

**CITY OF PEMBROKE PINES, FLORIDA
TRANSPORTATION DIVISION**

**ADA TRANSPORTATION
SERVICE POLICIES AND PROCEDURES**

NOVEMBER 2025

**The City of Pembroke Pines Transportation Division ADA
Transportation Policies and Procedures Activity Log**

Document Review Date	Reviewer	Action Taken

THE CITY OF PEMBROKE PINES TRANSPORTATION DIVISION ADA TRANSPORTATION SERVICE POLICIES AND PROCEDURES

Basic Requirements

The main tenet of ADA transportation regulation is that:

"No entity shall discriminate against an individual with a disability in connection with the provision of transportation service."

Service Delivery Requirements

Access to information: All print material made available to the users of a transportation service will also be available in accessible formats for persons with disabilities. The City of Pembroke Pines Transportation Division utilizes large print, Braille, or audio tape, allowing individuals with disabilities to obtain information and schedule transportation services. These materials are available upon request.

Access to communications: The City of Pembroke Pines at the Southwest Focal Point Community Center maintains a TTY line at 954-743-1457 for persons with speech and/or hearing impairments. Clients may also email the Transportation Division directly by visiting www.ppines.com and clicking on Community Services Department, Transportation.

Service hours, routes and trip types: Pembroke Pines offers transportation services to seniors and people with disabilities via a coordinated system of OAA individual trip service and a fixed route service with 8 routes. Bus service coordinates with Broward County Transit (BCT) routes and other community bus services in the southwest Broward County service area. There is no cost to use this service. Transportation is offered from 7:00 a.m. to 7:55 p.m. Monday-Saturday. Riders may call **954-450-6850** between the hours of 8:30 a.m. and 4:30 p.m. or use www.ppines.com (under Community Services Department, Transportation).

The City's service area boundaries span from Pembroke Road on the South, 441 on the East, State Road 84 on the North and US 27 on the West. When routes are being created or modified, special consideration is given to the accessibility of the areas. Transportation staff gives acute attention to ensuring that vehicles can safely and easily navigate the geographic area, thus reducing the risk for accidents. Periodically, vehicles that are assigned to distant areas are switched around so as to reduce wear and tear on any one vehicle. Routes are designed with the elderly in mind. One hundred percent (100%) of all trips, including wheelchair trips, are assigned to routes in advance. Door-to-door service is offered to every rider. Trips are multi-loaded to achieve maximum efficiency and are scheduled to provide for timely arrival of clients to their destination. Each trip is designed to eliminate excessive ride time. Average ride time for each trip is limited to less than 40 minutes, or less than twice the normal, direct-route ride time for a particular trip. Exceptions to this arrangement include inclement weather, vehicle mechanical problems, and the like. The Transportation Division staff is readily adaptable and flexible when unforeseen circumstances such as these become a factor in maintaining regularly scheduled service. Back-up plans are efficiently initiated in these cases in order to avoid interruption of service to clients.

ADA Trips

SENIOR & INDIVIDUALS WITH DISABILITIES TRANSPORTATION PROGRAM (Section 5310) - (Nutrition/ Medical/ Grocery Trips)

Service is offered on an as-needed, first-come, first-served basis and includes trips to and from the Carl Shechter SW Focal Point Community Center, medical/dental appointments, pharmacies, social and legal service agencies, post offices, banks, grocery stores, and center-sponsored field trips. Prior to the start of service, clients will be furnished with a copy of the Transportation Rider's Guide, a publication that provides important information on service and service requirements/provisions. Individuals participating in the Section 5310 Transportation program must be registered clients, 55 years and older or be individuals with a disability.

NUTRITION TRIPS

Nutrition trips refer primarily to those that transport members to and from the congregate meal site at the Carl Shechter SW Focal Point Community Center. Service area boundaries span from County Line Road South, 441 East, State Road 84 North and US 27 West. Member trips are arranged and organized by routes according to their address locations. There are currently 8 Nutrition routes which operate in the cities of Pembroke Pines and Hollywood. Spouses of registered clients who are younger than 55 years will be allowed to receive service.

Registration for membership to receive transportation service to and from the Center will be conducted at the SW Focal Point Community Center by the Intake Specialist or designee. Clients will need to call the Center at 954-450-6888 to schedule an appointment to register.

If clients indicate the need for transportation service at the time of registration, this information will be documented on the client's intake file.

Intakes are maintained electronically for immediate access. Information for clients who receive transportation service from SW Focal Point is maintained in the new Easy Rides 3 database.

Following registration, clients will be placed immediately on a service route if space is available. If a service route is not available, clients will be placed on a wait-list and a *priority score* will be the sole factor that dictates when transportation service becomes available to that client. Priority Scores are generated via the state-mandated registration process (eCIRTS). Wait-lists are reviewed monthly. Individuals assigned to a wait list will be notified by a transportation staff member as soon as an opening becomes available.

Transportation to and from the Center is provided on a *subscription basis (advanced reservation or prescheduled trip in which an individual goes to/from the same origin and destination, at the same time of day, at least twice per week, and requests the trip through a standing reservation rather than a daily request)*.

Once an opening becomes available, an attendance schedule will be arranged for the client, and he or she will be placed on the daily schedule for service.

A client will only need to call when there are cancellations or changes to their attendance schedule.

All arrangements for transportation service will be made with the administrative staff. The office will not be responsible for transportation service arrangements made with van drivers.

Clients must be ready by 8:00 a.m. at pick-up address for trip to the Center. Pick up time for the return trip from the Center starts at 2:00 p.m. daily. Any changes will be communicated to clients and their caregivers in a timely manner.

Each client must initial driver's schedule/manifest for every trip taken.

Trips to the Center will be offered on a subscription basis. Clients need only call with cancellations.

ESSENTIAL SERVICES TRIPS - (Medical, Pharmacies, Post Offices, Banks, Social & Legal Service Agencies Trips)

1. Registration for all trips (other than trips for clients to attend the Center) may be conducted over the telephone by any transportation administrative staff. Clients will need to call the transportation office at 954-450-6850 to register. Trip type includes medical/dental appointments, pharmacies, post offices, banks, social and legal service agencies.

2. Service for all trips, except those to the Center, is immediate. However, appointments will be taken on a first-come, first-served basis, *as space is available*.

Clients are encouraged to arrange transportation service as soon as they have scheduled a medical/dental appointment, but no sooner than 30 days in advance.

When arranging transportation service, clients are instructed to be *ready* at least one hour before their scheduled appointment time. All rides will arrive within a time frame, which will allow drop off of client in a timely manner. Clients may wait inside their residences for rides. In such cases, drivers will radio dispatch to have staff alert client of their arrival.

Following an appointment, it is the client's responsibility to call the Transportation Office and request a return trip. A driver will be dispatched to transport the client home. Wait time ranges from 30 to 45 minutes.

Rides for appointments will be offered between the hours of 10:00 a.m. and 1:00 p.m.

Clients need to call 954-450-6850 to cancel a trip as soon as they are aware trip is not needed.

GROCERY SHOPPING TRIPS

1. Transportation service to the grocery store will be provided in the assigned areas on Mondays, and Thursdays of each week. Grocery shopping schedule is as follows:

Monday – Century Village

Thursday –Pembroke Tower Apartments; Driftwood Terrace Apartments; Pines Point Residences

2. Clients are picked up at 10:00am at their homes and taken to the designated grocery store in the area. Return pick-up at grocery store is 12:00pm

Grocery shoppers are allowed to shop for 90 minutes and are also strongly advised to limit their shopping to the number of grocery bags they can carry. Van Drivers need to enforce this policy with clients. Drivers are not permitted to carry clients' grocery bags except to place them on the vehicle or remove them from the vehicle to the curb, lobby, or door of a single-family home or ground floor of an apartment. Drivers may not enter the home of a client.

Whenever a shopping day falls on a holiday, the grocery shopping service day will be changed and shoppers will be notified in advance. If a holiday falls on a Monday, grocery shopping service will

be changed to Tuesday of the same week. If a holiday falls on a Wednesday or Thursday, grocery shopping service will be moved up by a day. If a holiday falls on both Thursday and Friday, service will be moved to Wednesday of the same week.

CENTER-SPONSORED FIELD TRIPS

1. Individuals participating in center-sponsored trips will sign up in advance in the sponsoring department. All trip inquiries will be directed to the sponsoring department.

Whenever a trip falls on a day that a client is not regularly scheduled to come to the Center, it is the client's responsibility to request transportation service for that day.

Drivers will only provide service to those clients whose names appear on their schedules/manifests. Under no circumstance should a driver accommodate a client without getting clearance from the dispatcher or designee.

If at any time there is a discrepancy, it is the driver's responsibility to seek verification and/or approval from the Transportation office.

2. In order for the division to effectively deliver efficient transportation service, it is necessary to follow the procedures below when conducting trips:

Trips will be coordinated with the Transportation division via monthly meetings or other appropriate means at least 21 days in advance.

Approximate number of participating clients is necessary in order to coordinate vehicle schedule. Sponsoring division will make arrangements for clients to sign up in advance.

Sponsoring division will present a computer-generated trip list to the Transportation division no later than 2 working days prior to day of trip. This will allow adequate time to verify registration of all participating clients, adjust schedules where necessary, schedule drivers, and prepare driver schedules/manifests. Coordinator will also be provided with a copy of trip schedule prior to day of trip. Likewise, cancellations should be done in a timely manner.

Before submitting the trip list, it is the responsibility of the sponsoring division to ensure the accuracy of information appearing on the list, and that all the clients are registered. The transportation division will verify this information.

Last minute additions/changes due to cancellations, etc. will be coordinated by the division sponsoring the trip. The transportation division must be apprised of trip changes.

On the day of the trip, only individuals who have signed up will be allowed to board the vehicle(s). If there are cancellations on the day of the trip, the coordinating division may add clients from a wait list that they would have already established. Clients and chaperones must board and remain on the vehicle to which they are assigned. This will help to ensure optimum safety for everyone. Sponsoring division will prepare a Release of Liability form and have all participating clients sign prior to boarding the vehicle. The driver will verify completion of release from liability forms prior to departure. Every client and volunteer must sign the release from liability form before leaving on a trip. Driver will provide a copy of completed release from liability form to the Coordinator/Specialist of the sponsoring division or a designee before departing on the trip. Drivers will have clients board bus only after getting approval of the sponsoring department.

Prior to departure, driver(s) will do a head count to ensure that all eligible clients are on board the vehicle. A head count will also be done after clients have boarded the vehicle for the return trip.

Drivers will be prepared to assist with chaperoning all trips. He/she will remain in constant communication with the lead chaperone for each trip or transportation office.

A trip list will consist of the following information:

Name of trip

Date of trip

Destination - including complete address and telephone number

Names of participating registered clients

Names of chaperones and/or staff accompanying clients

Departure time and estimated return time

Any other information that sponsoring department deems important.

ALL TRIPS

It is mandatory that drivers provide direct assistance to clients or stand ready to assist clients as they get on and off the vehicle. Drivers will not enter any client's residence. All rides are provided door-to-door with driver's assistance. All rides are free of cost.

All clients must call the transportation office at 954-450-6850 to cancel trips at the pick-up address at least 24 hours in advance.

If client does not cancel a trip prior to driver's arrival at client's pick-up address, then client's trip will be considered a 'no-show'. Three or more consistent 'no-show' may result in suspension of service.

CANCELLATION POLICY/REQUEST FOR SERVICE

Clients who utilize the service are made aware of the cancellation policy and are required to provide cancellations to the transportation office 24 hours in advance.

Drivers will not be responsible for making cancellations for clients. Clients who fail to cancel service prior to the driver arriving at the pickup address will incur a 'no show'. Drivers must verify a cancellation/no-show designation with the office.

Upon request, clients may be put on hold for a short period of time. Clients must request resumption of service in a timely manner.

All requests for transportation outside of the service area will be referred to other applicable transportation providers.

Clients who wish to discontinue their service will need to inform the Transportation office via phone, in person, or in writing.

CLIENTS ON HOLD

Clients may request to be on hold for short periods of time. Extended hold periods for any reason may result in a client's seat being assigned to a client on the wait list. Clients who have been placed on hold due to illness will need a doctor's note in order to resume their attendance at the center. Supervisors/designee from the appropriate program (Alzheimer's, Day Care, General Population) must review the return-to-work note and advise transportation staff to resume service for the client. Care must be exercised when booking trips for Alzheimer's and Day Care clients who have been out on medical hold. Such clients or their caregivers should be redirected to the appropriate program to confirm return to the center, prior to reactivating their transportation service.

Employee training: ADA regulations require that:

"Each public or private entity which operates a fixed-route or demand responsive system shall ensure that personnel are trained to proficiency, as appropriate to their duties, so that they operate vehicles and equipment safely and properly and treat individuals with disabilities who use the service in a respectful and courteous way, with appropriate attention to the differences among individuals with disabilities."

The City of Pembroke Pines Transportation Division requires that all employees be trained according to ADA regulations and that this required training is incorporated in the overall training program of all employees. This training shall include passenger sensitivity and disability awareness training. Training emphasizes the importance of equipment such as lifts/ramps being in good working order. Personnel are also be trained in agency ADA transportation-related policies and procedures.

Equipment maintenance: It is the policy of The City of Pembroke Pines Transportation Division that all lifts, securement systems, and other access-related equipment must be maintained in safe, operating condition. If damaged or out of order, this equipment will be repaired promptly. When equipment is out of order, reasonable steps will be taken to accommodate riders who would otherwise use the equipment. The City of Pembroke Pines Transportation Division will provide an alternate lift-equipped vehicle whenever another lift-equipped vehicle is removed from service for any reason to ensure meeting equivalency of service requirements"

Lift and securement use: It is the policy of The City of Pembroke Pines Transportation Division that all people using wheelchairs and other powered mobility devices must be allowed to ride the entity's vehicles. A "wheelchair" is defined as a mobility aid belonging to any class of three-or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. A lift conforming to ADA requirements has a platform measuring and least 30" x 48". Transportation operators must carry a wheelchair and occupant if the lift and vehicle can physically accommodate them. If a lift has the minimum design load of 600 pounds, there is no requirement for an agency to transport a heavier occupied device. However, if the vehicle lift has a design load of 800 pounds, the agency would need to transport an 800-pound wheelchair/passenger combination, but not a combination exceeding 800 pounds. An operator may deny transportation if carrying the wheelchair and its occupant would be inconsistent with legitimate safety requirements, as when, for example, the wheelchair is so large it would block an aisle or would interfere with the safe evacuation of passengers in an emergency. Where necessary or upon request, The City of Pembroke Pines Transportation Division

personnel must assist individuals with disabilities with the use of securement systems and ramps/lifts. If the driver must leave their seat to provide this assistance, they must do so.

The City of Pembroke Pines Transportation Division requires that all wheelchairs be secured during transport. Drivers are responsible for safely operating the lift and properly securing the wheelchair in a forward-facing position using the securement system in the vehicle. The City of Pembroke Pines Transportation Division will not deny transportation to an individual with disabilities because the person's mobility device cannot be secured satisfactorily by the vehicle's securement system (Exception: if accommodating an unsecured mobility device would violate a legitimate safety requirement, such as blocking an aisle).

It is the policy of The City of Pembroke Pines Transportation Division that all passengers, both ambulatory passengers and those that use mobility aids, must wear seat belts.

The City of Pembroke Pines Transportation Division shall not require an individual with a disability to use designated priority seats, if the individual does not choose to use these seats. Subrecipient agencies cannot require individuals with disabilities to use designated priority seats.

When transporting users of three-wheeled wheelchairs or other mobility devices that pose securement problems, The City of Pembroke Pines Transportation Division drivers can request that the user transfer to a vehicle seat. It is not a requirement that the rider make this transfer. Drivers can explain to riders the reasons for requesting a transfer but must allow them to make the final decision on whether a transfer is appropriate given their particular disability. The City of Pembroke Pines Transportation Division drivers will be provided training on the proper techniques for assisting passengers in transferring from their three-wheeled wheelchair to a vehicle seat.

The City of Pembroke Pines Transportation Division policies require that a person who cannot enter a vehicle using the stairs but who does not use a wheelchair must be allowed to enter the vehicle using the lift without inquiring about the passenger's disability. All lifts must be properly equipped with handrails on both sides of the lift.

Accommodating service animals, mobility aids and life support systems: The City of Pembroke Pines Transportation Division policies permit ADA paratransit eligible riders to travel with service animals. Service animals are animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. The City of Pembroke Pines Transportation Division drivers may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability. A service animal may not be excluded unless the animal is out of control and the animal's owner does not take effective action to control the service animal, or if the animal poses a direct threat to the health and safety of others. The City of Pembroke Pines Transportation Division must also exclude a service animal if it is blocking aisles or exits and cannot be moved to a safe location in the vehicle.

In addition, The City of Pembroke Pines Transportation Division policies allow riders to travel with respirators and portable oxygen. Travel with this equipment can only be denied if it would violate rules concerning the transportation of hazardous materials. In general, the transport of common types of

portable life support equipment is not prohibited. Cylinders of oxygen used by passengers for health reasons, for example, are not subject to the Hazardous Materials Regulations.

Attendant policies/refusing service: Personal care attendants (PCAs) must be permitted to accompany riders and are not considered companions. PCAs are not charged a fare. The City of Pembroke Pines Transportation Division requires that individuals indicate the need to travel with a PCA when they request paratransit eligibility certification.

The City of Pembroke Pines Transportation Division cannot require that an individual travel with an attendant. If The City of Pembroke Pines Transportation Division feels that a rider would benefit from the aid of an attendant, this can be suggested. Service cannot be refused, however, if the person decides to continue to travel independently.

Service can only be refused if a rider engages in "violent, seriously disruptive, or illegal conduct." Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other riders or employees.

Additional charges: Special fares and charges, beyond those required of other riders, will not be imposed on persons with disabilities, even if additional services are required.

Boarding/disembarking time: Adequate time must be provided for persons with disabilities to board and disembark from vehicles.

**City of Pembroke Pines Transportation Division
ADA Complaint/Appeal Form and Process**

This grievance procedure is established to meet the requirements of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Pembroke Pines Transportation Division.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible, preferably within 60 calendar days of the alleged violation to:

Jessica Matos, Transportation Administrator & ADA Coordinator
301 NW 103rd Avenue
Pembroke Pines, FL 33026
954-450-6850
Email: jmatos@ppines.com

Within 15 calendar days after receipt of the complaint, Jessica Matos, ADA Coordinator, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Jessica Matos will respond in writing, and where appropriate, in format that is accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Insert Agency Name and offer options for substantive resolution of the complaint.

If the response by Jessica Matos does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to Jay Shechter, the Community Services Department Director, or designee.

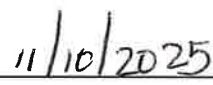
Within 15 calendar days after receipt of the appeal, Community Services Department Director Jay Shechter or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Community Services Department Director or designee will respond in writing, and, where appropriate, in a format and/or language that is accessible to the complainant, with a final resolution of the complaint.

The ADA Coordinator for the City of Pembroke Pines Transportation Division is:

Jessica Matos, Transportation Administrator
301 NW 103rd Avenue
Pembroke Pines, FL 33026
954-450-6850
Email: jmatos@ppines.com



ADA Coordinator Signature



Date

What is the nature of the ADA complaint/appeal (include the time/date and location of the incident):

Has an appeal been submitted to the City of Pembroke Pines Transportation Division for a denial of service (if applicable)?

- ☐ Yes
- ☐ No

Result of appeal (include agency staff responsible for appeal process and date/time/location of meeting)

Has this appeal been resolved?

- ☐ Yes
- ☐ No

Please describe any further action or follow-up required:

Community Services Director

Date