
CPACS RIDER HANDBOOK & ORIENTATION



Center for Pan Asian Community Services, Inc.
3510 Shallowford Rd. NE
Atlanta, GA 30341

TABLE OF CONTENTS

- CPACS Mobility
- Utilizing CPACS Mobility
- CPACS Mobility On Demand
- Hours of Operation
- Types of Mobility Service
 - Curb-to-Curb
 - Door-to-Door
 - Feeder Service
- Categories of Eligibility
- Types of Eligibility
- Applying for CPACS Mobility
 - The Application Process
 - Expiration of Certification/Recertification
- Reservations
 - Reservations Phone Numbers & Hours
 - Information Needed for Making a Reservation
 - Scheduling and Negotiating Trips
 - Ready Times and Ready Windows
- Pick Up vs. Drop Off
- Checking the Status of a Ride
- Apartments or Office Complexes
- Canceling, Confirming and Changing Trips
 - Advanced Cancellations
 - Same-Day Cancellations
 - No-Show and Cancellation Policy
- PCAs, Travel Companions, Children and Service Animals

Fares

Fare Guide

Boarding A Mobility Bus With A Mobility Aid

Wheelchairs

Scooters

Mobility Aid Securement and Seatbelt Policy

Ambulatory Customers

Transporting Packages

Solicitation Policy

Rules of Conduct

Medication and Oxygen

Confidentiality

CPACS Mobility Operators' Responsibilities

Contact Us

FTA Toll Free Numbers and Contact Info

CPACS MOBILITY

Center for Pan Asian Community Services Inc. (CPACS) operating within DeKalb, and Gwinnett counties is committed to providing safe, reliable, timely and clean public transit services to all of our customers. CPACS's fixed-route and demand-rout buses are designed to be accessible for seniors and individuals with disabilities.

- Regular fixed route buses have wheelchair accessiblity for easy boarding for riders who use Mobility Aids or have difficulty getting up and down bus steps.
- For everyone's benefit, fixed route operators can announce major intersections, destination points, transfer points, and requested stops if requested .
- All CPACS drivers are legally licensed and have insurance coverage required by the state of Georgia and have gone through a complete background check.
- Drivers are all bound by a standard code of conduct to ensure the safety and satisfaction of all riders.
- To ensure rider safety, all vehicles are subject annual inspections by a certified mechanic

UTILIZING CPACS MOBILITY

For individuals who wish to learn about CPACS' fixed and demand routes you may contact CPACS' Transportation department at 770-936-0969 or cpacs@cpacs.org Mobility Educators offer personalized service designed to help individuals learn to use CPACS's buses independently. The Mobility Educator can:

- Identify transportation options
- Explore how you can get around any personal limitations
- Talk with you about what you want to do and where you want to go
- Help you plan how to get there
- Teach you to read CPACS's maps and schedules
- Teach you to board, ride and exit the buses
- Teach you skills to keep you safe
- Help you identify landmarks
- Teach you to plan for emergencies
- Travel with you on those first few trips so you can feel confident on your own

CPACS MOBILITY ON DEMAND

- Is complementary paratransit service that operates within the same service area as fixed route bus.
- Makes public transit equally accessible for eligible individuals whose disabilities prevent them from getting to and from fixed route services or riding fixed route services.
- Is a shared ride, advanced reservation mode of public transportation.
- Operates on a curb-to-curb basis.
- It may also be used to transport customers to other transit operators of fixed route, bus, or rail stations (feeder service).

HOURS OF OPERATION

- CPACS Mobility Monday through Friday 9am to 4pm. Weekend service is available by reservation only.

TYPES OF CPACS MOBILITY SERVICES

The U.S. Department of Transportation's ADA regulation, 49 CFR §37.129 (a) provides that, with the exception of certain situations in which on-call bus service or feeder paratransit service is appropriate, "complementary paratransit service for ADA paratransit eligible persons shall be origin-to-destination service."

Curb to Curb Service

- CPACS Mobility's pick-up or drop-off locations are directed by the passenger; such as residences, medical facilities, retail outlets or other attractions.
- Customers must provide addresses that are accessible by roads with ample turn-around for the Mobility buses.
- CPACS Mobility does not access residential driveways.

Door-to-Door Service

CPACS Mobility service is curb-to-curb. However, CPACS Mobility recognizes that service beyond curb-to-curb may be needed by some customers due to their disability. Door-to-Door service is available to customers who require such assistance.

- Customers who require door-to-door assistance should make this request at the time a reservation is made; however, CPACS

Mobility will make its best efforts to provide the needed assistance to customers who do not request assistance in advance.

- Mobility Operators do not provide services that exceed door-to-door assistance. Operators are not permitted to enter buildings and/or private residences, lock doors, or set home alarm systems, etc.
- Mobility Operators are not permitted to provide assistance that requires them to leave their assigned Mobility Bus unattended for a lengthy period of time or lose their ability to keep their assigned Mobility Bus under visual observation.
- Mobility Operators cannot place themselves or the customer in danger (i.e., pushing, pulling, and lifting weights that strain the operator, traveling over threatening or potentially harmful terrain, slippery surfaces, etc.)
- Mobility Operators are permitted to assist ambulatory passengers up and down the steps of the Mobility Bus, as well as steps going to and from the vehicle, unless it poses a direct threat to safety.
- Mobility Operators are permitted to assist customers who utilize wheelchairs or other mobility aids up or down one curb or step unless it poses a safety risk.

Feeder Service:

- This service is designed for customers who can use the fixed route system if an accessible route is available to them.
- CPACS Mobility may pick up a customer at a designated location and transport them to the nearest appropriate accessible fixed route bus stop or rail station.

CPACS MOBILITY CATEGORIES OF ELIGIBILITY

The Americans With Disabilities Act of 1990 (ADA) requires CPACS and other public transit agencies throughout the country to provide complementary paratransit service, or equivalent public transportation to individuals with disabilities who cannot board, ride or get to an accessible fixed route bus or rail station because of their disabilities.

ADA public law defines who is eligible for complementary Paratransit service in Section 223 of the Federal regulations. Eligibility is based on the following three categories:

Category I:

The first category of eligibility includes those persons who are unable to use fully accessible fixed route services.

“Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.” [Code Section 37.123(e) (1)]

- This applies to an individual who cannot independently navigate the fixed route system (board, ride or disembark from a bus or train).

Category II:

“Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride, and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route of the system during the hours of operation of the system at a time or within a reasonable period of such

time, when such a vehicle is not being used to provide designated public transportation on the route.” [Code Section 37.123(e) (2)]

- This applies to an individual who would be able to use the fixed route system if it were accessible (e.g., when a low-floor or ramp-equipped bus is not available). This category is not required once a transit system is 100% accessible.

Category III:

“Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.” [Code Section 37.123(e) (3)]

- This applies to an individual who, because of their disability, cannot access a bus stop or a train station to board the fixed route system and cannot access their final destination after disembarking from a fixed route bus or train.
- Two important qualifiers to this category are included in the regulations:
 1. Environmental conditions
 2. Architectural barriers (environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, confer eligibility.)

Inconvenience in using the fixed route system is not a basis for eligibility.

TYPES OF ELIGIBILITY

Eligibility conditions are assigned at the time of certification and applied each time the eligible customer calls.

Types of Eligibility:

The ADA requires consideration of eligibility for trips that an applicant or rider makes or might make. For this reason, different types of eligibility that have developed in the transit industry, including:

A. UNCONDITIONAL ELIGIBILITY (ALL TRIPS)

This is a person's eligibility category when it is not reasonable to use the fixed route service under any circumstances, regardless of weather, distance to the stop, and so on.

B. CONDITIONAL ELIGIBILITY (SOME TRIPS)

In this type of eligibility, the person can be reasonably expected to make some trips on the fixed route service. For example, a person may be able to reach bus stops that are no more than three blocks away, and where there is a safe, accessible path of travel, but she may require paratransit if distances are greater than three blocks, or if there are path of travel obstacles such as steep hills, deep snow or ice, or other obstacles. Another person may have a variable health condition; on some days fixed route use is possible and on other days, it is not.

C. TEMPORARY ELIGIBILITY

The ADA also includes temporary eligibility for people with disabilities that prevent them from using the fixed route system for a limited period of time. If customers have a temporary disability, they may obtain CPACS Mobility eligibility for the expected duration of the disability. If the disability continues beyond the certified time, CPACS will require a revised certification from the customers' Health Care Professional.

APPLYING FOR CPACS MOBILITY SERVICES

To request an application or obtain information about CPACS Mobility, call the CPACS Transportation Department at **(770) 936-0969**; Monday - Friday, 9:00 AM – 4:00 PM. A CPACS Mobility Manager will explain the service and/or mail an application.

The Application Process:

- The Application consists of two parts:
 1. Individuals who believe they are eligible must fully complete the eligibility application.
- Individuals may forward the completed application in the following ways:

**Via Mail or in person:
CPACS TRANSPORTATION
3510 Shallowford Rd. NE
Atlanta, GA 30341**

**Via Fax:
770-458-9377**

- Upon receipt of a completed application, CPACS Mobility must make an eligibility determination within twenty-one (21) calendar days of receipt.
- Customers will receive presumptive eligibility to ride CPACS Mobility if the completed application is not processed within twenty-one (21) calendar days.
- If an applicant's disability prevents him or her from completing the application, the application will be completed by a Mobility Manager over the phone and mailed to the applicant for review.
- CPACS reserves the right to conduct in person interviews and to perform functional assessments prior to making all final eligibility determinations.
- If approved, the letter of eligibility determination will include instruction and Orientation materials which explains how to ride CPACS Mobility.

EXPIRATION OF CERTIFICATION/RECERTIFICATION

- Eligibility for CPACS Mobility is good for one (1) year from the date of certification.
- At the expiration of the eligibility certification, customers are required to recertify for Mobility service.
- If a customer fails to recertify by their expiration date, CPACS Mobility services will be terminated .

RESERVATIONS

To schedule a reservation, call the CPACS Office at (770) 936-0969; 9:00 AM to 4:00 PM Monday through Friday.

- Mobility Manager is available to take customer reservations up to seven (7) days in advance.

Information Needed to Make a Reservation:

- Customer Name (first and last)
- Exact addresses of both the origin and destination.
- If known, nearest cross streets and easily identified pick-up points.
- Names of complexes or subdivisions, as well as building, apartment or suite numbers, and gate codes.
- Customers are responsible for providing access to gated communities or secured complexes.
- Indicate a travel Companion or an authorized Personal Care Attendant (PCA) when applicable
- Indicate the type of mobility aid used, and if the lift is required.
- Indicate the use of a service animal, if applicable.
- When a return trip is needed, indicate the desired pick-up or drop-off time. Please indicate if no return trip is necessary.
- **Pick-up time** (the time a customer wishes to be picked up) or **Drop-off time** (the time the customer must arrive at their appointment).

- The customer must prioritize either the Drop-off or Pick-up time when making a reservation.
- The priority set by the customer will help determine the “Ready Time” and the thirty (30) minute “Ready Window.”

Scheduling & Negotiating Trips:

- The Mobility Manger will make every effort to accommodate requested pick- up or drop-off times.
- A requested trip time may not be available. In accordance with the ADA regulations, CPACS reserves the right to negotiate trip requests up to one (1) hour before or one hour after a customer’s requested time.
- Keeping a log of your reservation dates, ready times, booking identification numbers, and cancellation reference numbers is highly recommended.

READY TIMES & READY WINDOWS

Traffic conditions, weather and service interruptions may prohibit CPACS from meeting precise pick-up times; therefore, trips are scheduled to include a thirty (30) minute “Ready Window.”

- Mobility Managers will provide a “Ready Time” when the trip request is confirmed.
- The Ready Time is the earliest time in which a vehicle may arrive at the customer’s location.
- The thirty (30) Minute Ready Window will begin at the stated Ready Time.
- Customers must be ready to depart at their assigned Ready Time.
- When the Mobility Bus arrives within the Ready window, customers must board the Mobility Bus within five (5) minutes of its arrival.

Prioritizing Pick-up and Drop off Times: EXAMPLE: Customer prioritizes the Drop-Off Time

1. Customer must arrive at work, school or appointment no later than 8:00 AM.
2. The CCR evaluates alternatives and may offer the customer a 6:45 AM Ready Time.



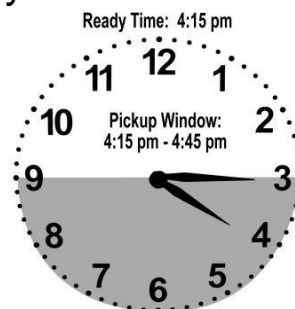
3. The customer's Ready window begins at 6:45 AM, and ends at 7:15 AM (Ready Time plus 30 minutes). The assigned Mobility Bus is scheduled to arrive during this time. The Mobility Bus may arrive prior to 6:45 AM but is not considered late until after 7:15 AM.
4. If the Mobility Bus arrives prior to the scheduled time (6:45 AM), the customer is not obligated to board early.
5. If the Mobility Bus arrives anytime between 6:45 AM and 7:15 AM, the customer must board within five (5) minutes of the arrival of the Mobility bus.

Prioritizing Pick-up and Drop off Times:

EXAMPLE: Customer prioritizes the Pick-Up Time

When the customer's priority is to be **picked-up** by a certain time, the Mobility Manager will state a Ready Time and apply the thirty (30) minute window.

1. Customer gets off work or finishes school or appointment at 4:00 PM. The customer cannot depart earlier than 4:00 PM.
2. The Mobility Manager negotiates the trip request and offers the customer a 4:15 PM Ready Time



3. The customer's Ready window begins at 4:15 PM and ends at 4:45 PM (Ready Time plus 30 minutes).
4. The assigned Mobility bus is scheduled to arrive during this time. The Mobility Bus may arrive prior to 4:15 PM but is not considered late until after 4:45 PM.
5. If the Mobility Bus arrives anytime between 4:15 PM and 4:45 PM, the customer must board within five (5) minutes of the arrival of the Mobility Bus.

Checking the Status of a Ride:

- If the thirty (30) minute ready window has ended and the Mobility Bus has not arrived, the customer should call CPACS Transportation at **(770) 936-0969** to check the status of the ride.
- **NOTE:** Please do not call before the ready time or during the thirty (30) minute ready window, as the Mobility Bus is not considered late until the thirty (30) minute ready window has expired.

Apartments and Office Complexes:

To provide safe, on-time service for all customers, the customer must designate a location where they will be waiting. The following procedures have been developed to ensure safe vehicle movement and standardized connecting point guidelines for major complexes.

- Customers who are travelling to or from large, multiple unit apartment or office complexes must meet the Mobility Bus at the curb closest to their address.
- A customer traveling from a large office building, medical facility, or other similar area must meet the vehicle at the curb closest to the main reception desk or lobby entrance.
- If the complex is inaccessible to a CPACS Mobility Bus, customers must meet the bus at the main entrance of the complex.
- If the facility has a guarded gate or limited access, the customer should inform the security staff of the scheduled pick-up and return times.
- It is the customer's responsibility to notify the Mobility Manager of security procedures; including gate codes when the reservation is made and to arrange quick access for the Mobility Bus.
- Door – to – Door Assistance is available upon requests

CANCELLING, CONFIRMING, OR CHANGING TRIPS

Advance Cancellations:

Advance cancellations are cancellations that are made one (1) to seven (7) days in advance of the day of travel.

Customers are encouraged to cancel and confirm *future reservations* by calling at **(770) 936-0969**.

- Customers may also call CPACS Transportation and speak with a Mobility Manager to cancel a trip no later than 4:00 PM the day before the scheduled travel date.

Same-Day Cancellations:

Same day cancellations are cancellations made on the date of travel.

- Customers may call the CPACS Transportation at **(770) 936-0969** to make same-day cancellations.
- Same-Day cancellations must be made at least two (2) hours before the scheduled ready time. Cancellations made less than two (2) hours before the scheduled ready time are considered Late Cancellations

NO SHOW & CANCELLATION POLICY

No-Shows Occur When:

- The Mobility bus arrives at the correct scheduled pick-up location, within the “Ready Window”, and the customer **fails to board** the Mobility Bus within five (5) minutes of its arrival.
- The Mobility Bus arrives at the correct scheduled pick-up location before or during the ready window and the customer (or someone on behalf of the customer) informs the Mobility Operator that he or she is not going to travel (Cancel at the Door).
- The customer cancels a scheduled trip less than two (2) hours before the established Ready Time (Late Cancel).

Please note the following:

- Customers will not be charged with a No-Show if the Mobility Bus arrives outside of the thirty (30) minute Ready Window, and he or she chooses not to travel.
- No-Shows that are not within the customer’s control will not be counted against the customer (i.e. illness that prevents the customer from calling, an extended medical appointment that does not provide an opportunity to cancel in a timely manner, customer’s mobility aid fails, etc.).
- Each No-Show / Cancellation infraction will constitute a warning. A letter or e-mail will be sent to the customer. When a customer accumulates three (3) No-Show / Cancellation infractions within a calendar year, the customer will be suspended from transportation services for the remaining fiscal year. The Warning letter will remind customers of the No-Show and Cancellation Policy and how to avoid future infractions.
- Customers’ infractions will be reviewed at the end of each month and their future Mobility service may be suspended if the infractions

are deemed “excessive.”

- The Warning Letter also provides the customer with an opportunity to dispute the listed No-Show infraction, and provide proof of extenuating circumstances that may have caused the infractions.
- Customers have ten (10) days from the postmark date of any written notification to dispute any no-show infractions.
- To dispute any infractions, please call the Program Director at **770-936-0969**. The Program Director will return customer calls within two (2) business days of receipt of the call.
- At the beginning of each month, CPACS Mobility staff reviews the No-Show history of all customers who have received Warning Letters for the previous month.
- If customers have been charged with No-Shows that meet or exceed three (3) times the system average for No-Shows during that month, the No-Shows are deemed “excessive” and CPACS will send written notification of intent to suspend service. The suspension will go into effect on the 15th day of the next month and will last seven (7) consecutive days.

Example: During the review of infractions for the month of June, it was determined that the system’s average number of No-Show infractions for the month was two (2). Customers who had at least six (6) valid No-Show infractions will receive written notification informing them that as of August 15th their service will be suspended for seven (7) days (August 15-21) due to excessive No-Shows.

- The customer has ten (10) days from the postmark date of the written notification to appeal a pending suspension.

The customer may write a letter requesting an appeal to:

CPACS

c/o Transportation Program Director
3510 Shallowford Rd., NE
Atlanta, Georgia 30324-3330

- Within seven (7) days, CPACS will provide the customer with written notification of CPACS's decision. If service is to be suspended, the reasons will be provided.
- Suspensions will be delayed pending the outcome of the appeal and Mobility service will not be interrupted.
- If Customers do not exercise their right to appeal, the suspension of service will occur according to the dates outlined in the original suspension letter.

PCA'S, TRAVEL COMPANIONS, CHILDREN & SERVICE ANIMALS

Customers must inform the Mobility Manager when the reservation is made whether travel companions, children or a Personal Care Attendant (PCA) will be accompanying them to ensure an accurate count of the individuals traveling on the Mobility Bus. To be viewed as “accompanying” the eligible customer, the PCA, travel companions, and children must have the same origin and destination points as the eligible customer.

Personal Care Attendants (PCAs):

- A Personal Care Attendant (PCA) is someone designated or employed specifically to help an ADA eligible customer meet his or her personal needs. The PCA may either be an employee of the customer, a relative, a friend, or a care provider.
- Applicants should indicate whether they will travel with a PCA during the application process.
- PCA's travel at no cost when accompanying the eligible customer.

Travel Companions:

- Customers may travel with one companion.
- If customers travel with a PCA, they may travel with one companion in addition to their PCA.
- Additional companions will be allowed on a space available basis.
- Travel Companions are subject to the regular CPACS Mobility fare.

Children:

A maximum of (two) 2 children under the height of 46" may accompany a CPACS Mobility customer free of charge.

All children with or without safety seats must be properly secured/seatbelts buckled before the mobility bus starts moving.

Service Animals:

- Operators are not permitted to handle service animals.
- For the safety and comfort of the operator and other customers, service animals are required to be completely under the control of their handlers at all times and absolutely non-aggressive.
- CPACS will transport other small pets, confined to rigid pet carriers with locks or latches carried on by customers and kept out of the aisle and off seats.

FARES

One (1) Trip for eligible riders:

FREE

Please note the following:

- Operators may not accept tips or gratuities or act in any manner that would suggest that tipping is appropriate.
- Fares are subject to change; however, in accordance with ADA public law, fares for CPACS Mobility cannot exceed twice the fare for regular fixed route and rail service.

Fare Guide:

- CPACS Mobility riders may have one companion travel with them but they must include the companion on the reservation. Additional companions will be accommodated on a space available basis. Additional companions must pay full fare (\$2.00 per trip) unless the companion is under five years of age. The companion must board and leave the vehicle at the same location as the rider.
- Operators cannot make change. Customers must have correct fare immediately upon boarding in order to ride.

BOARDING A CPACS MOBILITY BUS WITH A MOBILITY AID

For the customer's safety and comfort, the following ADA requirements must be met:

Wheelchairs:

- Wheelchairs are defined as three or more wheeled devices.
- For safety purposes, it is strongly recommended that wheelchairs be backed onto the hydraulic lift.
- Wheelchair brakes must always be locked while on the lift.
- Wheelchair electric power must always be turned off until the operator instructs the customer to re-engage.
- Wheelchair users must wait for operators' assistance and follow instructions for entering and exiting the Mobility Bus.
- It is strongly recommended that a customer using a manual wheelchair have attached footrests.
- Customers with inoperative wheelchairs cannot be transported.

Scooters:

- Scooters are often unstable on lift equipment. Some may also come with a warning from the manufacturer that they should not be used as seats on moving vehicles.
- Customers may ride standard scooters on the lift, but it is strongly recommended that they transfer to a seat once on board the Mobility Bus.
- Customers traveling on scooters should adhere to the same safety procedures listed for wheelchairs.

Mobility Aid Securement and Seat Belt Policy:

- It is the operator's responsibility to ensure that mobility aids are safely secured.
- Mobility buses are equipped with four (4) point tie-down securement systems and CPACS strongly encourages customers to be secured in accordance with the standard operating procedure. Please note the following:
 1. Operators are required to secure the lap and shoulder belts to ensure the customer's safety.
 2. Failure to cooperate with safety related policies may result in injury or loss of service.

Ambulatory Customers:

- Customers unable to use the steps to enter the Mobility bus may stand on the hydraulic lift to be lifted onto the Mobility Bus.
- Customers who stand on the lift must be able to stand without assistance and hold the rails with both hands.
- The lift can only be occupied by one person at a time.

TRANSPORTING PACKAGES

- CPACS will transport packages that a customer can independently carry on or off the Mobility Bus in one trip.
- Operators will assist customers who require door-to-door service by carrying a limited amount of packages (what the operator can carry off the bus in one trip) to the exterior door. The operator will not carry packages through the door.
- The maximum combined weight of all packages cannot exceed twenty-five (25) pounds.
- Customers are required to secure their packages at their seats, as storage space on the bus is limited.

Solicitation Policy

Solicitation any form of requesting money, support or participation for products, groups, organizations or causes which are unrelated to our company is not allowed on mobility buses. These include but are not limited to:

- Seeking funds or donations for a non-profit organization
- Asking for signatures for a petition
- Selling merchandise or services
- Requesting support for a political candidate
- Engaging in religious proselytism

Rules of Conduct

All Mobility Customers are subject to the CPACS Code of Conduct. The Code prohibits inappropriate behavior on CPACS property to include but not limited to the following:

- No operating or tampering with any equipment while onboard a Paratransit vehicle.
- No commercial or large-size carts, or dollies unless collapsed. Small strollers or carts must be securely held and not block aisles or passageways.
- Solicitation or selling goods or services without the express permission is prohibited.
- No littering.
- No indecent exposure.
- Customers may not refuse to pay fare.
- Customers may not counterfeit, misuse, or refuse to show specific fare media to CPACS employees.
- Drinking alcoholic beverages and open alcoholic beverage containers are prohibited.
- Assault or threat of assault is prohibited.
- Disruptive, harassing, or threatening behavior is prohibited. This includes following or stalking passengers or employees.
- Using tobacco or electronic cigarettes or vaporizers is prohibited.

Failure to follow the Code may result in immediate expulsion from CPACS property, suspension from the use of transit property and services, and loss of unused fare media that expires during suspension.

MEDICATION & OXYGEN

- Administering medication is the customer's responsibility. CPACS cannot be responsible for, nor can schedules be adjusted to accommodate the administration of medication.
- Mobility Operators are prohibited from administering medication. Should such assistance be necessary, but unavailable while customers are on the bus, CPACS will contact emergency medical services to administer the required medication at the customers' expense.
- Ride times are subject to traffic delays or mechanical problems that result in customers' on-board time being delayed. Customers using oxygen tanks should have at least a four (4) hour supply of oxygen.
- Customers requiring medication or oxygen at regular intervals should be advised that travel time on the CPACS Mobility Bus may be as long as the same trip on CPACS's fixed route services plus an additional thirty (30) minutes.
- Customers requiring assistance in the administration of medication or oxygen while on the Mobility Bus must travel with either a Personal Care Attendant or a Travel Companion.

Confidentiality

All CPACS transportation employees agree to ensure confidentiality when it comes to information of all passengers and agree to abide by all state and federal laws, rules and regulations on respecting confidentiality of an individual's records.

CPACS MOBILITY OPERATORS' RESPONSIBILITIES

CPACS Mobility Operators are expected to obey the same rules as our customers. The following rules also apply:

- Operators are responsible for operating their vehicles safely, professionally, and as courteously as possible.
- Operators are solely responsible for the operation of the hydraulic lift and for securing mobility devices safely on the bus. This rule includes operation of the hydraulic lift and attempts to remove wheelchair tie-downs.
- Alternative format requests may also be made during the application process.

CONTACT US

If you have a suggestion or a comment about our services, please call CPACS at **(770) 936- 0969**.

You may also e-mail: cpacs@cpacs.org

Write to: CPACS
3510 Shallowford Rd. NE
Atlanta, Georgia 30324-3330

Please include the following information when calling or writing:

1. Name, address and telephone number
2. Day and time of experience
3. Vehicle number and operator's name, if applicable
4. Reservation or CPACS Mobility Manager's name, if concerning a telephone conversation
5. Explanation of incident, suggestion or comment

FTA TOLL FREE NUMBERS & CONTACT INFORMATION

- In an effort to support the Federal Transit Administration's (FTA) goal to increase their outreach to consumers having difficulty accessing public transportation, CPACS has listed FTA toll free numbers for customers, community advocates for individuals to call with concerns regarding public transit accessibility.
- The FTA numbers are as follows:
Voice: **1-888-446-4511**
TDD or FIRS: **1-800-877-8339**
Assistance for TDD Users: **(202) 366-0153**
- Web Site: www.fta.dot.gov
- E-Mail: ada.assistance@fta.dot.gov
- You may also write them at:
US Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division Disability Rights Section – 1425 NYAV
Washington, D.C. 20530