

## *Equivalent Services Plan*

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### *Policy*

HOPE, Inc. transit program shall accommodate all persons for demand response services including those with physical disabilities. HOPE Inc. has vehicles located in part of the regions it services that are accessible to those utilizing a wheelchair and other medical devices. If a vehicle is not available for those with specific needs due to inadequate number of paratransit vehicle availability, HOPE, Inc. will contact local transit agencies to complete those transports HOPE Inc. is not able to provide.

HOPE, Inc. transit recipients will need to provide at least a 48-hour notice of transit need to ensure alternative transportation can be provided.

### *Procedure*

#### ***Internal Protocol:***

1. All paratransit vehicles HOPE, Inc. operates shall follow the maintenance plans as provided in the maintenance guide.
2. Paratransit vehicles removed from service shall be inspected and repaired by an ASE certified vendor and operations of the lift or ramp must be working within guidelines of manufacturer.
3. All persons with paratransit needs will be required to make a request for a paratransit vehicle with the transportation department by contacting HOPE, Inc.'s Fleet Manager to ensure the appropriate vehicle is requested for transport.
4. If a HOPE, Inc. paratransit vehicle is not readily available for the requested time of pickup, HOPE, Inc. will contact an outside vendor to arrange transit services that meet or exceed ADA paratransit needs for that specific rider.

#### ***External Provider Protocol:***

1. HOPE, Inc. will arrange transportation for paratransit needs on a case by case basis.
2. If an external provider is required, the rider will need to describe the specific supports needed before HOPE, Inc. will arrange transport with an outside vendor.
3. HOPE, Inc. will contact up to two outside vendors depending on availability for paratransit services in that specific region and location of request.
4. HOPE, Inc. will contact the rider with alternative transportation details and contact information with the providing agency once a transport plan has been scheduled.