



# SEATS RIDER'S GUIDE

## Johnson County Paratransit System

4810 Melrose Avenue, Iowa City, IA. 52246

### Phone Numbers

**339-6125**: to schedule a ride for the next day or up to seven days

**339-6127**: to cancel a ride or for the current day issues

**339-6128**: after hours/office closed (to leave a message or talk to a night driver) or for comments, questions, or to talk to a supervisor

### Emergency Information:

[www.johnson-county.com/seats/index.shtml](http://www.johnson-county.com/seats/index.shtml)

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# WELCOME

Welcome to Johnson County SEATS, a collaborated program funded by Iowa City, Coralville, North Liberty, and University Heights, Johnson County and East Central Iowa Council of Governments (ECICOG).

SEATS is a quality transportation system which is a shared ride service for:

- Riders in Iowa City, Coralville, North Liberty, and University Heights who are certified by their city of residence as being unable to use the fixed route bus service.
- The general public of Johnson County two or three times a week (see page 2 for service days) for those over the age of seven unless accompanied by an adult.

The SEATS program in Iowa City, Coralville, North Liberty, and University Heights exceeds the minimum transportation requirements of the Americans with Disabilities Act. SEATS is a door-to-door shared service that seeks to be responsive to the individual transportation needs of eligible riders.

The SEATS staff is one of our greatest assets. We have a core of committed, dedicated drivers who are ready to serve you. Please feel free to communicate what assistance you would or would not like.

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# HOW TO IMPROVE OUR SERVICE

The Johnson County Paratransit Advisory Committee and Johnson County SEATS want to know how we can better serve you. You can help us improve the service by voicing your concerns or suggestions about SEATS through the following methods:

1. Fill out a "Customer Service Postcard" located inside each vehicle
2. Call SEATS 339-6128 ext. 0
3. Call 356-6000 ext. 2 to request that a member of the Paratransit Advisory Committee contact you. View our list of members on the website: <http://www.johnson-county.com/seats/index.shtml>, then click on [Paratransit Advisory Committee info \(PDF\)](#) on the left side of the page under Information.

## SERVICE SCHEDULES

In **Iowa City, Coralville, and University Heights** service is provided seven (7) days a week weather permitting:

Monday – Friday: 6:00 a.m. to 10:30 p.m.  
6:00 a.m. to 11:45 p.m. for Coralville  
7 a.m., 11 a.m. and 4:30 p.m. for North Liberty

Saturday: 6:00 a.m. to 7:00 p.m. for Iowa City  
7:15 a.m. to 7:30 p.m. for Coralville

Sunday: 8:00 a.m. to 2:00 p.m.

Holidays: Closed for: New Year's, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. The times will vary for the following so please call SEATS 339-6128 for specific information: Martin Luther King, Jr. Day, Presidents Day, day after Thanksgiving, and the floating Christmas Holiday.

**North Liberty:** Hours for North Liberty are negotiated one hour on either side of fixed route times Monday - Friday.

### In Rural Johnson County:

The **northern** part of Johnson County including **Solon, Shueyville, Swisher, Morse, Oasis**, and surrounding areas:

Monday, Tuesday, and Thursday from 8:30 a.m. - 4:30 p.m.

The **southern** part of Johnson County including **Lone Tree, Hills, Frytown, Sharon Center**, and surrounding areas:

Monday, Wednesday, and Friday from 8:30 a.m. - 4:30 p.m.  
Rides to Senior Dining in Lone Tree are provided when site is open.

The **west central** part of Johnson County including **Oxford, Tiffin, Cosgrove** and surrounding areas:

Tuesday and Thursday from 8:30 a.m. – 4:30 p.m.

## **COST OF SEATS RIDES**

The basic cost for a one-way ride is \$2.00 for any rural one way trips and \$1.50 for all one way eligible trips where fixed route service is provided. The only exception is the reduced fare of \$0.75 which is only available for residents of Iowa City for trips that originate within Iowa City. The reduced fare rate is good only when traveling in Iowa City. Call 356-5151 to see if you qualify.

Riders must pay when boarding the vehicle. The correct fare must be paid in cash, punch cards or any combination equal to the fare. Drivers are **NOT** able to provide change. Riders who do not have the proper fare will not be transported.

You can purchase punch cards from the SEATS driver or the SEATS office, which will allow you ten one-way trips for \$20.00 or \$15.00 (for full-fare) or \$7.50 (when you show your reduced fare certification card).

If you need a personal care attendant, authorization must be approved by Iowa City or Coralville on their eligibility application for SEATS. This will allow one attendant to ride for free; please notify the scheduler at the time the ride is requested. Companions are also permitted as availability allows, each companion pays the same as the eligible rider does.

The SEATS scheduler also needs to know if a service animal will accompany you. You may transport small pets with you if they are in a standard secured pet carrier and they will be charged at a companion full fare rate. There is no charge for service animals.

## **HOW TO REQUEST A RIDE**

 **Call (319) 339-6125**

This phone is staffed Monday through Friday from 7:00 a.m. till 4:00 p.m. and on weekends from 8:00 a.m. to 12:00 p.m. except on the days these Holidays

are observed (New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving, and Christmas Day when SEATS is completely closed).

Individuals should schedule rides *at least* one day prior or up to 7 days in advance to the day they need a ride. SEATS will provide same-day service if space is available. In order to serve you and others, you are asked to give the scheduler the following information:

- Rider's Name
- Pick-Up Address (must be a specific address)
- Drop-Off Address (must be a specific address)
- Date of trip
- Time to be picked up or dropped off (choose either a pick-up or an appointment time, we cannot do both)
- Whether an attendant or companions will be accompanying the rider
- Whether a mobility device will be used
- Whether a service animal will be used and if there will be a small pet.

In addition, the rider should have pen/pencil and paper handy to write down the scheduler's name, date(s) of trip(s) and trip times. It would be helpful for the rider to confirm this information.

Due to the number of trips requested, SEATS may not be able to provide you a ride for the exact time requested. SEATS, however, will always attempt to schedule rides as efficiently and effectively as possible. SEATS will make every effort to accommodate you. However, if a ride is available within one hour on either side of your requested time and you choose not to accept that time, this is considered a refused ride and not a denied ride. Negotiating times within that one-hour allows for SEATS to provide rides to more individuals who need transportation. The heaviest demand is from 7:15 a.m. until 9:30 a.m. and from 2:45 p.m. until 4:45 p.m. If possible, try to avoid these times when making appointments.

When scheduling a ride, you should be aware of the fact that the ride is shared with others and thus may take more than 1.5 times longer than the length of a comparable fixed route trip, which would include:

1. Walk time to a bus stop from the point of trip origin
2. Wait time at the bus stop
3. Time on board the bus
4. As applicable, transfer bus stop wait time and time on board after transfer
5. And walk time to the final destination

Upon request, if the rider may be late for an appointment, SEATS will call their destination.

The scheduler will give you a 30-minute pick-up window. This means that you need to be ready to be picked up from the beginning of that time period to the end of that time period. The driver cannot wait if they are to serve others and stay on schedule. Every minute a driver waits delays the service for everyone else, so please be ready.

If you have trips that occur on multiple days of the week, at the same time, to and/or from the same destination, you may wish to request a subscription ride. This allows the rider the convenience of having the trip automatically scheduled without having to call SEATS. The number of subscription rides may be limited; however, if SEATS is able to provide the subscription service it will be offered.

Riders whose pick-up or drop-off locations change will need to request a new subscription ride agreement because the trip characteristics have changed. As with any new subscription request it will be accommodated if possible to do so. Persons may wish to check on the availability of a different subscription ride before changing schedules.

## HOW TO CANCEL A RIDE



**Call (319) 339-6127**

It is important to cancel your ride early, if you do, you make it possible for another rider to get a ride.

You may call anytime day or night to cancel a ride but you must cancel at least one hour prior to the ride to avoid a missed ride (see page 7 for missed ride policy).

This phone is staffed with an employee Monday through Friday from 7:00 a.m. till 4:00 p.m. and on Saturday and Sunday from 8:00 a.m. to 12:00 p.m. There is a voice mail system after hours and holidays when SEATS is closed that allows you to leave a message.

If you are calling after the office has closed for a same day cancel you may call 339-6128. Listen through till the end of the greeting and you will be connected to the evening driver. You will be able to talk to the driver or leave a phone number for the driver to call you back. The latest a driver will be available varies on their last scheduled drop-off.

If you are calling after hours for a next day or future day cancellation, please call 339-6127 and leave a message on the voice mail. Please leave your

name, name of the rider, telephone number, date and time of trip(s), and the pick up and drop off address of all trips you wish to cancel.

The drivers do not have access to make scheduling changes, so do not ask them to make any changes for you. All schedule changes must be done through direct communication with the SEATS scheduler (339-6125) or dispatcher (339-6127).

## **STRANDED RIDERS**

If you have a ride scheduled with SEATS and your driver does not arrive by the end of the pick up window, you may call 339-6127 to check and see where your driver is and when he/she can be expected. Since this service is a shared-ride service, other riders or circumstances outside the driver's control can sometimes delay the driver. If you are calling after hours, as with same day cancels, you may call the night or weekend driver at 339-6128 (follow instructions) and leave your phone number so the driver may return your call and let you know what is happening and when you can expect them.

## **POLICIES**

The Johnson County Board of Supervisors has, upon recommendation of its Advisory Committee, adopted a set of policies. Riders will be kept informed of all changes in operation or policy. We ask you as a rider to let us know of any changes you may need. Policies are mentioned briefly throughout this guide, but to obtain any complete policy please call 339-6128 to request one. We must abide by all safety standards and codes, so all ramps, doorways, etc... must meet all guidelines for SEATS to provide door to door service. The responsibility to meet safety regulations is up to the landowner who is to stay in accordance to all ordinances and codes.

## **BAD WEATHER POLICY**

Emergency information & schedule changes will be updated on the website, [www.johnson-county.com/seats/index.shtml](http://www.johnson-county.com/seats/index.shtml)

Services are provided, weather permitting. When service is canceled due to weather conditions, the cancellation will be announced on the following local radio and television stations. We follow Iowa City Transit and Coralville Transit for hours, delays, or canceling service due to weather.

Television:	KGAN	(Channel 2)
	KCRG	(Channel 9)
Radio:	WMT	(600 AM; 96.5 FM)
	KKRQ	(100.7 FM)
	KCJJ	(1630 AM)

The general policy is that if the city fixed route systems stops running for a specific period of time, then SEATS will also stop operating those same hours.

If **Iowa City Schools** are delayed or canceled there will be no SEATS service in any of Johnson County rural areas.

If **Solon Schools** are delayed or canceled there will be *no* meal delivery or trips in Solon.

If **Lone Tree Schools** are delayed or canceled there will be *no* meal delivery or trips in Lone Tree.

If **Clear Creek Amana Schools** are delayed or canceled there will be *no* SEATS service in Oxford, Tiffin, or Cosgrove.

Also affecting SEATS service: if the access to the residence or facility (driveway, sidewalk, and/or walkway) is ice or snow covered and unsafe to drive or walk on, SEATS service will not be able do the service due to safety concerns. Approval of these circumstances goes through the SEATS office.

## CARRY-ON PACKAGE POLICY

This policy is meant to reasonably limit the time and weight of carry on items to prevent injury or unreasonable delay and provide a safe environment for all SEATS passengers.

Any item that is too large to see around and/or too awkward for one person to carry through the vehicle doorway without continued readjustments will not be transported. SEATS will transport only what the driver and the passenger (along with their companions or attendant) can carry on the vehicle in one trip with a maximum of ten plastic grocery bags to a total weight of twenty-five pounds. The driver will not carry on any item weighing more than twenty-five pounds. Items transported on SEATS vehicles will be the sole responsibility of the rider.

Riders will have to take the responsibility of having the packages that are not allowed on a SEATS vehicle delivered to their home by other means. For packages that are acceptable, the driver will take the packages to the front door entrance and set them inside.

## **FOOD AND DRINK POLICY**

Due to safety concerns and the time involved to clean up a spill or mess, Johnson County SEATS does not allow eating or drinking on the vehicles.

## **MISSED RIDES POLICY**

**\*\*\* If a rider desires to make a No Show excused he/she may pay for an unexcused missed ride on or before taking their next trip.**

The purpose of this policy is to: define the timeframes for scheduling and/or canceling a trip, define a “no-show”, specify the penalty to be imposed for excessive no-shows; and establish an appeals process. This policy applies to the paratransit service operated by Johnson County SEATS.

The Americans with Disabilities Act (ADA) of 1990 requires a provider of fixed route transportation to the general public to also provide complementary paratransit service to a person whose disabilities preclude him/her from using fixed route bus service. Iowa City, Coralville, North Liberty, and University Heights contract with Johnson County SEATS to provide the mandated complementary paratransit service. In addition, Johnson County also provides limited rural paratransit service for elderly and disabled. The rural service is not required by the federal mandate because there is no fixed route transportation service provided in the rural areas of Johnson County. Section 37.125(h) of the Federal Register, Title 22, Part IV, Department of Transportation, 49 CFR allows paratransit service to be suspended for a customer who establishes a “pattern or practice” of missing scheduled trips.

Riders who have a pattern of missed trips adversely impact everyone. If these scheduled rides were canceled in a timely manner, they could be utilized by other riders. Consequently, to protect the interests of all riders a policy was developed to penalize riders who consistently abuse the system by not using the rides they have scheduled.

### **Timeframes for Scheduling Trips**

A trip may be scheduled up to seven (7) days prior to the trip; but must be scheduled no later than 4:00 p.m. the day before the trip. Reservation operators are available Monday through Friday from 7:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. and on Saturday, Sunday and certain holidays from 8:00 a.m. to 12:00 p.m.

## Advance Cancellation Requirement

A rider must, at a minimum, cancel a scheduled trip one hour prior to the scheduled trip time. This requirement applies to all SEATS services, including subscription and rural trips.

When a rider calls to cancel a scheduled trip the following information must be provided: rider's name, date of the scheduled trip, pick-up address and pick-up time.

Trips may be cancelled by dialing (319) 339-6125. If the call is made after 4:00 p.m. an answering machine is available to record the information. For TDD service, call RELAY IOWA: 1-800-735-2942.

## Definition of a No-Show

A "no-show" is defined as:

- A rider missing a scheduled trip without canceling one hour prior to the scheduled trip time. If the rider is able to provide information to the driver at the time of pick up that indicates that the no-show is out of their control, the ride will not be considered a rider no-show and will be documented as an excused ride.
- A care provider or an agency representative (including a job coach) is required to receive the customer at the point of destination, but the care giver or agency representative is not present when the rider arrives. If the care giver or agency is able to provide information which indicates that the care giver or agency was not able to meet the rider because of conditions out of their control, the ride will not be counted as a no-show.

If the rider is not at the pick-up location at the scheduled time, the driver will attempt to make contact at the location and contact the office for dispatch to try and call. After these attempts have been made the driver will need to continue on their way to avoid other riders from being delayed. If the pick-up location is the rider's residence and not an apartment complex or public location, the driver will leave a door hanger at the residence stating the date and time service arrived for the scheduled pick-up.

If the SEATS vehicle arrives before or after the scheduled pick-up window and the rider has left or declines to take the trip, the rider is not considered a no-show.

## Warnings and Penalties:

A rider's no-shows will be tracked each month. It is the intention of this policy to prevent no-shows and therefore, SEATS will work with agencies and care providers to assist with their clients to prevent possible no-shows. This will be done on both an individual basis and through educating the riders.

A rider may accrue no more than two no-shows during any single calendar month.

- 3<sup>rd</sup> No-Show in single calendar month. A warning letter will be initiated after the rider's third no-show to alert the rider and/or the care provider that a fourth no-shows constitute a pattern or practice of missing scheduled trips and that another no-show could result in the loss of service.
- 5<sup>th</sup> No-Show in calendar month. Penalty Assessed. If a rider has five (5) no-shows in any single calendar month, a penalty shall be imposed which will be a suspension of service for one week. The rider and/or care provider will receive a notice by mail advising him/her that their service will be suspended effective the first week, which begins more than 35 days after the notice, is mailed. For example, if the notice of suspension is mailed on February 20, the suspension will begin on March 22<sup>nd</sup>. During the 35-day period, the rider may appeal the suspension.
- 2<sup>nd</sup> No-Show Suspension. If the rider receives a second suspension for no-shows within six (6) months of the last suspension, the second suspension shall be for one (1) calendar month. The rider and/or care provider will receive a notice by mail advising him/her that their service will be suspended effective the first month, which begins more than 35 days after the notice, is mailed. For example, if the notice of suspension is mailed on February 20, the suspension will begin on April 1st. During the 35-day period, the rider may appeal the suspension.

## Appeals

There are two stages of appeal available to the rider. The stage one appeal addresses a single no-show, which the rider disputes as being beyond his/her control. The stage two appeal is reserved solely for suspension of service.

Ordinary absentmindedness, locating an alternate means of transportation, or deciding against taking the trip without canceling by one hour before the trip will not excuse a no-show.

## ❖ **Stage One Appeal**

As part of stage one, a rider may appeal a single no-show. Riders are encouraged to appeal a no-show at the time it is initially recorded and not wait until a service suspension is pending. If a rider believes a no-show has been incorrectly recorded, he/she should contact Johnson County SEATS in writing. At that time, the following information should be supplied:

- rider's name and address;
- date of the recorded no-show; and
- written summary of the circumstances related to the recorded no-show.

Should there be a question of verification, SEATS may request written verification from the rider to substantiate the no-show claim. If written verification is required, SEATS will inform the rider prior to initiating any penalty.

If the rider is unsure what type of verification is required, SEATS staff will help clarify this on a case by case basis.

During the stage one appeal when the rider disputes a no-show, SEATS administrative staff will review the appeal and if the no-show is substantiated as being beyond the rider's control, the no-show will be removed from the rider's record.

The rider and/or care provider will be notified in writing of the stage one appeal decision within ten (10) days of receipt of the appeal letter and all required verification. If the rider is dissatisfied with the decision, it may be appealed to the stage two formal appeals board if the rider incurs additional no-shows and his/her service is to be suspended.

## ❖ **Stage Two Appeal**

See Appeals process below

### Subscription Service

The no-show policy applies to all subscription and group riders in addition to the discretionary rider.

If a subscription rider has his/her service suspended twice in a twenty-four (24) month period, the rider will lose his/her subscription service. After the second

suspension period has ended, the rider may still use SEATS; however, each individual trip must be reserved separately.

The forfeited subscription will be assigned at SEATS' discretion to another rider who has requested subscription service. A customer who has lost subscription service as a result of this no-show policy may reapply for subscription service but will go to the bottom of the list.

## **SAFETY POLICIES**

**Pick up and Drop off:** In certain instances, a Johnson County SEATS driver may have to provide curbside service versus door to door. Johnson County SEATS drivers are not authorized to go beyond the threshold of any door for pick up or drop off. It is not the responsibility of Johnson County SEATS to provide for a safe pathway to or from a SEAT's vehicle and a destination's door. It is not the responsibility of Johnson County SEATS to provide a safe environment at the threshold of a door. Unsafe conditions may include but are not limited to unsafe ground surfaces, insufficiently confined pets, inadequate lighting or other unsafe conditions. If the access, pathway or threshold is unsafe in the driver's opinion and the driver is unable to contact the rider, then the Johnson County SEATS driver shall contact dispatch. Dispatch shall attempt to contact the rider or other parties who may be of assistance in correcting any cause for concern or arrange for pick up in a safe manner. Johnson County SEATS drivers are not authorized to attempt the pick up of a rider which would be unsafe for a rider or a driver.

If it is the Johnson County SEATS driver's opinion that access, the pathway to or the threshold of the drop off location's door is unsafe, then the driver shall work with the rider and others in an attempt to correct the cause for concern or otherwise arrange for safe delivery of the rider to the destination. SEATS is not authorized to refuse to permit a passenger from disembarking at a designated stop unless a lift cannot be deployed or the lift will be damaged if deployed in the process. See Section 37.167 of the Federal Register, Title 22 part IV, Department of Transportation, 49 CFR.. However, Johnson County SEATS drivers are not authorized to attempt delivery of a rider to a doorway which would be unsafe for rider or driver.

Any unsafe conditions in access, the pathway to or the threshold of a rider's door shall be noted on the driver's trip manifest. In addition, SEATS may contact property owners or managers to inquire about what action is possible or appropriate to prevent such conditions in the future. At the discretion of the SEATS Director, a rider's service may be altered to a curb to curb service

versus door to door service if a pattern of difficulty with door to door service has been established. Such a determination may be appealed through the appeal process as described in the SEATS Rider's Guide.

**No Staff at Drop off Location:** There are times when riders have made arrangements to have someone meet them at a drop off location or an agency has staff meet the rider at a location rather than ride with the rider. Johnson County SEATS does not recommend this since we are comparable to a public transit system and do not accept responsibility for riders after being dropped off at the designated location. But in those cases when the rider requires someone to meet them and that rider cannot be left unattended we strongly suggest that the rider or care provider arranging the ride let the scheduler know at the time the ride is being scheduled. This information will be noted on the driver's trip manifest. On the day of the ride, should the rider be taken to the drop off location and there is no one to meet him/her, one or more of the following actions may take place:

- The rider may have to remain on the vehicle and the driver will continue with the route schedule until able to return to the drop-off location, or
- They may be returned to the rider's original pick-up location, or
- They may be returned to the rider's residence.

If the rider has a care provider or agency that the ride was scheduled by, the care provider or agency will be contacted to notify them of the inability to deliver that individual at the requested drop off location. In addition, SEATS will discuss what action is possible or appropriate at that time to resolve the issue and to prevent this type of incident in the future.

**Child protection:** Children under the age of seven (7) years must be accompanied by a responsible adult. If the child under the age of seven (7) is the eligible rider, the responsible adult may ride free. If required, children must have a safety seat provided by the rider's caregiver.

**Seatbelts:** Riders utilizing mobility devices are required to use a lap belt when loading or unloading from the vehicle. All riders are required to use a seatbelt when riding in a SEATS vehicle unless medical authorization is provided. The rider must understand that Johnson County SEATS is no longer responsible for their safety in case of an accident when not wearing a seatbelt.

**Mobility devices:** Wheelchairs and scooters must have working brakes and no leaking batteries. For safety reasons riders with scooters are advised to transfer to a seat in the vehicle. The lift platform requirements are 30 inches

wide by 48 inches in length. Oversized or overweight mobility devices may not be accommodated on some of the SEATS lifts.

\*SEATS will not be responsible for personal items (i.e. grocery bags, walkers, canes, crutches) left unattended that may fall and injure someone.

**Medications and other medical needs:** Riders who require medication or oxygen at regular intervals should be advised that their travel time could be 60 minutes and on occasion longer. SEATS drivers cannot administer medical assistance or assist in administration of medication.

**Rider Conduct:** Remember your conduct affects the safety of others. The purpose of this policy is to ensure the safety and comfort of the riders on Johnson County SEATS. This policy applies to all SEATS services, including subscription and rural trips.

SEATS is concerned about the safety and comfort of its riders and drivers. For this reason violent, illegal or seriously disruptive conduct is not allowed on the vehicle. This includes the behavior of service animals and pets, as well as the riders. Section 37.125 and 37.5 of the Federal Register, Title 22, Part IV, Department of Transportation, 49 CFR allows paratransit service to be refused or provided conditionally for a customer who engages in violent, illegal or seriously disruptive conduct or behavior. Service may not be refused to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior (sounds or actions) that may offend, annoy, or inconvenience the SEATS driver or other riders.

**Educational Process:**

The primary approach to dealing with riders' conduct is through education. SEATS will work with rider and care provider or agency, if any, involved with the rider to educate that rider on appropriate behavior aboard public transportation. All riders will be urged to be considerate of the other passengers and driver.

When a person has been engaged in inappropriate behavior, the driver will inform the SEATS office at the time the behavior occurs. The behavior will be discussed with the rider and/or care provider or program staff member and attempt to correct the episode immediately. The SEATS Director or a SEATS supervisor will then evaluate the issue and speak with the rider and care provider or agency, if any. During the discussion(s) with the rider and care provider or agency, if any, an action plan will be developed to prevent further episodes of inappropriate behavior. If the behavior is seriously violent and/or harmful to other passengers, immediate suspension may occur.

If, after the initial educational process has been utilized, a rider continues to display inappropriate behavior a written warning will be sent to the rider and care provider and agency, if any, by the SEATS Director or SEATS supervisor indicating that another episode of inappropriate behavior will result in a suspension of services. Included with the notice will be possible alternative measures, which might assist in preventing the continued behavior.

If a rider has another episode of inappropriate behavior he/she and the care provider or agency, if any, will be sent a notice of suspended services. The length of suspension of services will be determined by the Director who will work with the rider and care provider or agency, if any, to determine suspension length and time.

If the rider then returns to utilize SEATS service and continues to display inappropriate behavior the rider may again receive suspension of service and/or possibly termination of service. The length of the 2<sup>nd</sup> suspension will be determined by the SEATS Director and care provider or agency, if any, to ensure enough time to allow for the development of a plan to assist the rider with correcting the inappropriate behavior. Should the behavior continue, the SEATS Director or staff member will contact the rider and care provider or agency, if any, to discuss termination of service. If a rider's service is terminated, the rider and care provider or agency, if any, may request restoring service. Some assurance of corrective behavior and compliance will be necessary for consideration of resumed service.

## **APPEAL PROCESS**

A rider who has been notified that their SEATS services will be suspended may appeal the decision.

The rider must provide a written request to appeal the decision within one week. This should be mailed to Johnson County SEATS, 4810 Melrose Avenue, Iowa City, IA 52246. If the decision by the Johnson County SEATS administration is unacceptable, you may continue to the Appeal Board.

The appeal Board will be made up of three members: 1) A citizen representative serving on the Advisory Board, 2) An elected representative (determined, if possible, by the rider's city of residence) serving on the Advisory Board, and 3) A SEATS rider or community volunteer. The Appeal Board will meet in a location close to and accessible to the rider whose appeal is being reviewed within two weeks.

The Appeal Board will hear the appeal. The rider and/or others representing the rider may come before the Appeal Board to present written and oral information. All relevant SEATS records and personnel will be made available to the rider and his/her representative(s). A rider who requires the records in an alternative format may request them either in the appeals letter, by telephone or other electronic means. Alternative formats currently available are Braille and audiotape.

After receiving and reviewing all information related to the suspension, the Appeal Board shall be empowered to take such action, as it believes to be appropriate in the case. The decision of the Appeal Board will be final, subject to further appeal at other governmental levels.

## PHONE NUMBERS

Ride Request Line	339-6125
24-Hour Cancellation Line	339-6127
Ride Information Line (7 am-5 pm)	339-6127
For TDD (hearing impaired phone)	1-800-735-2942 (Iowa Relay)
SEATS Customer Service	339-6128
Punchcard Sales	339-6128
After office hours to talk to driver	339-6128
Iowa City Transit	356-5151
Coralville Transit	248-1700
University Heights	337-6900
North Liberty	626-5712
SEATS E-Mail	tbrase@co.johnson.ia.us
SEATS Fax	339-6185
Johnson County Board of Supervisors	356-6000 ext. 2
SEATS Advisory Committee	356-6000 ext. 2
(The Advisory Committee phone calls are handled by the Board of Supervisors office)	

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