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# I INTRODUCTION

## GRANITE STATE INDEPENDENT LIVING'S COMMITMENT TO CIVIL RIGHTS

Granite State Independent Living (GSIL) is a private statewide nonprofit organization whose mission is to promote life with independence for people with disabilities and seniors through Advocacy, Information, Education, Support and Transition Services. As part of the organizational service mix, GSIL provides accessible transportation through three options:

- Title VII Part B Accessible Transportation: pass-through grant funding provides individual social/recreational transportation for individuals who qualify under this program (including demonstration of need through Financial Eligibility and Physician's Verification of Disability).
- Medicaid Transportation provides medical transportation as contracted through contracted vendors for individuals receiving Medicaid insurance; and
- Fee-For-Service: on demand' service provides transportation on a private-pay basis for individuals or organizations requiring accessible transportation options.

GSIL does not operate route-based or public transportation services; services are based upon individual needs and qualifications under the three options described above. GSIL operates a small fleet of vehicles, two of which were supported through DOT funding:

- 2019 Ford Transit 350 Extended/High Roof (2)

GSIL advocates for greater transportation options and coordination through participation in regional and statewide Transportation Coordinating Councils. In accordance with the Statewide Independent Living Council (SILC) and in accordance with the State Plan for Independent Living for New Hampshire for 2017-9/2020. GSIL, in conjunction with the NH SILC has submitted the 2020-2023 SPIL which will be approved the Administration of Community Living. GSIL supports the goal of Expanding Accessible and Affordable Transportation Options in NH.

This update of GSIL's Title VI Program has been prepared to ensure that the level and quality of GSIL's transportation services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to GSIL's riders. Additionally, through this program, GSIL has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

While it is a matter of principle that GSIL is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of GSIL's services on the basis of race, color or national origin, the contents

of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency).

*“No person shall, on grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance.”* Civil Rights Act of 1964

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) of the U.S. Department of Transportation (US DOT), GSIL has an obligation to ensure that:

- The benefits of its bus services are shared equitably throughout the service area;
- The level and quality of bus services are sufficient to provide equal access to all riders in its service area.
- No one is precluded from participating in GSIL’s service planning and development process; and
- Decisions regarding services are made without regard to race, color, or national origin and that development and urban renewal benefitting a community cannot be unjustifiably purchased through the disproportionate allocation of its adverse environmental and health burdens on the community’s minority population; and a program is in place for correcting any discrimination, whether intentional or unintentional.

## II GENERAL REQUIREMENTS

- Notice to the Public

To make GSIL riders aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, GSIL has presented the following information onboard vehicles, in GSIL brochures for Transportation, and on the GSIL website.

### **Your Civil Rights**

GSIL operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title IV may file a complaint with GSIL. For more information on GSIL’s civil rights program and the procedures to file a complaint, please contact Deborah Ritcey, President & CEO and Compliance Officer at [603-228-9680](tel:603-228-9680); email [dritcey@gsil.org](mailto:dritcey@gsil.org) or visit our administrative office at 21 Chenell Dr Concord, NH 03301 from 8:00 am to 5:00 pm. A complaint may be filed with the FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. For more information about GSIL programs and services, visit [www.GSIL.org](http://www.GSIL.org). If information is needed in another language, please contact GSIL (603) 228-9680. As well as NH DOT 7 Hazen Drive Concord, NH 03301 (603) 666-3336. TTY 800-735-2964

## **Discrimination Complaint Procedures**

GSIL has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against based on race, color, or national origin by GSIL may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form available at our administrative offices. GSIL will contact NHDOT if a Title VI complaint is received within five business days of receiving the complaint.

A copy of the complaint form is included as an attachment to this document.

### **The Procedure**

If you believe that you have received discriminatory treatment by anyone at GSIL based on race, color, or national origin, you have the right to file a complaint with the GSIL Compliance Officer.

### **Methods of filing a complaint:**

Complete the Complaint Form, and send it to:

Deborah Ritcey, President & CEO and Compliance Officer  
Granite State Independent Living, 21 Chenell Drive, Concord NH 03301

Verbal complaints are accepted by Deborah Ritcey, President & CEO and Compliance Officer. To make a verbal complaint, call (603) 228-9680 and ask for Deborah Ritcey.

GSIL investigates complaints received no more than 30 days after the alleged incident. GSIL will process complaints that are complete. Once the complaint is received, GSIL will send an acknowledgment to the complainant. All transportation comments received from consumers are given careful, thoughtful consideration by the Transportation Manager in conjunctions with the Director of Independent Living and the Sr. Vice-President of Programs.

GSIL has up to thirty (30) days to investigate the complaint. If more information is needed to resolve the case, GSIL may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If GSIL's investigator is not contacted by the complainant or does not receive the additional information within thirty days, GSIL will administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue the case.

After the investigator reviews the complaint, one of two letters will be issued to the complainant:

- a closure letter which summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- a letter of finding which summarizes the allegations and the interviews regarding the alleged incident and advises on any actions that may occur. If the complainant wishes to appeal the decision, she/he has ten days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:

Federal Transit Administration  
 Office of Civil Rights  
 1200 New Jersey Avenue,  
 SE Washington, DC 20590

**Active Lawsuits, Complaints or Inquiries Alleging Discrimination**

GSIL maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming GSIL that allege discrimination based on race, color, or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint, and actions taken by GSIL in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, updated September 2020, there are zero complaints pending which allege discrimination on the grounds of race, color, national origin, or any other form of discrimination. These complaints are reviewed upon receipt.

**Active Lawsuits, Complaints or Inquiries Alleging Discrimination**

Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken
N/A				

**III GSIL’S PUBLIC PARTICIPATION PLAN**

**Key Principles**

GSIL can speak and think with authority on behalf of the people we serve because we are led by a board of directors and staff of which over 51% are people with disabilities.

GSIL’s Services have been prepared to ensure that no one is precluded from participating in GSIL’s service planning and development process. We ensure that:

- Potentially affected consumers will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public’s contribution can and will influence GSIL’s decision making;
- The concerns of all participants involved will be considered in the decision-making process; and
- GSIL will seek out and facilitate the involvement of those potentially impacted by LEP.

**Limited English Proficient (LEP) Goals of the Public Participation Plan**

- Clarity in Potential for Influence: The process clearly identifies and communicates where and how consumers can have influence and direct impact on decision making.
- Consistent Commitment: GSIL communicates regularly, develops trust with riders and our community and builds community capacity to provide public input.

- **Diversity:** Consumers represent a range of socioeconomic, ethnic, and cultural perspectives, including residents from low-income neighborhoods, ethnic communities, and residents with Limited English Proficiency.
- **Accessibility:** Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically, and culturally accessible.
- **Relevance:** Issues are framed in such a way that the significance and potential effect is understood by participants.
- **Participant Satisfaction:** People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- **Partnerships:** GSIL develops and maintains partnerships with communities; and
- **Quality Input and Participation:** That comments received by GSIL are useful, relevant, and constructive, contributing to better plans, projects, strategies, and decisions.

### **Objectives of the Public Participation Plan**

As a private, non-profit organization, our services are offered based on the following principles:

- **Flexibility:** The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- **Inclusiveness:** GSIL will proactively reach out to and engage low income, minority and LEP populations from the GSIL service area. In addition to the standard communication methods and notices described elsewhere in this document, each consumer participating in Part B Transportation services is assigned a GSIL Coordinator and receives communications directly through this relationship. Consumers participating in Medicaid Transportation (a contract service) receive communications from CTS regarding their insurance benefits.
- **Respect:** All feedback will be given careful and respectful consideration.
- **Proactive and Timeliness:** Participation methods will allow for early involvement and be ongoing.
- **Clear, Focused and Understandable:** Participation methods will have a clear purpose and use for the input and will be described in language that is easy to understand.
- **Honest and Transparent:** Information provided will be accurate, trustworthy, and complete.
- **Responsiveness:** GSIL will respond and incorporate appropriate consumer comments into transportation decisions.
- **Accessibility:** Meetings will be held in locations which are fully accessible and welcoming to all consumers, including, but not limited to, low-income and minority individuals, and in locations relevant to the topics being presented and discussed. Transportation is provided upon request. Board Meetings are held at the GSIL office at 21 Chenell Drive, Concord NH 03301. These meetings are open to the public. The meeting dates are listed on the GSIL website. Comments received through Board Meetings or through other communication with GSIL staff are addressed in the following manner: GSIL reviews comments no more than 30 days after receipt. All transportation comments received from consumers are given careful, thoughtful consideration by the Transportation Manager in conjunction with the Director of Independent Living Services and the Sr. Vice-President of Programs.

## IV LANGUAGE ASSISTANCE PLAN

### **Improving Access for People with Limited English Proficiency (LEP)**

To ensure meaningful access to programs and activities, GSIL uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps GSIL to determine if it communicates effectively with LEP persons and informs language access planning.

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by GSIL;
2. The frequency with which LEP persons meet GSIL services and programs;
3. The nature and importance of GSIL's services and programs in people's lives; and
4. The resources available to GSIL for LEP outreach, as well as the costs associated with that outreach.

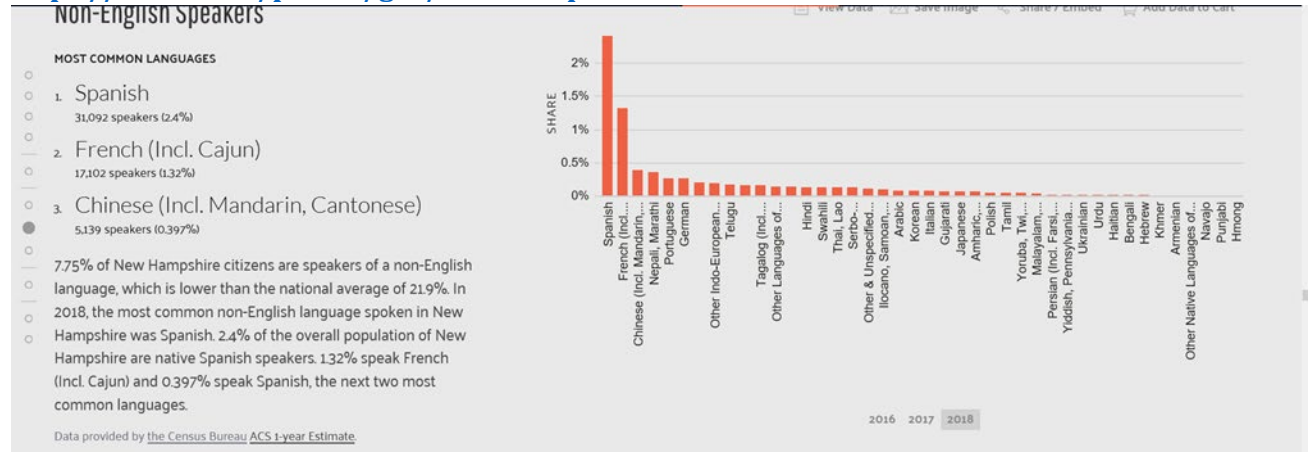
#### **FACTOR 1 – Number of LEP Persons in Service Region**

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter GSIL's services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved because of a language barrier.

To do this, GSIL evaluated the level of English literacy and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census and the American Community Survey.

#### **Service Area Overview**

Includes the entire State of New Hampshire. The area is home to a population speaking more than 37 different languages. Of the total population, 7.75% speak a language other than English at home, and 1% speak English Less than Very Well. While the total number of LEP speakers is over 5,000, only the proportion that are eligible for services based on a documented disability should be counted. This number is not available but likely would bring the total eligible population under the 1,000-person limit set by the Safe Harbor provision of Title VI for translation of documents. The most populous groups in each language category are shown below. This table reflects non-English speakers in the State of New Hampshire.



**Population that speaks English “Less than very well”**

	Spanish Speakers	Indo-European Languages	Asian and Pacific Island Languages	Other Languages	Statewide Average
LEP Population	5035	4047	2840	778	
Percent of New Hampshire Population	0.39%	0.32%	0.22%	0.06%	0.99%



## FACTOR 2 – Frequency of LEP Use

In March 2020, GSIL distributed a language survey to its staff involved with transportation (Attachment 2). The objective of the survey was to evaluate the needs of GSIL consumers who are not able to communicate in English. The first question asked, In What Way(s) Do You Interact with GSIL riders? The chart below illustrates the results.

Method of Interaction	Percent of Responses
Telephone	7%
Face to Face	7%
Email	2%
Fax	1%

Next, the survey asked how often employees meet LEP customers. The chart below outlines the results.

Frequency of Interaction	Percent of Responses
Often	0%
Sometimes	0%
Rarely	1%
Never	6%

Next, the survey asked employees to identify how often they interact with the following languages on a typical workday.

Language	Percent of Interactions
English	100%
Spanish	0%

The survey asked, overall, how effective employees are in communicating with Limited English Proficient GSIL passengers. The results are summarized below.

Effectiveness	Percent of Total Responses
Very Effective	1%
Moderately Effective	1%
Less Effective	3%
Unable to Communicate	2%

**Community Partners**

GSIL also canvassed its community partners to assess the extent to which they met LEP populations. Community partners were asked the following questions:

1. Do you encounter non-English speaking/reading people who need your services?
2. If so, what are the top three languages that you encounter?
3. How do you address language barriers?
4. Do you find language to be a barrier in preventing you from providing service?

**Community Partners**

Questions	Region 3 CAP – VDP	Gentle Care Rides
Do you encounter non-English speaking/reading people who utilize your services?	No	Yes, but not very often
If so, what are the top 3 languages that you encounter?	NA	Spanish & Brazilian
How do you address any language barriers	NA	Use a translator app on the phone & they talk back to us the same way. Or we would call another member of their family or their social worker & (they) would help to interpret.
Do you find language to be a barrier in preventing you from providing services to meet the needs of the riders?	NA	Not really because almost always we are on the same page of understanding of where they are going, the time for their appt & when they are going to home. But we also give the facility our telephone number to call for them when they are ready.

**FACTOR 3 – The Importance of GSIL Service to People’s Lives**

Access to the services provided by GSIL are critical to the lives of many in the service area. Many depend on GSIL’s services for access to essential services. Because of the essential nature of the services and the importance of these programs in the lives of many of the region’s residents, there is a need to ensure that language is not a barrier to access.

#### **FACTOR 4 – Resources and Costs for LEP Outreach**

No LEP language group within the GSIL service area constitutes five (5) percent of the total population of persons eligible to be served or likely to be affected or encountered. Through employee and stakeholder input it has been determined that interactions with people who speak limited English are a very small percentage of regular transactions, and that similar community partners are able to overcome the language barriers with community translation or interpretation services such as the Language Bank, working through a family member or social worker who is able to translate, and using apps such as Google Translate. Therefore, printed information and materials about GSIL transportation services are not created unless requested. The cost of translation service would be within the regular budget of the organization. Essential documents such as the [transportation rider's guide] Title VII, Part B GSIL Mobility Device Accessible Transportation Services and the complaint form will be translated if requested.

**Outcomes:** As mentioned above, there is no way to determine both the Limited English Proficient and disabled/eligible for service population beyond gross approximation. Through other inclusion factors including open board meetings, available translation services, interaction with family members and care-providers that may be able to translate, and the small (to non-existent) number of existing transactions where language is a barrier, GSIL provides adequate opportunity for people with limited English proficiency to obtain service and influence service-related decisions.

#### **Training Employees**

GSIL conducts employee training on how to utilize the Language Bank, as well as Employee awareness training for the ability to basically communicate with the LEP and low-literacy population.

## **v GSIL'S PUBLIC PARTICIPATION PROCESS**

### **Selection of Meeting Locations**

When determining locations and schedules for consumer or stakeholder meetings, GSIL will:

- Schedule meetings at times and locations that are convenient and accessible for minority and LEP communities;
- Employ different meeting sizes and formats;
- Consider radio, television, or newspaper ads as well as podcasts that serve LEP populations; and
- Provide opportunities for consumer participation through means other than written communication, such as one-on-one interviews or use of audio or video recording devices to capture oral comments.

## **Addressing Comments**

### **The Incorporation of Consumer Comments into Decisions**

All comments received from consumers are given careful, thoughtful consideration. Because there are several different ways riders or members of the community can comment, all comments are assembled into a single document for consideration.

### **Our Community Partners**

Stakeholders are those who are either directly or indirectly affected by this plan. Those who may be adversely affected, or who may be denied benefits of a plan's recommendation(s), are of interest in the identification of specific stakeholders. Stakeholders can come from several groups including general citizens/residents, minority and low-income persons, public agencies, and private organizations and businesses. The agency maintains outreach to these populations through its website, social media.

## VI DECISION MAKING BODIES

### **Non-Elected Committees and Councils**

At GSIL, decisions regarding service changes, capital programming and facility locations are made by the Board of Directors. GSIL's Board of Directors is composed of 14 members, 9 (64%) of whom have disclosed as a person living with a significant disability. The GSIL Board of Directors is comprised of Caucasian and a person of color. In addition to the Board of Directors, and the Chief Executive Officer, decision making staff related to the Transportation Program include the Vice President of Programs, and the Director of Independent Living.

## VII SERVICE AND STANDARDS POLICY

GSIL has developed a set of service standards and policies related to the Transportation Program. These policies are updated regularly to ensure safety and quality.

Due to GSIL's Transportation service mix described in section I, the following service standards and policies -are not required by Title VI regulations:

- Vehicle Load, Headways (Frequencies)
- On-time Performance (Schedule Adherence)
- Service Availability, Vehicle Assignment Policy
- Transit Amenity Policy

## VIII SUMMARY OF CHANGES

### **Service Change Evaluations**

N/A

**Program Specific Requirements**

N/A

**Sub recipient Compliance**

N/A

**Equity Analysis for Facility**

N/A

**Demographic Service Profile**

Because GSIL operates fewer than 50 buses, a demographic service profile was not prepared for this plan update.

**IX GRANTS, REVIEWS AND CERTIFICATIONS**

**Pending Applications for Financial Assistance**

N/A

**Civil Rights Compliance Reviews in the Past 3 Years**

GSIL has not been the subject of any such reviews as of June 2020.

**Recent Annual Certifications and Assurances**

**Contact**

For additional information on the GSIL Title VI Plan, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

Deborah Ritcey, CEO  
Granite State Independent Living  
21 Chenell Drive, Concord NH 03301  
603-228-9680

For general information regarding the GSIL Transportation Program, please visit [www.gsil.org](http://www.gsil.org) or contact the Transportation Manager at 603-228-9680.

**X Attachments:**

GSIL Transportation Program Title VI  
Complaint Form

*GSIL operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title IV may file a complaint with GSIL. For more information on GSIL's civil rights program and the procedures to file a complaint, please contact Deborah Ritcey, President & CEO at 603-228-9680; email [dritcey@gsil.org](mailto:dritcey@gsil.org) or visit our administrative office at GSIL 21 Chenell Drive Concord, NH 03301 from 8:00 am to 5:00 pm. A complaint may be filed with the FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. For more information about GSIL programs and services, visit [www.GSIL.org](http://www.GSIL.org). If information is needed in another language, please contact GSIL (603) 228-9680.*

Date of Report:

Consumer Name:

Date and Time of Incident:

Description of Incident:

Witnesses (if applicable):

Signature of person submitting this report:

FOLLOW-UP (GSIL use only):

Date Complaint Received:

Name of Investigator:

Date Investigation Completed (up to 30 days' past receipt date):

Result of Investigation:

Closure Letter Issued to Complainant (Date):  
(or)  
Letter of Finding Issued to Complainant (Date):

## GSIL Limited English Proficiency (LEP) Surveys

### Community Partners

#### Transportation Staff Survey – March 2020 – 7 drivers

What ways do you interact with GSIL Riders	How often do you meet consumers with limited English proficiency (LEP)?	On a typical transportation workday, how often do you interact with the following languages? ____ % English ____ % Spanish ____ % Other	How effective do you feel you are with communicating with LEP passengers?
Face to Face - 7	Often -	100% English - 7	Very Effectively - 1
Telephone – call - 7	Sometime -	95% English & 5% other -	Moderately Effective 1
Telephone – text - 2	Rarely - 1	90% English & 10% other -	Less Effective - 3
Email - 1	Never - 6	99% English & 1% other -	Unable to Communicate
Other		98% English & 2% other -	Not Applicable - 2

#### Consumer Survey – March 2020 – 9 consumers contacted

1. Is English your native Language	2. If no to 1, how well do you understand English	3. What is your ethnicity	4. In which country where you born	5. Age	6. Zip code	7. Number of people living in household	8. How did you learn about GSIL transportation program
9 - yes	NA	Asian/Pilipino Italian/Greek French Canadian French French French/German English -02 English/Welch French/Indian Irish/Lithuanian	9 - USA	18-21 = 0 22-35 = 1 35-55 = 1 56-65 = 3 66-75 = 3 76-90 = 1	03102 03244 03224 03304 03824 03301 03246 03820 03104	1 = 6 2 = 1 4 = 1 5 = 1	1996 LTS Coordinator PCP Outside Agency Friends Dad List on social services program GSIL Pamphlet Coordinator Medicaid

<p>9. What day/days of the week do you typically request transportation through GSIL</p> <p>As appointments come up = 3 When needed = 6</p>	<p>10. Bus # last rode</p> <p>Unsure = 8 Spr 2 = 1</p>	<p>11. Driver's name</p> <p>Laura=5 Dawn=3 Derek=1 Tom=1 Sandra=1 Any/All=9</p>	<p>12. Transportation requests for</p> <p>1) Appointment(s) 2) Shopping 3) Social/entertainment 4) Other</p> <p>1) 6 2) 2 3) 4 4) 2: Meetings Pet groomer</p>	<p>13. I can typically schedule a ride at the dates/times I need:</p> <table border="1" data-bbox="943 380 1300 575"> <tr> <td>Strongly Agree</td> <td>Agree</td> <td>Disagree</td> <td>Strongly Disagree</td> </tr> <tr> <td>1</td> <td>8</td> <td></td> <td></td> </tr> </table>	Strongly Agree	Agree	Disagree	Strongly Disagree	1	8			<p>14. Additional suggests or comments</p> <p>1) Maybe private donations to help supplement grants 2) Always wonderful 3) All drivers very nice. Other providers aren't good 4) Love this program -4 5) GSIL is awesome</p>
Strongly Agree	Agree	Disagree	Strongly Disagree										
1	8												



## **Title VII, Part B GSIL Mobility Device Accessible Transportation Services**

### **The Program**

The Title VII, Part B Transportation Program at GSIL is federally funded through the New Hampshire Department of Education, Bureau of Adult Learning and Rehabilitation. The mobility device accessible segment of this program is designed to reduce transportation barriers experienced by eligible individuals with disabilities who require demand-response mobility device accessible transportation.

### **Eligibility**

To be eligible for the program, a person must enroll as a GSIL consumer and meet certain financial and disability requirements as outlined in the program's enrollment forms. These forms are available upon request. Riders participating in the program must also provide and maneuver their own mobility device or scooter during any trip. The intent of the program is to provide incidental trips to as many eligible consumers as possible, to destinations that do not qualify for funding from other sources. As a result, rides will be permitted for social, recreational or errand purposes. Rides to medical appointments are not eligible. Consumers must use public transportation if it is available in their community and GSIL will provide transportation for out-of-region rides or for rides when public transit is not operating.

### **Request the Ride**

Consumers desiring rides to any event must contact the Transportation Program in advance of the trip. Consumers serviced by subcontracted accessible transportation providers must also contact GSIL Transportation before taking any rides. **All rides are subject to funding and provider availability.** Consumers are asked to schedule a ride a minimum of two weeks in advance of the trip.

Consumers may cancel or request changes to their scheduled trip no less than the previous business day. Requests for changes may be honored depending upon driver and vehicle availability. If GSIL must cancel a ride, every effort will be made to reschedule that trip at the earliest possible time.

Cancellation without notice will be counted towards the monthly ride allotment. Two or more rides cancelled without notice may subject a consumer to suspension from the program. Failure to meet the driver at the prearranged pickup location within 15 minutes of the pickup time will also be considered a cancellation without notice. The requirement to meet the driver at prearranged times and places apply to any part of a trip (including the trip home).

Consumers that need to travel with a Personal Care Attendant (PCA), should provide this information to the Transportation Program so that GSIL can make proper space allowances when planning the trip. Consumers must also inform the Transportation Program when calling to arrange a ride of any service animals that will be traveling with them on a trip.

### **Enjoy**

The Transportation Program is happy and excited to assist with community transportation for people with disabilities. In an effort to ensure that the experience for everyone is both safe and enjoyable, the following guidelines will help guide consumers while participating in the program:

### **Rules of the Ride**

1. Consumers are limited to shopping or errands that are nearest to their homes. Driver waiting time for trips is limited to a two-hour maximum. To make accessible transportation available to more consumers, drivers and vehicles may be used to transport other eligible consumers during any trip.

2. GSIL mobility device accessible transportation is a door-to-door service (as long as there are no steps or stairs). If requested, drivers will assist passengers from the door of their home to the vehicle; and from the vehicle to the door of their destination, with the reverse applying to the return trip. Drivers are not responsible for assisting passengers once they arrive at their destination. Also, if requested, drivers will assist passengers with their outer clothing.
3. Passengers who live in an apartment complex should wait at the main entrance of the building unless another pick-up location is prearranged. In bad weather, passengers will not be expected to wait outside.
4. If seating is available, the Transportation Manager may permit a consumer to bring a guest (companion) along on a trip. Companions are allowed on a space available basis. No consumer that is Part B eligible will be considered as a guest. All passengers are required to use vehicle seat belts, even if they have a seat/lap belt attached to their mobility device. All mobility device will be secured with 4-point tie-downs, shoulder, and lap belts. No one will be transported on the floor of the vehicle or in any type of temporary seating. Consumers using scooters may be asked to transfer into a passenger seat for their safety.
5. If a child is riding, GSIL will need to know in advance. A parent or legal guardian will be required to supply and secure the child restraint seat. The Driver will crosscheck the safety restraints that the parent has secured before moving the bus. Children must be accompanied by a parent or legal guardian when riding the bus.
6. Passengers are responsible for their own belongings. Please take care as the driver is not required or permitted to disrupt a trip to retrieve forgotten items.
7. Passengers are required to let GSIL know, in advance, if they will have more than two (2) packages/luggage per person. These items must fit in his/her own personal space. These items must be secured to the vehicle. More than 2 packages/luggage will only be allowed on a space available basis.
8. Any mobility device to be transported must fit safely (including weight limitation) on the vehicle lift so that the lift can be operated as designed. The mobility device must also be capable of being secured safely in the vehicle.
9. There will be no eating, drinking, or smoking in the buses. Consumption of alcoholic beverages or use of a controlled substance while in any vehicle is strictly prohibited. Drivers will not transport intoxicated passengers.
10. Passengers should be polite and courteous to other passengers and the driver. Passengers must also follow the direction of the driver to ensure the trip is performed safely.
11. There will be no passengers permitted to stand on any lift in any vehicle. If a wheelchair is needed, please inform the Transportation Program at the time of calling to setup your trip.
12. No standees are permitted on the vehicle's lift, as per 49 CFR Part 37.165 (g)

**The Transportation Manager must approve exceptions to any item listed above in advance. Failure to observe the above policies may result in the consumer being suspended from the program. All drivers and program supervisors have the right to refuse transport to anyone if the situation is unsafe for any passenger, the driver, or the general public.**

Any comments or concerns regarding this policy should be addressed to the Transportation Manager at 1-800-826-3700 (V/TTY) or 603-410-6504.

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# Granite State Independent Living

## Resolutions of the Board of Directors

**NOW COMES;** Deborah Ritcey, CEO of Granite State Independent Living (herein after GSIL), states that the Board of Directors of GSIL reviewed and adopted the Title VI Civil Rights Compliance Plan for the Department of Transportation. Where upon adoption the Board of Directors of GSIL instructs the CEO to execute the plan and submit to the Department of Transportation.

## Certificate of Vote

The undersigned, being the Secretary of Granite State Independent Living., a New Hampshire voluntary corporation (“Corporation”), does hereby certify that the Board of Directors of the Corporation did approve the resolutions set forth above, at a duly called vote of said Board of Directors held on September 24, 2020

DATED: Sept 28, 2020

  
Geoffrey Souther, Secretary

My Commission Expires:

  
Notary Public

(SEAL) **CASEY N. STRICKULIS, Notary Public**  
State of New Hampshire  
My Commission Expires November 4, 2020