



## SEATS RIDER'S GUIDE

### Johnson County Para-transit System

Last Revision: September 2024

Shared facility with Secondary Roads at 4810 Melrose Avenue, Iowa City, IA. 52246

#### Phone Numbers

**(319) 339-6125**: to schedule a ride for the next day or up to fourteen days

**(319) 339-6127**: to cancel a ride or for the current day issues

**(319) 339-6128**: after hours/office closed (to leave a message or talk to a night driver) or for comments, questions, or to talk to a supervisor

## WELCOME

Welcome to Johnson County SEATS, a collaborated program funded by Iowa City, Coralville, North Liberty, and University Heights, Johnson County and East Central Iowa Council of Governments (ECICOG).

SEATS is a quality transportation system which is a shared ride service for:

- Riders in Iowa City, Coralville, North Liberty, and University Heights who are certified by their city of residence as being unable to use the fixed route bus service.
- Any visitors presenting documentation that they are ADA paratransit eligible in their home jurisdiction will be eligible, and no further documentation will be required before paratransit service is provided. If a visitor does not have documentation of ADA paratransit eligibility, additional documentation may be required of the individual's place of residence. If the visitor's disability is not apparent, documentation of disability may also be required. But no documentation of disability will be required if the visitor's disability is apparent.
- The general public of rural Johnson County during weekdays (Monday through Friday 7 AM to 5 PM) for those over the age of seven unless accompanied by an adult.

The SEATS program in Iowa City, Coralville, North Liberty, and University Heights exceeds the minimum transportation requirements of the Americans with Disabilities Act. SEATS is a door-to-door shared service that seeks to be responsive to the individual transportation needs of eligible riders.

The SEATS staff is one of our greatest assets. We have a core of committed, dedicated drivers who are ready to serve you. Please feel free to communicate what assistance you would or would not like.

## Contents

Welcoming Statement	Page 2
Index	Page 3
How to Improve Service	Page 4
Hours/Schedule	Page 5
Cost of a Ride	Page 6
How to Request a Ride	Page 7-9
How to Cancel a Ride	Page 10-11
Stranded Rider	Page 11
Bad Weather	Page 12-13
Carry-On Packages	Page 14
Food and Drink Policy	Page 14
No show Ride Policy	Page 15-20
Safety Policies	Page 21-27
Appeal Process	Page 27-28
Non-discrimination Policy	Page 29
Contact Information	Page 30

## **HOW TO IMPROVE OUR SERVICE**

The Johnson County Paratransit Advisory Committee and Johnson County SEATS want to know how we can better serve you. You can help us improve the service by voicing your concerns or suggestions about SEATS through the following methods:

1. Fill out a “Customer Service Postcard” located inside each vehicle
2. Call SEATS (319) 339-6128 ext. 3
3. Call (319) 356-6000 ext. 2 to request that a member of the Paratransit Advisory Committee contact you. View our list of members on the website: <http://www.johnson-county.com/seats/index.shtml>, then click on Paratransit Advisory Committee info (PDF) on the left side of the page under Information.

## SERVICE HOURS/SCHEDULE

In Iowa City, Coralville, and University Heights service is provided six (6) days a week weather permitting (SEATS operates the same hours for comparable areas of fixed routes):

**Monday – Friday:** Same times as Iowa City Fixed Route operate  
 Same as Coralville Transit Fixed Route  
 7 a.m. and 4:45 p.m. for North Liberty

**Saturday:** Same as Iowa City Fixed Route Saturday service times  
 Same as Coralville Fixed Route Saturday service times

**Holidays:** Closed for: New Year's, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. The times will vary for the following so please call SEATS 339-6128 for specific information: Martin Luther King, Jr. Day, Presidents Day, day after Thanksgiving, and the floating Christmas Holiday (there is no rural service on any of the holidays mentioned).

North Liberty: Hours for North Liberty are negotiated one hour on either side of fixed route times Monday - Friday.

In Rural Johnson County: Hours for rural Johnson County are negotiated so we can accommodate as many riders from one area as we can. Transportation is provided when available Monday – Friday from 7 a.m. to 5 p.m.

## **COST OF SEATS RIDES**

The basic fare for a one-way ride is \$2.00 for any rural Johnson County residents and for any Paratransit trips beginning or ending in Coralville or North Liberty. Trips beginning and ending in Iowa City and/or University Heights are fare free for certified Paratransit riders and their guests. Rural resident fares are \$2 regardless of origin and destination. If you are uncertain what your fare will be, please ask a scheduler when booking your trip.

Riders are getting billed but must pay the bill sent to them to ride the next month or pay before boarding the vehicle. Guests of riders are billed to the rider. You can put money on your account in advance or be billed monthly. Please keep in mind that Johnson County SEATS is not able to refund any purchases and will suspend trips if payments are not received within 30 days of billing date.

If you need a personal care attendant, authorization must be approved by Iowa City or Coralville on their eligibility application for SEATS. Please go to the City of Iowa City and the City of Coralville's webpage to find out anything more on eligibility. This will allow one attendant to ride for free; please notify the scheduler at the time the ride is requested. Companions are also permitted as availability allows, each companion is billed to the rider and is charged additionally the same fare as the eligible rider and they must go to the same locations as the eligible rider.

The SEATS scheduler also needs to know if a service animal will accompany you. You may transport small pets with you if they are in a standard secured pet carrier and they will be charged at a companion full fare rate. There is no charge for service animals.

## **HOW TO REQUEST A RIDE**

### **Call (319) 339-6125**

This phone is staffed Monday through Friday from 7:00 a.m. to noon and from 1:00 p.m. to 4:00 p.m. and on Saturdays from 8:00 a.m. to 12:00 p.m. except on the days these Holidays are observed (New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas Day when SEATS is completely closed).

Individuals should schedule rides at least one day prior or up to 14 days in advance of the day they need a ride. SEATS will provide same-day service if space is available. In order to serve you and others, you are asked to give the scheduler the following information:

- Rider's Name
- Pick-Up Address (must be a specific address)
- Drop-Off Address (must be a specific address)
- Date of trip
- Time to be picked up or dropped off (choose either a pick-up or an appointment time, we cannot do both)

- Whether an attendant or companions will be accompanying the rider
- Whether a mobility device will be used
- Whether a service animal will be used and if there will be a small pet.

In addition, the rider should have pen/pencil and paper handy to write down the scheduler's name, date(s) of trip(s) and trip times.

It would be helpful for the rider to confirm this information.

Due to the number of trips requested, SEATS may not be able to provide you a ride for the exact time requested. SEATS, however, will always attempt to schedule rides as efficiently and effectively as possible. SEATS will make every effort to accommodate you.

However, if a ride is available within one hour on either side of your requested time and you choose not to accept that time, this is considered a refused ride and not a denied ride. Negotiating times within that one-hour allows for SEATS to provide rides to more individuals who need transportation. The heaviest demand is from 7:30 a.m. until 9:30 a.m. and from 2:45 p.m. until 4:45 p.m. If possible, try to avoid these times when making appointments.

When scheduling a ride, you should be aware of the fact that the ride is shared with others and thus may take more than 1.5 times longer than the length of a comparable fixed route trip, which would include:



1. Walk time to a bus stop from the point of trip origin
2. Wait time at the bus stop
3. Time on board the bus
4. As applicable, transfer bus stop wait time and time on board after transfer
5. And walk time to the final destination

Upon request, if the rider may be late for an appointment, SEATS will call their destination.

The scheduler will give you a 30-minute pick-up window. This means that you need to be ready to be picked up from the beginning of that time period to the end of that time period. The driver cannot wait if they are to serve others and stay on schedule. Every minute a driver waits delays the service for everyone else, so please be ready.

If you have trips that occur on multiple days of the week, at the same time, to and/or from the same destination, you may wish to request a subscription ride. This allows the rider the convenience of having the trip automatically scheduled without having to call SEATS. The number of subscription rides may be limited; however, if SEATS is able to provide the subscription service it will be offered.

Riders whose pick-up or drop-off locations change will need to request a new subscription ride agreement because the trip characteristics have changed. As with any new subscription request

it will be accommodated if possible to do so. Persons may wish to check on the availability of a different subscription ride before changing schedules.

## **HOW TO CANCEL A RIDE**

**Call (319) 339-6127**

It is important to cancel your ride early, if you do, you make it possible for another rider to get a ride.

You may call anytime day or night to cancel a ride but you must cancel at least one hour prior to the ride to avoid a no show ride (see page 8 for no show ride policy).

This phone is staffed with an employee Monday through Friday from 6:30 a.m. till 5:00 p.m. and on Saturday from 8:00 a.m. to 12:00 p.m. There is a voice mail system after hours and holidays when SEATS is closed that allows you to leave a message.

If you are calling after the office has closed for a same day cancel you may call 339-6128. Listen through till the end of the greeting and you will be connected to the evening driver. You will be able to talk to the driver or leave a phone number for the driver to call you back. The latest a driver will be available varies on their last scheduled drop-off.

If you are calling after hours for a next day or future day cancellation, please call 339-6127 and leave a message on the voice mail. Please leave your name, name of the rider, telephone number, date and time of trip(s), and the pick-up and drop-off address of all trips you wish to cancel.

The drivers do not have access to make scheduling changes, so do not ask them to make any changes for you. All schedule changes must be done through direct communication with the SEATS scheduler ((319) 339-6125) or dispatcher ((319) 339-6127).

Trips may be cancelled by dialing (319) 339-6125. If the call is made after 4:00 p.m. an answering machine is available to record the information. For TDD service, call RELAY IOWA: 1-800-735-2942.

## **STRANDED RIDERS**

If you have a ride scheduled with SEATS and your driver does not arrive by the end of the pick-up window or if you miss your window, you may call (319) 339-6127 to check and see where your driver is and when he/she can be expected. Since this service is a shared-ride service, other riders or circumstances outside the driver's control can sometimes delay the driver. If you are calling after hours, as with same day cancels, you may call the night or weekend driver at (319) 339-6128 (follow instructions) and leave

your phone number so the driver may return your call and let you know what is happening and when you can expect them.

## **POLICIES**

The Johnson County Board of Supervisors has, upon recommendation of its Advisory Committee, adopted a set of policies. Riders will be kept informed of all changes in operation or policy. We ask you as a rider to let us know of any changes you may need. Policies are mentioned briefly throughout this guide, but to obtain any complete policy please call (319) 339-6128 to request one. We must abide by all safety standards and codes, so all ramps, doorways, etc... must meet all guidelines for SEATS to provide door to door service. The responsibility to meet safety regulations is up to the landowner who is to stay in accordance to all ordinances and codes. Johnson County SEATS contracts with Iowa City and Coralville transits and adheres to all of their policies.

## **BAD WEATHER POLICY**

Emergency information & schedule changes will be updated on the website, [www.johnson-county.com/seats/index.shtml](http://www.johnson-county.com/seats/index.shtml)

Services are provided, weather permitting. When service is canceled due to weather conditions, the cancellation will be announced on the following local radio and television stations. We follow Iowa City Transit and Coralville Transit for hours, delays, or canceling service due to weather.

Television:           KCRG   (Channel 9)           .

Radio:                KCJJ           (1630 AM)

The general policy is that if the city fixed route systems stops running for a specific period of time, then SEATS will also stop operating those same hours.

If Iowa City Schools or any rural schools in Johnson County are delayed or canceled there will be no SEATS service in any of Johnson County rural areas.

Also affecting SEATS service: if the access to the residence or facility (driveway, sidewalk, and/or walkway) is ice or snow covered and unsafe to drive or walk on, SEATS service will not be able to do the service due to safety concerns. Approval of these circumstances goes through the SEATS office.

## **CARRY-ON PACKAGE POLICY**

This policy is meant to reasonably limit the time and weight of carry-on items to prevent injury or unreasonable delay and provide a safe environment for all SEATS passengers.

Any item that is too large to see around and/or too awkward for one person to carry through the vehicle doorway without continued readjustments will not be transported. SEATS will transport only what the driver and the passenger (along with their companions or attendant) can carry on the vehicle in one trip with a maximum of eight plastic grocery bags to a total weight of twenty pounds. The driver will not carry on any item weighing more than twenty pounds. Items transported on SEATS vehicles will be the sole responsibility of the rider.

Riders will have to take the responsibility of having the packages that are not allowed on a SEATS vehicle delivered to their home by other means. For packages that are acceptable, the driver will take the packages to the front door entrance and set them inside.

## **FOOD AND DRINK POLICY**

Due to safety concerns and the time involved to clean up a spill or mess, Johnson County SEATS does not allow eating or drinking on the vehicles. Exceptions are allowed for medical conditions, notification in writing is requested.

## **Missed Ride Policy**

**Purpose:** To educate riders and reduce costs for missed rides through a progressive discipline plan.

**Policy:** The rider must call dispatch to cancel their ride at least one hour before the beginning of their pick-up window. If you have a trip scheduled to begin at 9:00 am with a pick-up window from 9:00 am to 9:30 am, then you would need to call before 8:00 am to cancel the ride. Any time the rider does not take a ride and fails to call dispatch at least one hour prior to the beginning of their trip window, the trip will be considered a missed ride. If a passenger fails to board the vehicle within five (5) minutes of the arrival of the vehicle (assuming the vehicle arrives within the scheduled pick-up window) then the passenger will be charged with a missed ride. If the rider feels that the missed ride was out of the rider's or responsible party's control, they must contact the SEATS office and give an explanation. SEATS staff will determine if the ride is an excused or unexcused missed ride.

Riders who have a pattern of missed trips adversely impact others. If these scheduled rides were canceled in a timely manner, they could be utilized by other riders. Consequently, to protect the interest of all riders, a policy was developed to educate riders who consistently harm others' service by not using the rides they have scheduled. Paratransit trips in Johnson County cost an average of \$36.46 in Fiscal Year 2024, so we appreciate you helping to reduce costs by cancelling rides at least one hour in advance.

If a rider shows a pattern of missed rides that are not beyond their control during any single calendar month the following steps will be taken:

- At or after the 3rd missed ride in a single calendar month a warning letter will be initiated to alert the rider and/or the care provider that the next missed ride could indicate a pattern or practice of missing scheduled trips. If the missed rides are above 15% of the rider's total trips for the month and SEATS is not contacted about the missed rides being beyond the rider's and/or care provider's control, it could result in the loss of service.
- At or after the 5th missed ride in a calendar month where the missed rides are also above 15% of the rider's trips taken, a pattern of unexcused missed rides exists. At this time a letter will be sent out about a penalty being assessed that will outline how the appeal process works. A rider who has shown a pattern of missed rides in



any single calendar month causes a detrimental effect on operational efficiency, cost, and quality of the service for other riders and a penalty shall be imposed on the rider which will be a suspension of service for one week. To avoid future effects on operations, a rider whose service is suspended will lose all subscription trips scheduled after the suspension until the rider demonstrates that the rider is no longer repeatedly failing to make their prearranged trips. The rider will still be able to use SEATS but will be required to call the SEATS office to request and set up trips. The rider and/or care provider will receive a notice by mail advising them that their service will be suspended effective the first week, which begins more than 60 days after the notice is mailed. For example, if the notice of suspension is mailed on March 2nd, the suspension will begin on or after May 3rd. During the 60-day period, the rider may appeal the suspension.

- **2nd Missed Ride Suspension.** If the rider receives a second suspension for missed rides within six (6) months of the last suspension, the second suspension shall be for two weeks. The rider and/or care provider will receive a notice by mail advising them that their service will be suspended for two weeks, which will begin more than 60 days after the notice is mailed. For example, if the notice of suspension is mailed on January 12th, the suspension will be on or after March 13th. During the 60-day period, the rider may appeal the suspension.

- **Additional Missed Ride Suspensions.** If the rider receives an additional (3rd or more) suspension for missed rides within six (6) months of the last suspension, the third suspension will be for 3 weeks, the fourth will be for 4 weeks, and so on. The rider and/or care provider will receive a notice by mail advising them that their service will be suspended effective at least 60 days after the notice is mailed. During the 60-day period, the rider may appeal the suspension.

Per FTA guidelines, SEATS cannot collect a fare from a rider to excuse a missed ride. However, if a rider wishes to pay a penalty fee for the last missed ride or rides (e.g. beyond 4 and 15%) to avoid suspension, they may contact the SEATS office for more information.

#### Procedures:

Call as soon as you know you won't need your ride! You may call 24 hours a day to cancel your ride by dialing 319-339-6127. Leave a message when staff isn't available.

If you call less than 1 hour prior to your pick-up window, you will be considered a missed ride. However, there may be circumstances beyond your control that prevent you from taking

the ride (i.e., the doctor runs late, and you are unable to take your trip home at the original time or an accident occurs right before the bus arrives). In these circumstances, the missed ride may be excused. You must call and speak to a member of the SEATS staff, and they will let you know if the missed ride was excused.

If you do not call after missing your scheduled ride, your trip will automatically be considered an unexcused missed ride.

If you miss your 1st ride of the day, you must call to cancel your other rides for that day if you will not need them; otherwise, they will also be counted as missed rides if you do not take them.

If you feel you have received a missed ride in error, please call 319-339-6128 as soon as possible to try to clarify the issue.

- Per FTA guidelines, SEATS cannot collect fare from a rider in order to excuse a No Show. However, if you wish to pay a penalty fee for the last no show ride or rides (e.g. beyond 4) in order to avoid suspension, you can contact the SEATS office for more information.

## **Appeals**

There are two stages of appeal available to the rider. The stage one appeal addresses a single no-show, which the rider disputes as

being beyond his/her control. The stage two appeal is reserved solely for suspension of service.

Ordinary absentmindedness, locating an alternate means of transportation, or deciding against taking the trip without canceling by one hour before the trip will not excuse a no-show.

### **Stage One Appeal**

As part of stage one, a rider may appeal a single no-show. Riders are encouraged to appeal a no-show at the time it is initially recorded and not wait until a service suspension is pending. If a rider believes a no-show has been incorrectly recorded, he/she should contact Johnson County SEATS in writing. At that time, the following information should be supplied:

- Rider's name and address;
- Date of the recorded no-show; and
- Written summary of the circumstances related to the recorded no-show.

Should there be a question of verification, SEATS may request written verification from the rider to substantiate the no-show claim. If written verification is required, SEATS will inform the rider prior to initiating any penalty.

If the rider is unsure what type of verification is required, SEATS staff will help clarify this on a case by case basis.

During the stage one appeal when the rider disputes a no-show, SEATS administrative staff will review the appeal and if the no-show is substantiated as being beyond the rider's control, the no-show will be removed from the rider's record.

The rider and/or care provider will be notified in writing of the stage one appeal decision within ten (10) days of receipt of the appeal letter and all required verification. If the rider is dissatisfied with the decision, it may be appealed to the stage two formal appeals board if the rider incurs additional no-shows and his/her service is to be suspended.

## **Stage Two Appeal**

See Appeals process below on page 14

## **SAFETY POLICIES**

**Pick up and Drop off:** In certain instances, a Johnson County SEATS driver may have to provide curbside service versus door to door. Johnson County SEATS drivers are not authorized to go

beyond the threshold of any door for pick up or drop off. It is not the responsibility of Johnson County SEATS to provide for a safe pathway to or from a SEAT's vehicle and a destination's door. It is not the responsibility of Johnson County SEATS to provide a safe environment at the threshold of a door. Unsafe conditions may include but are not limited to unsafe ground surfaces, insufficiently confined pets, inadequate lighting or other unsafe conditions. If the access, pathway or threshold is unsafe in the driver's opinion and the driver is unable to contact the rider, then the Johnson County SEATS driver shall contact dispatch. Dispatch shall attempt to contact the rider or other parties who may be of assistance in correcting any cause for concern or arrange for pick up in a safe manner. Johnson County SEATS drivers are not authorized to attempt the pick-up of a rider which would be unsafe for a rider or a driver.

If it is the Johnson County SEATS driver's opinion that access, the pathway to or the threshold of the drop off location's door is unsafe, then the driver shall work with the rider and others in an attempt to correct the cause for concern or otherwise arrange for safe delivery of the rider to the destination. SEATS is not authorized to refuse to permit a passenger from disembarking at a designated stop unless a lift cannot be deployed or the lift will be damaged if deployed in the process. See Section 37.167 of the Federal Register, Title 22 part IV, Department of Transportation, 49 CFR... However, Johnson County SEATS drivers are not

authorized to attempt delivery of a rider to a doorway which would be unsafe for rider or driver.

Any unsafe conditions in access, the pathway to or the threshold of a rider's door shall be noted on the driver's trip manifest. In addition, SEATS may contact property owners or managers to inquire about what action is possible or appropriate to prevent such conditions in the future. At the discretion of the SEATS Director, a rider's service may be altered to a curb to curb service versus door to door service if a pattern of difficulty with door to door service has been established. Such a determination may be appealed through the appeal process as described in the SEATS Rider's Guide.

To insure rider's safety a rider is required to stay buckled and in their seat until the driver lets them know it is safe to unbuckle their seatbelt.

**No Staff at Drop off Location:** There are times when riders have made arrangements to have someone meet them at a drop off location or an agency has staff meet the rider at a location rather than ride with the rider. Johnson County SEATS does not recommend this since we are comparable to a public transit system and do not accept responsibility for riders after being dropped off at the designated location. But in those cases when the rider requires someone to meet them and that rider cannot be left unattended we strongly suggest that the rider or care provider

arranging the ride let the scheduler know at the time the ride is being scheduled. This information will be noted on the driver's trip manifest. On the day of the ride, should the rider be taken to the drop off location and there is no one to meet him/her, one or more of the following actions may take place:

- The rider may have to remain on the vehicle and the driver will continue with the schedule until able to return to the drop-off location, or
- They may be returned to the rider's original pick-up location, or
- They may be returned to the rider's residence.
- An additional trip will need to be scheduled and charged for when this occurs.

If the rider has a care provider or agency that the ride was scheduled by, the care provider or agency will be contacted to notify them of the inability to deliver that individual at the requested drop off location. In addition, SEATS will discuss what action is possible or appropriate at that time to resolve the issue and to prevent this type of incident in the future.

**Seatbelts:** Riders utilizing mobility devices are required to use a lap belt when loading or unloading from the vehicle. All riders are required to use a seatbelt when riding in a SEATS vehicle unless medical authorization is provided. The rider must understand that



Johnson County SEATS is no longer responsible for their safety in case of an accident when not wearing a seatbelt.

Mobility devices: For safety reasons mobility devices (e.g. wheelchairs, scooters, etc....) should have working brakes and no leaking batteries. Every effort will be made, but some oversized or overweight mobility devices may not be accommodated on some of the SEATS lifts. If concerned please call the SEATS office at (319) 339-6128 with mobility device dimensions.

\*SEATS will not be responsible for personal items (i.e. grocery bags, walkers, canes, crutches) left unattended that may fall and injure someone.

Medications and other medical needs: Riders who require medication or oxygen at regular intervals should be advised that their travel time could be 60 minutes and on occasion longer. SEATS drivers cannot administer medical assistance or assist in administration of medication.

Rider Conduct: Remember your conduct affects the safety of others. The purpose of this policy is to ensure the safety and comfort of the riders on Johnson County SEATS. This policy applies to all SEATS services, including subscription and rural trips.

SEATS is concerned about the safety and comfort of its riders and drivers. For this reason violent, illegal or seriously disruptive conduct is not allowed on the vehicle. This includes the behavior of service animals and pets, as well as the riders. Section 37.125 and 37.5 of the Federal Register, Title 22, Part IV, Department of Transportation, 49 CFR allows paratransit service to be refused or provided conditionally for a customer who engages in violent, illegal or seriously disruptive conduct or behavior. Service may not be refused to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior (sounds or actions) that may offend, annoy, or inconvenience the SEATS driver or other riders.

### **Educational Process:**

The primary approach to dealing with riders' conduct is through education. SEATS will work with rider and care provider or agency, if any, involved with the rider to educate that rider on appropriate behavior aboard public transportation. All riders will be urged to be considerate of the other passengers and driver.

When a person has been engaged in inappropriate behavior, the driver will inform the SEATS office at the time the behavior occurs. The behavior will be discussed with the rider and/or care provider or program staff member and attempt to correct the episode immediately. The SEATS Director or a SEATS supervisor will then evaluate the issue and speak with the rider and care provider or agency, if any. During the discussion(s) with the rider

and care provider or agency, if any, an action plan will be developed to prevent further episodes of inappropriate behavior. If the behavior is seriously violent and/or harmful to other passengers, immediate suspension may occur.

If, after the initial educational process has been utilized, a rider continues to display inappropriate behavior a written warning will be sent to the rider and care provider and agency, if any, by the SEATS Director or SEATS supervisor indicating that another episode of inappropriate behavior will result in a suspension of services. Included with the notice will be possible alternative measures, which might assist in preventing the continued behavior.

If a rider has another episode of inappropriate behavior he/she and the care provider or agency, if any, will be sent a notice of suspended services. The length of suspension of services will be determined by the Director who will work with the rider and care provider or agency, if any, to determine suspension length and time.

If the rider then returns to utilize SEATS service and continues to display inappropriate behavior the rider may again receive suspension of service and/or possibly termination of service. The length of the 2nd suspension will be determined by the SEATS Director and care provider or agency, if any, to ensure enough time to allow for the development of a plan to assist the rider with correcting the inappropriate behavior. Should the behavior

continue, the SEATS Director or staff member will contact the rider and care provider or agency, if any, to discuss termination of service. If a rider's service is terminated, the rider and care provider or agency, if any, may request restoring service. Some assurance of corrective behavior and compliance will be necessary for consideration of resumed service.

## **APPEAL PROCESS**

A rider who has been notified that their SEATS services will be suspended may appeal the decision.

The rider must provide a written request to appeal the decision within one week. This should be mailed to Johnson County SEATS, 4810 Melrose Avenue, Iowa City, IA 52246. If the decision by the Johnson County SEATS administration is unacceptable, you may continue to the Appeal Board.

The person appealing can either have the information reviewed by the Metropolitan Plan Organization of Johnson County or have it taken to an appeal Board that would be made up of three members: 1) A citizen representative serving on the Advisory Board, 2) An elected representative (determined, if possible, by the rider's city of residence) serving on the Advisory Board, and 3) A SEATS rider or community volunteer. The Appeal Board will meet in a location close to and accessible to the rider whose appeal is being reviewed within two weeks.

The Appeal Board will hear the appeal. The rider and/or others representing the rider may come before the Appeal Board to present written and oral information. All relevant SEATS records and personnel will be made available to the rider and his/her representative(s). A rider who requires the records in an alternative format may request them either in the appeals letter, by telephone or other electronic means. Alternative formats currently available are Braille and audiotape.

After receiving and reviewing all information related to the suspension, the Appeal Board shall be empowered to take such action, as it believes to be appropriate in the case. The decision of the Appeal Board will be final, subject to further appeal at other governmental levels.

### **Non-discrimination Policy**

Johnson County SEATS does not discriminate on the basis of race, age, disability, religion, color, sex or national origin. Services are open to the general public, including persons with disabilities, as required by the American with Disability Act (ADA). For more information on Title VI of the Civil Rights Act of 1964 call the US Commission on Civil Rights at (202) 376-7700 or TTY (202) 376-8116.

To request additional information on Johnson County SEATS's non-discrimination obligations or to file a Title VI complaint, please submit your request or complaint in writing to the SEATS Director.

SEATS Director:

In writing to Dawn Alam

By email to [dalam@johnsoncountyiowa.gov](mailto:dalam@johnsoncountyiowa.gov)

By phone at (319) 339-6128 ext. 5

## PHONE NUMBERS

Ride Request Line	(319) 339-6125
24-Hour Cancellation Line	(319) 339-6127
Ride Information Line (7 am-5 pm)	(319) 339-6127
For TDD (hearing impaired phone) (Iowa Relay)	1-800-735-2942
SEATS Customer Service	(319) 339-6128

After office hours to talk to driver (319) 339-6128

Iowa City Transit (319) 356-5151

Coralville Transit (319) 248-1790

University Heights (319) 337-6900

North Liberty (319) 626-5712

SEATS E-Mail [dalam@johnsoncountyiowa.gov](mailto:dalam@johnsoncountyiowa.gov)

SEATS Fax (319) 339-6185

Johnson County Board of Supervisors (319) 356-6000

SEATS Advisory Committee (319) 356-6000

(The Advisory Committee phone calls are handled by the Board of  
Supervisors office)

**SEATS IS HERE TO SERVE YOU!**