

NATCHITOCHEs ARC INC.
PUBLIC TRANSPORTATION POLICY

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DESCRIPTION OF SERVICES

Natchitoches Arc provides transportation services primarily to its clients. Individuals in the community are encouraged to use Natchitoches Public Transportation services. In the event that these services are not available, Natchitoches Arc will provide transportation services to persons with disabilities and the elderly, as long as such use does not interfere with the services to the individuals we serve. An elderly person is someone who is at least 65 years old. Individuals with a disability of any age may ride our vans. FTA defines disability as:

with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

The general public may ride in the vans after the needs of the disabled and elderly are met, on a space-available basis. Transportation services will be provided for a fare, per our routes, regardless of income. Service is provided door to door. No emergency transportation is provided. Only one vehicle is available for services. Passengers are transported to and from destinations, per our routes and seat availability.

SERVICE AREA/MAP

Service area is currently defined as the area encompassing Natchitoches Parish and the towns contained therein. Natchitoches Arc will NOT provide transportation outside of Natchitoches Parish.

DAYS AND HOURS OF SERVICE

Days of operation are Monday through Friday. Hours of operation are 8:30 a.m. to 1:30 p.m. No transportation will be provided during specified holidays as determined by Natchitoches Arc. Closure dates can be found on Natchitoches Arc's website (natchitochesarc.org) or on vans. Hours stated above may be altered or affected due to extenuating circumstances, such as vehicle breakdown, weather conditions, or other situations beyond our control.

RESERVATIONS/SCHEDULING/CANCELLATIONS

Individuals may make reservations by calling 318-352-5176 or 800-694-8919 Monday through Friday from 8:00 a.m. to 2:00 p.m. Reservation must be made two or more days in advance for transportation. Requests must be made for each transportation trip needed. Transportation will be scheduled per routes and seat availability. Passengers are expected to be ready. The driver will not wait over 5 minutes for passengers. After 5 minutes, the driver will continue with the route. Two trips to a passenger's home resulting in a no-show (without just cause) may result in a passenger not receiving future services. Passengers are expected to call the number above as soon as they know there is a need to cancel or reschedule. Passengers must notify Natchitoches Arc of any health conditions that may affect the services provided at the time of request.

Additionally, passengers must notify Natchitoches Arc of any escorts required, to ensure seat availability. Reservation requests must include whether or not a return trip is needed.

FARES

Persons requesting transportation may secure the fare amount by phone or in person. Fares are given to the driver **PRIOR TO DEPARTURE OF VEHICLE - NOT AFTER TRIP**. Failure to pay the fare will result in the driver not providing transportation to individuals. There are no free rides on public transit.

Fare Schedule			
Trips within city limits are \$10.00 per person. Fares for out-of-city-limit trips are:			
\$20.00	\$25.00		\$30.00
Natchez Oak Grove Newtown St. Luke Gayville Clarence Hagewood	Campiti Creston Robelin Marthaville Shady Grove Cloutierville Melrose Provencal Vowells Mill	Derry Spanish Lake Powhattan Gough Allen Bellwood	Ashland Chestnut Readhimer Kisatchie Chopin Flat Woods St. John Ajax Gorum

PASSENGER POLICIES

Curb to Curb service is provided to all transit passengers. This means that the driver will stop at the curb with the van. Service animals are allowed for passengers needing their assistance. The passenger must provide their own mobility equipment. **SCOOTERS ARE NOT ALLOWED** for safety reasons. Infant seats are to be provided by the passenger and properly restrained. The driver will, prior to departure, announce to passengers the destination and route stops in order that passengers may be certain of their location.

PASSENGER ASSISTANCE AND ESCORTS

The driver will assist passengers on/off the lift, assist them into the van, and secure the wheelchair/mobility device. Assistance does not mean lifting a person, equipment, heavy objects, or bags/packages. Passengers, who need the above assistance, are requested to bring an escort with them. The escort must be an adult capable of providing the assistance the passenger needs. Passengers with disabilities who are able to care for themselves are not mandated to have an escort but must take care of themselves. If an escort is needed, the passenger must make a request at the time of initial scheduling. Failure to do so may result in a lack of sufficient seating.

Passengers with a single escort should only be required to pay a single fare. If more than one escort is required, a fare will be charged for each additional escort. Children under the age of 18 are required to be accompanied by an adult. Should Natchitoches Arc deem it unsafe to transport a passenger without an escort, Natchitoches Arc may require an escort or reschedule transportation when an escort is available. NATCHITOCHEES ARC DOES NOT PROVIDE ESCORTS.

PASSENGER CONDUCT AND RESPONSIBILITIES

All persons riding on the vehicle are expected to display courtesy and consideration to fellow passengers and the driver. Passengers are required to follow all laws and regulations while on the van including buckling seat belts and/or securing mobility devices before the vehicle departs. Passengers are to secure all carry-on items and personal belongings while riding vehicles. Passengers are responsible for their items. Natchitoches Arc is not responsible for items left on the van. The driver is responsible for on-vehicle behavior. Passengers are to follow instructions from the driver.

The following behavior is NOT ALLOWED:

- Use of tobacco or e-cigarette products
- Use of or possession of alcohol or illegal drugs
- Extreme lack of personal hygiene
- Carrying weapons
- Harassing other passengers/driver
- Horseplay
- Fighting
- Threatening passengers/driver
- Spitting on the van
- Sexual misconduct
- suggestive/abusive language
- Shoplifting/stealing
- Unattended bowel or urinary incontinence
- abusive/violent behavior
- Persons presenting health hazards to others

Passengers in violation of this policy may not receive future services. Natchitoches Arc reserves the right to refuse transportation services to any individual who fails to comply or violates any standards or rules stated in this public transportation policy.

PASSENGER COMMENT AND COMPLAINT PROCEDURES

Natchitoches Arc is committed to being responsive to passenger perceptions regarding the service we provide. Passengers may call or write commendations or complaints to the system. Call the Director at 318-352-5176 or 800-694-8919, Monday through Friday, or write to Natchitoches Arc online (natchitochesarc.org). Passengers will receive a response to a comment or complaint within fifteen (15) working days from the date of receipt. In order to provide a response and to be deemed a valid comment or complaint, the passenger must identify themselves.

NATCHITOCHESES ARC TRANSPORTATION SYSTEM'S RESPONSIBILITIES

Natchitoches ARc is responsible for providing passengers with reliable, safe, on-time, and efficient service. The agency is responsible for and will abide by all policies detailed in other sections of this policy. Insurance is provided with coverage that exceeds legally mandated minimums. Natchitoches Arc maintains an alcohol and drug-free workplace. The agency will not be responsible for items left on vans. Natchitoches Arc is committed to keeping all vehicles and equipment clean, properly maintained, and in safe working order.

SAFETY

All drivers have proper licenses and receive regular training. Vehicles are equipped with cell phones, OSHA-approved first aid kits, HIV kits, and fire extinguishers. Infant seats are to be provided by the passenger and properly restrained. While in motion, all passengers in seats or mobility devices are to be safely secured. Packages, etc. Are to be placed in a location designated by the driver in order not to pose a hazard to other riders. Passengers with service animals will be given instructions by the driver for their location. Vans currently in use will accommodate a wheelchair/mobility device up to 400 lbs total weight capacity (combined weight of passenger and mobility aid). Dimensions of currently used lift equipment is 33" wide and 46" in length. However, since the fleet of the system may change from time to time, Natchitoches Arc may request persons requiring mobility devices to supply the system with specifications on the mobility device. It will then be determined if the vehicle can safely accommodate that equipment. If the equipment poses a safety problem or health hazard to the passenger or others, Natchitoches Arc reserves the right to refuse transportation to that person. Also, should anyone with a mobility device pose a risk to damaging the hydraulic system, Natchitoches Arc reserves the right to refuse service. Daily maintenance checks include water, oil, lights, emergency flasher, windshield wipers, horn, battery, and wheelchair lift. Weekly checks include tires, belts/hoses, and sweep/clean inside. Vehicles are to be washed bi-monthly. Power steering fluid, brake fluid, and transmission fluid are checked monthly. Oil changes, grease jobs, and filters are changed quarterly. Tires are rotated, antifreeze checked, and inspection is done annually. Any mechanical problems are handled daily.

EMERGENCY PROCEDURES

Should Natchitoches Arc determine that unsafe conditions, including weather, would place passengers in danger, the agency reserves the right to cancel transportation. In extreme circumstances, Natchitoches Arc may close. Transportation may be canceled due to unexpected and unavoidable breakdowns or accidents. Since our primary concern is the passenger, Natchitoches Arc's "Accident On-Vehicle Emergency Procedure" is as follows: follow driver instructions, remain calm, make an orderly evacuation if warranted, no smoking in or around the vehicle, call for emergency response if required. Passengers are to notify the driver immediately if they or other passengers become ill, injured, or experience any type of distress while on the vehicle.

NON-DISCRIMINATION

Title VI - Civil Rights Act of 1964

Natchitoches Arc is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

Natchitoches Arc is committed to providing services to qualified individuals without regard to race, color, national origin, sex, age, physical or mental disability, religion, or on the grounds of low-income services in the delivery of its services. A statement of compliance is to be prominently displayed in the front hallway of the building and contact information for making complaints is to be displayed on all company vehicles.

Any complaints received are to be addressed promptly. The Director will document and report all complaints to the President of the Board within 24 hours and a special meeting of the Board of Directors will be scheduled to be held within 5 business days of receipt of the complaint. The complainant and anyone they may choose to attend on their behalf will be invited to attend and afforded the opportunity to voice their complaint or concerns as well as to present any supporting data. The Board of Directors will then have 3 business days to review the complaint and respond with their recommendations. Upon receiving a complaint the Director will also provide the complainant with a copy of the informational packet “Your Rights Under Title VI of the Civil Rights Act of 1964” published by the U.S. Department of Justice and include contact information for the U.S. Department of Justice, Civil Rights Division.

A file is to be maintained in the main office that contains information regarding an individual's rights under Title VI and this information is to be provided to any individual requesting it as well as individuals making a complaint.

All Title VI complaints are to be reported to DOTD within 24 hours of receipt of the complaint and the following information is to be provided as well to the complainant: DOTD Compliance Program Section 225-379-1382 or 1201 Capital Access Road, Baton Rouge LA 70802.

American Disabilities Act (ADA)

The American Disabilities Act (ADA) prohibits discrimination on the basis of disability in employment, State and local government, public accommodations, commercial facilities, transportation, and telecommunications.

To be protected by the ADA, one must have a disability or have a relationship or association with an individual with a disability. An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is

perceived by others as having such an impairment. The ADA does not specifically name all of the impairments that are covered.

The transportation provisions of Title II cover public transportation services, such as city buses and public rail transit (e.g. subways, commuter rails, Amtrak). Natchitoches Arc will not discriminate against people with disabilities in the provision of our services. Natchitoches Arc will comply with requirements for accessibility in newly purchased vehicles, make good faith efforts to purchase or lease accessible used buses, remanufacture buses in an accessible manner, and, unless it would result in an undue burden, provide paratransit where fixed-route systems are operated. Paratransit is a service where individuals who are unable to use the regular transit system independently (because of a physical or mental impairment) are picked up and dropped off at their destinations.

DBE

The U.S. Department of Transportation facilitates the DBE (disadvantaged business enterprise) program. DBEs are for-profit small business concerns where socially and economically disadvantaged individuals own at least a 51% interest and also control management and daily business operations. African Americans, Hispanics, Native Americans, Asian-Pacific and Subcontinent Asian Americans, and women are presumed to be socially and economically disadvantaged. Other individuals can also qualify as socially and economically disadvantaged on a case-by-case basis.

Natchitoches Arc is a 501(c)3 nonprofit and is therefore ineligible for the DBE program.

Natchitoches Arc will act in accordance with the DBE program as appropriate.

Persons with Limited English Proficiency (LEP)

It is the policy of Natchitoches Arc not to discriminate against any person who is limited English proficient (LEP). In accordance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, Natchitoches Arc will take reasonable steps to provide LEP persons meaningful access to its programs and activities.

Natchitoches Arc's most frequent point of access to persons seeking services is through the Director and/or the Secretary via telephone and by visiting our physical location. A copy of the U.S. Census Bureau's Language Identification Flashcard will be maintained in a conspicuous location of Natchitoches Arc for use by LEP persons. Copies will also be maintained in the Director and Secretary's offices to be used in identifying the primary language of persons who are LEP. In addition, copies of vital documentation (outreach or informational materials, notices of rights, application forms, etc.) will be translated into Spanish (as this is the largest identified non-English speaking population in our service area) and maintained in the Director's office.

In the event that a person with LEP seeks to access Natchitoches Arc services, reasonable efforts will be made to identify the person's primary language and arrange for either written translated materials or a language interpreter to assist in accessing and providing services. Language

assistance will be provided at no cost to the client/consumer and will be provided by appropriate and competent staff or outside resources.

Equal Employment Opportunity

Natchitoches Arc is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Natchitoches Arc prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. Natchitoches Arc conforms to the spirit as well as to the letter of all applicable laws and regulations.

The policy of equal employment opportunity (EEO) and anti-discrimination applies to all aspects of the relationship between Natchitoches Arc and its employees, including

- Recruitment.
- Employment.
- Promotion.
- Transfer.
- Training.
- Working conditions.
- Wages and salary administration.
- Employee benefits and application of policies.

The policies and principles of EEO also apply to the selection and treatment of independent contractors, personnel working on our premises who are employed by temporary agencies, and any other persons or firms doing business for or with Natchitoches Arc.

DRUG AND ALCOHOL POLICY

Natchitoches Arc is dedicated to complying with all laws and regulations regarding drug and alcohol use in relation to the workplace. This means that the use of illegal drugs, legal drugs for illegal purposes, or alcohol while working at Natchitoches Arc is strictly prohibited.

Natchitoches Arc will require employees to submit to a drug screen and/or Breath Alcohol as required by the following policy.

Any employee using prescribed medications that may negatively affect behaviors or capabilities must report this to the Director immediately. It is at the discretion of the Director to determine if the employee should be allowed to work and in what capacity. If it is determined that the employee is not capable of working, the employee will be sent home and will use leave/compensatory time as applicable.

This policy will be provided in the employee handbook.

Procedures

1. To develop and maintain the elimination of drug and alcohol use from Natchitoches Arc, training on this policy will be an integral part of orientation and other in-service training for all its employees.
2. Any positive tests will be reviewed by a Medical Review Officer, contracted with the screening agency to confirm the results.
3. Any employee who refuses to be tested will be terminated
4. New hires will be screened during their pre-employment training and those that test positive will be terminated immediately.
5. All employees will be screened when involved in an accident.
6. The Natchitoches Arc Board of Directors will meet in a special session to discuss any positive results of an existing employee. The Natchitoches Arc Board of Directors will make the final decision regarding the continued employment or termination of the employee involved.
7. An employee will be immediately terminated if arrested or convicted for selling or buying any illicit drug with or without intent to distribute.
8. To ensure that Natchitoches Arc employees/staff understand these procedures, all employees/staff will be asked to sign a statement acknowledging that they have read and understand this policy.

TRANSPORTATION POLICY GUIDELINES

The following guidelines apply to Natchitoches Arc's transportation program.

- Natchitoches Arc shall have at least one van at the facility during the workday to provide transportation for clients in case of an emergency.
- All vehicles used in transporting clients, whether such a vehicle is operated by a staff person or any other person acting on behalf of Natchitoches Arc, shall be properly licensed and inspected, in accordance with state law.
- Natchitoches Arc shall have documentation of liability insurance coverage for all owned vehicles used to transport clients. Employee's personal liability insurance shall not be substituted for required coverage.
- Any staff member of Natchitoches Arc or other persons on behalf of Natchitoches Arc, operating a vehicle for the purpose of transporting clients shall be properly licensed to operate that class of vehicle, according to state law.
- Natchitoches Arc van drivers shall not allow the number of persons in any vehicle used to transport clients to exceed the number of available seats in the vehicle.
- In case of an accident, the Natchitoches Arc van driver must never leave anyone alone on the vehicle nor speak to the media. They are to call Natchitoches Arc immediately.
- Natchitoches Arc van drivers will be responsible for monthly emergency/fire drills on the van. These drills will be documented by completing the date, time, and evacuation time.
- Natchitoches Arc van drivers will be responsible for inventorying the van's safety equipment once a quarter. This includes a protective kit for bloodborne pathogens.

CLOSING STATEMENT

This manual should be used to provide adequate information needed to answer any question regarding our transit system. If this manual fails to do so, we would like to know it and welcome any ideas/suggestions. If you need further information, please feel free to call us at 318-352-5176 or write to us online (natchitochesarc.org).