

## Agency Name

### Transit Policies and Procedures

<b>Subject</b>	Trip Denials
<b>Section</b>	Customer Service
<b>Effective Date</b>	
<b>Approved By</b>	
<b>Approval Date</b>	

#### **Purpose**

Ensure that trip denials comply with the Americans with Disabilities Act of 1990.

#### **Definitions**

*Trip Denial:* When passenger trip requests cannot be accommodated based on capacity constraints or when requested trips cannot be scheduled within one hour of the requested pick-up time.

#### **Procedure**

Establish a procedure to define and document trip denials. If a passenger's requested pick-up time is not available, the Dispatcher may offer the passenger another pick-up time from one hour prior to one hour past the requested pick-up time. If the requested trip cannot be accommodated inside this two hour window, it should be recorded as a trip denial.

A trip denial log shall be maintained by the Dispatcher to ensure that service is not denied to an individual with disabilities solely because the individual's disability offends, annoys, or inconveniences Agency employees or passengers. All trip denials shall be recorded in the log. The trip denial log shall be reviewed by the Transit Director at least once a quarter.

#### **Responsibilities**

The Dispatcher is responsible for documenting trip denials. The Transit Director is responsible for regularly reviewing the trip denial log and evaluating the need for service changes.

#### **Example**

Passenger Name	Date of Call	Date of Trip	Time of Trip	Reason for Trip Denial