



# Portsmouth Senior Transportation Service Guide

## Revision 11

Scheduling handled by our call center: TripLink

### Important Phone Numbers

Reservations and Cancellations

(603) 834-6010

COAST Operations Supervisor

(603) 743-5777 Option 4  
or Ext. 105

TDD:

1-800-735-2964

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*A Partnership of COAST and the City of Portsmouth*

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**Disclaimer**

The information in this guide is subject to change. Please consult COAST staff for the most current information. Electronic copies of this document can be found online at:

[www.coastbus.org](http://www.coastbus.org)

## 1.0 Service Overview

### 1.1 Introduction

The Cooperative Alliance for Seacoast Transportation (COAST) is committed to providing quality transit services to all our customers. Portsmouth Senior Transportation is public transportation provided to eligible Portsmouth residents by advanced reservation for a variety of trip purposes.

Portsmouth Senior Transportation:

- Requires approved eligibility through an application process prior to receiving service;
- Requires a reservation to ride;
- Is restricted to specific approved trip purposes;
- Is a shared-ride program;
- Operates weekdays between 6:00 AM and 6:00 PM, except for shopping, which is restricted to scheduled group trips;
- Operates in compliance with Federal Transit Administration (FTA) regulations;
- Has a 20 minute pick-up window rather than a pick-up time;
- Is also open to the general public under non-subsidized, full pay rates.

### 1.2 Who is Eligible for Service?

#### **1.2.1 Portsmouth Residents Eligible for Subsidized Trips**

Portsmouth Senior Transportation is open to all Portsmouth residents who:

- Are age 62 and over  
or
- Have an eligible disability and are between the ages of 18 and 61

Individuals who qualify under these conditions are eligible for subsidized trips with discount fares, as outlined in Section 3.0: Fares.

#### **1.2.2 General Public Eligible for Unsubsidized Trips**

Individuals from the general public who are 18 or older who do not qualify for the service under the above conditions are eligible to use the service but must pay the full cost of their trip as outlined in Section 3.0: Fares.

## 1.3 How to Apply for Services

In order to use Portsmouth Senior Transportation services, individuals must first submit an application and be approved.

Individuals will qualify for services under this program in one of three ways. The application requirements and documentation are different depending on which way you choose to apply. You only need to select the one appropriate for your situation. We will only evaluate your eligibility for the option you select.

*Please note that individuals who qualify as members of the general public pay a higher, unsubsidized rate than Portsmouth residents who qualify based on age or disability.*

### **You are 62 Years Old or Older**

If applying based on age, you need to complete and submit Section 1 of this application, along with proof of age. You do not need to complete Section 2 or 3. Proof of age could be a copy of a driver's license or other ID with birth date on it. Please do not send original documents or anything with your social security number or other sensitive information.

### **You are 18 – 61 Years Old and Have a Disability**

Individuals who are 18 – 61 with a disability should submit Sections 1 and 2, and potentially section 3. Section 2 will outline the proof of disability requirements. Please do not send original documents or anything with your social security number or other sensitive information.

### **You are Applying Under the General Public Provisions**

If you are a member of the general public and are under 62; you do not have a disability; or are not a Portsmouth, NH resident you must complete Section 1 only.

Complete the sections of the application required based on your reason for eligibility and send in the documentation required based on your reason for eligibility.

Send the completed application and documentation to:

**COAST**  
**c/o Demand Response Assistant**  
**42 Sumner Drive**  
**Dover, NH 03820**  
**Fax: (603) 516-0592**

Complete instructions are included on the application.

If we receive an incomplete application, we will notify you (if we have your contact information) to inform you of the information still required to complete your application. We are unable to approve an incomplete application.

It can take up to 21 days from the time COAST receives your completed application for an eligibility determination to be made. You will be notified of COAST's decision concerning your eligibility in writing.

Providing false information on the application may lead to a denial of eligibility at the time of application or termination of service when the false information is discovered. For questions about this process, or to request an application and release, contact COAST at (603) 743-5777, extension 121 or TDD: 1-800-735-2964.

## **1.4 When is Service Available?**

Portsmouth Senior Transportation, for all trip purposes except shopping trips, operates weekdays between 6:00 AM and 6:00 PM.

Shopping trips are limited to group shopping trips based on the following schedule. Times listed are the shopping times. Home pick-ups will be prior to the shopping time, and home drop-offs will be after the shopping time.

**Mondays:** Hannaford, Rite Aid, CVS, Plaza 800 on Islington St.

Shopping time: 10:00 am to 11:30 am

**Wednesdays:** Walmart and Portsmouth Green Shopping Center on Lafayette Rd.

Shopping time: 10:00 am to 11:30 am

**Thursdays:** Fox Run Mall & Trader Joe's in Newington

Shopping time: 10:30 am to 12:00 pm

**Fridays:** Market Basket and Rite Aid on Woodbury Ave.

Shopping time: 10:00 am to 11:15 am

None of COAST's services run on the following days: New Year's Day, Martin Luther King Jr. / Civil Rights Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.

## **1.5 Where is Service Available?**

Portsmouth Senior Transportation will transport eligible customers for eligible trip purposes anywhere within the City of Portsmouth, as well as up to five miles outside the city in New Hampshire, Eliot, ME,



or Kittery, ME. No service into York, ME is permitted. All rides must either start or end within Portsmouth city limits.

## **1.6 What Trip Purposes are Permitted?**

Portsmouth Senior Transportation is limited to the trip purposes outlined below. Some examples are given for reference. If you have questions about whether a specific trip is eligible, please call TripLink at (603) 834-6010.

**Medical:** trips to medical appointments, which may include a pharmacy run immediately before or after the appointment only if it is tied to a medical appointment. Trips to pharmacies that are tied to a medical trip will be permitted and share the fare free nature of a medical trip. Independent trips to pharmacies are only permitted under the group shopping trips, are limited to the locations included in group trips, and share the fare of a group trip.

Trips to locations that are not traditionally considered medical facilities, such as a gym, will be considered medical trips if the purpose of the trip is to meet with a medical professional, such as a physical therapist. Documentation verifying this trip purpose is required from the medical professional. Trips to these locations where the medical professional will not be present are not eligible to be treated as a medical trip.

**Seacoast Mental Health Center:** trips to Seacoast Mental Health Center's Portsmouth Office

**Senior Activities:** trips to senior activities at the following locations:

- Community Campus (Families First, Krempels, Adult Education)
- Portsmouth Library
- YMCA
- Spinnaker Point Gym
- Indoor Pool
- Gather Food Pantry
- Gather Café at GBCC
- Operation Blessing / Crossroads
- Connections Peer Support
- Seacoast Pathways
- Greenleaf Recreation Center
- Voting Locations on Election Days
- Urban Forestry Center

- Senior Center
- Planet Fitness
- Other locations upon review and approval

**Volunteer Jobs:** trips to volunteer jobs and opportunities.

**Caregiver Trips:** trips to provide care to another person, such as at a nursing home or in the Hospital, or to visit someone in a nursing home, care facility, or the hospital.

**Shopping Trips:** trips to go shopping. These trips are limited to the times and locations outlined in Section 1.4. Stand-alone trips to pharmacies that are not tied to a medical appointment are limited to these group shopping trip times. No individual shopping trips to other destinations or at other times are permitted.

## **1.7 Can I be Denied a Trip?**

COAST reserves the right to deny service due to insufficient resources to fulfill the reservation request. Additionally, COAST reserves the right to refuse or suspend service to any customer who fails to follow COAST's policies, in accordance with COAST's Customer Code of Conduct and Demand Response No Show Policy.

Requests for same day transportation and requests made after the reservation deadline will be denied. Reservations must be made by 5:00 PM the weekday prior to the date you wish to ride for all trip purposes. In the case of weekday holiday closure, reservations for the weekday following the holiday must be made by 5:00 PM the weekday before the holiday closure.

## **1.8 Who Can I Bring With Me? (Guests and Personal Care Attendants)**

All customers may bring one Personal Care Attendant (PCA) with them on their trip free of charge. PCAs are individuals riding with a customer in order to assist them due to physical or mental limitations. In order to ride with a PCA, COAST must be notified at the time of reservation that you will be traveling with a PCA, and the individual acting as a PCA must get on and off at the same location as the customer. Individuals under the age of 12 are not eligible to be PCAs; however, in unique situations COAST will review and may approve an individual under 12 years old to ride as a PCA at COAST's sole discretion.

Customers are permitted to ride with guests provided the guests each pay the same fare as the customer regardless of guest's age, get on and off at the same location as the customer, and the

customer notified COAST of the presence of a guest when making the reservation. COAST reserves the right to deny service to guests if there is insufficient capacity in a vehicle.

## **1.9 Are Some Trips Prioritized Over Other Trips Based on Trip Purpose or by Who Called First?**

COAST strives to ensure all trips are provided on time within the framework of our service, and we work to ensure you arrive at appointments on time when we know your appointment time.

COAST service does not prioritize some Portsmouth Senior Transportation trip purposes over others. Pick-ups and drop-offs are arranged to allow for the maximum number of individuals to ride within the parameters set forth in this guide, minimizing the total amount of time each customer needs to be on the vehicle to reach their destination.

Additionally, customers using Portsmouth Senior Transportation may share the vehicle with customers riding under other COAST programs. These other programs may have different rules and fares associated with them. Generally, no priority is given for any program over any other program except to maximize the efficiency and convenience of everybody's ride. There is an exception for customers riding under American with Disabilities Act complementary paratransit services, who may be given priority during some trips in order to maintain compliance with legal requirements.

Early booking helps our Reservationists, as it provides more time to put together a quality schedule. However, early booking does not guarantee that your 20-minute pick-up window will not be changed to accommodate others or mean that your trip will be prioritized over another customer's trip.

## **1.10 Will There Be Other Customers on the Vehicle?**

All COAST demand response services, including Portsmouth Senior Transportation, are a part of our shared-ride system. Other customers may be on board during transit to your destination. Your scheduled pick-up window or route of travel may be altered so another customer can be accommodated. The vehicle may stop and pick up other customers as it proceeds to your destination. Reservationists may ask you to accept trip reservation windows that are different from your original requested pick-up time. Your reservation time can be moved up to 1 hour earlier or later than you requested. We ask that you be flexible; by changing your time more customers can ultimately be served.

## **1.11 How Long Will My Trip Take?**

As a shared-ride system, travel time can vary depending on the number of rides being accommodated. Rides are scheduled to ensure your time on board is as short as possible, while still serving as many customers as possible. When scheduling your pick-up window with a Reservationist, please keep this in mind to ensure you have enough time.

Sometimes extenuating circumstances do occur, creating exceptions over which COAST has no control (for example: traffic conditions, road construction, weather, etc.). Occasionally when this happens, some trips may be longer than intended. Customers are advised to discuss their travel times with TripLink Reservationists if they have any concerns.

## **1.12 Rides Performed by Volunteer Drivers**

This program no longer makes use of volunteer drivers as of October 1, 2019. No Portsmouth Senior Transportation trip will be operated by a volunteer in their own vehicle. All trips will be performed by a COAST driver in a COAST owned and marked vehicle.

## **1.13 In Case of Emergency**

Portsmouth Senior Transportation is not emergency medical transportation and our drivers are not medical professionals. If you are at home or out in the community and have a medical emergency, call 911.

If there is a medical or health emergency on board the vehicle, the driver will pull over, call dispatch (who will in turn call 911) and follow instructions given by the dispatcher in consultation with the 911 operator.

## 2.0 Scheduling Rides

### 2.1 How to Schedule a Ride

You must schedule your Portsmouth Senior Transportation rides in advance. Trip reservations for all trip purposes will be accepted until 5:00 PM the weekday prior to your requested trip. This means if you want to ride on Monday, you must schedule your trip by Friday at 5:00 PM.

Trip reservations can also be made a maximum of 30 days ahead of your requested trip.

All reservations, scheduling, cancellations, changes, and other trip requests are handled by our call center, TripLink.

In the rare case of weekday holiday closure, reservations for the weekday following the holiday must be made by 5:00 PM the weekday before the holiday closure.

You can request a trip **by calling TripLink:**

TripLink  
(603) 834-6010  
TDD: 1-800-735-2964  
8:00 AM until 5:00 PM  
Monday - Friday

or **by emailing:** [triplink@communityrides.org](mailto:triplink@communityrides.org)  
Please put **"Ride Request"** in the subject line.

When making a reservation for your ride, please be prepared to provide the Reservationist the following information:

1. Your name (first and last)
2. The day, date and time you would like to arrive at your destination, and the time you would like to be picked up to return. When adjusting pick-up times, COAST will ensure you are scheduled to arrive by an appointment time for your first trip and will not be picked up earlier than requested for your return trip.
3. The purpose of your trip (for example, is it for a medical appointment, senior activity, volunteer job, etc.)

4. For shopping trips, please indicate which scheduled group trip you wish to join. The times for group trips will be dictated by the trip, and are not as flexible as individual trips
5. Your pick-up address and/or common name (for example, Feaster Apartments), as well as any details on the entrance location at pick up
6. Your destination's address and/or common name (for example, Portsmouth Regional Hospital), as well as any details on the entrance location at the drop-off point
7. Whether a Personal Care Attendant (PCA) or companion(s) will accompany you and whether anyone will have any special needs (for example: children, service animals, pets in a carrier, etc.)
8. Whether you will be using a wheelchair (manual or motorized), and if your wheelchair is "oversized" (larger than 48 inches long by 30 inches wide) and the combined weight of you and your wheelchair if the total is over 600 pounds
9. Whether you will be using a walker or other mobility aid
10. Whether you are ambulatory or require the wheelchair lift or ramp to board
11. Whether you wish to transfer to a vehicle seat if you use a mobility device
12. The telephone number where you can be reached

COAST creates a schedule the evening before the day you will ride. This schedule is designed to maximize the number of customers the vehicle can carry in order to provide the most service to the most people possible. We may adjust your pick-up time up to one hour from the time you requested; however, we will ensure the time you are given will get you to your appointment on time and will not pick you up from an appointment earlier than requested.

Customers are notified of their estimated pick-up time through an automated phone call the evening before they ride (usually between 6:00 PM and 7:00 PM). You can choose to receive these notifications as a text instead. Please notify TripLink if you would like to use the text option. Reservation requests made by email will be confirmed by email. If you have not received a confirmation by 4:00 PM the day before your ride, please feel free to call TripLink to confirm your ride at (603) 834-6010 or TDD: 1-800-735-2964 until 5:00 PM. After 5:00 PM, call COAST dispatch at (603) 743-5777 Option 1.

## **2.2 Reservation Windows**

When you make a reservation, you can request to prioritize either the time you are picked up, or the time you are dropped off. Every individual ride you schedule must prioritize one or the other and cannot be both. Our reservationists can select based on the circumstances, or you may select which end of the ride is more important to you. The times may still be adjusted up to an hour, but we will only adjust them in the direction that preserves the time you are trying to prioritize. How this works is described below:

If you want to prioritize the time you arrive at your destination, we will ensure you do not arrive later than that time. In this case, you may say they want to be dropped off by a certain time. This trip may be adjusted to have a drop-off up to one hour earlier, but it will not be adjusted to have a drop-off later than the time requested. This is useful for when you need to be at an appointment by a particular time. For example, you could make a reservation to be at an appointment by 10:00am. This would be a 10:00am drop-off priority. We may adjust your drop-off time to be anywhere from 9:00am to 10:00am, but we will not adjust the drop-off to be after 10:00am. Your pick-up time will be calculated based on how long it takes to get you to your drop-off with the other customers that are riding. A pick-up time cannot be specifically requested for a drop-off priority reservation.

If you want to prioritize what time you are picked up to start your trip, we will ensure we do not pick you up earlier than that time. This is used when the time you are picked up is more important to you than the time you arrive at your destination. This trip may be adjusted to have a pick-up up to one hour later than the time you requested, but it will not be adjusted to have a pick-up earlier. This is useful for when you are being picked up from an appointment and know you will not be ready earlier than a specific time. For example, you could ask for a 10:00am pick-up priority. We may adjust your pick-up anywhere from 10:00am to 11:00am, but we will not adjust the pick-up to before 10:00am. Your drop-off time will be calculated based on how long it takes to get to your destination with the other customers that are riding. A drop-off time cannot be specifically requested for a pick-up priority reservation.

Many customers find it works best to schedule the ride from your home going out as a drop-off priority, and the ride back to your home as a pick-up priority. This best allows you to control the times you are at your destination.

You will receive a call the night before your ride letting you know the estimated times for your trip.

If you do not have an answering machine, are away from your phone during this period, or otherwise do not receive a call you are advised to call COAST after 5:00 p.m. to check the status of your ride to ensure you are aware of any changes. You may do so by calling 603-743-5777, option 1 or TDD: 1-800-735-2964.

In certain instances, COAST may also have to request same day schedule changes in order to accommodate unanticipated changes to the schedule. In such instances, every effort will be made to advise you of the change(s) as soon as they are known.

## **2.3 Pick-up Windows**

The night before your ride you will be given a range of time for your pick-up. This is referred to as your pick-up window. This 20-minute period is when you can expect your pick-up to occur and runs from 10 minutes before until 10 minutes after your scheduled pick-up. **You must be ready to board the vehicle at any time during the pick-up window.** For example, if you have a 9:00 scheduled pick up, the vehicle could arrive anytime between 8:50 and 9:10.

## **2.4 Vehicle Arrival**

When your driver arrives to pick you up during your scheduled pick-up window, he/she will wait no more than **5 minutes** for you to board the vehicle. If you are not ready to leave within 5 minutes of the vehicle's arrival, the driver will be required to move on to their next pick-up and you will be marked a "No-Show." If you are not ready and you miss your trip we will not be able to send you another vehicle; therefore it is very important that you are ready to board the vehicle when your pick-up window begins.

Using the example in the Pick-Up Window above, the driver may arrive before 8:50 but you are not expected to board the vehicle until 8:50. If, however, your driver arrives at 8:50, he/she will wait until no later than 8:55 for you to board the vehicle.

## **2.5 Canceling Rides**

It is very important that any cancellations are made as far in advance as possible to prevent wasted resources or inconvenience to other customers. Rides that are canceled too late to schedule another trip in their place can result in wasted expense and unused capacity. Failure to cancel with enough advance notice (2 hours prior) so that rides can be reassigned impacts the system and can lead to suspension of service. (See No-Show Policy, Section 6.0)

You can help by making sure you only schedule rides you plan to take, and by notifying TripLink of a cancellation as early as possible.



If you find you need to cancel a trip please call TripLink at (603) 834-6010 or TDD: 1-800-735-2964 at least one day in advance whenever possible. A cancellation made less than two hours prior to the scheduled pick-up will be recorded as a late cancellation.

When canceling a trip, customers are responsible for providing the following information:

1. Name of customer
2. Time and date of scheduled pick-up
3. Exact destination address
4. If canceling just one leg of a two-way trip, make sure we know you want to keep the other portion (for example, canceling the ride home from the doctor, but you want to keep the ride going to the doctor.)

Please remember that the earlier you cancel a trip reservation, the greater the chance another customer will be able to use this opening in the schedule.

Failing to show up for your trip is a different situation than canceling your trip: if you no show one trip during a day, your remaining trips for the day are automatically canceled (see No Show Policy, Section 6.0).

## **2.6 Early Return Trips**

In some cases, an appointment may end earlier than anticipated. If this happens, please call us. If the driver can get to your pick-up location early, we will make every effort to pick you up earlier than your scheduled return trip.

There may be some times when your ride arrives before the beginning of the pick-up window because of a cancelation or especially light traffic. If your ride arrives prior to your scheduled 20-minute pick-up window, you may wait to board or leave right away—it's your choice—but you are under no obligation to leave early if your ride arrives prior to the start of your 20-minute pick-up window. Please remember, however, that your ride will not wait for more than 5 minutes once your 20-minute pick-up window starts.

## **2.7 Reservation Time Changes Made by COAST**

Up until the evening before your ride, COAST may change your pick-up time up to one hour to accommodate other customers. All adjustments are made in the non-priority direction. For example, if you told us you need to be somewhere by 10:00 AM, we can adjust your times such that you arrive early, but we will not adjust your times if it would cause you to be late. Similarly, if you request a 1:00

PM pick-up from an appointment, we may adjust your pick-up time such that you will be picked up later than 1:00 PM, but we will not give you a pick-up time that would require you to leave early.

COAST will call you the evening before the day of your ride to advise you of your adjusted 20-minute pick-up window (see Section 2.3 above). If you do not have an answering machine or are away from your phone during this period, you are advised to call COAST after 5:00 PM to check the status of your ride to ensure you are aware of any changes. You may do so by calling COAST at (603) 743-5777, Option 1 or TDD: 1-800-735-2964.

In rare instances, COAST may also have to request same day schedule changes to accommodate unanticipated changes to the schedule. In such instances, every effort will be made to advise you of the change(s) as soon as they are known.

## **2.8 Changes Made by the Customer**

We understand that you may occasionally need to adjust the time or location of your ride. We will attempt to honor requests for time or location changes if they do not impact the overall schedule, or the schedule of other customers. Changes must be made at least one day prior to the scheduled pick-up. When requesting a change to a scheduled ride please call (603) 834-6010 or TDD: 1-800-735-2964. COAST will make a good faith effort to accommodate requests for same-day changes but cannot guarantee that all changes can be accepted. Customers are responsible for providing the following information:

1. Time and date of scheduled pick-up
2. New destination address, if applicable
3. New day of scheduled pick-up, if applicable
4. New time of scheduled pick-up, if applicable
5. New telephone number, if applicable
6. Status of any other scheduled trips for that day
7. Addition or Cancellation of a Personal Care Attendant, if applicable

Please be aware that some changes may result in changes in your fare.

## **2.9 What If I Am Late for My Pick-Up?**

If you find yourself running late for your initial pick-up, call TripLink at (603) 834-6010 or TDD: 1-800-735-2964 as soon as possible. COAST will try to adjust our schedule to accommodate you; however, this is not guaranteed. COAST drivers are only allotted a certain amount of time to make their pick-ups. When your driver arrives for your pick-up during your 20-minute pick-up window, he/she can

wait no more than **5 minutes** for you to come to the vehicle. If you are not ready to board the vehicle within 5 minutes of the vehicle's arrival, the driver will move on to their next pick-up and you will be assessed a "No-Show." If you are not ready and you miss your trip on the first pick-up of the day (or any pick-up where you are at home), we will not be able to send you another vehicle; therefore, it is very important that you are ready to board the vehicle when your pick-up window begins.

If you are at an appointment and the appointment is running late, please call TripLink at (603) 834-6010 or TDD: 1-800-735-2964 and let us know. We will either adjust your pick-up time, or we will wait to send a vehicle until you call to say you are ready. If we arrive to pick you up from an appointment and you are not ready, the vehicle will leave, and we will wait for your call. We will send a vehicle back to pick you up once you call. We will do everything we can to ensure you are not stranded; however, it is your responsibility to call. It may take some time for a vehicle to arrive to pick you up, since we need to work it in around other scheduled customers. We will not return to pick you up until and unless you call.

COAST cannot send a vehicle to pick you up from a late appointment after service hours end for the day.

## **2.10 What if COAST is Late Picking Me Up?**

Many factors affect the on-time performance of COAST vehicles. These include other customers, traffic and weather conditions. If COAST finds we will be unable to meet your scheduled pick-up within 10 minutes beyond the pick-up window, COAST will make every effort to notify you. For this reason, when scheduling your ride, it is important to provide a phone number (if one is available) where you can be reached.

## **2.11 Subscription Service**

To best meet our customers' needs, COAST offers Subscription Service for customers who require recurring trips from the same origin to the same destination over an extended period of time. Subscription Service is for repetitive travel needs such as a volunteer job or repetitive medical care.

Subscription Service is available to customers after two weeks of using Portsmouth Senior Transportation service without incident. Subscription Service customers do not need to call to reserve each of their repeat trips. To qualify for the Subscription Service, the same ride must be taken at the same time at least once a week for at least a four-week period.

It is important to remember to call TripLink at (603) 834-6010 or TDD: 1-800-735-2964 when you need to cancel or change a Subscription Service trip.

Failure to cancel trips appropriately and/or excessive cancellations or changes may result in dismissal from the Subscription Service program or service suspension.

To inquire about Subscription Service please call TripLink at (603) 834-6010 or TDD: 1-800-735-2964.

## **2.12 Ride Assignments**

We will not accommodate requests for a specific vehicle, driver, or to travel with, or not travel with, a particular customer who has a separate reservation. If you have questions or complaints about the condition of a vehicle or the vehicle driver's performance, report it promptly to a COAST Supervisor at (603) 743-5777, Option 4, or TDD: 1-800-735-2964.

## **2.13 Text Notification Option**

By default, you will be notified of the approximate pick-up time of your ride the following day by an automated phone call. You have the option to get this notification via a text message instead. If you would like to receive a text message instead of a phone call, please let us know you would like to use this option.

## **3.0 Fares**

### **3.1 Cost to Ride for Approved Portsmouth Residents Over 62 or With a Disability**

For customers approved under the eligibility requirements laid out in Section 1.2.1, the cost to ride depends on the purpose of your trip. In all cases, you must pay the listed fare each time you board the vehicle. For example, this means for a Senior Activities trip to the Community Campus, you would pay \$3.00 to get there, and another \$3.00 for the ride home, for a total of \$6.00 round trip.

<b>Eligible Trip Purpose</b>	<b>Fare</b>
Medical (Non-Emergency)	FREE
Seacoast Mental Health Center	FREE
Senior Activities	\$3.00
Volunteer Jobs	\$3.00
Caregiver Trips	\$3.00
Shopping Group Trips	\$2.00
Rides to / from Cottage St. Senior Center	\$2.00
Rides to / from voting	FREE

### **3.2 Personal Care Attendants (PCA) and Guests**

All customers may bring one Personal Care Attendant (PCA) with them on their trip free of charge. PCAs are individuals riding with a customer in order to assist them due to physical or mental limitations. In order to ride with a PCA, COAST must be notified at the time of reservation that you will be traveling with a PCA, and the individual acting as a PCA must get on and off at the same location as the customer. Individuals under the age of 12 are not eligible to be PCAs; however, in unique situations COAST will review and may approve an individual under 12 years old to ride as a PCA at COAST’s sole discretion.

Customers are permitted to ride with guests provided the guests each pay the same fare as the customer regardless of guest’s age, get on and off at the same location as the customer, and the customer notified COAST of the presence of a guest when making the reservation. COAST reserves the right to deny service to guests if there is insufficient capacity in a vehicle.

### **3.3 General Public Full Pay Option**

Members of the general public who do not qualify based on age or disability status may use the service if they pay the full cost of their trip. The cost to members of the general public is \$6.50 per direct mile, regardless of age, and must be paid in cash at the time of boarding.

Direct miles are the number of miles between the trip pick-up and drop-off address of a particular ride along the shortest public and reasonable route. Direct mileage is consistent for a ride between two points regardless of the route the vehicle actually travels while performing shared ride service. Direct miles are calculated separately for each passenger; the presence of other passengers on the vehicle does not change the number of miles your trip will cost. Direct miles are calculated using COAST's mapping software. COAST is the sole and final determiner of the number of direct miles in any trip.

## **3.4 How Can I Pay My Fare?**

For Portsmouth residents who are approved for service because they are over 62 or have a disability, fares can be paid with cash, using exact change on the vehicle, or by purchasing a multi-ride punch pass.

Multi-ride punch passes cost \$20.00 and provide the customer with a reusable punch pass with 22 punches, each punch valued at \$1.00. Each time you present the punch pass for your fare, the driver will punch out the number of \$1.00 punches needed to cover your fare. This punch pass provides you with a small discount of 10%.

Multi-ride punch passes are not redeemable for cash value and cannot be sold back to COAST.

Multi-ride punch passes can be purchased in several ways:

- Online at [www.coastbus.org](http://www.coastbus.org) using a credit or debit card
- From the driver on the vehicle using exact change and cash only
- Over the phone by calling (603) 743-5777 Option 3
- In person at our office at 6 Sumner Drive, Dover, NH 03820
- By mail by submitted an order form to 42 Sumner Drive, Dover, NH 03820

Members of the general public riding on a non-subsidized trip must pay the full cost in cash at the time of boarding.

## 4.0 General Rules

### 4.1 Lost and Found

Customers are responsible, and COAST accepts no responsibility, for personal items left on a vehicle. Customers may call COAST to find out about any personal items they may have left on the vehicle. If you are not able to get to our office to retrieve the lost item, COAST will attempt to get the item back to you on your next trip. COAST will hold items for 14 days prior to disposal. Wallets, credit/debit cards, and IDs will be turned over to the Dover Police Department as soon as possible.

### 4.2 Packages and Personal Items for Non-Shopping Trips

COAST wants your trip to be as useful as possible, but there are some limitations on what you can bring with you.

- Personal items can include walkers, canes, crutches (considered mobility aids), and life support equipment. Customers are advised to limit their personal items to what they can carry in their 2 hands.
- When shopping, customers are allowed to bring up to 20 reasonable sized shopping bags on the vehicles. Please let TripLink know when you make your reservation if you expect to bring multiple shopping bags.
- Luggage, suitcases, duffle bags, backpacks, and other larger bags are restricted to one per person. They should weigh no more than 20 lbs. and hard shell luggage (as pictured) should not exceed 22" by 9" by 14".
- Large items such as furniture or TVs are not permitted on COAST vehicles.
- Hazardous items such as propane tanks and lead-acid batteries are not permitted.
- For more information on prohibited items, see the Customer Code of Conduct in Appendix III.



Drivers will assist with bringing items on and off the vehicle as needed, and to the door upon request, but are not permitted to carry your bags or other property beyond the exterior step of a building.

One small (see dimensions below) shopping cart is allowed. However, depending on the vehicle and its limitations on securing shopping carts, you may be asked to remove your bags from the shopping cart and to fold and stow the cart while the vehicle is moving.

- Cart is 37" high from the floor to the top of the handle.
- Large basket area measures (maximum):
  - 13" side to side
  - 11-1/2" front to back
  - 20-1/2" top to bottom
    - Folds for easy storage



Packages or parcels may not obstruct aisles and doorways or prevent seats from being used.

## **4.4 Riding with Children**

### **Children Age birth – 17:**

Children age 0 to 17 are permitted to ride only as guests with an approved customer. Children are not permitted to be independent customers on Portsmouth Senior Transportation services. Be sure to alert the Reservationist at the time of booking if you are traveling with children. All rules applying to adult customers also apply to children, and all children will be charged the same fare charged to the adult accompanying them. Children are not eligible for the free fare of a Personal Care Attendant (PCA).

### **Safety Restraints:**

Persons under the age of 18 must use safety restraints per NH RSA 265:107-A. If a child must use a "child restraint system" per RSA 265:107-A, the accompanying adult shall be responsible for providing that restraint and shall be responsible for properly securing it and the child with the vehicle's restraints. For this reason, all children required by RSA 265:107-A to use a "child restraint system" must travel with an adult. Adults unwilling or unable to provide a proper restraint and properly secure their child(ren) will not be allowed to ride. COAST is not responsible for the safety of the child safety seat or booster or for its proper securement.

## **4.5 Service Animals**

Service animals are permitted to ride Portsmouth Senior Transportation service.

The U.S. Department of Transportation defines a Service Animal as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability." These



tasks include, but are not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work and pulling a wheelchair or fetching dropped items. Service animals are working animals and not pets. The work or task an animal has been trained to provide must be directly related to the person's disability. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

When scheduling a trip with COAST, please tell the Reservationist that a service animal will be riding. Service animals are not required to have special ID cards or harnesses but must be under the control of their owner at all times while in the vehicle. Service animals may not wander around at will and must be housebroken. If a service animal poses a threat to others (for example: growling, snarling, or biting) it will be removed.

In the interest of safety for you and your service animal, COAST asks that if you need to board the vehicle using the lift, your animal be boarded via the passenger door. This is to keep from having their tails, paws, head, or equipment caught in the lift mechanism and to ensure ample room for you to ride the lift.

Service animals may not climb on or ride on seats.

## **4.6 Pets**

Pets can only be transported in an enclosed carrier provided that the carrier fits on your lap or under your seat. A carrier may not be a purse or other bag that was not specifically designed for the transportation of animals. Service animals are excluded from this policy (see "Service Animals" above). Pets must remain in the carrier for the entirety of the trip. Pets that bark, show signs of aggression, or go to the bathroom in the vehicle will be removed from the vehicle.

Please let us know when booking your trip if you will be transporting a pet in a carrier.

## **4.7 Wheelchair and Mobility Device Size**

COAST service can accommodate wheelchairs and mobility devices up to 33.5" wide, 55" long, and 1,000 lbs. total weight (mobility device plus occupant). However, not every vehicle in our fleet can accommodate these sizes. Therefore, if you plan to use a mobility device wider than 30", longer than 48", or heavier than 600 lbs., you must notify the Reservationist when you make a reservation, so we can ensure the vehicle scheduled to pick you up has an appropriately rated lift.

## **4.8 Motorized Mobility Devices**

If your wheelchair is motorized, the driver cannot assist you in its operation and you or your Personal Care Attendant will be expected to maneuver it safely on and off the vehicle. When boarding, exiting and moving about the vehicle you will be asked to put your motorized wheelchair into a lower speed. While secured and in-transit you will be asked to power off your motorized wheelchair.

## **4.9 Wheelchair Securement**

If you use a wheelchair, your wheelchair must be secured to our vehicle via a four-point tie-down system or similar devices. We will not transport you if you will not allow your wheelchair to be properly and safely secured prior to departure.

When securing you and your wheelchair within a COAST vehicle, you and your wheelchair will always be secured facing in the forward direction. The securement systems in COAST vehicles are specifically designed to function safely within this forward-facing configuration. If you refuse to be secured in the forward-facing direction, COAST will not transport you.

We will only transport customers sitting on a vehicle seat or in a wheelchair. Customers are not permitted to be transported while sitting on a walker.

COAST sometimes uses blue securement loops to aid in safe wheelchair securement. Customers who want to provide their own loops permanently attached to their chair may provide theirs only if the loops have no buckles, are made from seatbelt strength material, and are first reviewed and approved by COAST. Otherwise, COAST will determine the safest location on your chair to secure. This is to ensure you and your wheelchair are properly and safely secured.

## **4.10 Wheelchair Condition**

For your safety, please be sure that your wheelchair is properly maintained in accordance with manufacturer's specifications. If a driver sees that your chair may be unsafe to transport, the driver may bring this to your attention. If you choose to still ride, COAST will do our best to properly secure your chair and will provide the ride per ADA requirements. However, we strongly recommend you do not ride in a chair that is not designed for vehicle transport, or that is not properly maintained.

## **4.11 Using the Lift/Ramp**

Ambulatory customers who have difficulty navigating steps may request to board the vehicle on the wheelchair lift or ramp but are asked to utilize available handholds to steady themselves.

## **4.12 Seat Belts**

Seatbelts are required for all customers riding COAST ADA Paratransit service. This applies to customers in a vehicle seat, as well as those riding in wheelchairs. A seatbelt built into a customer's wheelchair does not meet this requirement: the belt provided with the vehicle must be used. Customers who refuse to wear seatbelts will not be transported.

As with all COAST policies and procedures, COAST will address reasonable modification requests made due to a disability per our Reasonable Modification Policy.

If you use a three- or four-wheeled scooter, the driver may ask if you are able and willing to transfer to a regular seat. This is done for your protection as these devices are typically not constructed to withstand the conditions of being used as a seat in a passenger vehicle (especially in the case of a collision). If you are unwilling or unable to comply with this request, you may decline by signing a waiver, and the driver will secure you and your scooter and continue with your ride.

## **4.13 Life Support Equipment**

You may bring your respirator, portable oxygen, or other life support equipment on the vehicle if it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the vehicle and be managed by you or your Personal Care Attendant (PCA). When calculating the amount of oxygen you should travel with, please plan for more than two hours of travel time.

While in transit, your equipment must remain out of the primary path of travel so that other customers can safely enter and exit the vehicle. A compressed oxygen cylinder must be secured so it is not free to move when the vehicle is in motion. Portable oxygen concentrators are not considered hazardous materials and do not require the same level of special handling.

## **4.14 Caregiver Responsibility**

COAST and its employees cannot act as an attendant for individuals who are unable to be alone. Drivers may leave a vehicle with customers onboard to assist other customers to a door up to 150 feet away. Drivers will drop customers off at their destination but are unable to wait with the customer if there is nobody present to greet/accept them. If an individual cannot be left alone, it is the responsibility of the customer's caregiver(s) or family to ensure a qualified individual is present at the pick-up location and the drop-off location at the time of pick-up and drop-off.

If COAST is aware of an individual that cannot be alone and encounters the absence of an attendant or caregiver at a pick-up or drop-off location, service to the customer may be suspended and, depending on the circumstances, the situation may be reported to the New Hampshire Bureau of Elderly and Adult Services (BEAS).

## **5.0 Expectations for COAST**

### **5.1 How Much Assistance Will A Driver Provide?**

COAST provides curb-to-curb service. The driver will assist you onto the vehicle or off the vehicle and is available to assist with bags weighing under 20 pounds from the curb onto the vehicle or from the vehicle onto the curb. The driver will not assist you in carrying bags or other items from the curb to your residence or the door of your facility. Drivers on non-shopping trips will only assist with up to two bags. On shopping trips, drivers will assist with up to twenty bags. However, customers are advised to make plans for bringing those bags to the vehicle and away from the vehicle without COAST's assistance. Under no circumstances may a COAST employee enter your residence.

Drivers will help customers in manually-operated wheelchairs onto or off a vehicle if assistance is requested. Drivers will not operate powered or electric mobility devices.

Customers with special needs requiring greater assistance are strongly encouraged to bring a Personal Care Attendant (PCA).

### **5.2 Reasonable Modification**

COAST will make reasonable modifications to its policies and procedures upon request. To request a modification, please call COAST at (603) 743-5777 ext. 101. COAST's Reasonable Modification Policy is attached as appendix V to this service guide.

### **5.3 Driver Uniforms and Identification**

COAST drivers wear uniforms bearing the name "COAST" on the shirt, jacket, and/or cap. Drivers also wear badges with their first name and picture displayed prominently on the front.

### **5.4 Vehicles**

All COAST vehicles are kept in a safe and well-maintained condition. "COAST" is prominently displayed on all COAST vehicles.

### **5.5 Inclement Weather**

Unfortunately, sometimes circumstances arise that make it completely unsafe for COAST to operate. COAST will notify you when service is canceled due to weather conditions.

## **5.6 Non-Discrimination**

COAST is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination in the receipt of, any of COAST's services on the basis of race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 ("Title VI").

The public can request additional information on COAST's nondiscrimination obligations on our website ([coastbus.org/about-coast/civil-rights](http://coastbus.org/about-coast/civil-rights)) or by contacting:

Title VI Coordinator  
COAST  
42 Sumner Drive  
Dover, NH 03820  
(603) 743-5777 Ext. 106

## 6.0 No-Show Policy

A No-Show is defined by COAST as when you or your representative has scheduled a trip on one of COAST's demand response services and:

- The vehicle arrives on time, but you no longer want the ride and cancel, or
- The vehicle arrives on time, but the driver cannot locate you at the requested pick-up location, or
- The vehicle arrives on time, and waits for five minutes, but you are not ready to go.

OR

- You or your representative call to cancel your scheduled trip less than two hours before the start of the scheduled pick-up window.

A No-Show usually results in a wasted trip. This is very expensive and takes away a trip that could have been scheduled for someone else.

When a No-Show occurs, the driver will verify the No-Show with the dispatcher. Before a No-Show is officially assessed, a COAST representative will attempt to call you to determine if the reason for the No-Show was beyond your control. You will not be assessed a No-Show if COAST determines that the reason was beyond your control.

Examples of circumstances beyond your control include, but are not limited to, family emergency; illness or hospitalization that prevented you from calling to cancel; a personal attendant or another party who didn't arrive on time to assist you; your appointment ran long and did not provide an opportunity to cancel in a timely way; your wheelchair failed; adverse weather impacted your travel plans; or the trip is not performed due to an error in scheduling, dispatching or late vehicle arrival.

After a discussion with the customer, or if no contact is made with the customer, and COAST has determined through investigation that the No-Show was under the control of the customer, the No-Show will be assessed to the customer and the customer will be notified via telephone.

The notification will provide information as to the time and date of the No Show. If the No-Show results in suspension, and provided COAST has a mailing address for the customer, the notification will be in writing and will include information as to the appeals process. Only suspensions can be appealed.

### ADA Paratransit Services Only:

If you No-Show the first leg of a trip, all later trips scheduled for the day **will not automatically be canceled**. It is your responsibility to cancel each scheduled trip you no longer need. Each trip that is No-Showed is assessed independently in accordance with ADA regulations. If you

cancel your trip at the door, do not ask the driver to cancel your return trip. You must call TripLink at (603) 834-6010 or TDD: 1-800-735-2964 and cancel the trip yourself.

## **Non-ADA Demand Response Services Only (e.g., Route 7 On Demand, Portsmouth Senior Transportation, volunteer driver program):**

If you No-Show the first leg of a trip, all later trips scheduled for the day **will automatically be canceled unless you call to preserve the trip**. If you No-Show the first leg of your trip but want to keep the second leg, you must call and ask for the trip to remain on the schedule.

### **6.1 Penalties**

COAST keeps track of each trip you have requested, scheduled, taken, canceled or “No-Showed.” When a No-Show occurs, COAST will calculate the percentage of No-Shows for your scheduled trips for the preceding six months, or from your last suspension if more recent than six months. This will be calculated as follows:

$$\frac{(\text{No-Shows}/(\text{Scheduled Trips} - \text{Canceled Trips}))}{x 100} = \% \text{ of No-Shows}$$

COAST gives new customers a grace period of their first five scheduled rides because we understand it may take time to learn the system.

Suspensions are not usually assessed within the first 20 scheduled rides. However, riders who have No-Showed four of their first 20 scheduled trips, after the initial grace period, may be subject to the penalties below prior to completing their 20<sup>th</sup> trip.

#### **FIRST PENALTY:**

All penalties imposed under this policy are first subject to the appeals process listed below. The first penalties for No-Shows based on a percentage of rides scheduled are:

- 5% - verbal contact, copy of policy mailed
- 10% - six consecutive service days suspension

#### **AFTER A SUSPENSION HAS OCCURRED:**

After a rider has earned and served a suspension the rider will, once again, be eligible to schedule trips. The rider will be given a “clean slate” and each time another No-Show occurs the percentage of No-Shows will be recalculated.



In compiling the No-Show percentage, COAST will consider your trip history (scheduled trips, canceled trips and No-Shows) from the previous six months, or from your last suspension if it is more recent than six months.

Suspensions are not usually assessed within the first 20 scheduled rides after a suspension. However, riders who have No-Showed four of their first 20 trips after a suspension may be subject to the penalties below prior to completing their 20<sup>th</sup> trip.

- If you earn a 2<sup>nd</sup> suspension it will be for 12 consecutive service days
- If you earn a 3<sup>rd</sup> suspension it will be for 25 consecutive service days; and
- For every suspension earned after a 3<sup>rd</sup> suspension it will be for 30 consecutive service days

## **6.2 No-Show Suspension Appeals**

Before a customer is suspended from COAST's demand response services, COAST will attempt to call the customer, and will attempt to notify them in writing of COAST's intention to suspend service if a mailing address is known. If the customer's file shows a legal guardian, then a copy of the warning, suspension and appeals process will also be sent to the guardian. The suspension notice will document the specific, verified occurrences of No-Shows. The suspension will go into effect 14 days from the date of the letter.

The customer will have 14 days from the date of the letter to file an appeal with the COAST Appeals Committee.

Once the letter requesting an appeal is received, an appeals hearing will be scheduled within 14 days. If the customer uses a COAST vehicle to attend the appeals hearing, the trip will be provided free of charge.

If a customer has filed an appeal with the COAST Appeals Committee, COAST will allow the customer to use COAST's service while the appeal is being considered.

The customer (and their legal guardian if applicable) will receive a written decision from the Appeals Review Committee informing the customer of the decision within 14 days.

## **7.0 Communicating with COAST**

### **7.1 Customer Feedback Procedure**

Your feedback is appreciated. Comments, compliments or complaints may be made directly to COAST using the contact information below.

For your convenience, there is a feedback form on COAST's website: [www.coastbus.org/contact-us](http://www.coastbus.org/contact-us)

### **7.2 Grievance Procedure**

COAST has a grievance procedure for prompt and equitable resolution of any complaints alleging any action prohibited by federal regulations. (See Appendix IV)

### **7.3 Contact Information**

Reservations, Scheduling, Cancellations, General Questions:

TripLink Phone: (603) 834-6010  
TripLink Email: [triplink@communityrides.org](mailto:triplink@communityrides.org)  
TDD: 1-800-735-2964

Mailing address:

COAST  
42 Sumner Drive  
Dover, NH 03820

**Appendix I - Customer and Driver Responsibilities**

## **CUSTOMER RESPONSIBILITIES:**

- Carefully read all Service Guide materials
- Follow all rules and regulations set forth in this Service Guide
- Make ride reservations prior to the applicable deadlines
- Be at the designated pick-up location on time
- Get aboard the vehicle promptly, remain seated once on board and keep arms, legs, and head inside the vehicle
- If the vehicle has not arrived by the end of the pick-up window, call TripLink
- Call to cancel an unneeded ride as soon as possible to avoid a “No-Show”
- Pay the correct fare (remember, drivers cannot make change)
- Wear seat belts at all times during transport or complete a waiver
- Avoid distracting the driver or annoying other customers with inappropriate behavior
- Maintain wheelchairs in safe operating condition according to manufacturer’s specifications
- Expect “shared-ride” service. Others may be picked up after you, and/or dropped off before you reach your destination
- Maintain acceptable standards of personal hygiene; please refrain from using scented products as they can bother other chemically sensitive customers
- Follow the Customer Code of Conduct (Appendix II)
- Provide feedback to COAST should your service be unsatisfactory by calling COAST at (603) 743-5777, Option 4
- Maintain a clear and safe path of travel between your exterior doorway and the typical pick-up point

## **DRIVER RESPONSIBILITIES:**

### **COAST Drivers Must:**

- Be courteous at all times
- Adhere to the same standards of common courtesy and personal hygiene as those required of customers
- Collect the fare listed on their schedule or manifest
- Be in proper uniform and visibly display a proper ID badge
- Carry only the customers assigned to them along with attendants and guests who have reservations
- Go only to the destinations listed on the manifest or as notified by their Dispatcher. For safety reasons, maintain “line-of-sight” of vehicle at all times when other customers are on board
- Keep to the assigned service schedule for the convenience of all customers
- Provide reasonable assistance to customers entering or leaving the vehicle

- Operate the vehicle and lift in a safe manner and safely secure wheelchairs on the vehicle

## **COAST Drivers Are Not Permitted to:**

- Lift or carry customers, or support the majority of a customer's weight
- Enter the residence of a customer
- Perform any personal care assistance for any customer, such as assisting with dressing
- Assist customers on non-ADA compliant or steeply inclined mobility ramps or steps
- Assist a customer using a manually-powered wheelchair up or down more than one step or a curb
- If your wheelchair is power-driven, the driver may not assist you in its operation and you will be expected to maneuver it safely on and off the vehicle.
- Wait for a customer to make an unscheduled stop to conduct business, such as at an ATM/Cash machine, pharmacy or video rental vending machine
- Accept tips / gratuities (including cash or gift cards)
- Perform errands for customers such as picking up prescriptions or groceries
- Take information from the customer about cancelations or changes in reservations
- Secure child safety systems in the vehicle or children into such systems
- Smoke in the vehicle
- Wear any type of headphones, earpiece, or use a cell phone or personal electronic device while driving or while assisting customers
- Use alcohol, narcotics, or controlled substances, or be under the influence while on duty.
- Fuel the vehicle while a customer is on board
- Make sexually explicit comments, solicit sexual favors, or engage in sexual activity with a passenger

**Appendix II - Customer Code of Conduct**

To provide safe, comfortable, and reliable services, COAST has developed this Customer Code of Conduct to outline the type of behavior and cargo permitted on COAST vehicles, in COAST bus shelters, and in COAST facilities. COAST welcomes everyone to ride and encourages everyone to do so in a courteous manner. Enforcement of these standards is critical to maintaining a welcoming environment.

## **All COAST Customers are expected to:**

- Pay the proper fare using a valid ticket, pass, or cash.
- Wear appropriate clothing for the public, including clothing that prevents indecent exposure and covers the bottoms of feet.
- Show acceptable ID or documentation if required for the type of fare being paid.
- Cooperate with the driver, or other COAST employee, seeking to verify fare and otherwise enforce COAST policies.
- Comply with requests from a COAST employee to change behavior on the bus.
- Be courteous and respectful toward COAST employees, customers, and others associated with the service.
- Be able to safely control themselves and any dependents or animals within their care.
- Leave the bus if directed to do so by a COAST employee.
- Follow COAST employee instructions in the event of an emergency.

## **COAST Customers are not permitted to do the following on any COAST vehicle, in any COAST bus shelter, in any COAST building, or when otherwise interacting with COAST services:**

- Smoking, Alcohol, and Illegal Substances
  - Smoke, vape, or carry any lighted tobacco product.
  - Expel the residue of any tobacco product, including chewing tobacco and e-cigarettes. This includes spitting and breathing out smoke right after smoking.
  - Consume any alcoholic beverage or possess an open container of any alcoholic beverage.
  - Possess or use any unprescribed medications or illegal substances.
  - Sell any medications or illegal substances.
- Language & Noise
  - Use profane language toward others.
  - Insult, demean, harass, or verbally attack COAST employees or other customers.
  - Using derogatory language or slurs towards or about COAST employees or customers, based on race, ethnicity, color, religion, national origin, sex (including sexual orientation, pregnancy and gender identity), marital status, familial status, age, genetic information, disability (physical or mental), or veteran status.

- Sexually harass, overtly or through innuendo, COAST employees or customers.
- Threaten COAST employees or other customers.
- Engage in loud conversation that disturbs others.
- Play any electronic device loudly that disturbs others.
- Safety & Cleanliness
  - Physically assault COAST employees, customers, or any other person.
  - Carry, possess, or have within immediate access any dangerous weapon.
  - Litter on any COAST vehicle, property, bus stop, or adjoining property when waiting for or using COAST services.
  - Excrete any bodily fluid upon or at another person or object.
  - Give off a strong or pungent odor or carry materials which give off a strong or pungent odor which may be offensive or irritating to other customers or COAST employees.
  - Eat, except for small, contained snacks such as a granola bar.
  - Use or leave behind hypodermic needles.
- Other
  - Ride without a destination, or for longer than necessary to reach your destination.
  - Loiter at bus stops when not waiting for a bus, or at a COAST building when not engaged in legitimate COAST business.
  - Vandalize any COAST vehicle or property.
  - Beg or solicit, including asking other customers to pay your fare or selling merchandise.
  - Engage in other obnoxious, disturbing, or disruptive behavior.
  - Engage in any illegal activity.

## **The following items may not be brought on a COAST vehicle or into a COAST building:**

- Food that is not in secure packaging (for example, groceries are okay, but a piece of pizza on an open plate is not).
- Drinks not in a secure container (the container should be able to tip over without spilling).
- Opened alcoholic beverages.
- Any illegal substance.
- Lit tobacco products.
- An animal that is not a service animal without an appropriate carrier. Animals whose purpose is to assist a person with a disability (service animals) are permitted.
- Any dangerous weapon (including firearms).
- Bicycles, which may go on the bike rack if the vehicle has one and there is space available, but they may not go inside a COAST vehicle.
- Large items that cannot be properly secured. The driver has sole discretion on whether a large item is permitted and/or properly secured.
- Flammable liquid, combustible materials, lead-acid batteries, gasoline, kerosene, propane.



COAST reserves the right to not allow an item on a COAST vehicle, or in a COAST vehicle, at its sole discretion.

## Intoxication

COAST permits people who are intoxicated to ride. However, those individuals are responsible to follow this Customer Code of Conduct. If intoxication results in any of the behaviors prohibited in this policy, that person will not be permitted to ride.

## Consequences of Misconduct

Customers who violate COAST’s Customer Code of Conduct may be banned from riding. The length of the suspension will vary based on the severity of the violation.

COAST employees may immediately refuse service to any customer who does not comply with the Code of Conduct.

Incident Description	Length of Suspension
If COAST contacts police to assist with a customer who violates the Code of Conduct, the ban is effective immediately upon COAST’s call to police.	Minimum of 30 days.
First behavior violation: any violation that is non-violent or non-threatening.	Up to 90 days.
Second behavior violation: any violation that is non-violent or non-threatening.	Up to 1 year.
Additional behavior violation: any violation that is non-violent or non-threatening.	Up to permanent.
First threat violation: threatening COAST employees or customers, verbally, in writing, or physically.	Minimum of 1 year.
Additional threat violation: threatening COAST employees or customers, verbally, in writing, or physically.	Permanently.
Assaulting COAST employees or customers, including throwing items at, spitting at, hitting, attempting to hit, or otherwise being physically aggressive.	2 years to permanent.
Riding or attempting to ride after being informed of a current ban on riding.	Ban extended by 30 days per attempt.

COAST reserves the right to identify the type of violation committed, including whether behavior is threatening, considered harassment, or otherwise violates this Customer Code of Conduct.

## **No Fare Reimbursement**

Passengers who violate COAST's Customer Code of Conduct, and are consequently banned from the service, are not eligible for reimbursement of their fare. This applies to both one-time fare paid for a ride and monthly passes which a longer ban may render unusable.

## **Misconduct Related to a Disability**

Customers who violate the Customer Code of Conduct, but whose misconduct is the direct and immediate consequence of the customer's disability, may have the following restrictions placed on them:

- A customer may be required to ride with another individual who can assist them if this misconduct would have otherwise resulted in a suspension.
- A customer may be subject to any reasonable adaptation that will ensure safety. This adaptation may last for a time sufficient to allow the customer time to learn appropriate behavior or the adaptation may be permanent if the misconduct continues.

**Appendix III - Title VI**

## TITLE VI NOTICE TO THE PUBLIC

The Cooperative Alliance for Seacoast Transportation (COAST) is committed to providing non-discriminatory transportation services to all of its passengers and potential passengers. COAST prohibits discrimination in all programs and services on the basis of race, color, and national origin.

No person or group of persons shall be discriminated against regarding access, seating, routing, scheduling, or quality of transportation services furnished by COAST on the basis of race, color, or national origin.

Any person who believes that he or she has, individually, or as a member of any specific group, been subjected to discrimination on the basis of race, color or national origin may file a formal complaint with COAST. A written complaint must be filed within 180 days after the date of the alleged discrimination. All complaints should be signed, dated, and include contact information. You may file a written complaint to:

COAST Title VI Coordinator  
42 Sumner Drive  
Dover, NH 03820  
[civilrights@coastbus.org](mailto:civilrights@coastbus.org)

For a Title VI Complaint Form please visit [www.coastbus.org/about-coast/civil-rights](http://www.coastbus.org/about-coast/civil-rights).

For more information about COAST's civil rights programs, the procedures to file a complaint, or to obtain this notice in other languages contact COAST's Title VI Coordinator at 603-743-5777 or by email at [civilrights@coastbus.org](mailto:civilrights@coastbus.org).

A complaint may be filed directly with the Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

**Approved by the Board of Directors July 29, 2020**

Este documento está disponible en español bajo petición.

Ce document est disponible en français sur demande.

**Appendix IV – Grievance Procedure**

## Section 504/ADA – Grievance Procedure

The Cooperative Alliance for Seacoast Transportation (COAST) has adopted the following grievance procedure for prompt and equitable resolution of complaints alleging any action prohibited by federal regulations implementing Section 504 of the Rehabilitation Act of 1973, as amended, and the American with Disabilities Act of 1990 (ADA). Section 504 and ADA state, in part, that “no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.”

Issues that may warrant a grievance include, but are not limited to, a denial of a requested accommodation, the inadequacy of an accommodation, the inaccessibility of a program or activity due to disability, or discrimination or harassment based on disability.

All such complaints should be addressed to the attention of COAST’s Director of HR & Compliance, 42 Sumner Drive, Dover, NH 03820, Tel (603) 743-5777, who has been designated to coordinate COAST’s Section 504 and ADA compliance efforts.

The following steps explain the procedure:

1. A complaint should be filed in writing or verbally and shall contain the name and address of the person filing it, and briefly describe the nature of the complaint and the alleged violation of the regulations.
2. A complaint should be filed within 30 days after the complainant becomes aware of the alleged violation. Complaints received later than 30 days after complainant became aware of the alleged violation will be dismissed as untimely.
3. An investigation, as may be appropriate, will follow the filing of a complaint. The investigation shall be conducted by COAST’s Director of HR & Compliance (or another person acting at the Director of HR & Compliance’s request). The investigation should be a prompt and informal, but thorough, investigation which allows the complainant, the subject of the complaint, other interested persons, and their representatives, if any, the opportunity to submit documents and information relevant to the consideration and resolution of the complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by COAST’s Director of HR & Compliance or another person acting at the Director of HR & Compliance’s request, and a copy forwarded to the complainant no later than 15 working days after receipt of the complaint.

5. COAST's Director of HR & Compliance shall maintain the files and records of COAST relating to complaints filed.
6. The complainant or the affected department can request reconsideration of the resolution if he or she is dissatisfied with the resolution. Requests for reconsideration should be made within 7 days to the Executive Director. The Executive Director has 30 days to respond to the request for reconsideration. Decisions of the Executive Director are final.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies, such as the filing of a Section 504/ADA complaint with the responsible federal department. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. This procedure shall be construed to protect the substantive rights of interested persons, to meet due process standards, and to assure that COAST complies with Section 504/ADA and implementing regulations.
9. Retaliation against any complainant under this grievance procedure or against any person who assists a complainant in his/her pursuit of a complaint under this grievance procedure is prohibited.

**Appendix V – Reasonable Modification Policy & Procedure**



## Reasonable Modification Policy & Procedure

### Policy

COAST will make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

### Procedures for Accommodating Reasonable Modification

1. All requests for reasonable modification (fixed route, demand response, or facilities) will be processed in the following manner. Requests may be submitted via e-mail to [info@coastbus.org](mailto:info@coastbus.org), or written mail to:  
COAST  
Attn: Customer Service  
42 Sumner Drive  
Dover, NH 03820  
Or by phone at (603) 743-5777
2. All requests will be logged into a Reasonable Modification/Accommodation spreadsheet noting the requestor's name, date, contact information, and specific modification request being made.
3. Information regarding requesting reasonable modifications will be available on the organization's website ([www.coastbus.org](http://www.coastbus.org)) as well as within various printed materials normally provided by COAST (i.e. riders guides, notices).
4. Individuals requesting modifications will be asked to supply sufficient detail within the request so that COAST staff may effectively evaluate the request. Individuals are not required to use the term "reasonable modification" when requesting modifications or accommodations.
5. Whenever feasible, requests for modifications shall be made in advance, before the requested modification is expected to be provided in service. COAST acknowledges that, due to the unpredictable nature of transportation, some requests for reasonable modification may be made while in transit. As such, operating personnel shall make a determination of whether the modification should be provided at that time.
6. All requests for modifications (reasonable or otherwise) will be assigned to the COAST Director of Operations for review and evaluation. Prior to determination, the Director of Operations will consult with COAST operations staff regarding requests for reasonable modification.
7. Note that some requests for reasonable accommodations may be submitted during the paratransit eligibility process or through other customer service inquiries, and as such, operating personnel are trained and are empowered to determine whether the request should be granted at the time of the request or whether the request needs to be escalated to operations/management before making a determination to grant or deny the request.
8. Training regarding these procedures will be provided to COAST staff who interact with the public; specifically, office assistants, dispatchers, schedulers and supervisors.

All reasonable modification requests will be acknowledged within 3 business days of receipt. The resolution and response to the person who submitted a request will be made timely, within 15

business days, and the response must explain the reasons for the resolution. The response must be documented in the Reasonable Modification/Accommodation log

## Complaint Response Procedures

1. Complaints may be submitted via email to [info@coastbus.org](mailto:info@coastbus.org) , or written mail to:  
COAST  
Attn: Customer Service  
42 Sumner Drive  
Dover, NH 03820  
or by phone at (603) 743-5777, ext. 101.
2. All complaints will be logged into a Reasonable Modification/Accommodation spreadsheet noting the complainant name, date, contact information and specific complaint being made as well as the original request for modification associated with the complaint.
3. All complaints will be reviewed by the Complaints Resolution Officer prior to discussing with Director of Operations & Executive Director.
4. All complaints will be acknowledged within 3 business days of receipt. The resolution and response will be made timely, within 15 business days, and the response must explain the reasons for the determination. The response must be documented in the Reasonable Modification/Accommodation log, referencing the original request for modification. Any complaint responses requiring more than 15 business days for resolution must be reviewed by the Executive Director and documented as to why the resolution requires additional time for full resolution.

## Reasonable Modification Request Point of Contact

The point of contact for Reasonable Modification Requests at COAST is:

Michael Williams, Director of Operations  
(603) 516-0783  
[mwilliams@coastbus.org](mailto:mwilliams@coastbus.org)

Requests may be reviewed by the following COAST staff: Operations Supervisors, Director of Operations, Director of HR & Compliance

## Denying Request for Modification

Requests for modification of COAST's policies and practices may be denied only on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of COAST's services, programs, or activities;
- Granting the request would create a direct threat to the health or safety of others (including drivers and other passengers, but not including the requesting party);
- Without the requested modification, the individual with a disability is able to fully use COAST'S services, programs, or activities for their intended purpose; or
- In the case of recipients of federal financial assistance, granting the request would cause an undue financial and administrative burden.

- If COAST denies a request for a reasonable modification, COAST 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 benefit provided by COAST.