



2222 Cuming Street
Omaha, NE 68102-4392

moby

***ADA Complementary
Paratransit Service
User's Guide***

Voice: (402) 346-8779

TDD: (402) 341-0807

ometro.com

TABLE OF CONTENTS

PAGE

MOBY SERVICE.....	2
WELCOME TO MOBY	3
DETERMINATION OF ELIGIBILITY	4
ELIGIBILITY/ CERTIFICATION ELIGIBILITY PERIOD	5
HOW TO RIDE MOBY	6
SCHEDULING TIPS FOR MOBY	7
RESERVATIONS	8
CHANGING RESERVATIONS	9
VERIFY TRIPS.....	9
MEDICAL OPEN RETURNS OR WILL CALL TRIPS	10
RIDING THE FIXED ROUTE BUSES	10
NO-SHOW & LATE CANCELLATION POLICY	11
NO-SHOW	11
MOBY FARE/ PURCHASING TICKETS	12
DEPOSITING FARE	13
DRIVER ASSISTANCE	14
PERSONAL CARE ATTENDANT (PCA)	14
COMPANIONS	14
BOARDING WHEELCHAIRS	15
SUBSCRIPTION SERVICE	16
VISITORS TO THE OMAHA AREA.....	16
GATED COMMUNITIES.....	16
SERVICE ANIMALS	17
NON – SERVICE ANIMALS	18
CARRY-ON PACKAGES	18
LIFE SUPPORT EQUIPMENT	18
LOST AND FOUND	18
TAXI RIDES.....	19
WINTER CONDITION.....	19
INCLEMENT WEATHER	19
EMERGENCY PROCEDURES	19
RULES OF CONDUCT	20
RIGHT TO APPEAL SUSPENSIONS.....	21
RIGHT TO APPEAL DENIALS OF PARATRANSIT SERVICE	22
TRANSIT ADVISORY COMMITTEE’S.....	22
PROTECTING YOUR PRIVACY RIGHTS.....	22
NON-DISCRIMINATION	23

MOBY SERVICE

**MOBY OPERATES THE SAME DAYS AND HOURS
AS THE FIXED-ROUTE BUS SYSTEM**

MOBY OFFICE HOURS:

Monday- Friday 8:00 a.m.- 4:30 p.m.

MOBY SERVICE HOURS:

Monday-Friday 5:00 a.m.-11:00 p.m.

Saturday 6:00 a.m.-10:00 p.m.

Sunday 7:00 a.m.-7:00 p.m.

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

If you change your address, phone number, lose your MOBY Identification Card, or if your disability needs change, call: MOBY Certification Office, Monday through Friday, from 8:00 a.m. – 4:30 p.m. at (402) 341-7560 ex. 2105.

**Metro
MOBY Service
2222 Cuming St
Omaha, Nebraska 68102**

**MOBY Scheduling
(402) 346-8779
(402) 341-0807 TDD
(402) 342-0949 FAX**

**YOUR Information
HAVE READY WHEN CALLING MOBY**

NAME:

MOBY ID #:

EXPIRATION DATE:

WELCOME TO MOBY

The American with Disabilities Act of 1990 (ADA) is a civil rights bill designed to remove the physical and attitudinal barriers that have kept persons with disabilities from fully participating in American society. The ADA states that Metro's 100% ADA accessible bus Fixed Route system (Fixed Route) should be the primary means of public transportation for everyone, including people with disabilities. The ADA MOBY Complementary Paratransit serves as a safety net for those persons who do not have the physical or mental capability to use Metro's Fixed Route system. Metro is committed to providing non-discriminatory service. See page 24.

Persons able to use the Fixed Route system are not eligible for MOBY.

MOBY is shared-ride, advance reservation origin to destination transportation service for residents of the City of Omaha and ADA eligible visitors within Omaha's city limits.

MOBY is operated with modern 100% ADA accessible vehicles. MOBY operates the same days and hours as Metro's Fixed Route system. The service area extends to a 3/4 mile corridor and terminus of a fixed route. Express/commuter service excluded.

The MOBY Paratransit program is not intended for Clients who are required to adhere to strict medical treatments.

MOBY recommends that Clients who are required to receive medication or treatments within prescribed time frames use a private taxi service or professional ambulance service.

DETERMINATION OF ELIGIBILITY

The applicant and a licensed healthcare professional who is most familiar with your disability must complete the application.

The eligibility period may depend on the MOBY Client's (Client) disability or infirmity. The eligibility period may vary depending on the Client's disability and (if temporary), anticipated duration. Clients who do not meet full eligibility for MOBY certification may be eligible for "Conditional" eligibility. Conditional eligibility means that service will be provided only for those trips in which ADA paratransit eligibility standards have been met.

If you are unable to complete trip(s) without assistance, you are required to include on the MOBY certification form that you require a Personal Care Attendant (PCA). See page 14.

MOBY will determine eligibility status of a passenger based on the information contained in the completed certification form and the physician's statement. Following the determination by MOBY, the applicant will be notified of the finding.

Applicants who are capable of using Metro's Fixed-Route system may be eligible to ride the Fixed Route system for half fare. If your application for MOBY service is denied, an application for a Half Fare Metro I.D. card will be sent to you, along with a letter stating the reasons for the denial of MOBY service.

If the applicant disagrees with the finding, he/she may make a written request for an appeal of the decision. See page 22.

ELIGIBILITY

If you are determined eligible for MOBY SERVICE, your eligibility will be for one of the following types or conditions:

1. CONDITIONAL ELIGIBILITY:

You are able to use the fixed route buses for **SOME** of your trips, and qualify for ADA Paratransit Service for other trips.

2. UNCONDITIONAL ELIGIBILITY:

Your disability or health condition always prevents you from using the fixed route buses and you qualify for ADA Paratransit for **ALL** of your trips.

3. TEMPORARY ELIGIBILITY:

You have a health condition or disability that **TEMPORARILY** prevents you from using the fixed route buses.

CERTIFICATION ELIGIBILITY PERIOD

Eligible Clients may be certified for services for a maximum period not to exceed three (3) years. The eligibility period will depend on the Client's specific disability.

Re-certification for services is required for each Client prior to the expiration of their current eligibility period. A recertification application will be mailed to each Client 60 days before expiration date.

It is the responsibility of each Client to maintain a current and valid MOBY ID card and re-certify prior to his or her expiration date.

If a Client fails to re-certify prior to the expiration date, all service will be suspended until the re-certification is complete.

Your MOBY Identification Card is accepted throughout the United States. It may be used to ride ADA complementary paratransit systems wherever these services are provided for up to 21 days in a 365 day period. You must confirm and comply with the exact scheduling rules and regulations of the local transit system in the city you are visiting.

HOW TO RIDE MOBY

- MOBY Service is a origin to destination, shared-ride program that mirrors Metro's Fixed Route system.
- MOBY will pick-up and drop off Clients only at a safe location as close as possible to the entrance of a Client's pick-up location and destination.
- Upon request, MOBY may also provide additional assistance between curbside and the building's entrance on an individual, case-by-case basis. To receive such assistance, passengers must request it at the time they reserve their trip. MOBY reserves the right to evaluate each request for safety before determining whether or not additional assistance will be provided.

Be waiting and watching for the vehicle at the pick-up location in order to avoid disrupting service to other Clients.

- Clients determined as unable to be left unattended (cognitive limitations or special request of the responsible party) may schedule rides and ride unattended; however, arrangements must be made to have a responsible party meet the Paratransit vehicle at each location.

MOBY Service has designated standard pick-up locations at major malls and other attractions. If a Client schedules a trip to one of these destinations, the scheduler will inform the Client of the specific pick-up location. Clients should not ask for exceptions to these pick up locations.

Moby operates within a 30-minute window. The window begins fifteen (15) minutes prior to the scheduled pick-up time and ends fifteen (15) minutes after. Drivers are allowed to wait 10 minutes for the Client to board the MOBY vehicle. It is very important for Client to be ready and waiting at the beginning of the pick-up window.

MOBY WILL WAIT NO LONGER THAN 10 MINUTES BEFORE DEPARTING TO PICK-UP THEIR NEXT CLIENT

MOBY may schedule some trips in taxi. The Client is responsible for paying either the one-way cash MOBY fare or a MOBY one-ride ticket for these trips. See page 12.

MOBY and/or Taxi drivers DO NOT accept checks.

Wearing seat belts is required at all times the vehicle is in motion. If you are traveling with children six years of age or younger, Nebraska State Law requires that the child be secured in a child securement device. **Clients are responsible for providing the child securement device.**

SCHEDULING TIPS FOR MOBY

- If your scheduled trip is to be dropped off at a specific time, you must be prepared to be picked up at your starting point at least one hour before your scheduled drop-off time.
- If you are scheduling a trip to be picked-up at a specified time, ADA regulations permit pick-ups to be negotiated up to an hour before or after a requested time.

- **Important Hint:** Know the opening and closing times at your destination to avoid waiting outside the building before or after their business hours.
- When scheduling return trips, be sure to allow sufficient time to complete your appointment in order to meet the vehicle at your scheduled pick-up time.

RESERVATIONS – CALL 346-8779

Both Pick-Up And Drop-Off Locations Must Be Within 3/4 Mile Corridor Or Terminus Of A Metro Fixed-Route.

Reservations may be scheduled for the next day and up to 14 days in advance. If the reservation is for the next day's travel, the reservation must be made before 4:30 p.m. of the previous MOBY business day. Requests for advance reservation trips are accepted Sunday through Saturday, except on major holidays, between 7 a.m. and 4:30 p.m.

If a trip reservation request cannot be accommodated at the exact time you wish to travel, you will be offered alternative travel times. It is considered a Metroch under the ADA regulations if the offered trip scheduled time is within one hour before or after the original request.

You or someone acting on your behalf must provide the following information when scheduling a trip:

- Your name and MOBY Identification number.
- Your pick-up address (including building/business name, specific pick-up information and landmarks).
- The day and date you are traveling.
- The time you would like to be picked up **OR** the time you need to reach your destination.
- The street address of your destination (including specific drop-off information).
- The telephone number at your destination.

- The pick-up time and location for your return trip. (All return trips, other than Medical Returns, must be scheduled in advance for a specific time).
- If a PCA will travel with you.
- If a companion other than your PCA will travel with you including children
- The type of mobility device used. (Manual or power wheelchair, etc. or a service animal).
- Be flexible. Try to avoid scheduling trips during high demand periods; 6:00 a.m-10:00 a.m., and 2:00 p.m-6:00 p.m.

CHANGING RESERVATIONS

NO SAME-DAY CHANGES IN RESERVATIONS WILL BE ACCEPTED.

OPERATORS ARE NOT PERMITTED TO CHANGE SCHEDULES OR DESTINATIONS.

VERIFY TRIPS

MOBY staff recommends **calling to verify your next day's trips.** This lets the Client and the MOBY schedulers confirm your correct schedule information. While calling to verify your next day's schedule is not required, it is recommended and can potentially avoid problems.

It is a problem for both the MOBY scheduler and the MOBY Client, if a MOBY Client assumes a trip has been scheduled, when for some reason it had never been scheduled. A verification call should prevent these problems.

When making any Scheduling arrangements with MOBY please ask for and record the name of the person you speak with, including the time of day. This information will assist Metro in resolving disputes should they occur.

MEDICAL OPEN RETURN or WILL CALL TRIPS

Open Return Trips are commonly referred to as “Will Call Trips”. Will Call Trips are limited to medical appointment returns only. MOBY schedulers may not be able to provide immediate pick-up when notified that the Client is ready to return home following a medical appointment. Pick-ups will be made as soon as a vehicle becomes available.

Other Than Medical Returns, all return trips must be scheduled in advance for a specific time.

Clients that request an Open Return Trip or Will Call Trip will be put on an unscheduled list. Clients who do not need the return trip must call and cancel the Open Return Trip or Will Call Trip or they will be marked as a No Show. See page 11.

NOTE: Open Return or Will Call Trips are not available on Saturday(s) and Sunday(s).

RIDING THE FIXED ROUTE BUSES

- Most MOBY Clients are able to ride Fixed Route buses for some trips. The buses offer more flexibility and more independence to those who are able to use it.
- All buses are accessible and have a universal handicap symbol next to the door.
- Most of our accessible buses can “kneel.” This means the bus can be lowered a few inches in order to reduce the height the step into the bus. This assists passengers who are limited in their mobility, but do not use a wheelchair. The buses also have a lift and/or ramp that unfold for people using wheelchairs or anyone else requesting it.
- All bus drivers will, upon request, unfold the ramp, kneel the bus, assist a person on and off the vehicle, tie down wheelchairs, announce any specific bus stops, and help passengers with transfers and route information. However, the bus driver cannot provide assistance to you after you exit the bus onto the sidewalk.

NO SHOW & LATE CANCELLATION POLICY

MOBY'S **NO-SHOW** and **LATE CANCELLATION** policy is modeled after the industry standard used by various transit systems throughout the United States. Its purpose is to address chronic abuse of paratransit services by some people. This abuse of the system adversely affects the ability to provide paratransit services to other eligible Clients.

If a MOBY Client accumulates three (3) **NO-SHOW** or **LATE CANCELLATION** violations or a combination of violations, within any 30-day period he/she will be suspended and will not be eligible to use MOBY services for 30 days.

A written notification will be sent to the Client after the second occurrence of a **NO SHOW** or **LATE CANCELLATION** within any 30-day period.

NO-SHOW: Is any occurrence whereby the Client is not available or cannot be located for a scheduled trip or declines to take the trip when the MOBY Operator arrives will be considered a **NO-SHOW**. **NOTE:** MOBY staff is not permitted to assume a cancellation of return trips. If a Client fails to cancel a scheduled return trip, that trip will be considered a **NO-SHOW**.

LATE CANCELLATION: Is any occurrence whereby a Client fails to notify MOBY of a trip cancellation two (2) hours in advance of the scheduled trip, other than for reasons beyond their control will be considered a **LATE CANCELLATION**.

If any part of your trip is a **NO-SHOW**, and you have other trips scheduled for that day, the other trips must be cancelled by you. You will be marked **LATE CANCELLATION** for each missed cancellation.

Reminder: Taxi drivers and MOBY Operators will wait only **10 minutes** before declaring you a No-Show and continuing on their schedule.

FARE & PURCHASING TICKETS

The one-way fare is \$2.50. The fare can be paid in cash, with a MOBY one-ride paper ticket and with the combination on fare and Value card. Metro only accepts U.S. currency, all coins and bill denominations of \$1, \$2, \$5, \$10, \$20. MOBY one-ride tickets are purchased in lots of ten rides. The MOBY Ten-Ride Ticket Book costs \$25.00 and can be purchased as follows:

- At various grocery stores in the Omaha area;
- Online at www.ometro.com, purchase tickets; A PayPal charge applied;
- Mail Order:

Enclose a self-addressed stamped envelope.

Only personal checks or money orders are accepted.

Price: \$25.00 per Ten-Ride Book; **Do Not Send Cash**

MAIL TICKET REQUESTS to:

**Metro–MOBY Tickets,
2222 Cuming Street,
Omaha, NE 68102**

If a MOBY Client is traveling with a companion, the companion also pays the one-way \$2.50 fare. A MOBY client's Personal Care Attendant ("PCA") rides for free. The MOBY ID card is stamped for travel with a PCA.

If a MOBY Client books a number of trips, each trip is charged the one-way \$2.50 fare. For example, if you want to travel from home to the bank, then to a store and then return home, these trips will be scheduled as three (3) separate trips, each of which would require a fare.

Prior to boarding a MOBY vehicle, you must have ready to show the driver:

- MOBY ID Card and Fare.

NOTE: If you do not have the correct fare, the driver will refuse to provide the ride and you will be assessed a NO-SHOW to your record.

DEPOSITING FARE

Every MOBY vehicle has an electronic farebox that validates and process the cash fare. It only accepts U.S. currency. It will reject counterfeit or foreign bills and return tokens, foreign coins, etc.

Please insert One-At-A-Time flat, unfolded bills and coins. Exact cash fare is urged. Drivers do not make change and will not be able to stop to make change so it is important to have the correct fare.

For persons unable to deposit their fare in the farebox, the driver will assist you. Please have the fare readily available. The driver cannot go into a purse, back pack, pocket, etc. to retrieve the fare payment.

If a cash fare overpayment is necessary and in an amount less than \$2.50, a Value Card will be issued for use as future fare credit or can be combined with additional cash to make up the difference for the required fare. A Value Card is good for 90 days and not redeemable for cash. If the cash overpayment is in excess of \$2.50, the farebox will issue One-Ride MOBY tickets, until the difference is less than \$2.50 and then the reminder cash amount will be issued as a Value Card.

Example of Value card: If you paid for your ride with **three** \$1.00 bills, you will be issued a .50¢ Value Card for future fare credit.

Example of One-Ride MOBY ticket: If you paid for the ride with \$5.00 bill, you will be issued a One-Ride MOBY ticket. If you paid \$10.00 bill, you will be issued Three One-Ride MOBY tickets.

MOBY TRIP by TAXI – FARE PAYMENT

The taxi driver will accept fare payment in the form of cash, regular MOBY One-Ride paper ticket, farebox issued One-Ride Card or the Value Card plus the difference in cash.

MOBY tickets are still valid. Please continue to hand your MOBY ticket to the driver.

Do not insert the green MOBY tickets in the fareboxes.

DRIVER ASSISTANCE

Metro Transit has established origin to destination service as the basic mode of MOBY paratransit service. Drivers will assist passengers who use wheelchairs while boarding and leaving the bus lift and with securement devices.

Upon request, MOBY may also provide additional assistance between curbside and the building's entrance on an individual, case-by-case basis. To receive such assistance, passengers must request it at the time they reserve their trip. MOBY reserves the right to evaluate each request for safety before determining whether or not additional assistance will be provided.

PERSONAL CARE ATTENDANTS (PCAs)

A Personal Care Attendant (PCA) is an individual who must accompany a Client in order for the Client to fulfill the purpose of his or her trip. For an individual to qualify as an attendant, the ADA MOBY certified Client must have established the need for a PCA during the ADA eligibility process. PCAs are always allowed to ride with an eligible Client and do not pay a fare. PCA must however, travel from the same point of origin and to the same destination as the Client.

COMPANIONS

A companion is a friend, relative, or other person who is traveling with you but is not coming along to assist you. You must make a reservation for your companion when you make your own reservation. One companion is always allowed, but additional companions will be allowed on a space available basis. Companions pay the regular MOBY fare to ride the vehicle with you. The companion must travel from the same point of origin and to the same destination.

BOARDING WHEELCHAIRS AND OTHER MOBILITY DEVICES

All Transit buses and vans used for service in the Metro Transit are 100 percent ADA accessible. Vehicle operators will assist customers in boarding and exiting the MOBY Paratransit vehicle as needed. All mobility devices such as wheelchairs, scooters and three-wheel carts must be secured in the vehicle and conform to the ADA definition of a mobility device.

The capacity of wheelchair lift is limited to the design load as established by the lift's manufacturer. Accessibility to ADA Paratransit Services vehicles will be determined with each individual during the eligibility process

Please be sure that wheelchairs, or other mobility devices, are clean, safe and in good working condition before traveling aboard a MOBY vehicle. MOBY cannot transport riders with broken mobility devices. For our Client's safety, brakes on mobility devices must be engaged until the driver asked for them to be released.

The MOBY Operator will make sure that the mobility devices are properly secured prior to transporting you. Clients using wheelchairs or scooters must be secured, using a four-point tie down system at all times prior to moving the vehicle.

Clients who use a 3-wheeled scooter may be asked to transfer to a regular seat. These types of chairs are difficult to secure. However, the choice to transfer to a regular seat is the discretion of the Client. MOBY's policy requires Operators to secure the lap belt to ensure the Client's safety. Seatbelts are also available for all ambulatory passengers.

MOBY Operators will permit disabled individuals, ambulatory or individuals using mobility devices, to use the lift to board a MOBY vehicle when and if the individual requests such assistance.

SUBSCRIPTION SERVICE

Subscription service is available for regularly scheduled trips that occur at least three (3) times per week for a minimum period of six (6) months. Once an initial reservation is made there is no need for additional reservation calls. The number of subscriptions allowed is strictly limited by the ADA.

VISITORS TO THE OMAHA AREA

Disabled visitors to the Omaha area, who are certified by another transit system, will have “Presumptive Eligibility” as a MOBY Client. The visitor will be able to use the MOBY services for a total of 21 days in a 365 day period. Visitors must show proof of their ADA certification and residency when boarding a MOBY vehicle. If there is no proof of certification MOBY will certify the rider with confirmation of disability.

Should the visitor extend his/her visit beyond the 21-day period, the visitor will need to apply for MOBY certification. Please call MOBY Certification Office, Monday through Friday, from 8:00a.m. – 4:30 p.m. at (402) 341-7560 ext. 2105 for more information.

GATED COMMUNITIES

If a pick-up location is within a gated community, it is the Client’s responsibility to arrange entry for the vehicle. When signing up for MOBY, you must provide an entry code for the vehicle. Any changes should be reported to MOBY. If a vehicle is unable to enter the pick-up area or the Client fails to meet the vehicle outside of the community, the Client’s trip will be marked as a NO-SHOW.

SERVICE ANIMALS

Beginning on March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. All dogs are required to be on lease.

If your service animal is a 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), you will be required to properly leash and muzzle your dog while riding MOBY. Exceptions are dogs that qualify for the Breed Ambassador Program. Breed Ambassador Designated Dog must be leashed and wear a vest purchased from Nebraska Humane Society that has the words "Breed Ambassador" and an identifying number.

In addition to the provisions about service dogs, the Department's revised ADA regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities. (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.)

Metro reserves the right to change the policy when there is any amendment and/ or changes to ADA/ Local/ State Law.

NON - SERVICE ANIMALS

Non-service animals may travel on MOBY vehicles on a space-available basis, provided that the animal is properly secured in a cage or container and does not jeopardize the health, safety, or sense of wellbeing of other passengers or MOBY Operators. For reasons of safety, MOBY Operators are not permitted to carry cages or containers of non-service animals, or attempt to handle any Client's animal.

CARRY-ON PACKAGES

Carry-on packages are limited to five (5) grocery bags, or similarly sized packages. Each individual package's weight may not exceed 20 pounds. MOBY Operators may help move packages on or off the vehicle at the same area that the Client boards the MOBY Vehicle. MOBY Operators are not permitted to carry packages to or from any building. If the client brings more than the allowable packages, it is the client's choice on whether to board with only five (5) bags and find alternative transportation to carry the remaining packages, or decline the trip and be charged a late cancellation.

LIFE SUPPORT EQUIPMENT

Respirators, portable oxygen, and other life support equipment are permitted aboard MOBY vehicles. MOBY Operators will assist in securing this equipment; however MOBY Operators are not permitted to operate or make adjustments to tank mechanisms. If you need assistance with portable life support equipment, please arrange to bring a qualified attendant along with you.

LOST AND FOUND

Clients are responsible for all personal items. Clients can call Metro Customer Service at Voice 346-8779 / TDD 341-0807 for personal items left on the vehicle. Found items will be held for 30 days. After that time, the articles will be disposed of.

TAXI RIDES

If a Taxi provides your MOBY trip, the taxi driver will have your name on his/her schedule. To ensure you get in the right vehicle, ask the taxi driver if your name is on his/her schedule.

Payment for a Taxi ride is the same as payment for MOBY. Taxi drivers will accept cash, or a MOBY ticket.

No Checks Accepted.

If you fail to cancel a trip in a timely manner, fail to be available, or decline to take the trip when your taxi arrives, **You Will Be Considered As And Recorded As A No Show.**

WINTER CONDITION

You are responsible for snow and ice removal to your home accessible to MOBY. If the home is not accessible, the ride will be considered a late cancel. If you live in an apartment complex, it is your responsibility to make the apartment manager aware of the policy.

INCLEMENT WEATHER

MOBY reserves the right to suspend, modify or cancel service during periods of hazardous weather conditions that may jeopardize the safety of our Clients, our employees, or our vehicles. If you are planning to travel when inclement weather is predicted, take into considerations problems you may have in getting a return ride should service have to be suspended.

EMERGENCY PROCEDURES

In the event of an accident or emergency remain calm and follow the MOBY Operator's instructions.

Notify the MOBY Operator immediately if you or another Client has become ill.

RULES OF CONDUCT

The rules of conduct are designed to maximize the safety and comfort of MOBY Clients and Operators.

Violations of these RULES of CONDUCT may subject the offender to penalties, up to and including the denial of future requests for MOBY Paratransit Services

1. **NO** eating, drinking, (unless required for health reasons). or smoking on board
2. **NO** riding under the influence of alcohol or illegal drugs.
3. **NO** physical abuse of another Client or the MOBY vehicle Operator.
4. **NO** abusive, threatening or obscene language or actions.
5. **NO** deliberate fare evasion.
6. **NO** operating or tampering with any equipment while on board a Paratransit vehicle.
7. **NO** playing of radios, cassette players, compact disc players or other sound generating equipment aboard the vehicle unless a headset is used.
8. Riders must maintain appropriate, reasonable personal hygiene.
9. Head, arms and other body parts must be kept inside the vehicle.
10. Objects must not be thrown from the vehicle windows.

NOTE: Engaging in any abusive behavior or causing physical injury to another MOBY Client or Operator can result in the **IMMEDIATE SUSPENSION** of MOBY services, and possible criminal prosecution.

RIGHT TO APPEAL SUSPENSIONS OF PARATRANSIT SERVICE

Individuals have the right to appeal any written notification they receive from MOBY relating to their eligibility. The individual must appeal within 60 days of receipt of the notification.

Under the ADA before any paratransit individual can be suspended from the MOBY Paratransit service, the individual must have a chance to appeal, therefore, before suspending paratransit service, MOBY will take the following steps:

- MOBY will notify the individual in writing after the second chargeable incident occurring within a 30-day period. The notification will serve as a warning that service will be suspended if another chargeable no-show, late cancellation occurs. MOBY will specify the basis of the proposed suspension, include the dates of the chargeable no-show, late cancellation and state the proposed sanction.
- MOBY will provide the individual with written notification that MOBY proposes to suspend paratransit services citing the dates of the no-show, late cancellation incident and stating the effective date of the suspension.
- Suspensions will become effective no sooner than 60 days after notification.
- The appeal process provides the individual with the opportunity to be heard and to present any pertinent or mitigating information to the Transit Advisory Committee or subcommittees.

RIGHT TO APPEAL DENIALS OF PARATRANSIT SERVICE

Individuals have the right to appeal any written notification they receive from MOBY relating to their eligibility. Written submission of an appeal must be made within 60 days of receipt of the notification. Service will not be provided during this decision-making period. Upon receipt of all information, a final determination will be made within thirty days. If no decision is made by that time, on the 31st day, service will be provided until a decision is made.

The **TRANSIT ADVISORY COMMITTEE'S (TAC)** Appeals Subcommittee is comprised of persons who are local paratransit customers, transit bus customers, and other individuals who are knowledgeable of the Americans with Disabilities Act (ADA) of 1990. The Transit Advisory Committee meets monthly and has been in existence since the summer of 1972. Their recommendations for approving or denying the appeal are final. Appeals must be in writing and forwarded to:

Metro

Attn: Transit Advisory Committee (TAC)

2222 Cuming St.

Omaha, Nebraska 68102

PROTECTING YOUR PRIVACY RIGHTS

To protect your rights as a MOBY ADA paratransit Client, no personal information will be provided to anyone without your written consent. MOBY Operators are prohibited from discussing any information that pertains to you or any other MOBY Client.

NON-DISCRIMINATION PROTECTIONS OF TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AS AMENDED. TITLE VI COMPLAINT PROCEDURES: The public can file a Title VI complaint with Metro, TAC, customer service, the web site, email, mail and phone. Customer Service is staffed seven days a week with voice mail used during non-working hours. Complaints are recorded on triplicate forms. The complaints are logged by the supervisor and distributed by category to the appropriate department head for review and comment. Title VI complaints are forwarded to Metro's Title VI Coordinator, for review and processing. Every effort is made to address and resolve the complaint by Metro at the staff level. The next level of review is the Executive Director followed by the Board of Directors. **APPEAL PROCESS:** If the complaint cannot be resolved at the local level, the contact information for the Region VII Civil Rights Officer and the Director, FTA Office of Civil Rights, Washington D.C. is provided. The Title VI complaint procedures are published on the web site, buses and Metro public areas. The Title VI Complaint procedures include the contact, address and phone numbers for Metro, the Region VII Civil Rights Office and FTA, Washington, D.C. Contact Information: Metro, Title VI Coordinator, 2222 Cumming Street. Omaha, NE 68102, Voice 402-341-7560/402-314-0800 TDD: 402-341-0807 FTA Region VII, Civil Rights Officer, 901 Locust, Ste. 404, Kansas City, MO, 64106, (816) 329-3920: Fax: (816) 329-3921: Director, FTA Office of Civil Rights, 400 7th ST, S.W., Room 9102, Washington, D.C., 202-272-2004 Voice: 202-272-2074 TTY.
