

SEPTA
CUSTOMIZED COMMUNITY TRANSPORTATION
ADA PARATRANSIT
SHARED-RIDE PROGRAM PARATRANSIT

SAFETY & SECURITY/CUSTODIAL CARE SERVICE POLICY

Safety & Security

1. Drivers are not permitted to leave their vehicles and passengers on board unattended. Drivers must remain within *immediate* sight and control of their vehicles *at all times*.
 - a. Drivers providing SEPTA CCT service will not assist customers up or down steps or stairs while customers are seated in wheelchairs, scooters, wheelchair strollers or other mobility devices.
 - b. Drivers are not permitted inside residences, beyond street level, farther than a minimal distance from their vehicles, or farther than a minimal distance inside lobbies. Drivers are not permitted to unlock doors or operate security systems. No form of upper-floor, elevator or through-door service will be provided.
2. Restricted public sites: When a facility imposes security measures that prevent CCT Connect operators from entering the facility, CCT vehicles will not transport customers beyond the designated pick-up and drop-off locations at these restricted public sites.
 - a. Riders traveling to or from restricted locations must make their own arrangements to reach their ultimate destination onsite, as well as arrangements to return to the SEPTA pick-up location.
 - b. SEPTA cannot request on-board customers without security clearance to exit the vehicle and wait at a designated spot while the driver takes riders with security clearance to their specific locations within the facility.
3. The US Dept. of Transportation ADA regulations require curb-to-curb service. However, SEPTA provides door-to-door service, with limited driver assistance, whenever possible (for more information, refer to Driver Assistance Policy).

Custodial Care Service Terms and Conditions

ADA paratransit is public transportation and is not required to provide special care, treatment or assistance. Custodial Care Service exceeds ADA requirements and is provided as a non-ADA service. Custodial Care Service (hand to hand; “do not leave unattended;” “DNLU”) is not subject to ADA regulatory requirements. It is provided by SEPTA subject to the following terms and conditions:

1. Custodial Care Service is provided only to riders who are at risk of wandering, become easily disoriented or are unable to navigate independently between vehicle and door (“Eligible Riders”). Eligible Riders must meet criteria set forth by SEPTA. (see section below for eligibility criteria)

2. Eligible Riders receiving Custodial Care Service are required to have a responsible individual receive them on location at the time of drop-off (“Receiving Party”).
3. Eligible Riders receiving Custodial Care Service will be escorted from the vehicle to the door of the destination and handed off to the Receiving Party by the driver of the vehicle (“Driver”). The Receiving Party accepts control of the Eligible Rider at the time of the drop-off.
4. Custodial Care Service is provided for travel to or from sheltered workshops, adult day care facilities or other sheltered environments only. It is not provided to public facilities (Malls, Theaters, etc.).
5. Drivers will not “sign in” or “sign out” Eligible Riders from sheltered workshops, adult day care facilities or other sheltered environments.
6. It is the responsibility of the primary caregiver of the Eligible Rider (“Primary Caregiver”) to ensure that the Receiving Party is duly capable of caring for and managing the Eligible Rider.
7. Eligible Riders receiving Custodial Care Service must provide 3 different emergency contacts including one alternate drop-off address within 1 mile of the Eligible Rider’s home address. SEPTA must be notified in writing of any changes to the emergency contact information and/or the alternate drop-off location.
8. Custodial Care Service ends when the Eligible Rider has been handed off to the Receiving Party.
9. If a Receiving Party is not available to receive an Eligible Rider and/or an emergency contact person cannot be reached (individually and collectively, “Service Disruption”), the Driver may re-board the Eligible Rider. The Eligible Rider may be kept on-board the vehicle while the tour continues and the Eligible Rider is returned only after a Receiving Party is located.
10. Service Disruptions will result in immediate suspension of paratransit service as follows:
 - a. 1st Service Disruption: Warning Letter.
 - b. 2nd Service Disruption: 14 days immediate suspension of paratransit service.
 - c. Subsequent Service Disruptions: Termination of Custodial Care Service. Eligible Rider will be permitted to travel only when with an attendant, a responsible individual designated by the Primary Caregiver who is duly capable of caring for and managing the Eligible Rider (“Personal Care Attendant”). Federal regulations permit transit agencies to impose such restrictions if an Eligible Rider’s conduct may result in potential danger to himself or herself or others.
11. Custodial Care Service Agreement may be terminated by the Primary Caregiver or SEPTA upon written notice only.

Criteria for Custodial Care Service Eligibility

Riders must meet the following criteria to be eligible to receive Custodial Care Service:

- A.** Rider must be at risk of wandering or have a history of wandering; become easily disoriented; be unable to navigate independently from vehicle to door; or rider must be a confirmed ‘wanderer’ due to an incident of wandering that resulted in service disruption.

AND

- B.** Rider must travel to and from an Adult Day Care facility, Sheltered Workshop, or other sheltered environment where a responsible individual will receive them. Custodial Care will not be provided to public facilities such as Malls, Theaters, etc.

AND

- C. Caregiver must submit signed terms of service agreement for Custodial Care Service and Emergency Contacts form. Agreement includes penalties for failure to comply with this policy.

AND

- D. CCT must have documentation of cognitive impairment on file—ex. A FACTS score of 70 or lower for ADA riders; written documentation from primary care physician for SRP riders.

****Current Registrants:** Current CCT registrants may continue existing “Don’t Leave Unattended” (“DNLU) status if they meet criteria items A, B, and C). CCT will contact current registrants if additional documentation is needed. If signed Custodial Care Service Agreement is not received by date designated in accompanying notification letter, rider will no longer receive Custodial Care Service (“Opt-Out”).

Custodial Care Service to Adult Day Care Facilities, Workshops, Other Sheltered Environments

1. Facility staff must be available to receive riders upon arrival. Drivers may not remain on location awaiting opening.
2. Drop-off times cannot be guaranteed. SEPTA may adjust pick-up times relative to facility opening times.
3. CCT drivers provide door-to-door escort. Drivers may not enter facilities beyond lobbies. Drivers may not perform upper-floor, elevator, or other through-door service.
4. Drivers are not permitted to sign-in or sign-out riders.