

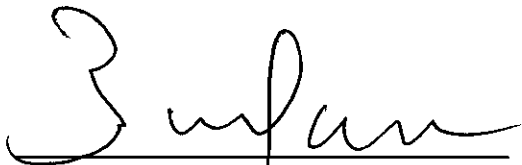
**ORDER: AUTHORIZE DEMAND RESPONSE POLICY AND PROCEDURES FOR
TRANSIT SERVICES**

Motion was made by Tim Gordon, duly seconded by Scott Allen, to authorize demand response policy and procedures for Transit Services.

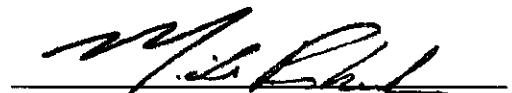
The vote on the motion was as follows:

Supervisor Brent Larson, voted yes
Supervisor John Morgan, voted yes
Supervisor Tim Gordon, voted yes
Supervisor Scott Allen, voted yes
Supervisor Greg Bynum, voted yes

After the vote, President Larson, declared the motion carried, this the 4th day of March, 2024.



**Brent Larson, President
Board of Supervisors**



Mike Roberts, Chancery Clerk



**OXFORD UNIVERSITY TRANSIT
COMMISSION MEETING**

**LOCATION: OXFORD UNIVERSITY TRANSIT FACILITY
CONFERENCE ROOM
409 MCELROY DRIVE
OXFORD, MS 38655
662-234-3540
TIME: 2:00 P.M.**

SECOND TUESDAY OF EACH MONTH

January 9, 2024

February 13, 2024

March 12, 2024

April 9, 2024

May 14, 2024

June 11, 2024

July 16, 2024

August 13, 2024

September 10, 2024

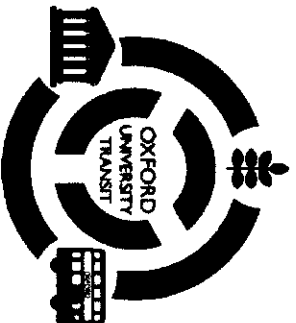
October 8, 2024

November 12, 2024

December 10, 2024

OXFORD UNIVERSITY TRANSIT

DEMAND – RESPONSE SERVICES AND PARATRANSIT SERVICES



POLICIES AND PROCEDURES

SEPTEMBER 2023

CONTACT INFORMATION

Oxford University Transit Office

Phone 662-234-3540

Fax 662-234-2064

Trip Scheduling Hours: Daily 8:00 a.m. – 4:00 p.m.

Phone: 662-234-3540 ext. 121

Administrative Hours: Monday – Friday 8:00 a.m. – 5:00 p.m.

General Manager: Donna Zampella

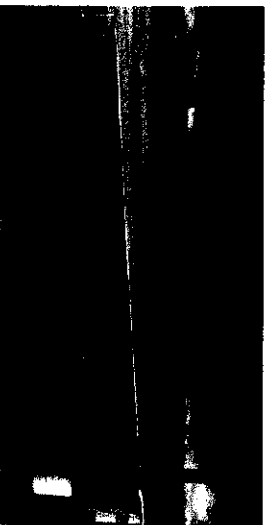
662-234-3540 ext. 117

dzampella@outransit.com

Mailing Address: 409 McElroy Drive

Oxford, MS 38655

Website: www.outransit.com



*This book may be downloaded from our website at:
www.outransit.com*

Accessible formats are available upon request.

**OXFORD UNIVERSITY
TRANSIT
409 MCELROY DRIVE
OXFORD, MS 38655
662-234-3540**

TABLE OF CONTENTS

- Oversized items that cannot be properly secured or obstruct seats, aisles, or efficient operation of service are not permitted.
- Radios or other audio players are permitted only with the use of earphones or headsets.
- Aggressive or offensive behavior is not permitted.
- Aggressive language or profanity are not permitted.
- More than 5 bags of groceries or other purchased items must fit in your lap or safely under your seat and not obstruct aisles.

Welcome	3
Demand Response Service	5
Paratransit Services	6
Vehicle Route Assignment	9
Riding Instructions	10



Oxford University Transit is excited to be able to service our community with “Zero Fare” transportation within Lafayette County, the City of Oxford, and the University of Mississippi. We hope you have an enjoyable experience using our services, which we describe below.

Goal

Oxford University Transit provides services in a manner that meets the following goals:

- I. Provide safe, accessible, and dignified services to all persons, including individuals with disabilities.
- II. Expedite the safe and efficient boarding, securing, transporting, and alighting of all passengers, regardless of mobility status.
- III. Accommodate the wide range of mobility aids, within the confines of available vehicles and commercial standard equipment.

safety requirements include such circumstances as a wheelchair of such size that would block an aisle or would interfere with the safe evacuation of passengers in an emergency.

Seatbelts

All passengers and drivers are required to use a seatbelt or approved child safety device (transit service does not supply child safety devices). All wheelchair customers are required to wear their lap belt and wheelchair securement devices in ALL vehicles.

Oxygen Tanks

Personal oxygen tanks can be transported but must be secured to the vehicle by the operator with a seatbelt or wheelchair securement. The operator will not control the tank mechanism.

On Board Courtesy

Please observe a few rules for the benefit of other passengers and our drivers.

- Remain seated when the vehicle is in motion.
- Tobacco use of any kind is not permitted.
- Eating or drinking are not permitted.
- No weapons are allowed in any vehicle.

are not allowed on any vehicle seat and must not block the aisle.

Oxford University Transit reserves the right to exclude transportation to the service animal in the event that the animal's behavior poses a direct threat to the health or safety of others.

Mobility Devices

All mobility devices must be listed on your paratransit application prior to approval. If you are calling for "Demand Response" you must indicate all mobility devices you are using. Riders must notify Oxford University Transit of any changes to mobility devices once your trip(s) have been approved.

It is our policy that all wheelchairs, scooters, walkers, or any other mobility device must be locked down in the vehicle whether the device is occupied or not.

For your safety we require that you either have a lap belt built into your wheelchair, or scooter or you use the lap belt and shoulder harness provided onboard the vehicle.

Transit providers must carry a wheelchair and occupant if the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements. Legitimate

Purpose

Oxford University Transit complies with the service guidelines and procedures for the requirements of the Americans with Disabilities Act of 1990 (ADA), the Mississippi Department of Transportation (MDOT) regulations for implementing ADA (49 CFR Parts 27, 37 and 38) and applicable state laws and regulations.

Applicability

This policy applies to all transit system employees, services, facilities, and vehicles. It applies equally to all people needing and/or using the service provided by the system.

1. Demand Response Service

Transportation is available to all residents within Lafayette County. Residents that are 65 years of age and older and/or have a long term or short-term disability will have a door-to-door service and will have first choice of seating if there is a shortage of seat availability.

All residents under the age of 65 with no disabilities will receive door to door service until pick-up points have been established within their community. When pick-up points are established, it will be up to the resident to be at the pick-up

point at the time of your scheduled reservation. Oxford University Transit will notify all residents when calling for a reservation about the location of the pick-up point in your area once established.

All residents under the age of 65 with no disability will be dropped off at the nearest transfer point when entering the city. The transfer points are listed below. The drop off point will be determined when making the reservation.

1. Community Market (Old Armory) – Bramlett Blvd.
2. Square Parking Garage – Jefferson Ave.
3. Student Union – University Campus
4. Observatory – University Campus
5. West Oxford Loop – at Round-about

Oxford University Transit reserves the right to ask for proof of age prior to scheduling a ride.

Demand Response is a “Shared Ride” service operating with accessible vehicles.

2. Paratransit Services

Paratransit services operates within ¾ of the fixed route service and provide service during the same hours of operation as the fixed route service.

Paratransit is designed to maximize the mobility of persons with disabilities to allow access to

The bus operator will assist an individual to get on or off the bus.

If an individual needs assistance beyond this, it is recommended that he/she be accompanied by a personal care attendant or companion.

Visitors

Persons with disabilities that are visiting the area can receive 21 days of transportation service (non-consecutive-within a 365-day period); after that, the visitor may be required to apply for eligibility through the same processes established for residents. Visitors will need to present documentation showing they are ADA paratransit eligible in the jurisdiction in which they reside.

Service Animals

Under the Americans with Disabilities Act (ADA) laws, individuals with disabilities are allowed to bring their trained service animal with them on the bus.

ADA defines a service animal as an animal individually trained to aid an individual with disabilities.

The individual must always maintain control of the animal. The care or supervision of a service animal is solely the responsibility of the owner. Animals

show(s) or misconduct should no be charged or was beyond the customer's control. The customer will have the opportunity to be heard in person or may submit arguments in writing or in an accessible format.

Appeals must be presented by mail or delivered to:

Oxford University Transit
409 McElroy Drive
Oxford, MS 38655

Or

Email: dzampella@outtransit.com

The Oxford University Transit General Manager will schedule a meeting of the Oxford Transit Commissioners within 21 days of receipt of the appeal.

Appeals of suspension of service shall be mailed, emailed, or presented in person to:

Oxford University Transit
409 McElroy Drive
Oxford, MS 38655

Or

Email: dzampella@outtransit.com

Carry-On Packages

There is a five (5) bag limit or what the passenger can carry comfortably for all groceries and goods purchased during the scheduled trip. The bus operator will hand them to the passenger but will **NOT** carry them out of the store or into their home.

18

shopping centers, medical facilities, educational centers, and other areas.

Paratransit is a shared-ride transportation service which means more than one passenger will be scheduled to ride at the same time. It is recommended to allow enough travel time to arrive at destinations on time.

Paratransit Service Areas

The service area is within ¾ mile on either side of the fixed bus routes, within the city limits.

Eligibility

Eligibility is determined by a three-part application.

Part A - Application's Information - which is completed by the applicant (or applicant's representative).

Part B - User Guideline's Information - which is read and acknowledged by the applicant.

Part C - Licensed Professional Verification Form completed and signed by the applicant's healthcare professional.

Eligibility Categories

All clients of Paratransit must be a resident of Lafayette County and/or travel within the service area and meet one of the following (4) categories listed:

7

Category 1

Any individual who is unable to board, ride or disembark from any vehicle on the system, which is usable and accessible by person without disabilities, because of physical or mental impairment (including vision impairments) and without the assistance of another individual (except a wheelchair lift operator).

This applies to an individual who cannot independently board, ride or disembark from a bus on the fixed route service.

Category 2

Individuals who can use accessible fixed route transit but cannot board at a regular fixed route bus stop because deployment of the bus lift is prohibited for safety reasons.

This applies to an individual who could ride a bus on the fixed route service but cannot board because the bus lift is inoperable, or the low floor is not available.

Category 3

Individuals whose disability prevents them from traveling to or from a bus stop.

This applies to an individual who because of the disability, cannot access a bus stop to board the fixed route service and cannot access their destination after

Transit has established this policy to address incidents of dangerous, disruptive, or abusive behavior by customers.

For any offense that is determined to be minor, a written warning, or notification in an accessible format, will be issued to the customer. If the offenses continue, the customer will be suspended.

Oxford University Transit's Operation Director or General Manager are solely responsible for determining the severity of each offense.

Customers who repeatedly break rules, who have been disruptive or abusive and those that have previously received a written warning will be suspended for the following periods:

- 1st offense – 1 month suspension
- 2nd offense – 6-month suspension
- 3rd offense – 1-year suspension and the customer must reapply for eligibility.

Suspension Appeals Process

Customers wishing to appeal suspensions under this policy have the right to file an appeal. Such appeals must be in writing by letter or email within ten (10) calendar days of receipt of the suspension notice from Oxford University Transit. Appeals may be initiated by the customer or by another person on the customer's behalf. The appeal must document the specific reason(s) that the no-

3. The rider has three or more no-shows during a 30-day time.

If all the above noted conditions are met, the customer may be suspended as follows:

- 1st offense – 7 calendar days
- 2nd offense – 14 calendar days
- 3rd offense = 21 calendar days
- 4th offense – 28 calendar days

Suspension shall be to the 1st offense following one (1) calendar year from the previous 1st offense.

Circumstances beyond the passenger's control resulting in a No Show will not be counted against the passenger. Qualifying circumstances include but are not limited to passenger illness, family emergencies, and other similar circumstances. Qualifying circumstances will be evaluated on a case-by-case basis by the General Manager. The passenger will be given an opportunity to appeal against the suspension before the suspension takes effect. All suspension notices sent by Oxford University Transit to customers shall include a copy of this policy with instructions on how to appeal against any suspension.

Misconduct

For the safety and comfort of all Oxford University Transit customers and drivers, Oxford University

disembarking from a fixed route bus. Inconvenience in using the fixed route service is not a basis for eligibility.

Category 4

Individuals whose disability prevents them from traveling to the designated fixed route bus stop due to an architectural barrier.

This applies to an individual who cannot access a fixed route bus because of hills, lack of curb cuts/wheelchair ramps, distance, weather conditions, lack of accessible sidewalks, construction zones, and/or lack of safe traffic-controlled intersections.

3. Vehicle and Route Assignment

The demand response system of Oxford University Transit, when viewed in its entirety, is accessible. All trips by wheelchair users will be assigned to accessible vehicles. To the extent possible, the assignment types of vehicles will be based upon rider needs. Trip denials will be tracked by whether a rider requires use of the lift or ramp, to monitor that service is not disproportionately denied to individuals with disabilities but because an accessible vehicle is not available. Oxford University Transit provides demand response to rural public transportation and provides equivalent services to individuals with disabilities, that is consistent with MDOT.

ADA and individuals 65 years of age and older will have priority in trip assignments, as vehicles and schedules are available. All other individuals will be accommodated on a first come first served basis.

4. Riding Instructions

Fares

Currently Zero Fare.

Reservations for Service

Reservations service shall be available for any trip. Requests for reservation service must be made 24 hours in advance and on a first come, first served basis. Senior Citizens 65 years of age or older and passengers with disabilities will have precedence over all other reservations.

Requests for service shall be accepted from 8:00 a.m. – 5:00 p.m. 24 hours prior to the service day, not including weekends or holiday when the office is closed. Passengers shall request both pick-up and return trips when making a reservation.

When scheduling your rides for a specific time, make sure that you allow plenty of time to complete your appointment so that you will be ready to meet the Oxford University Transit vehicle at your scheduled pick-up time. Oxford University Transit will not be able to return for you if you underestimate your requested pick-up time.

10

Transportation of Children

The minimum age for a child to travel alone aboard Demand Response service vehicles is 10 years of age. Children under the age of 10 must have a parent or guardian of legal age accompany them during transport. If you are traveling with someone who is four (4) years of age or younger, or weighs 40 pounds or less, the child must ride in a child safety seat. Oxford University Transit does not provide child safety seats for children.

“No Shows” and “Cancellations

If the riders are unable to keep to the scheduled appointment time, they should notify Oxford University Transit at least two (2) hours prior to the scheduled appointment time. Failure to do so may result in the recording of a “no show”. A record of all “no shows” will be maintained at the Oxford University Transit Office.

Riders will be suspended for seven service days for no-shows if the following criteria are met:

1. The customer has at least four (4) or more scheduled trips in a 30-day period using a rolling calendar; and
2. No-Shows represent 10 percent or more of their scheduled trips; and

15

be scheduled through the office by calling 662-234-3540. Be sure to allow a minimum of thirty (30) minutes between your first drop-off and the second pick-up for each round trip. Drivers are not permitted to wait for passengers.

Drivers have other pick-up and drop-offs on the route. Please do not ask the driver to take you home first or for other special arrangements as this will cause delays in the schedule. Please schedule pick-up early enough to account for other pick-ups or drop-offs that may be completed during your trip. Oxford University Transit cannot be responsible for any passenger's late arrivals or missed appointments and does not guarantee arrival times.

Drivers are **NOT** permitted to enter a passenger's home under any circumstances.

No Outlet Streets

If your residence or a location where you would like to be picked up or dropped off is a "no outlet" street the transit system may not be able to provide service directly in front of the location. Services can be provided at the nearest cross street.

For safety reasons, our vehicles **MUST** not back-up to turn around. Backing is **NOT** permitted under any circumstances as it is extremely hazardous and has the potential to bring about injuries to pedestrians, occupants of other vehicles as well as occupants of the vehicle.

Please check with the business where you are going for their opening and closing times so that you do not have to wait outside the building before or after business hours.

When scheduling your trips, allow adequate time to reach your destination and extra time for pick-up and drop-off of other passengers before reaching your destination and for traffic conditions and weather delays. No changes may be made to a reservation after 5:00 p.m. the day before your trip.

Oxford University Transit cannot be responsible for any passenger's late arrivals or missed appointments and does not guarantee arrival times.

Drivers are **NOT** permitted to enter a passenger's home under any circumstances.

Hours and Days of Service

The demand-response service shall operate from 6:00 a.m. to 6:00 p.m. Monday through Friday. No Saturday or Sunday service is provided.

Services is not offered on the following holidays:

- New Year's Day
- Dr. Martin Luther King Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day

Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day

Incident Weather

In the unlikely event of service cancellation due to inclement weather, Oxford University Transit personnel shall attempt to contact all scheduled passengers at the telephone numbers provided during the reservation.

Lost and Found

Oxford University Transit will not be responsible for items left on vehicles. However, if found, items \$50 will be held for a maximum of thirty (30) days. If the item is not claimed within thirty (30) days, it may be donated to a local charitable organization.

Passengers attempting to locate lost items should call our office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip. The passenger may also pick up items at our office at 409 McElroy Drive Oxford, MS 38965 between the hours of 8:00 a.m. – 5:00 p.m.

Riding Demand-Response Service

Demand-Response passengers shall be ready to travel thirty (30) minutes before the scheduled pick-up time.

12

Oxford University Transit makes every effort to arrive as close to the scheduled pick-up time as possible. However, Oxford University Transit may arrive up to thirty (30) minutes before or (30) minutes after the scheduled pick-up time, this is called the "Pick-up time period".

Drivers arriving within the pick-up "time period" will wait up to five (5) minutes. Any passenger who is not at his/her scheduled pick-up point and ready to travel by that time will be considered a "no show" and the driver will leave to pick up other riders. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.

Once the passenger is ready to be picked up from their appointment, they will call our office at 662-234-3540 and the next available vehicle will be dispatched to pick up passengers. This wait time could be up to one (1) hour depending on schedules and increased traffic, or other unforeseen circumstances.

Services may not be rendered if the vehicle cannot access the origin or destination location or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately notify the dispatch for further instructions in such cases.

If you plan on having several stops during a single trip, each trip **MUST** be scheduled separately. Do not ask the driver to drop you off at a location that was not previously scheduled. All pick-ups and drop-offs must

13