

# City of Avalon

## Avalon Transit User Guide



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### Avalon Transit Overview

#### **What services does Avalon Transit provide?**

The City of Avalon’s public transit program, known as Avalon Transit, provides three specific public transit services: Avalon Community Transit fixed route, Avalon Access and Dial-A-Ride. The following explains these services.

**Avalon Community Transit** is a general public fixed route operating over a 4-mile route covering the central portion of Avalon from the Cabrillo Mole to Casino Way and up-canyon to the Botanical Garden.

**Avalon Access** provides advance reservation, and subscription services, origin-to-destination, shared ride transportation service in accordance with the Americans with Disabilities Act of 1990 (ADA). This service is provided to individuals who, because of a physical or mental disability, are unable to use regular, fixed route bus service in the City of Avalon.

**Dial-A-Ride** is an immediate-response, shared ride service made available to seniors age 65+ and individuals with disabilities that do not necessarily prevent them from utilizing the Avalon Community fixed route bus. Seniors and those with disabilities will be provided curb-to-curb Dial-A-Ride trips on a space-available, immediate response basis. Subscription and Advance reservations up to 7 days are recommended for availability.

## **Who Operates Avalon Transit?**

Avalon Transit is provided by the City of Avalon as part of its overall public transportation program and funded through state and local public transit fund sources. A professional transportation management company, Transportation Concepts, operates the Avalon Transit services under contract with the City.

## **How Can I Contact Avalon Transit?**

For information about the Dial-A-Ride services and eligibility or to pick up an application for either the Avalon Access or Dial-A-Ride programs, you can either call the Avalon Transit Office or stop by during normal business hours:

**Avalon Transit Office**  
**308 Crescent Avenue**  
**Box 587, Avalon CA 90704**  
**Telephone: 310-510-0081**  
**TDD/TTY: 310-510-0086**  
**Office Hours: Monday – Friday 8:00am to 5:00pm**

## **Here are some other important Phone Numbers:**

### **Avalon Dial-A-Ride Reservation/Cancellation Office**

Telephone: (310) 510-0081

TDD/TTY: (310) 510-0086

**Please call these same numbers to file an inquiry, complaint or compliment.**

## **Avalon Transit Service Information**

Where aspects of ACT fixed route, Avalon Access or Avalon Dial-A-Ride differ; such differences are highlighted below.

### **What is the Service Area?**

Avalon Community Transit operates a 4-mile fixed route covering the central portion of Avalon from the Cabrillo Mole to Casino Way and up-canyon to the Botanical Garden.

Avalon Access provides service within the City Limits of Avalon with the exception of Hamilton Cove and Pebbly Beach, which are more than 3/4 mile from the ACT Community Bus routes.

Avalon Dial-A-Ride provides service to and from all destinations within the City Limits of Avalon including Hamilton Cove and Pebbly Beach.



## What are the Days and Hours of Operation?

The same hours and days apply to all Avalon Transit services and are subject to change by City.

### Service Hours:

|                       |             |                 |
|-----------------------|-------------|-----------------|
| <u>Summer Season:</u> | Sunday      | 8:00am – 6:00pm |
|                       | Mon - Thurs | 7:20am – 6:00pm |
|                       | Friday      | 7:20am – 7:00pm |
|                       | Saturday    | 8:20am – 7:00pm |

|                    |             |                 |
|--------------------|-------------|-----------------|
| <u>Off Season:</u> | Sunday      | 8:00am – 5:00pm |
|                    | Mon – Thurs | 7:20am – 6:00pm |
|                    | Friday      | 7:20am – 7:00pm |
|                    | Saturday    | 8:20am – 7:00pm |

### Avalon Access and Dial-A-Ride Reservation Hours:

|                   |                 |
|-------------------|-----------------|
| Monday – Thursday | 6:45am – 6:00pm |
| Friday -Saturday  | 6:45am - 6:00pm |
| Sunday            | 6:45am - 6:00pm |

### Cancellation Hours:

Monday – Sunday (7 days a week) 6:45am – 5:00pm

## What holidays are observed by Avalon Transit?

Avalon Transit services operate 365 days a year, including holidays.

## What are the Fares?

### Avalon Community Transit

| <u>Fare Type</u>  | <u>Fare</u> |
|---|-------------|
| General Public Per Ride   | \$2.00      |
| Children under 6 years with Paying Passenger<br>(Limited to a maximum of 2 children per paying passenger) | Free        |

### Avalon Access

| <u>Fare Type</u>  | <u>Fare</u> |
|---|-------------|
| ADA Eligible Individual Per Ride  | \$2.00      |
| ADA Eligible Individual's Personal Care Attendant   | Free        |
| ADA Eligible Individual's Companion(s)  | \$2.00      |
| Children under 6 years with an ADA Eligible Individual<br>(Limited to a maximum of 2 children per paying passenger) | Free        |

### Avalon Dial-A-Ride

| <u>Fare Type</u>  | <u>Fare</u> |
|---|-------------|
| Eligible Senior or Disabled Individual Per Ride   | \$2.00      |
| Eligible Individual Ride to Hamilton Cove   | \$4.00      |
| Children under 6 years with an Eligible Individual<br>(Limited to a maximum of 2 children per paying passenger) | Free        |

All Fares must be paid in cash. Drivers do not make change.

## Avalon Transit Service Policies

**Packages** Riders on Avalon Transit services are limited to no more than 1 piece of luggage or 3 regular shopping bags or other small packages or parcels. They must be able to carry their carry-on items safely onto and off of the bus without assistance of the driver and safely control these items during vehicle operations. Luggage, packages or parcels may not obstruct the aisle, interfere with operation of the passenger ramp or lift, or prevent seats from being used by other passengers.

**Service Animals and Pets** A “service animal” means a guide dog, signal dog or other small animal individually trained to work or perform tasks for an individual with a disability. Service animals may accompany their disabled individual on Avalon Transit vehicles at all times. During travel, the individual must maintain control of their service animal and is responsible for the behavior of their service animal.

Pets are not allowed on Avalon Transit vehicles unless they are transported in an enclosed pet carrier.

**Rider Conduct** No eating, smoking (including electronic devices) or drinking from uncovered containers is allowed at any time on-board Avalon Transit buses. Cell phones and electronic devices may be used while on Avalon Transit vehicles so long as an earpiece or headphones are used and the volume is kept low enough not to disrupt other passengers.

## ADA General Service Policies

As a public transportation provider, the City of Avalon must comply with the Provision of Service policies set forth in the Americans with Disabilities Act of 1990.<sup>1</sup> The following policies apply to the ACT Community Bus and Avalon Dial-A-Ride services:

- All wheelchairs and other mobility devices and their users shall be transported in ACT/Dial-A-Ride vehicles so long as they can be boarded, secured and transported safely but will only be permitted to ride in designated securement locations;
- ACT/Dial-A-Ride will provide securement systems for wheelchairs and other mobility devices and individuals using a wheelchair or mobility device must permit his or her wheelchair or mobility device to be secured;
- Where necessary or upon request, ACT/Dial-A-Ride operators shall assist individuals with disabilities with the use of securement systems and passenger lifts/ramps;
- ACT/Dial-A-Ride shall permit individuals with disabilities who do not use wheelchairs, including standees, to use the vehicle's passenger lift/ramp;
- On ACT fixed route services, operators of those services shall announce at least at major bus stops; transfer points to other transit services, other major intersections and destination points, and at intervals along each route;
- Service animals shall be permitted to accompany individuals with disabilities in ACT/Dial-A-Ride vehicles;
- ACT/Dial-A-Ride information materials shall be made available in accessible formats and technologies;
- ACT/Dial-A-Ride shall not refuse to permit a passenger who uses a lift or ramp to disembark from a vehicle at any designated stop, unless the lift/ramp cannot be deployed, the lift/ramp will be damaged if deployed, or temporary conditions at the stop, not under the control of the City of Avalon, preclude the safe use of the stop by all passengers;
- Individuals with disabilities may travel with a respirator or portable oxygen supply;
- Adequate time shall be provided to allow individuals with disabilities to complete boarding or disembarking from the vehicle; and
- On ACT/Dial-A-Ride vehicles at least one set of seats in the front of the vehicle shall be designated and marked as priority seating for persons with disabilities. Passengers sitting in such designated seating and in any fold-down seating over securement positions who are not disabled will be requested to relocate when a person with a disability or a person using a wheelchair or other mobility device needs to use this seating or the securement position.

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<sup>1</sup> 49 CFR Part 37, Subpart G

# Avalon Access and Avalon Dial-A-Ride

## **Avalon Access and Dial-A-Ride Eligibility**

Avalon Transit operates two types of demand-response service: Avalon Access and Dial-A-Ride. The eligibility requirements are different for each of these services.

### **Who is eligible to use the Avalon Access service?**

Avalon Access service is provided to ADA Paratransit eligible individuals. An eligible individual may travel with a personal care attendant [PCA], one companion (or more if space is available), and up to a maximum of 2 children under 6 years of age if space is available.

ADA: Anyone meeting the eligibility criteria for ADA paratransit service is eligible for the Avalon Access service.

ADA Certified Eligible Visitors: Visitors from outside of the Avalon Transit service area may receive Avalon Access service up to 21 days in a 12-month period. Visitors may be asked to show documentation of their ADA paratransit eligibility from another jurisdiction or, if that is not available, documentation of the individual's place of residence outside of the Avalon Access service area and, if their disability is not apparent, of his or her disability.

Disclaimer: Avalon Access reserves the right to refuse service to anyone that disrupts the operation of the vehicle or threatens the driver and/or other passengers.

### **Who is eligible to use the Avalon Dial-A-Ride service?**

Dial-A-Ride service is made available to seniors age 55+ and individuals with disabilities that do not necessarily prevent them from utilizing the Avalon Community fixed route bus. You do not have to be a resident of Avalon to become eligible to use the Dial-A-Ride service.

## **How Does Someone Become Eligible to Use These Services?**

Because the two services have different eligibility criteria, the processes are different, too.

### **Avalon Access Eligibility**

Contact the Avalon Dial-A-Ride Office to obtain an application form or download one from the Avalon Transit website at [www.avalontransit.org](http://www.avalontransit.org). Follow the instructions on the application form to complete the application. Submission of a completed application will begin a 21-day evaluation period for service eligibility. If an eligibility determination is not made within the 21-day period, the applicant will be treated as eligible for Avalon Access service unless and until the application is denied.

Avalon Access will accept a valid Access Services ID or Eligibility Determination letter as documentation of ADA Paratransit eligibility or you can provide information on your disability and identify a healthcare professional who will be able to verify your mobility limitations.

Applicants receive an eligibility determination letter from Avalon Access. If eligibility is confirmed, applicants with a qualifying permanent disability would receive a three-year certification. Applicants with a qualifying temporary disability would receive certification for the length of time needed, up to three years. Eligible individuals may begin using Avalon Access as soon as they receive notification of their eligibility.

### **Avalon Dial-A-Ride**

If you are interested in applying for Dial-A-Ride without ADA certification, the Dial-A-Ride Eligibility Application can be obtained from the Avalon Transit Office or can be downloaded from the Avalon Transit website at [www.avalontransit.org](http://www.avalontransit.org).

### **What can be done if eligibility has been denied?**

Individuals who are denied ADA paratransit eligibility or Dial-A-Ride eligibility can obtain a review of their denial. An appeal must be filed within 60 days from the denial of the application.

An individual may submit an appeal in writing or in person to the City's Administrative Analyst. If the Administrative Analyst overturns the eligibility denial, written notification of Avalon Access or Dial-A-Ride eligibility will be sent to the passenger. If the eligibility denial is upheld, the Administrative Analyst would provide written notification stating that the individual is ineligible to use Avalon Access or Dial-A-Ride services and the reasons for the denial.

Applicants have the right to request a hearing before the City's Chief Administrative Officer at any time in the appeal process by calling the Chief Administrative Officer at 310-510-0220. A hearing will automatically be arranged if the Administrative Analyst upholds the original decision regarding eligibility. The Chief Administrative Officer makes the final decision regarding ADA paratransit and Dial-A-Ride eligibility appeals. Written notification of the decision and the reasons for it will be made within thirty (30) calendar days of the hearing date.

### **What is the Recertification Process?**

Both ADA Paratransit eligibility and Avalon Dial-A-Ride eligibility may be subject to recertification every 3 years or upon indication that an individual's disability status may have changed and needs to be reassessed.

A notification letter and a recertification application will be sent to Avalon Access and Avalon Dial-A-Ride customers approximately 45 days prior to the expiration of their eligibilities. To ensure this notification is received, it is important to inform the Avalon Transit Office of any mailing address changes.

### **How Can I Request a Ride?**



### **Avalon Access**

Avalon Access is an advance reservation service. Trip reservations for Avalon Access eligible users and ADA Eligible Visitors may be made any time within normal Reservation Hours at least one day and not more than three days prior to the desired day of travel, 365 days a year.

Reservation hours are 6:45am – 5:00pm, Monday through Sunday, and the telephone number is (310) 510-0081.

### **Avalon Dial-A-Ride**

Avalon Dial-A-Ride is an immediate-request service. Trip requests for Avalon Dial-A-Ride may be made any time within normal Reservation Hours. The last pick-up each day will be 30-minutes prior to the end of ACT Community Bus service.

### **What Information is needed to make a reservation?**

- Passenger's name;
- Passenger's pick-up address, including any apartment number, building number, specific instructions, or directions, etc.;
- Passenger's telephone number/cell phone number (optional);
- Passenger's requested pick-up time. Based on the requested pick-up time and the schedule of the vehicle, the reservation agent may negotiate a pick-up time with the individual that could be up to an hour before or after the desired pick-up time. When scheduling a pick-up for an appointment, it is helpful to advise the reservation agent of the appointment time;
- Advise the reservation agent when a mobility device or Personal Care Attendant would be transported;
- Advise the reservation agent if you require assistance other than our standard curb-to-curb service;
- Number of passenger's travel companions and/or children; and
- Passenger's drop off address, including any suite number, building number, location within a building complex, telephone number (if known), the name of the location where they are going.

If requesting a specific drop off time, the passenger should allow sufficient time to travel from the curb to their final destination point.

If you will be making a return trip, provide the reservation agent with that time if known or estimate it to request a **Will Call** trip.

### **When will the bus arrive for a pick-up and how long will it wait?**

**Scheduled Pick-up:** To meet the commitment regarding on-time performance, Avalon Dial-A-Ride makes every effort to arrive for a scheduled pick-up within a 15-minute period of time, which is 15 minutes before to 15 minutes after the promised pick-up time. For example, a vehicle that is on time for a 10:00 a.m. pick-up would arrive between 9:45 a.m. and 10:15a.m.

**The 3 minute wait rule:** Once the Avalon Dial-A-Ride vehicle arrives at the pick-up location the driver is required to wait for 3 minutes for the passenger to board the vehicle and then must leave for the next scheduled pick-up. During that wait time the driver will contact Dispatch for assistance if the rider does not appear.

### **Will Call Pick-Up:**

Will-Call service is a “call when ready service.” Will calls are restricted to medical trip purposes. The number of will calls accommodated each day will be determined by Avalon Transit supervisors and dispatchers based on the number that they feel Avalon Dial-A-Ride can accommodate without negatively impacting previously-scheduled trips. Will calls will be accommodated within 90 minutes of the call that the passenger is ready.

### **How Long Does a Trip Take?**

The length of an Avalon Dial-A-Ride trip varies according to several factors including: the distance from the origin to the destination addresses, traffic conditions, and the service provided to other passengers who share the ride.

Individuals may expect that a trip taken on Avalon Dial-A-Ride would compare in length to the same trip taken on the ACT Community Bus fixed route system. Normally, a trip should not exceed 30 minutes.

### **How can a reservation be canceled?**

Should a change in plans or an illness create the need to cancel a reservation, call the Avalon Transit Cancellation line (310) 510-0081 (Voice) as soon as possible. **If you are calling after hours, please leave a message.** To avoid acquiring a No-Show, the call to cancel a trip must be placed at least one hour before the scheduled pick-up time.

### **Who Can Answer Questions about Pick-Ups?**

The Avalon Transit reservation agents and/or the Avalon Transit dispatcher can answer questions about pick-ups. When possible, it is best that passengers make follow-up calls personally to avoid confusion. Contact the Avalon Transit Reservation/Dispatch Office at (310) 510-0081 for pick-up information.

## No-Shows and Late Cancellations

**Policy:** Sanctions shall be assessed to riders who abuse the Avalon Access system through a pattern or practice of not showing for trips or canceling trips late. A pattern or practice includes intentional, repeated and/or regular incidents. This policy applies to riders with standing-order trips and demand trips.

### Implementing Procedures:

1. Definitions for the policy include:
  - a. No-show – A no-show shall be attributed to a rider when the rider cannot be located at the specific pick-up location OR refuses a trip once the Avalon Access vehicle arrives.
  - b. Excused No-Show – A no-show shall not be assessed to a rider if the reason is beyond the rider’s control.
  - c. Late cancellation - A rider or caretaker on behalf of the rider must contact the Dial-A-Ride office to cancel a trip at least two (2) hours before the scheduled trip pickup time; any cancellation occurring less than two (2) hours prior to the scheduled pickup time is a late cancellation, unless the cancellation was beyond the rider’s control as defined by this policy.
2. If a rider is reported as a no-show for their departing trip, the rider will be responsible for calling to cancel any remaining trips for that day. If the return trip is not canceled and should have been, the rider will receive a no-show for the return trip as well.
3. The rider or caretaker shall take reasonable efforts to notify Avalon Access of any changes in their schedule and need for services.
4. For purposes of this policy, no-shows and late cancellations are counted as follows:
  - No-Show = one (1) penalty point
  - Late Cancellation = one-half (1/2) penalty point
5. Sanctions will apply when a rider reaches or exceeds in one month the penalty points shown on the table below.

| <b>Total Trips Scheduled Per Month.<br/>Trips Canceled More than 2 Hours Before<br/>Scheduled Pick-Up Time Are Not Counted</b> | <b>Penalty Points Threshold per Month<br/>for Sanctions to Apply</b> |
|--|--|
| 1–12 one-way trips (up to 6 round trips/mo)  | 3  |
| 13 – 25 one-way trips (up to 3 round trips/ wk)  | 4  |
| 26 – 40 one-way trips (up to 5 round trips/ wk)  | 6  |
| 41 – 60 one-way trips (up to 1 round trip/ day)  | 8  |
| 61+ one-way trips (more than 1 round trip/ day)  | 10   |

6. For purposes of this policy, sanctions are applied in the following manner, based on a one year time period.
  - a. First Time that Rider Reaches or Exceeds Monthly Penalty Points Threshold in the Year:

Avalon Access issues a notice of warning.

(All notices and warnings will be issued in writing using accessible formats where necessary. The notice shall state in detail the circumstances causing a no-show/late cancellation to be recorded against them.)

- b. Second Time that Rider Reaches or Exceeds Monthly Penalty Points Threshold in the Year:  
Rider is suspended from service for 7 calendar days.
- c. Third Time Rider Reaches or Exceeds Monthly Penalty Points Threshold in the Year:  
Rider is suspended from service for 14 calendar days.
- d. Fourth and Subsequent Time Rider Reaches or Exceeds Monthly Penalty Points Threshold in the Year:  
Rider is suspended from service for 28 calendar days.

Example: A rider scheduled 16 trips in March. The rider no-showed three trips and canceled two trips less than two hours before the scheduled pick-up time. The three no-shows equal 3 penalty points and the two late cancels equal 1 penalty point. This rider now has reached 4 penalty points, which is the threshold of monthly penalty points for sanctions to apply. The rider will receive a warning letter since this is the first violation. In April, the rider scheduled 16 trips and no-showed one trip. This is 1 penalty point for the month and is below the monthly penalty point threshold, so no sanctions apply. In May, the rider again scheduled 16 trips and no-showed four trips. The rider now has 4 penalty points again. This is a second violation in the year, so the rider will be notified of a seven-day suspension.

- 7. Special Exceptions - When a suspension would prevent a rider from receiving medical services that are deemed life-sustaining by the rider's medical provider, the City may grant an exception to a rider's suspension for the life-sustaining trips. Such special exception medical trips will be provided as demand trips and require individual trip reservations.
- 8. Request to Excuse No-Show or Late Cancel - Within five (5) business days of receipt of a notice of violation, the rider or caretaker may request of Avalon Access that the violation be purged from the rider's record. Said request should include any available documentation to support the request. The City's Administrative Analyst shall have the discretion to purge the violation from the rider's record. If the violation is not purged from the rider's record, there is no further appeal unless the rider receives notice of suspension.
- 9. Appeals - The rider or caretaker may appeal any suspension to the City's Administrative Analyst within five (5) business days of receipt of the notice of suspension. The suspension shall be stayed until the appeal is decided. A rider or caretaker may appeal the decision of the Administrative Analyst to the Avalon City Manager. Appeal to the City Manager will be heard within two weeks and the rider or caretaker may attend the hearing, but attendance is not necessary to maintain the

appeal. At all times, the rider shall bear the burden of proving that he or she should not be deemed in violation of this policy and a no-show/late cancellation should not be noted on their record. The decision of the City Manager is final and is not capable of further appeal. The City of Avalon reserves the right to challenge the rider if a pattern of abuse or fraud is determined.

## Title VI Nondiscrimination Policy

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

For more information on the City of Avalon civil rights program, and the procedures to file a complaint, contact 310-510-0220, or visit our administrative office at City Hall. For more information, visit: [www.cityofavalon.com](http://www.cityofavalon.com)

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. If information is needed in another language, contact 310-510-0220. Si se necesita informacion en otro idioma, contacte al 310-510-0220

## Reasonable Modification Policy

### **POLICY STATEMENT**

In accordance with 49 CFR Part 37, Section 37.5 Nondiscrimination, the City of Avalon, in operation of Avalon Community Transit fixed route services and Avalon Dial-A-Ride, shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to these services, subject to the following limitations:

- (1) Granting the request would fundamentally alter the nature of the City's services, programs, or activities;
- (2) Granting the request would create a direct threat to the health or safety of others;
- (3) Without the requested modification, the individual with a disability is able to fully use the City's services, programs, or activities for their intended purpose.

## **ADMINISTRATIVE PROCEDURE**

### **Designation of Responsible Employee**

The following City employee is designated as responsible for coordination of the City's efforts to comply with this requirement:

Audra McDonald, Administrative Analyst  
Telephone: 310-510-0220, extension 118  
Email: audra1@cityofavalon.com

### **Requesting a Reasonable Modification**

1. In Advance of the Transit Trip: When feasible, requests for modifications should be made in advance, before the transportation provider is expected to provide the modified service, by contacting:

City of Avalon, Administrative Department  
Audra McDonald, Administrative Analyst  
Telephone: 310-510-0220, extension 118  
Email: audra1@cityofavalon.com

Individuals making a request for modification should provide the following information:

- (1) Individual's name and contact information [address, telephone number and/or email]
- (2) Description of what is needed in order to use either ACT fixed route or Avalon Dial-A-Ride services; and
- (3) Their anticipated date of travel when the requested modification would be needed.

An individual need not use the term "reasonable modification" when making such a request. City and Avalon Transit staff will be trained as appropriate to recognize, document and address such requests.

Upon receipt of a request for modification, the Administrative Department will assess the nature of the request and provide the requesting individual with a response by the contact means provided by that individual not later than the close of next business day.

If the requested modification is denied, the City shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefits provided by the City. If the specific modification is denied, such other actions that can be offered will be communicated to the individual by the contact means provided by that individual not later than the close of next business day.

Each request for modification shall be documented, including the determination made and response provided to the requesting individual, including the dates and times of each event and individuals participating in the determination and communications.

2. At the Time of Travel: Where a request for modification cannot practicably be made in advance, an individual wishing to travel on the ACT fixed route or the Avalon Dial-A-Ride may make a request for modification to the vehicle operator by describing what they need in order to use the service.

An individual making a request for modification at the time of travel is not required to provide any identification, contact data, or nature of their disability unless they desire to do so. The individual need not use the term “reasonable modification” when making such a request. Avalon Transit operating staff will be trained as appropriate to recognize, document and respond to such requests.

Upon receipt of a request for modification from an individual wishing to ride the ACT fixed route or Avalon Dial-A-Ride, the vehicle operator will inform the dispatcher of the requested modification and shall be advised by the dispatcher, in consultation with management as necessary, if the modification will be accommodated. The determination shall be communicated to the requesting individual by the vehicle operator and documented by the dispatcher.

If the requested modification is denied, the vehicle operator and dispatcher, in consultation with management as necessary, shall determine if there are any other actions (that would not result in a direct threat or fundamental alteration) that would allow the individual with a disability to receive the services or benefits provided by the City. Any such other actions that can be offered will be communicated to the individual by the vehicle operator and documented by the dispatcher, along with whether the individual chooses to accept the offered other actions.

3. During Travel on ACT Fixed Route or Avalon Dial-A-Ride: During travel on the ACT fixed route or the Avalon Dial-A-Ride, an individual with a disability may find it necessary to request a modification in policy, practices, or procedures due to unanticipated conditions, for example, the accessibility of a desired bus stop or destination drop-off location. Such a request for modification may be made to the vehicle operator by describing what they need in order to use the service. An individual making a request for modification during travel is not required to provide any identification, contact data, or nature of their disability unless they desire to do so.

The vehicle operator will inform the dispatcher of the requested modification and shall be advised by the dispatcher, in consultation with management as necessary, if the modification will be accommodated. The determination shall be communicated to the requesting individual by the vehicle operator and documented by the dispatcher.

If the requested modification is denied, the vehicle operator and dispatcher, in consultation with management as necessary, shall determine if there are any other actions (that would not result in a direct threat or fundamental alteration) that would allow the individual with a disability to receive the services or benefits provided by the City. Any such other actions that can be offered will be communicated to the individual by the vehicle operator and documented by the dispatcher, along with whether the individual chooses to accept the offered other actions.

## **Complaint Procedure**

Any individual who disagrees with the administration of their request for modification, the determination or determinations made related to such a request, or the transit services provided as a result of such a request may file a complaint with Audra McDonald, Administrative Analyst, by any of the following means:

By mail:                      Audra McDonald, Administrative Analyst  
City of Avalon  
P.O. Box 707  
410 Avalon Canyon Road  
Avalon CA 90704

By Email:                      audra1@cityofavalon.com

By Telephone:              310-510-0220, extension 118

To be most effective, complaints should be made to the City within thirty (30) days of the date of the event. Complaints must be submitted with the following information:

- (1) Name of the individual who requested the modification that is the subject of the complaint, along with their mailing address, telephone and email, if available;
- (2) Date the request for modification was made;
- (3) Description of the requested modification; and
- (4) Description of any alleged violations of this policy that form the basis of the individual's complaint.

The City of Avalon will complete its investigation of submitted complaints and communicate its response to the complaint allegations, including its reasons for the response, to the complainant within thirty (30) days of receipt of the complaint.

## **Recordkeeping**

The City shall maintain a record of all requests for modification received, the determination made, and the transit services provided. Additionally, the City shall maintain a record of all complaints received, the findings of the investigation, and copies of any and all communications to complainants.

## **Communication of this Policy**

This policy shall be posted on the Avalon Transit website and included in the Avalon Transit Riders Guide.

All City staff involved in Avalon Transit administration and Contractor employees shall be trained as appropriate to their responsibilities in the requirements and administration of this policy.



## Making a Comment or Complaint

### **What is the Comment/Complaint Process?**

The objective of the comment/complaint process is to utilize passenger feedback to adjust or modify Avalon Transit services. Inquiries or complaints may be about issues such as Avalon Access or Dial-A-Ride service, a driver, or office staff.

An inquiry or a complaint may be filed by sending a written inquiry/complaint to the following:

Avalon Transit  
Attn: George Bahamondes  
P.O. Box 587  
Avalon, CA 90704  
[gbahamondes@transportation-concepts.com](mailto:gbahamondes@transportation-concepts.com)

The basic components of the inquiry/complaint process are as follows:

- An individual who wishes to file an inquiry or a complaint may send a letter to Avalon Transit or may submit an Avalon Transit Inquiry/Complaint form. A copy of the form is found on all Avalon Transit vehicles, or one can be mailed to you upon request.
- Avalon Transit staff can be reached at (310) 510-0081 (Voice) for assistance in filing an Inquiry/Complaint.
- When Avalon Transit staff receives a signed letter or completed Inquiry/Complaint Form the form is given a log number and processed. The Supervisor is responsible for contacting the complainant regarding the concern.
- Within 10 business days of receiving the signed complaint, the Supervisor will conduct an investigation and administer appropriate action.
- Avalon Transit staff will then prepare a written response to the complainant.
- A copy of the complete Customer Inquiry/ Complaint Policies and Procedures document is available by contacting the Supervisor.