

Proposed ADA Policy Changes

Policy	Current	Proposed
No Show	3 No-Shows in a 30 day period will result in a 30 day suspension	If an individual receives four (4) or more no-shows in a calendar month AND they equal more than 10% of the rider's total scheduled trips for the calendar month, that individual will be suspended
Appeal Process	Passengers who receive a no-show violation have the opportunity to appeal the violation. Appeals must be in writing and received by CCT within 10 business days of receipt of the notification letter	The appeal process is available when the customer is at risk of having their service suspended. Customers will receive a letter, letting them know of the risk and the opportunity to appeal all no-show violations that may lead to suspension of service
Reservation	Reservations are accepted up to seven (7) days in advance	Reservations are accepted up to three (3) days in advance
Same Day Cancellations	Five (5) same day cancellations results in one (1) no-show violation	Same day cancellations are permissible as long as the passenger cancels their trip (1) hour in advance. If a passenger cancels their trip less than (1) hour in advance, it will count as a no-show and the "No-Show" policy will be enforced
Visitors	Visitors to Cobb County, who are functionally disabled, will be given "presumptive eligibility" and can ride for up to 21 calendar days each year without being certified by Cobb Linc. Visitors can provide proof of disability when boarding the vehicle by supplying a Paratransit Identification Card from another transit system. Visitors with disabilities who do not have proof of disability from another transit system may still use the system with a sworn statement that they are unable to use the fixed route system. Documentation may be required for those whose disability is not apparent.	Visitors to Cobb County, who are functionally disabled, will be given "presumptive eligibility" and can ride for up to 21 calendar days each year without being certified by CobbLinc. Visitors can provide proof of disability when boarding the vehicle by supplying a Paratransit Identification Card from another transit system. Visitors with disabilities who do not have proof of disability from another transit system may still use the system. Documentation may be required for those whose disability is not apparent.
Vehicle Lift Requirements	The maximum weight (mobility aid and rider combined) that can be accommodated will depend on the capacity that the lift and vehicle can safely handle. The current maximum safe weight for CobbLinc paratransit vehicles is 600 lbs. Any passenger may use the lift at any designated stop. Operators are instructed to deploy a lift, at the request of the passenger, to board or exit the vehicle.	The vehicle has a design load of 800 pounds. However, CobbLinc may deny transportation if carrying the wheelchair and its occupant would be inconsistent with safety requirements. Any passenger may use the lift at any designated stop. Operators are instructed to deploy a lift, at the request of the passenger, to board or exit the vehicle.
Eligibility Determination	When an applicant is found ineligible for complementary paratransit service, a denial letter is sent to the applicant.	When an applicant is found ineligible, a denial letter will be sent to the applicant specifying the reason(s) why he/she was found to be ineligible for complementary paratransit service.