of the vehicle, it will be reported to the appropriate individual(s). Another vehicle will be assigned for service and the initial vehicles will be scheduled for repair. Non-critical items will be reported at the end of the service day and then repaired. In all cases, drivers will note problems discovered during the pre-trip check on the pre-trip check sheet, and a repair order will be generated.

These inspections are accomplished in conjunction with the required State of Connecticut Department of Motor Vehicles inspections. DMV's discovery of mechanical problems can result in the immediate removal of the vehicle from service until the problem(s) is/are repaired and the DMV inspection report is signed by the repairer. Any minor problems are noted and should be repaired/resolved as soon as possible without adversely impacting service.

5.6 Maintenance Schedules

Regular and preventative maintenance schedules are detailed on Pages 15 and 16, with the types of service and the intervals at which they are to be performed for all NETPS paratransit vehicles (vans and minibuses). The NETPS maintenance plan is based on manufacturer recommended service under severe conditions and, in some cases, exceeds manufacturer recommendations.

Regular & Preventative Maintenance Schedules

3,000 Miles:

- Change engine oil and oil filter
- Lubricate chassis
- Check brakes
- Check all fluids
- Check all hoses, clamps, and belts
- Check tire pressure and treads

In addition to the above Regular Maintenance, the following inspections will be performed to detect any faulty part or operations that need repair or replacement.

- Wheelchair lift: check operation and service according to schedule
- Tie downs

Wipers and washer system
Exterior lights
Interior handrails
Air-conditioning
Heaters
Roof hatch
Safety supplies
Both battery connections, clamps and hold-down devices

12,000 Miles:

Perform Regular Maintenance Schedule
Check all seats for damage and operation
Inspect Disc Brake System and lubricate caliper slide rails
Inspect Drum Brake System
Record measurements on brake system components

18,000 Miles:

Perform Regular Maintenance Schedule
Perform Preventative Maintenance Schedule
Change automatic transmission fluid and filter

36,000 Miles:

Perform Regular Maintenance Schedule
Perform Preventative Maintenance Schedule
Check all seats for damage and operation
Check all seat belts for damage and operation
Inspect Disc Brake System and lubricate caliper slide rails
Change automatic transmission fluid and filter

48,000 Miles:

Perform Regular Maintenance Schedule
Perform Preventative Maintenance Schedule
Lubricate throttle kickdown or tv lever ball studs
Check all seat belts for damage and operation
Inspect Disc Brake System and lubricate caliper slide rails