

Name of MOBY Rider: _____

Rider's MOBY ID Number: _____



MOBY

ADA Complementary Paratransit Service Rider's Guide

Phone: (402) 346-8779

TDD: (402) 341-0807

Fax: (402) 342-3395

www.ometro.com

For large-print or other alternative formats of this Rider's Guide, contact MOBY at 402-346-8779.

Una versión en español está disponible a petición: llame al (402)346-8779 o envíe un correo electrónico mobycert@ometro.com

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METRO'S MOBY ADA COMPLIMENTARY PARATRANSIT SERVICE OVERVIEW

MOBY ADA CERTIFICATION HOURS

Metro's administrative office are open Monday through Friday 8:00 a.m. to 4:30 p.m.

Metro's administrative office is closed on New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Day After Thanksgiving, and Christmas Day.

MOBY SERVICE HOURS

Metro provides fixed route bus and complementary MOBY paratransit services as follows:

Monday through Friday 3:59 a.m. to 12:51 a.m. the next day.

Saturday 4:58 a.m. to 11:59 a.m.

Sunday 5:45 a.m. to 9:47 p.m.

Metro does not operate fixed route bus service or MOBY service on New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

MOBY RESERVATIONS

MOBY trip reservations are taken Monday through Friday, from 6:00 a.m. to 7:00 p.m., Saturday from 7:00 a.m. to 7:00 p.m., and Sunday from 7:00 a.m. to 6:00 p.m. Reservations for next-day trips must be made no later than 4:30 p.m. the day before.

MOBY trip reservations may be scheduled by calling:

Phone: (402) 346-8779 or (402) 341-0807 TDD

LOST MOBY IDENTIFICATIONS CARDS & CHANGE OF CONTACT INFORMATION

If you change your address, phone number, lose your MOBY Identification Card, or if your disability needs change, contact the MOBY Certification Office at (402) 341-7560, extension 2105, via email at mobycert@ometro.com, or by fax at 402-342-3395.

ASSESSIBLE FORMATS AVAILABLE

For large-print or other alternative formats of this Rider's Guide, contact MOBY at 402-346-8779.

ASSISTANCE TO NON-ENGLISH SPEAKING CUSTOMERS

Individuals who need an interpreter should contact MOBY at 402-346-8779. When the call is answered, the caller should say the language that he or she speaks and then remain on the phone line. A MOBY customer service representative, working through an interpreter, will assist you.

WELCOME TO METRO'S MOBY SERVICE

The Americans with Disabilities Act (ADA), as amended, requires public transit agencies operating fixed route system to provide complementary paratransit service to ADA paratransit eligible persons who cannot use fixed route bus service. MOBY service operates during the same hours and covers the same geographic areas as Metro's fixed route system.

MOBY Provides Origin-To-Destination Service

MOBY service for ADA paratransit eligible persons is "origin-to-destination" service. Riders who need assistance from their door to the van, or the van to the door, may request assistance from the driver. Assistance may be requested at any time.

MOBY's Service Area

MOBY service area boundaries correspond with Metro's fixed route bus service on weekdays, evenings and weekends. MOBY service area covers all locations that are within three-fourths of a mile on each side of, and the terminus of Metro's fixed route bus system. All locations inside the service area boundary are served. MOBY does not serve locations outside three-fourths mile of Metro's fixed route bus system.

Shared Rides on MOBY

MOBY is a shared-ride, public transportation service for individuals who, because of their disability, are unable to travel on Metro's fixed route bus system for some or all of their trips. Several passengers may share the MOBY vehicle. The MOBY vehicle may make multiple stops to pick-up and drop-off passengers, and travel in other directions during any trip to accommodate all passengers. Travel time may vary, depending on trip distance, traffic conditions, inclement weather, and stops made to accommodate other passengers.

MOBY Service Vehicles

Metro uses its fleet of vans and cars, as well as taxis, to provide ADA paratransit service.

If a taxi provides paratransit service to a MOBY rider, the taxi driver will have the rider's name on his or her schedule. Metro recommends that MOBY riders always ask the taxi driver to verify his or her name on the schedule.

ADA PARATRANSIT ELIGIBILITY

Eligibility for ADA paratransit service is strictly limited. Individuals may be eligible for Metro's MOBY service if, as a result of his or her disability or health-related condition:

- is unable to travel to or from fixed route bus stops within the service area for some or all trips;
- is unable to independently board, ride or exit an accessible fixed route bus; or
- cannot independently navigate Metro's fixed route bus system.

ADA paratransit eligibility will fall under one of the four categories listed below:

- **Unconditional Eligibility** – MOBY service is available for any trip in the defined service area, if the individual's disability prevents him or her from traveling on Metro's fixed route bus service for all trips.
- **Conditional Eligibility** – MOBY service is available for some trips in the defined service area and some trips utilizing Metro's fixed route bus system based on the circumstances and the nature of the disability.
- **Temporary Eligibility**– MOBY service is granted for a specific period of time depending on the circumstances, nature, and length of the disability.
- **Denial/Not Eligible** –MOBY services are not available to individuals that his or her disability is not to a degree that prohibits travel on Metro's fixed route bus system.

Eligibility Appeal Process

If it is determined that an applicant is not eligible for ADA paratransit service or limited paratransit service, Metro will notify the applicant in writing of the exact reason(s) for the determination and provided with the ADA Administrative Appeal Process information. Upon request an applicant may schedule a phone interview, during the TAC meeting, to present information. An applicant who does not receive a written eligibility determination within twenty-one (21) calendar days from the time Metro received the completed MOBY application, may request and receive paratransit service until a determination is made.

If the applicant does not agree with Metro's eligibility denial, the applicant has the right to appeal the eligibility determination. The applicant may request an appeal in writing or by phone. For verbal appeal requests, please call Moby Certification at 402-341-7560, extension 2105. For written appeal requests, please complete Metro's Appeal Request Form, and forward the completed form by either email: mobyappeal@ometro.com, fax: 402-342-3395, or mail:

Metro
Attn: MOBY Appeal
2222 Cuming Street
Omaha, NE 68102

Individuals have the right to appeal any written eligibility determination. An individual must submit notice of appeal within sixty (60) days of receipt of the written eligibility determination. An appeal of an eligibility determination is initiated by written or verbal request provided to the following: email: mobyappeal@ometro.com, fax: 402-342-3395, phone: 402-341-7560, extension 2105 or mail:

Metro
Attn: Transit Advisory Committee (TAC)
2222 Cuming St.
Omaha, Nebraska 68102

ADA paratransit service will not be provided during the appeal process.

Upon receipt of all information, the appeal information will be forwarded to the Transit Advisory Committee (TAC) for a hearing. TAC is comprised of area paratransit riders, fixed route bus riders, and other individuals who are knowledgeable of ADA.

TAC meets the second Wednesday of every calendar month for appeal hearings. TAC will have the opportunity to review the eligibility determination and any additional information provided by the applicant. Any individual, or personal representative, appealing an eligibility determination is strongly encouraged to attend the TAC meeting. The appeal hearing is not a public meeting. All information from an applicant will be treated as confidential. TAC's recommendation for approval or denial of the appeal are final. Written notification of TAC's recommendation will be provided to the individual, or his or her representative, within thirty (30) days. If a recommendation is not made with thirty (30) days, on day thirty-one (31), paratransit service will be provided to the individual until TAC provides a recommendation.

MOBY Certification Period

Individuals may be certified for MOBY services for a maximum period not to exceed three (3) years. An individual's certification eligibility period depends on his or her disability or health condition.

Recertification for Eligibility

Under the ADA, Metro is allowed to require that riders of MOBY paratransit services to periodically recertify. Although an individual's disability may be permanent, other factors which impact the determination of eligibility may change over time.

MOBY riders are required to apply for recertification 90 days prior to the expiration of their current eligibility period. A recertification application will be mailed to each MOBY rider before the eligibility certification expiration date.

Visitor Eligibility

Visitors to the Omaha area who are unable to use Metro's fixed route bus system, and wish to use Metro's MOBY ADA paratransit service are required to provide visitor documentation, such as a certification letter or an identification card, demonstrating ADA paratransit eligibility with his or her home transit agency. A visitor should contact Metro's MOBY Certification either by email: mobycert@ometro.com, phone: 402-341-7560, extension 2105, fax: 402-342-3395, or mail:

Metro
Attn: Moby
2222 Cuming St.
Omaha, Nebraska 68102

Metro will provide MOBY paratransit service within its designated service area to eligible visitors to Omaha, for a period of 21-days during any 12-month period. The 21-days may be used as single days or consecutive days.

For any visitor who has not established ADA paratransit eligibility with a home agency, or resides in an area without ADA paratransit service (e.g. rural or international visitors), Metro may request additional documentation of his or her disability, such as a letter from a medical professional, a Social Security Disability Identification (SSDI), or other similar documentation.

Current MOBY riders have the option to apply for visitor eligibility when visiting other locations where paratransit services are provided. MOBY riders should first contact the local transit agency at his or her destination to determine what information is required for registration and where it should be sent. Upon request, Metro will forward eligibility status to the designation transit agency.

SCHEDULING MOBY TRIP RESERVATIONS

MOBY trip reservations may be scheduled by calling MOBY's customer service at 402-346-8779, Monday through Friday, from 6:00 a.m. to 7:00 p.m., Saturday from 7:00 a.m. to 7:00 p.m., and Sunday from 7:00 a.m. to 6:00 p.m.

Please provide the following information to the customer service representative when scheduling a trip:

- Rider's name and MOBY Identification Number.
- Rider's pick-up address (including building/business name, specific pick-up information and landmarks).
- The date and time of travel.
- The rider's preferred pick-up time or the time of arrival at the destination.
- The street address of the destination (including specific drop-off information).
- The telephone number for the destination.
- The pick-up time and location for the return trip. (All return trips, other than Medical Returns, must be scheduled in advance for a specific time).
- If a PCA will travel with the rider.
- If a companion, other than the PCA will is traveling with the rider. Children are considered companion travelers.
- Whether the rider requires the aid of a service animal.
- The type of mobility device used. (Manual or power wheelchair, etc.).

IMPORTANT MOBY RESERVATION INFORMATION:

- **Next day MOBY travel trips must be booked by 4:30 p.m. the day prior to the trip. For the rider's convenience, MOBY trips may be booked up to 14 days in advance.**
- **Advance reservations are required. A MOBY rider may schedule his or her trip based on either the pick-up time, or the time of arrival at the destination (referred to as "appointment time").**
- **The rider's pick-up and the drop off locations must be within ¾ mile on each side or the terminus of a Metro fixed bus route.**

MOBY riders should be flexible when scheduling paratransit trips, as certain times may not be available. Although customer service representatives try their best, MOBY riders should book in advance to better ensure their preferred trip schedule. If a trip reservation request cannot be accommodated for the preferred travel time, the MOBY rider will be offered alternative travel times. Customer service representatives and Metro dispatchers may

negotiate scheduled pickup times. It is considered a negotiation under the ADA regulations if the offered trip scheduled time is within one (1) hour before or after the original request. It is up to the MOBY rider to accept or reject the negotiated trip time.

There is no limit to the number of MOBY trip reservations per phone call, and there is no limit to the number of trip reservations per day. Metro does not deny any paratransit trip, within the service area and service hours, however Metro highly recommends that the Moby rider schedules a minimum of 1 ½ hours between trips.

ADA paratransit service travel time will vary based on trip distance, traffic conditions, weather and other MOBY riders being served.

MOBY Service Will Calls

Metro does not provide same day reservation trips other than for MOBY rider's requiring medical appointment trip returns, referred to as "Will Calls". When scheduling medical appointment trip reservations, inform the customer service representative to schedule the return trip as a Will Call. The Will Call return trip may be scheduled by calling 402-346-8779 when the MOBY rider is ready for pick-up.

MOBY dispatchers may not be able to provide immediate pick-up when notified that the rider is ready for pick-up following a medical appointment. Pick-ups will be made as soon as a paratransit vehicle becomes available. Will Call trips are not available to MOBY riders on Saturday(s) and Sunday(s).

MOBY Service Delays

Traffic, weather related road conditions, emergencies or other unforeseen events may result in late MOBY rider pick-up or drop-off times. Riders should wait for a period of ½-hour (30 minutes) beyond his or her scheduled pick-up time before calling Metro's customer service call center to inquire.

If there is inclement weather or other local emergency, please go to www.ometro.com for the most up-to-date information concerning any MOBY paratransit service delay(s) or cancellation(s). Metro will also inform local television and radio stations of any paratransit service delays or cancellations.

If at any time MOBY paratransit service is delayed, cancelled or suspended due to inclement weather, all rides will be cancelled during the duration of the service interruption.

All trip reservations scheduled after MOBY paratransit service resumes will be honored. It is the rider's responsibility to cancel any MOBY paratransit trips no longer needed after service resumes.

Verifying MOBY Trip Reservations

Metro recommends that MOBY riders verify his or her trip itinerary by calling Metro's customer service the day prior to scheduled MOBY trip to avoid any potential problems.

Changing or Canceling MOBY Trip Reservations

Changing a trip reservation on the day of the trip will **not** be allowed. MOBY drivers are not allowed to change a scheduled pick-up time or trip destination.

It is the MOBY rider's responsibility to notify Metro's customer service of any trip cancellation by calling 402-346-8779 as soon as possible. Pick-up and return trip cancellations must be received by Metro customer service at least two (2) hours prior to the scheduled time(s). Any cancellation made less than two (2) hours prior to the scheduled trip time(s) may be treated as a no-show.

MOBY Subscription Service

Subscription service is available for regularly scheduled MOBY trips which occur at least three (3) times per week. Once an initial subscription reservation is made, there is no need for the MOBY rider to make additional reservation calls. There is no limit to the number of subscriptions a rider may have. Riders must cancel any unneeded scheduled subscription trips to avoid a no-show.

FARES & PURCHASING TICKETS

The one-way MOBY trip fare is \$2.50. The trip fare may be paid in cash, with a MOBY one-ride ticket or with the combination of cash and Value Card. Metro only accepts U.S. currency in bill denominations up to \$20. MOBY one-ride tickets are sold individually for \$2.50 or in books of ten for \$25, and can be purchased:

- At various grocery stores located in the Omaha metropolitan area. All locations may be viewed at: <http://www.ometro.com/index.php/rider-guide/fares-passes/>
- Online at www.ometro.com, (Online purchases are subject to a PayPal surcharge.)
- Via mail order by written request with an enclosed self-addressed stamped envelope to:

Metro
Attn: MOBY Tickets
2222 Cuming Street
Omaha, NE 68102

*Only personal checks or money orders will be accepted for mail order ticket purchases.

Paying MOBY Trip Fare

Riders must pay a trip fare when boarding a MOBY vehicle or taxi. MOBY vans are equipped with an electronic farebox, which accepts various methods of payment. If a rider requires assistance depositing his or her fare in the farebox, the MOBY driver will assist the rider. MOBY drivers are prohibited from accessing purses, wallets, backpack, pocket, etc. to retrieve the fare payment. Exact fare, or a MOBY ticket is preferred. The farebox will issue a Value Card for any over payment of fare, which may be used for a future MOBY trip or bus trip.

Taxi drivers providing paratransit service accept all valid forms of fare payment up to the \$2.50 MOBY trip fare. Value cards or currency with a value in excess of \$2.50 cannot be accepted. Taxi drivers cannot make change.

METRO'S PASSENGER RULES

MOBY Riders Are Required to Follow Metro's Passenger Rules:

Always respect other passengers and the MOBY driver.

- Disruptive, abusive, vulgar, derogatory, and/or threatening behavior will not be tolerated. Such behaviors may result in the removal of a rider from the MOBY vehicle.

Passengers MUST:

- Not talk to the driver when the MOBY vehicle is moving
- Remain seated when traveling in a MOBY vehicle
- Use head/ear phones with all audio devices

- Cage all pets or animals, unless it is a service animal
- Secure mobility devices, store strollers and carts out of aisles

NO:

- Guns, firearms or weapons
- Defacing, marring or damaging any part of the MOBY vehicle
- Eating. All food must remain bagged or sealed in a container, except for health reasons
- Drinking. All liquids must be in a container with a lid
- Smoking, littering or soliciting
- Flammable liquids, hazardous items or fuel powered devices

Refusal or Suspension of MOBY Service

Metro is committed to providing safe and reliable ADA paratransit service to all riders. Metro may refuse or suspend MOBY service to riders who engage in violent, seriously disruptive or illegal conduct, as permitted by the ADA.

Refusal of Service

Metro may refuse ADA paratransit service to a MOBY rider, if the rider's conduct poses an immediate, actual or potential risk to the safety of the rider, the driver or others. Metro may also refuse ADA paratransit service when a MOBY rider's conduct results in serious damage to a MOBY vehicle or constitutes an illegal activity.

Suspension of Service

ADA paratransit service suspensions may be imposed by Metro for a MOBY rider's pattern of behavior or a pattern of misuse. The service suspension will begin after the rider has been provided written notice of the basis for the pending suspension and the specific date. The service suspension will only be enforced after the MOBY rider has had an opportunity to present information to contest the basis of the pending suspension.

MOBY rider conduct that may lead to service suspension includes, but not limited to, the following:

No Shows: A MOBY rider has demonstrated a pattern of no-shows (i.e., late cancellations of unneeded rides, not present or ready to board when MOBY vehicle arrives) that is disruptive to MOBY service.

Within a 30-day period, five (5) or more no-shows, AND no-shows which are more than 15 percent of completed trips, may be grounds for service suspension. Only no-shows and late cancellations which are within the rider's control will be counted.

Disruption of MOBY Service: A MOBY rider has demonstrated pattern of behavior that disrupts MOBY service may result in a suspension of service. Disruptive behavior includes, but not limited to: failure to remain seated while a paratransit vehicle is in motion, failure to wear a seat belt, failure to sit in a seat when not in a mobility device.

Rider's Rights to Appeal Suspensions

Upon receiving notice of service suspension, a rider has the opportunity to appeal the pending suspension. The steps for initiating an appeal are described in the written notice of service suspension provided to the MOBY rider. The document is also available by calling MOBY Administration at 402-341-7560, extension 2755.

NO-SHOW AND LATE CANCELLATION POLICY

Metro's ADA paratransit service No-Show / Late Cancellation Policy is part of an effort to bring our riders more efficient paratransit service, while adhering to the provisions of the ADA.

A No-Show occurs when:

1. The MOBY rider (or the rider's representative) has not called to cancel the scheduled trip at least two (2) hours before the pick-up window;

AND

2. The MOBY vehicle arrives at the scheduled pick-up location within the 30-minute pick-up window (15 minutes before the requested pick-up time to 15 minutes after the requested pick-up time) and waits 10 minutes.

No-Shows will accumulate when any of the following occur:

Late Cancellation: The MOBY rider (or the rider's representative) does not call to cancel a specific scheduled trip at least two (2) hour prior to the scheduled pick up window. Late Cancellation will carry the same penalty as a No-Show.

Cancellation at Door: The MOBY vehicle arrives at the scheduled pick-up location within the 30-minute pick-up window and the rider (or the rider's representative) notifies the driver at that time that they no longer need the scheduled trip. Cancellation at the door will carry the same penalty as a No-Show.

Cancellation of trips after a No-Show: If a pick-up trip is determined to be a No - Show / Late Cancellation, Metro will automatically cancel subsequent scheduled trips for the remainder of that day. If a rider calls and informs Metro that the rider still requires his or her subsequent scheduled trips, Metro will reinstate those trips.

No - Shows and Late Cancellations Beyond the Rider's Control

Trips cancelled late or No-Showed for reasons that are beyond the rider's control will not be counted in the accumulation of a No-Show / Late Cancellation. This includes missed trips resulting due to sudden illness, family or personal emergency, transit connection delay, appointment delay, extreme weather conditions, driver error, paratransit lateness, or other unforeseen reasons for which it is not possible to call to cancel the trip in time or to take the trip as scheduled.

Although No-Shows / Late Cancellations will not be issued for reasons beyond the rider's control, the rider should always make every effort to cancel scheduled trips in a timely manner. It is the rider's responsibility to provide a reason for not canceling a trip. Contact should be made as soon as possible so No-Shows / Late Cancellations occurring beyond a rider's control can be excused. Lack of any contact may result in a No-Show /Late Cancellation record remaining intact and may lead to warnings or service suspensions as detailed below. **Riders should contact Metro's Paratransit Manager at mobymanager@ometro.com, or call 402-341-7560, extension 2775, when experiencing No-Shows / Late Cancellation due to circumstances beyond their control.**

No Show Notifications

Riders will be notified of No-Shows / Late Cancellations in writing, and will receive a written warning after five (5) No-Shows / Late Cancellations in a thirty (30) day period. The written correspondence will list the total number of No Shows / Late Cancellations and the percent of No Shows / Late Cancellations in reference to the total number of trips booked in the period. Specific dates, times and locations of each No Show / Late Cancellation in the period will be provided in writing upon the rider's request.

Rider's Pattern and Practice of No Shows and Late Cancellations

Riders may be suspended from paratransit service when they show a "pattern and practice" of No Shows / Late Cancellation, which occurs when:

- a. A rider has five (5) or more No Shows / Late Cancellation in a thirty (30) day period;

AND

b. The number of No Shows / Late Cancellation represents more than 15% of the trips booked by the rider in that thirty (30) day period.

If a rider has a pattern and practice of No Shows / Late Cancellation as provided above, they will receive a suspension letter, proposing to suspend service within two weeks and outlining the appeals process. Suspension of service privileges will be postponed pending completion of the appeals process.

A rider who shows a pattern and practice of No Shows / Late Cancellations may be subject to a suspension of service, as shown in the table below.

[Consequences for Pattern and Practice of No Shows and Late Cancellation](#)

When there are more than 5 No-Shows / Late Cancellations in a calendar month **AND** the number of No-Shows and Late Cancellations represent more than 15% of all trips taken in a thirty (30) day period then the rider is subject to the violation schedule ~~is~~ as listed below:

1st Violation in a thirty (30) day period and during a rolling 12 month period - Letter of warning

2nd Violation in a thirty (30) day period and during a rolling 12 month period - 2 Day Suspension

3rd Violation in a thirty (30) day period and during a rolling 12 month period - 5 Day Suspension

4th Violation in a thirty (30) day period and during a rolling 12 month period - 10 Day Suspension

5th Violation and more in a thirty (30) day period and during rolling a 12 month period - 28 Day Suspension

Violation history covers a rolling 12 month period.

[No-Show and Late Cancellation Appeal Process](#)

A rider (or a rider's representative) may file a verbal or written appeal for an individual No Show / Late Cancellation or suspension by contacting Metro's Operations Director at opsdirector@ometro.com, or calling 402-341-7560, extension 2700. The rider should provide any and all information on which they wish to rely to support the appeal. The Operations Director or designated staff will review the information provided by the rider (or the rider's representative) and make a decision to either uphold the individual No-Show / Late

Cancellation or suspension, or to excuse it. Service will continue while the outcome of the appeal is decided. A meeting may be scheduled on the matter. A decision on the appeal will be made within ten (10) business days. If the decision from Metro's Operations Director is not satisfactory the appellant may appeal to the Transit Advisory Committee (TAC) using the Eligibility Appeal Process.

MOBY RIDER'S RESPONSIBILITIES

Be Ready to Leave at the Scheduled Pick-Up Time

Being ready to board the MOBY vehicle upon arrival at the scheduled pick-up time assists the MOBY driver stay on schedule.

- The MOBY paratransit vehicle may arrive up to fifteen (15) minutes earlier or fifteen (15) minutes later than the rider's scheduled pick-up time.
- After arrival at the pick-up destination, the MOBY driver will wait a maximum of ten (10) minutes within the ADA pick-up window of fifteen (15) minutes before and fifteen (15) minutes after scheduled pick-up time.
- If the MOBY vehicle has not arrived by the end of the pick-up window (fifteen (15) minutes before or after the scheduled pick-up time), call customer service at 402-346-8779.

MOBY Pick-up Locations

MOBY drivers must be able to park a paratransit vehicle in a safe location, which does not block or impede traffic flow, allows driver to maintain sight of paratransit vehicle at all times, and has an ADA accessible path of travel.

MOBY riders are responsible for ensuring that entrances (sidewalks, driveways, ramps, and steps) to their home addresses are clear of debris, as well as ice and snow. Failure to comply with this request may result in MOBY drivers not being able to provide paratransit service to a rider.

Personal Items Permitted on MOBY Vehicles

- **Personal Medical Equipment** —Mobility devices, respirators, portable oxygen, or other similar life-support equipment as long as it does not violate hazardous material transportation regulations. All personal medical equipment must fit into the MOBY vehicle and be able to be secured. MOBY drivers are prohibited from operating any and all life support equipment.
- **Groceries and Merchandise**—Due to space limitations, each MOBY rider is limited to five standard-sized shopping bags on the MOBY vehicle. The MOBY driver will not provide assistance with large and/or heavy items, such as cases of soda, water, soup, etc. MOBY drivers will provide assistance, upon the rider's request, transporting shopping bags from the designated safe entrance of a store to the paratransit vehicle. A MOBY driver is not permitted to enter into a store or a private residence to provide assistance to a rider, under any circumstance. A Personal Care Assistant (PCA), friend, escort, or companion assisting a MOBY rider with additional shopping bags will be allowed on board based upon available space on the paratransit vehicle.
- **Shopping Carts**- MOBY drivers will, upon the rider's request, assist with a two or four wheeled personal shopping cart so long as the driver's safety is not jeopardized. For the safety of MOBY drivers, Metro prefers that shopping carts be empty when loading and stowing on the MOBY vehicle. MOBY riders are allowed to board the MOBY van using the wheelchair lift with a shopping cart. Commercial shopping carts are not permitted on MOBY vehicles.
- **Luggage** – Due to space limitations, each eligible Moby rider, PCA and/or companion may each take two pieces of luggage plus a carry – on bag. Drivers are not able to handle any luggage, so be sure to make any necessary arrangements for assistance.

Mobility Devices

MOBY riders may use wheelchairs, scooters, canes, walkers and other mobility aids or devices as defined by the ADA. MOBY drivers are required to place wheelchairs and scooters in the designated securement locations in the ADA paratransit vehicle. Wheelchairs can only be secured in a forward or rearward facing position.

For safety reasons, MOBY drivers are not permitted to operate the controls of any powered mobility device or handle a service animal.

Keeping Rider Information Updated

Please call MOBY Certification at 402-341-7560, extension 2105, if:

- Disability or health condition changes related to MOBY eligibility;
- Change in need for a Personal Care Attendant (PCA);
- Change in type of mobility device and/or use of a mobility device;
- Change in rider's address or telephone number; or
- Change in rider's emergency contact's name or telephone number.

MOBY Rider's Safety

Maintain Mobility Devices and Accessible Pathways

- Make sure the wheelchair or scooter is in good working order.
- Provide an accessible pathway with no steps to the entrance of the rider's residence, and confirm the accessibility of the rider's destinations.

Use Required Securement of Mobility Devices and Seat Belts

Metro's safety policy requires a 4-point securement for all wheelchairs. Scooters cannot always be adequately secured and may present a safety hazard to the MOBY rider, driver and other riders if individuals are transported seated in their scooter. MOBY riders using 3-wheeled scooters are strongly encouraged to transfer out of their scooter with minimal assistance from the driver into the seat of the paratransit vehicle whenever possible.

ADA defines minimal of assistance as a driver extending an arm or stabilizing the mobility device while the rider transfers. Drivers are prohibited from lifting or carrying riders. Also, use of the shoulder and lap belt is recommended for the rider's maximum safety.

MOBY drivers will secure mobility devices and fasten lap belts for riders in mobility devices. Nebraska State Law requires all riders to wear seat belts at all times when the vehicle is in motion. If the MOBY rider is traveling with children six (6) years of age or younger, Nebraska State Law requires that the child be secured in a child securement device. MOBY riders are responsible for providing the child securement device.

Service Animals

Service animals such as guide dogs are always welcome on the MOBY vehicles. ADA riders with a service animal must maintain control of their animal at all times. The MOBY driver will refuse to transport a service animal if the animal demonstrates disruptive behavior such as growling, being threatening, or lunging towards passengers or other animals on the MOBY vehicle.

Metro observes Omaha's Municipal Code which provides if a service animal is an American Pit Bull Terrier, American Staffordshire Terrier, Staffordshire Bull Terrier, Dogo Argentina, Presa Canario, Cane Corso, American Bulldog, or any dog displaying the majority of physical traits of any one or more of the above breeds (more so than any other breed), the MOBY rider will be required to properly leash and muzzle the service animal while riding MOBY. Exceptions to above breeds are dogs that qualify for the Breed Ambassador Program. A Breed Ambassador designated dog must be leashed and wear a vest purchased from Nebraska Humane Society that display the words "Breed Ambassador" and an identification number.

Gated Communities

If a pick-up location is within a gated community, it is the rider's responsibility to arrange gate entry for the MOBY vehicle. When reserving a MOBY trip, the rider must provide a gate access code for vehicle access to the community. Any access code changes should be reported to MOBY Customer Service. If a vehicle is unable to enter the pick-up area or the rider fails to meet the vehicle outside the community, the rider's trip may be marked as a No-Show.

Personal Care Attendants (PCA)

A PCA, (unlike a "companion") assists the ADA passenger with personal needs that the eligible rider is unable to achieve independently due to a disability. MOBY riders who have a registered PCA may accompany them on any trip. The PCA must be picked up and dropped off at the same location as the rider. A MOBY rider's Personal Care Attendant (PCA) rides for free. The MOBY ID card will be stamped and registered to utilize a PCA.

Riders may bring one companion in addition to a PCA (additional companions may be scheduled if space is available). Companions and friends will be required to pay the regular MOBY fare.

Metro strongly recommends that if an MOBY rider is authorized to travel with a PCA, he or/she should consider always traveling with a PCA.

MOBY Driver's Role in Providing Service

MOBY drivers can assist with:

- Riders who are unable to use the steps by deploying the paratransit van's lift upon request.
- Depositing fare, if requested.
- Fastening seat belts and securing wheelchairs and scooters.
- Assisting the rider to and from the MOBY vehicle.
- Assisting rider to and from the entry door or the designated stop location.
- Manual mobility device(s), if requested by:
 - Pushing and guiding rider to or from the vehicle, on or off the lift of the vehicle, and inside the vehicle.

MOBY RIDER TIPS

Riding Fixed Route Buses

- Some MOBY riders are able to ride Metro's fixed route buses for some trips. Metro buses offer flexibility to those who are able to use them.
- All Metro fixed route buses are ADA accessible.
- Metro fixed route buses can "kneel." This means the bus can be lowered a few inches in order to reduce the height of the step on the bus. This assists passengers who have limited mobility, but do not use a wheelchair. All buses have a lift or ramp that can be lowered for riders upon request.
- All bus drivers will, upon request, lower the ramp, kneel the bus, assist a person on and off the vehicle, secure wheelchairs, announce any specific bus stops, and help passengers with transfers and route information. Metro fixed route bus drivers cannot provide assistance to riders after exiting the vehicle.

LOST AND FOUND

MOBY riders should make sure to collect all their personal items before exiting the paratransit vehicle. MOBY does have a lost and found. If a rider has left a personal item on the MOBY vehicle, please call MOBY's customer service at (402) 346-8779, or TDD (402) 341-0807 to see if the item has been turned in. Perishable or hazardous items will be disposed of immediately. Any other items found on MOBY vehicles will be held for up to thirty (30) days. After thirty (30) days, Metro will dispose the items.

TITLE VI

[Notifying the Public of Rights Under Title VI](#)

The Transit Authority of the City of Omaha (Metro) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964 as amended. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Metro.

For more information on Metro's civil rights program, and the procedures to file a complaint, contact 402-341-0800, (TDD 402-341-0807); email TitleVI@ometro.com; or visit our administrative office at 2222 Cuming Street, Omaha, NE 68102-4392. For more information, visit www.ometro.com

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If information is needed in another language, please contact 402-341-0800, ext. 2700.

Share Your Questions, Concerns or Comments

Metro will do its best to answer any rider questions, resolve concerns or receive comments. Rider questions, concerns or comments may be directed to MOBY customer service at (402) 346-8779, sent via fax: 402-342-3395, or by mail:

Metro
Attn: MOBY
2222 Cuming St.
Omaha, Nebraska 68102