

Contents

- Introduction ..... 2
- LANtaVan Paratransit Service ..... 2
  - The Pennsylvania State Lottery Shared Ride for Seniors Program ..... 3
  - The Medical Assistance Transportation Program ..... 3
  - The Americans with Disabilities Act (ADA) Paratransit Program ..... 3
  - The Persons with Disabilities (PWD) Reduced Fare Program ..... 4
- Service Hours ..... 4
- Fares and Tickets..... 5
- Visitor Policy..... 5
- Important Information about ADA Paratransit..... 6
- Application and Certification Process ..... 7
  - Eligibility Standards for ADA Paratransit and PwD Programs ..... 8
  - Application Policies and Procedures ..... 9
  - Recertification ..... 9
  - Non-Eligibility Appeal Process ..... 10
  - Important Points Regarding Eligibility Determinations ..... 11
- Scheduling Your Trip ..... 11
  - Cancelling a Scheduled LANtaVan Trip ..... 12
- Making Your Trip on LANtaVan Paratransit ..... 12
  - Pick Up and Drop Off Procedures ..... 13
  - Driver Assistance..... 14
  - Trip Length ..... 15
  - Securements / Tie Downs / Safety Belt Use ..... 15
  - Traveling with Children ..... 16
  - Other Mobility Aids or Equipment ..... 16
  - Guests (Companions)..... 16
  - Personal Care Attendant (PCA) – Escort ..... 17
  - Traveling with Animals..... 17
- No-Shows and Late Cancellations ..... 18
- Rider Behavior..... 19
- Suspension of Service Appeal ..... 20

Emergencies and Inclement Weather..... 20  
Submitting Suggestion, Complaints, Inquiries about LANtaVan..... 22



## **LANtaVan Program and Ride Guide**

### **Updated: April 2018**

#### **Introduction**

The Lehigh Valley’s paratransit service is called **LANtaVan**. The service is provided under contract with a private company, Easton Coach Company of Easton, PA. A fleet of 120 vehicles is dedicated to this service and approximately 2,000 trips are scheduled on the system daily. Generally, people with special transportation needs use this service: the elderly, people with disabilities and persons enrolled in Medical Assistance.

This handbook includes policies and procedures, rules and regulations, and guidelines for use of the paratransit system. The handbook will answer most questions about LANtaVan operations. All paratransit riders should review this handbook carefully and refer to it when questions arise.

#### **LANtaVan Paratransit Service**

LANtaVan is a coordinated, paratransit (often referred to as shared-ride) transportation service available to residents and visitors within Lehigh and Northampton Counties who are registered and certified as eligible for sponsorship through available programs. Riders must make reservations for service prior to the day of travel. Service is dictated by the reservations made and does not operate on a fixed alignment or schedule. The service is scheduled in response to the demand as established by rider reservations and vehicle availability. The service is public transportation and is shared ride in nature in that service is scheduled to serve multiple rider trips at the same time.

LANtaVan vehicles are specially equipped with wheelchair lifts and other accessibility features that allow for maximum mobility for riders with disabilities.

LANtaVan has an established fare structure. The service is open to the general public. Any member of the public can ride the service for full fare. However, to make the service more accessible and affordable for certain target populations, various programs sponsor individuals meeting certain eligibility criteria by providing funding for all or part of the rider's fare.

Some, but not all, of these sponsoring programs are listed below. At least one of the sponsoring programs, the Department of Human Service's Medical Assistance Transportation Program (MATP), has its own set of rules and regulations so please refer to material from Pennsylvania Department of Human Services for detailed program information. Sponsoring programs include:

**The Pennsylvania State Lottery Shared Ride for Seniors Program** is a program only for people 65 and older who cannot ride or do not have access to the regular LANtaBus fixed route bus service. An application and proof-of-age is required for eligibility. Riders pay 15% of the total trip cost; the balance is paid through State Lottery proceeds.

**The Medical Assistance Transportation Program** through the Pennsylvania Department of Human Services (DHS) provides people who are financially disadvantaged with access to transportation to access necessary medical treatment. To be eligible, riders must meet income categories that are maintained by DHS. DHS pays the full fare for people who are eligible for this program. An application is required as well as a check on eligibility within the DHS database for both the person and the services accessed. An in-person interview and evaluation may be required if applicable. The lowest cost, most effective transportation mode is selected for each rider and these range from reimbursement for auto mileage expense, to reimbursement of regular LANtaBus fixed route bus service fares, to free access to LANtaVan paratransit service.

**The Americans with Disabilities Act (ADA) Paratransit Program** which grew out of the stipulations of the Americans with Disabilities Act of 1990 which made it a civil protection under the law for people with disabilities to have access to federally-sponsored public transit services. Persons with disabilities who, because of their disability are prevented from accessing a LANtaBus fixed route bus service that operates within  $\frac{3}{4}$  (three-quarter) mile of their trip origin AND destination may ride LANtaVan. The term "fixed route

bus service” refers to LANTA’s network of bus routes which operate on a fixed alignment on a publicly published schedule (which LANTA refers to as the LANtaBus system). An application, as well as an in-person interview and evaluation are required to determine a person’s eligibility for the ADA Paratransit program.

**The Persons with Disabilities (PwD) Reduced Fare Program** is available to people who have a disability, are 18 to 64 years old, and need accessible public transportation beyond that provided through the ADA Paratransit Program. An application, as well as an in-person interview and evaluation are required to determine a person’s eligibility for the PwD program. LANtaVan staff will assess whether or not there are other programs in the community that could underwrite the fare or discount the fare to the rider applying. PwD fares are the same as Shared Ride for Seniors Program fares (rider copay representing 15% of the total trip cost).

Various other social service and governmental fare subsidy programs also sponsor trips.

LANtaVan has a single application that requires information based upon the program sponsorship for which the applicant is applying. In broad terms, these are Shared Ride for Seniors, the Medical Assistance Transportation Program (MATP), the Persons with Disabilities (PwD) Program, and eligibility for LANTA ADA Paratransit.

For additional information about your specific transportation needs, please contact: 610-432-3200 or email [lantavaninfo@lantabus.com](mailto:lantavaninfo@lantabus.com)

### Service Hours

LANtaVan service is available during the hours shown in the table below. Service for riders eligible under the ADA Paratransit program are different from those of the other sponsoring programs or what is available to the general public because ADA Paratransit service must be made available during the hours in which the corresponding fixed route bus service is available. These times represent the earliest pick-up and latest drop-off times that can be scheduled by a rider.

	Non-ADA Service	ADA Service Only
Monday-Saturday	7:00 AM – 7:30 PM	5:30 AM – 11:00 PM

		Please note, this represents the general hours service is available. Availability in specific locations is based on the schedule of the nearest LANTA fixed route bus service. *
Sunday	7:30 AM – 6:45 PM	7:30 AM – 6:45 PM

\* The term “fixed route bus service” in this table refers to LANTA’s network of bus routes which operate on a fixed alignment on a publicly published schedule (which LANTA refers to as the LANtaBus system).

There is no LANtaVan service on the following holidays: New Year’s Day; Easter Sunday; Memorial Day; Independence Day; Labor Day; Thanksgiving Day; and Christmas Day. The dates for these holidays change annually.

### **Fares and Tickets**

LANtaVan is not a free service. When applicable, payment for trips is expected when the trip is received and must be paid with LANtaVan tickets. Tickets must be purchased in advance. The tickets are available through LANTA’s Customer Service Department, at various locations throughout Lehigh and Northampton Counties, or may be purchased by mail. A list of sales locations is available at [www.lantabus.com/lantavan-fares](http://www.lantabus.com/lantavan-fares).

Please contact LANtaVan for applicable rider fares. Fares are also listed at [www.lantabus.com/lantavan-fares](http://www.lantabus.com/lantavan-fares).

### **Visitor Policy**

Visitors from other communities are welcome to use LANtaVan services if they are eligible. LANtaVan will honor paratransit certifications from other transit systems. An individual from out of town requesting service may be asked to present proof of their certification. A letter stating paratransit eligibility is acceptable.

Documentation must include the name and date of birth of the eligible individual, the name of the certifying paratransit provider, the telephone number of the provider’s paratransit coordinator, an expiration date (if any), and any conditions or limitations on eligibility. If the individual has indicated the need for a Personal Care Attendant (PCA), this should be noted in the documentation. Visitors should also provide the address for the location at which they will be residing while in the LANtaVan service area.

If the person does not have an identification card or other documentation from their local area, LANtaVan will require the person to provide documentation of their place of residence, and their disability if the disability is not apparent.

LANtaVan will not provide service to a visitor for more than twenty-one (21) days from the date of the visitor's first paratransit trip; visitors will be required to apply for LANtaVan in order to receive transportation beyond this twenty-one (21) day period. However, the twenty-one (21) days can be consecutive or divided over several shorter visits. A visitor who expects to be in the Lehigh Valley area for more than twenty-one (21) days should apply for a LANtaVan card as soon as possible after arriving in the area.

### **Important Information about ADA Paratransit**

The Americans with Disabilities Act (ADA) of 1990 is a civil rights law that ensured for persons with disabilities the right to use existing public transit services that are supported by federal funding.

The ADA does not mandate a separate or new transportation service. The law requires non-discriminatory access to the same level of mobility available to the general public through the local fixed-route public transportation service. In the LANTA service area, the term "local fixed-route public transportation" refers to LANTA's network of bus routes which operate on a fixed alignment on a publicly published schedule (what LANTA refers to as the LANtaBus system). While complementary paratransit service is often used to provide this access, the ADA does not guarantee the availability of paratransit service.

Under the ADA, complementary paratransit service is not intended to be a separate or comprehensive transportation system for people with disabilities. Where complementary paratransit is used to provide the same level of mobility made available by the local fixed route public transportation system, that paratransit system must be 'equal' to the fixed-route system. For example, the service area and days/hours of service for paratransit and fixed-route service must be the same and paratransit fares may not be more than twice the cash fare for a trip on local fixed route public transportation bus routes. Riders on the complementary paratransit system must be able to make their trip with a travel time that is equivalent to the time it would take to make the same trip on the fixed route bus network.

In accordance with ADA regulations, LANTA's complementary paratransit service is only available for trips on which the origin AND destination of the trip are within ¼ mile of a LANTA fixed route and only during the hours when the corresponding fixed route service is operating.

As of July 2006, all buses used to provide LANTaBus fixed route service are equipped with wheelchair ramps, "kneeling" mechanisms, and other features making the transit system fully accessible to people with disabilities.

In April, 2007, LANTA introduced a fare program that allows persons with disabilities to purchase a LANTaBus Day Pass for \$1.00. A Day Pass allows for unlimited rides on the LANTaBus system for the calendar day on which it was first used. This program was enacted to encourage the use of the fixed route public transportation system instead of the LANTaVan door-to-door services. For eligibility requirements for this \$1.00 Day Pass, please call 610-776-7433. Applications for the \$1 Day Pass program are available at [www.lantabus.com/applications](http://www.lantabus.com/applications). The application can be printed from the website but cannot be completed online.

## **Application and Certification Process**

To apply for LANTaVan service, the prospective user must complete an application. To request that an application be mailed to you, please call LANTaVan at 610-432-3200. Applications are available at [www.lantabus.com/applications](http://www.lantabus.com/applications). The application can be printed from the website but cannot be completed online.

Only original applications will be accepted, no duplicated or photocopied applications will be accepted. Applications will not be accepted by fax. Completed and signed applications can be mailed, or personally delivered, to LANTaVan Applications, 1060 Lehigh St, Allentown, PA 18103. Completed and signed applications may also be scanned electronically and emailed to [lantavanapps@lantabus-pa.gov](mailto:lantavanapps@lantabus-pa.gov).

Applications for Senior Shared Ride service require proof of age. Applications for service under the Medical Assistance Transportation Program are subject to a confirmation of eligibility by LANTA through DHS and may also require an in-person interview and evaluation. All applications for ADA Paratransit and PwD Program eligibility also require an in-person interview and evaluation.

Instructions for completing the application are detailed on page 1 of the application.

### **Eligibility Standards for ADA Paratransit and PwD Programs**

Eligibility is determined through an in-person interview and evaluation by a medical professional designated by LANtaVan. After submitting an application, you will be contacted regarding the scheduling of this appointment. LANtaVan service can be used free of charge to travel to and from this appointment.

As a result of this evaluation, the applicant's condition will be assessed as one of the following:

- **Incapable** – An applicant may be assessed as incapable of using the fixed route bus system, indicating that they are eligible for ADA Paratransit service. Assessments of incapable result from one of the following:
  1. A person is unable to board, ride, or disembark from the bus even if they are able to get to the stop and the bus is accessible. Persons in this category include individuals with mental or visual impairments who cannot navigate the bus system. Examples of navigating the bus system include recognizing destinations and understanding the transfer process.
  2. A person is unable to access the bus without wheelchair lifts or other accommodations. These persons are eligible for paratransit service if accessible buses are not available on the fixed route service which serves the trip they are making. This does not apply in the LANTA service area since all LANTA fixed route buses are equipped with wheelchair lifts or ramps.
  3. A person with specific impairment related conditions that, when combined with architectural and/or environmental barriers, makes it impossible for the person to travel to a bus stop or from a bus stop to their final destination.
- **Conditional** – An individual with conditional eligibility is one who is approved for paratransit service for some trips or under certain circumstances/conditions.
- **Independent** – An applicant who is assessed as “independent” is deemed not eligible for paratransit service. However, under certain circumstances, an applicant assessed as independent may be eligible for paratransit service based on the requirements and regulations of the program that is sponsoring their trip.



All applicants will be notified of their eligibility status after the assessment is completed.

### **Application Policies and Procedures**

Within twenty-one (21) days of receiving a completed application (including the in-person interview and evaluation), the ADA application will be processed and LANtaVan will inform the applicant of their eligibility determination. Please note that an application is only considered complete when all information is provided, any omission renders an application incomplete, and for ADA eligibility, the in-person evaluation and interview is considered part of the application process. Incomplete applications will be returned to the applicant for proper completion.

If an application is approved, the rider will receive a letter providing the following information:

1. Name of the eligible individual and their unique ID number;
2. Assessment determination;
3. Expiration date of eligibility;
4. Conditions – including the use of a Personal Care Attendant (PCA);
5. LANtaVan Ride Guide; and
6. LANtaVan telephone number.

If eligibility is denied, the applicant will receive a letter explaining the reason or reasons for the denial. Also included will be instructions on filing an appeal.

If LANtaVan has not made a determination of eligibility within 21 days following the receipt of a completed application, the applicant will be treated as eligible and provided service until and unless the applicant is determined to be ineligible for paratransit service.

### **Recertification**

All LANtaVan paratransit riders may be required to recertify at reasonable intervals – usually every three years. A recertification packet will be mailed to you well in advance to allow maximum time for the process. In some cases, you may be asked to fill out and submit a new application.

## **Non-Eligibility Appeal Process**

Because ADA paratransit eligibility is established as a civil right, there is a special obligation to ensure that “due process” is observed. Therefore, every application for eligibility will be processed by LANtaVan staff who will make the initial determination. If the decision is made to deny eligibility, a letter of denial is sent to the applicant. This letter will include the reason(s) for denial and the procedure which may be used to appeal the decision. An applicant or rider who wishes to appeal a decision of non-eligibility has sixty (60) days from the postmark date of the denial letter to make a written request to the LANtaVan Program Manager at 1060 Lehigh Street, Allentown, PA 18103. LANtaVan will respond within thirty (30) days of the receipt of the applicant’s appeal letter.

If the applicant or rider does not agree with the decision of the appeal, they may pursue an administrative appeal. An applicant has thirty (30) days from the postmark date of the letter informing of the decision of the initial appeal to request an administrative appeal. Requests for administrative appeals should be sent to Executive Director, LANTA, 1060 Lehigh Street, Allentown, PA 18103. The administrative appeals process will include a hearing where the applicant or rider can be heard and present information and arguments. The Appeals Board conducting this hearing will be made up of three (3) persons not involved in the initial eligibility determination. This will include the LANTA Executive Director (or designate), the other two members could be from the Lehigh Valley Center for Independent Living, Lehigh or Northampton County Human Services or a social service agency. Preferably as least one person from the community will be knowledgeable of the disability in question and, if possible, ADA guidelines.

The applicant or rider may also pursue an option to request that the matter be reconsidered on the basis of documentation from the rider’s medical professional that the rider’s condition has worsened since the date of the in-person interview and evaluation.

The Appeals Board decision shall be issued to the individual in the appropriate accessible format and shall include reasons for the decision.

LANtaVan will not provide paratransit service to applicants who are pursuing an appeal. However, if the Appeals Board has not made a decision within thirty (30) days after the hearing, paratransit service will be provided. This temporary service will continue until a decision on the appeal is reached.

## **Important Points Regarding Eligibility Determinations**

- Almost all trips on LANtaVan are subsidized through a sponsoring program. These programs often require that the lowest cost transportation mode be selected for riders as long as they are able to use it.
- LANtaVan eligibility does not include persons who find it uncomfortable or difficult to get to and from bus stops or to ride a bus.
- ADA Paratransit or PwD eligibility is a transportation decision, not a medical one. A doctor's letter certifying a disability is not the criteria for riding LANtaVan – under ADA, an in-person evaluation provides the criteria for the decision. LANtaVan alone will determine paratransit eligibility.

## **Scheduling Your Trip**

To schedule your trip, call the LANtaVan reservation center at 610-253-8333. Service is available during the hours listed under Service Hours.

When scheduling a LANtaVan paratransit trip, the caller must be able to provide the following information: the rider's name; the rider's LANtaVan ID number; trip date and appointment time; pick-up address; destination address; number of guests (companions), if any; accompanying Personal Care Attendant (PCA), if applicable; and, if a return trip is desired, the return time.

Same day reservations are not permitted on LANtaVan paratransit. Riders may make ride reservations up to fourteen (14) days in advance and no later than 4:30 PM the day before their desired date of travel. LANtaVan does not provide same day service but does provide some allowance for 'urgent care' under the MATP program.

A trip is defined as beginning at a pick-up location and ending at a destination location. A caller may make reservations for several trips for a rider during the same telephone call. The rider may also set up a 'subscription' reservation to eliminate the need to call for a routine trip. There are no 'wait-lists' for travel times, trips are only scheduled for trip times that are available at the time of the reservation.

### **Scheduling Tips**

When making travel plans, please remember that service is based on availability. LANtaVan may not always be able to accommodate the rider at the exact time that you desire to travel. Also, trips scheduled for the LANtaVan paratransit system are not prioritized based on the purpose of the trip.

To improve the chances of service being available, try to schedule medical or other appointments for after 9:00 AM and before 2:00 PM.

Also, to avoid arriving at an appointment location before the location opens, or having to wait outside after a location closes, riders should try to not schedule themselves for the earliest or latest daily appointment times scheduled at that office.

Please be aware that LANtaVan service is not an extension of any type of custodial or other care service. Riders will not be scheduled to stay on vans for periods longer than necessary to accommodate custodial care needs. LANtaVan cannot guarantee that riders will not be left unattended. If a rider cannot be left unattended, caregivers of the rider should make necessary arrangements.

A subscription is a trip or series of trips that are booked to continue on a repetitive basis without the rider having to call frequently to arrange service. For example, a rider may travel three times a week for medical treatment so he/she schedules that trip in advance and it repeats until the rider calls to cancel it. Similarly, a work commute schedule would include daily service.

### **Cancelling a Scheduled LANtaVan Trip**

The rider is responsible for cancelling any trips they no longer need. To cancel a trip, please call the LANtaVan reservation center at 610-253-8333 to report any change or cancel through the confirmation call the night prior to the trip. If a rider calls to cancel their reservation less than two (2) hours prior to the scheduled pick up time, it is considered a late cancellation.

If a rider “no-shows” their first trip of the day, subsequent trips will not be automatically cancelled.

### **Making Your Trip on LANtaVan Paratransit**

This section provides information on what the rider will need to know regarding their trip.

## **Pick Up and Drop Off Procedures**

LANtaVan is a 'door-to-door' service which means drivers will accompany riders to and from the front/main doors of the origins and destinations if requested. In some instances, a different door may be designated as the pick-up location for safety or operational reasons. LANtaVan vehicles will pull into apartment complex areas, parking lots, or behind commercial buildings if the van can be safely maneuvered and the wheelchair lift deployed. Under no circumstances is a driver permitted to go 'through the door' on either a pick-up or a drop-off.

LANtaVan requires riders to clear a path from their door to the van. It is required that this path be free of ice and snow accumulation or other barriers and wide enough of an area to permit the deployment of a wheelchair lift if necessary. Pets and other animals (except service animals) must be secured or LANtaVan personnel will not leave the van or open the van doors on the property.

When scheduling a trip, the rider will be provided an estimated pick up time. That time may change prior to travel. On the night prior to the scheduled trip, the rider will receive a confirmation phone call which will provide the scheduled pick-up time.

The driver may arrive up to fifteen (15) minutes before or fifteen (15) minutes after a scheduled pick up time. This is referred to as the "pick-up window". Riders should be ready fifteen (15) minutes before the scheduled pick up time and watch for the van to arrive. A pick-up is considered "on-time" if the van arrives within fifteen (15) minutes before or fifteen (15) minutes after the scheduled time provided to the rider. Riders should have their tickets ready to provide to the driver upon boarding.

Riders should watch for the van and meet the driver at the front/main door of the residence or facility. In some instances, a different door may be designated as the pick-up location for safety or operational reasons. The pick-up location will be provided to you when you make your reservation. The driver is not permitted to leave the van out of sight. Due to these circumstances, drivers may not be able to come to the door at a pick-up location. In an instance where the driver cannot come to the door, riders are responsible to watch for the van and make their way to the driver who will wait at a location where he/she can keep the van in sight. If you are being picked up at a facility with multiple doors, please make note of the designated pick up location for your trip.

The driver will wait for no more than five (5) minutes at a pick-up location after arriving within the pick-up window. If the rider fails to board the van within the five (5) minutes, the van will leave. This will be recorded as a no-show. If a rider is a no-show for a return trip (that is, a trip from a destination address back to the home address), riders should call 610-253-8333 to arrange for a new pick up time. The new pick up time will be based on vehicle availability and cannot be guaranteed. Riders should be aware that if they have scheduled a round trip and a no-show is recorded for the first leg of the round trip, the second leg, or return trip, will not be automatically cancelled.

If a van arrives before the pick-up window, please board the van if you are ready. The driver will wait for the rider to a time that is five (5) minutes into the pick-up window. If, at that time, the rider has not boarded the van, the driver will leave the pick-up location.

### **Driver Assistance**

If assistance is requested, the driver will walk alongside the rider between the location door and the van and will extend their forearm to serve the purpose of a guide rail for the rider. When transporting riders in wheelchairs, drivers are only permitted to negotiate one (1) step at the pick-up and drop-off locations and only if reasonably able. Drivers are not permitted to lift or take extraordinary measures to move riders to the van. Drivers will not assist any riders into or out of their house or any other facility. If the rider requires more assistance than what is described here, the rider must make appropriate arrangements on their own.

The driver will assist a rider with shopping bags or grocery bags. No more than three shopping bags or grocery bags will be permitted on a trip. The driver is not permitted to take articles into a rider's residence or other origin or destination location.

LANtaVan will not transport any rider who is too ill to sit up and be secured in their seat, or who is nauseous, vomiting, or bleeding. In such instances, the driver will first notify dispatch of the rider's condition and then, if necessary, the LANtaVan dispatcher will contact and advise medical services of either the rider's need for medical attention or will advise the driver that the rider must remain at the pick-up location until they are well enough to travel on the van. LANtaVan is NOT medical transportation. Drivers are not trained to provide any type of medical assistance to riders.

If a rider is going to be late or decides at the last minute that they do not wish to travel that day, the rider must inform LANtaVan to avoid being charged with a no-show or late cancellation. Please call the LANtaVan

reservation center at 610-253-8333 to report any change. If a rider calls to cancel their reservation less than two hours prior to the scheduled pick up time, it is considered a no-show.

### **Trip Length**

The area served by LANtaVan is large: more than 1,600 square miles! Many trips across the Valley are very long even when taken by car or bus. As a benchmark, the LANtaVan ADA Paratransit trip length standard is to schedule travel times that are equivalent to what it would take to get from an origin to a destination by LANtaBus service – including transfers between buses – and the length of time to cover the distance from home to bus stop and from bus stop to the destination. LANTA establishes a standard for what is considered equivalent. For all non-ADA Paratransit trips, there are no specific regulations or requirements regarding the length of rider's trips. We try to make the rider's trip as efficient as possible so that no one is on board the vehicle for an unreasonable period of time. However, it is important to note that LANtaVan cannot guarantee a maximum amount of time a rider will be on the van. If a rider has circumstances under which extended trips may cause health or other issues (for example, the need to take medication at certain intervals or the inability to be in a van seat for a particular amount of time), the rider must make their own arrangements to address these limitations.

If you have concerns about the scheduling of your trip, please call 610-253-8333 to speak to a LANtaVan representative.

### **Securements / Tie Downs / Safety Belt Use**

For rider safety during travel, LANtaVan riders are required to use safety belts or securement devices at all times. All riders who use wheelchairs must ride in designated securement areas only. Refusal to use safety belts or the appropriate securement system will result in the suspension of service. If a particular mobility device cannot be secured by the existing securement system, LANtaVan Safety staff will review the situation.

Most wheelchairs and their users can be transported by LANtaVan, provided the combined weight of the rider and wheelchair does not exceed the capacity of the van's wheelchair lift. A wheelchair is a mobility device belonging to any class of three- or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

Riders who do not use a wheelchair are allowed to use the lift mechanism provided that the mobility aid can be physically accommodated by the vehicle and its equipment.

Riders may board with a collapsible (folding) wheelchair. Riders who are able, may transfer themselves to a seat and store the collapsible wheelchair.

### **Traveling with Children**

If you will be traveling on a LANtaVan vehicle with a child age 8 or under who weighs less than 80 pounds, you must provide a child safety seat that is required for the child's size in accordance with Pennsylvania law and you must properly secure the child in the safety seat. If the rider does not provide the required child safety seat and is not prepared to secure the seat and secure the child in the seat, the child will not be transported.

Children under 12 must be accompanied by an adult while riding.

Children ages 12 -17 may travel without an accompanying adult only if it can be demonstrated that they would be able to use public transit independently which will be determined through the in-person evaluation as conducted as part of the application process.

Children who are registered riders must pay full or sponsored fares, and all rules applying to adult riders also apply to children. There are no reduced Children fares on LANtaVan.

### **Other Equipment**

Riders may travel with portable oxygen or other equipment, provided that the equipment does not violate rules concerning transportation of hazardous materials. Oxygen tanks must be secured. The rider must be able to transport the oxygen tank without assistance from the driver. Riders must provide their own oxygen supply sufficient for the duration of the trip. Please note: occasionally there are delays in service due to a variety of reasons. Riders should consider bringing a spare portable oxygen tank.

### **Guests (Companions)**

Riders who are ADA paratransit eligible will be allowed to travel with at least one guest (companion), such as a friend or relative. The fare for the companion will be the same as the fare for the ADA paratransit eligible rider.



Additional ADA guests accompanying the rider will be allowed on a space available basis only and will be charged the discounted co-pay fare.

Please note that LANtaVan requires that the rider reserve a space for the companion when the rider reserves their own ride. The companion must have the same trip origin and destination as the rider.

### **Personal Care Attendant (PCA) – Escort**

A Personal Care Attendant (PCA) is someone designated or employed specifically to assist the paratransit eligible rider in meeting their needs. LANtaVan recognizes a PCA as a mobility aid to the eligible rider.

LANtaVan does not provide personal care attendants (PCAs). If you require a PCA, you must provide your own.

A PCA must be aged 12 or older. The PCA must have the same trip origin and destination as the rider. In addition, LANtaVan requires that space for the PCA must be reserved at the same time that the rider reserves their trip. No fare is charged for a PCA.

Through the eligibility process, it will be determined whether or not a rider requires a PCA.

### **Traveling with Animals**

Riders may travel with a service animal that is trained to assist the rider. Service animals include dogs or miniature ponies that have been specifically trained to detect needs and provide assistance to the rider. The rider should inform the reservation agent that they are traveling with a service animal when they make their trip reservation.

While all trained service animals are welcome to accompany their handler, it is expected that handlers will keep their service animals under complete control at all times and ensure that trained service animals will pose no threat to drivers, or other passengers and service animals on board. Should a service animal evidence aggressive or other inappropriate behavior, LANtaVan reserves the right to refuse future service.

Any animal other than a trained service animal cannot be transported unless it is secured in a carrier. The rider should inform the reservation agent that they will be traveling with a secured animal.

## **No-Shows and Late Cancellations**

A “no-show” is recorded when a rider books a trip and when the van arrives, the rider is not available for travel or declines service. The van driver will wait no more than 5 minutes after arriving at a pick-up location within the pick-up window. If the rider does not board the van within five (5) minutes, the van will leave. This will be recorded as a no-show.

A “late cancellation” is recorded when a trip is cancelled within two (2) hours of the scheduled pick up time. Trips can be cancelled by calling the LANtaVan reservation center at 610-253-8333.

No-shows do not include trips that are missed due to operator error or for reasons that are beyond the rider’s control. Operator error can include, for instance: scheduling problems, late pick-ups, and other operational problems. Situations beyond a rider’s control may include a medical or family emergency, sudden illness, or an appointment that runs unexpectedly late with sufficient notice.

If a van arrives before the pick-up window, please board the van if you are ready. The driver will wait for the rider to a time that is five minutes into the pick-up window. If, at that time, the rider is not on board the van, the driver will leave the pick-up location. That will be recorded as a no-show. If the van leaves prior to five (5) minutes into the pick-up window, a no-show will not be recorded.

No-shows and late cancellations can result in disruptions to the service for other riders. Riders should make every attempt to avoid no-shows and late cancellations.

LANtaVan has a no-show and late cancellation policy which includes progressive consequences for excessive no-shows or late cancellations. No-show trips will be considered excessive and will be considered a pattern or practice of missed trips when the rider meets the following three criteria:

- Rider has reserved seven (7) or more trips within any month;
- Rider “no-shows” or late cancels three (3) or more trips within any month; and,
- The “no-show” trips make up 20 percent or more of the scheduled trips within the month.

LANtaVan will take the following actions in response to repeated rider no-shows that occur within the same rolling 12-month period:

- Step 1: If a rider reaches the above threshold for the first time, LANtaVan will send the rider a warning letter listing the no-show dates and a copy of the no-show policy.
- Step 2: If a rider reaches the above threshold for the second time, the rider will be suspended for seven (7) days.
- Step 3: If a rider reaches the above threshold for the third time, the rider will be suspended for 14 days.
- Step 4: If a rider reaches the above threshold for the fourth time, the rider will be suspended for 21 days.

In addition, subscription service will be cancelled for any customer who is suspended under this Policy. The rider will not be able to reserve any subscription trips until six (6) months after the end of the suspension period.

A rider who contests a suspension or termination of paratransit service may appeal the decision through the Suspension of Service Appeal Process.

## **Rider Behavior**

Neither profanity nor abusive language/conduct is acceptable on LANtaVan vehicles, or when communicating with any representative of LANtaVan.

Weapons will not be allowed on LANtaVan vehicles.

Riders must use headphones when listening to any type of audio from electronic devices.

Eating or drinking is not allowed on LANtaVan vehicles. Medical exceptions may be made with appropriate documentation from a physician.

Appropriate clothing and footwear must be worn on LANtaVan vehicles.

Smoking is not permitted on LANtaVan vehicles.

Service will be suspended or refused to riders who engage in violent, seriously disruptive or illegal conduct that affects the safety of the rider, the driver or fellow riders. The severity of the incident will determine whether a rider is suspended temporarily or permanently. For example, a rider whose behavior threatens or has threatened the safety of LANtaVan personnel or other riders may be refused service (permanent revocation of eligibility). Any rider whose service is suspended or terminated will receive a letter notifying them of the suspension or termination and the effective dates of the suspension or termination. A rider who contests a suspension or termination of paratransit service may appeal the decision through the Suspension of Service Appeal Process.

### **Suspension of Service Appeal**

Anytime LANtaVan suspends or terminates a rider's service, that rider has the right to appeal LANtaVan's decision. To file an appeal, the rider must submit a letter to the LANtaVan Program Manager, LANTA, 1060 Lehigh Street, Allentown, PA 18103. The appeal must seek to refute the basis for which LANtaVan has made the decision; for example, if a rider can show that they did not no-show on one or more of the dates listed in the letter from LANtaVan informing them that they are being suspended due to excessive no-shows. A hardship caused by the termination or suspension is not grounds for appeal. Letters of appeal must be postmarked within five days of the letter informing the rider of the suspension/termination. For riders with disabilities which restrict their access to timely processing of their mail, LANTA will also attempt to communicate any time sensitive information regarding service suspensions via telephone or electronic means. Depending upon the situation, LANtaVan may choose to delay the suspension or termination while processing the appeal.

### **Emergencies and Inclement Weather**

Fortunately, LANtaVan's safety record is excellent so you should feel very safe while riding. However, in the unlikely event that you are a rider on board a van that is involved in an accident, please remain calm and follow the van driver's instructions. Evacuate the van quickly when asked to do so. You might also be asked to provide information as a witness and we do ask for your cooperation. If there are injuries, emergency services will be contacted.

LANTaVan paratransit services are often curtailed or cancelled due to inclement weather as is regular LANTaBus transportation. The best way to find information about service disruptions is at [www.lantabus.com](http://www.lantabus.com) or by following LANTA on Facebook or Twitter. LANTA also notifies local radio, newspaper and television news outlets about weather related service disruptions.

When there is ice and snow, we require riders to clear a path from their door to the van. It is required that this path be free of ice and snow accumulation and wide enough of an area to permit the deployment of a wheelchair lift if necessary.

## **Submitting Suggestion, Complaints, Inquiries about LANtaVan**

If you have a suggestion or a comment about our services, please call LANtaVan at 610-432-3200. You may also e-mail [lantavaninfo@lantabus.com](mailto:lantavaninfo@lantabus.com) or write to: LANtaVan Program Manager, 1060 Lehigh St, Allentown, PA 18103. You may also submit at <http://www.lantabus.com/lanta-comment-and-complaint-form>

If you are submitting a complaint or comment about a particular trip, specific details help LANtaVan address your issue. Please include the following information when calling or writing:

- Name, address and telephone number;
- Day and time of experience;
- Vehicle number and/or driver's name, if applicable;
- Reservation Agent's name, if concerning a telephone conversation; and
- Explanation of incident, suggestion or comment.

If you are on a LANtaVan vehicle or are waiting at home or at your destination for service and need immediate assistance regarding your trip, call the LANtaVan reservation center directly at 610-253-8333.

LANTA is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1984, as amended, or on the basis of a disability, as provided by the Americans with Disabilities Act of 1990. Title VI and ADA complaints must be filed within 180 days from the date of the alleged discrimination.

To submit a discrimination complaint, print and complete LANTA's Consolidated Civil Rights Complaint Form at <http://www.lantabus.com/wp-content/uploads/2018/01/Consolidated-Civil-Rights-Complaint-Form.pdf>. The completed form must be returned to: LANTA, Civil Rights Officer/Executive Director, 1060 Lehigh St, Allentown, PA 18103.

If you require any assistance in completing this form, please contact the Civil Rights Officer by calling 610-435-4052.