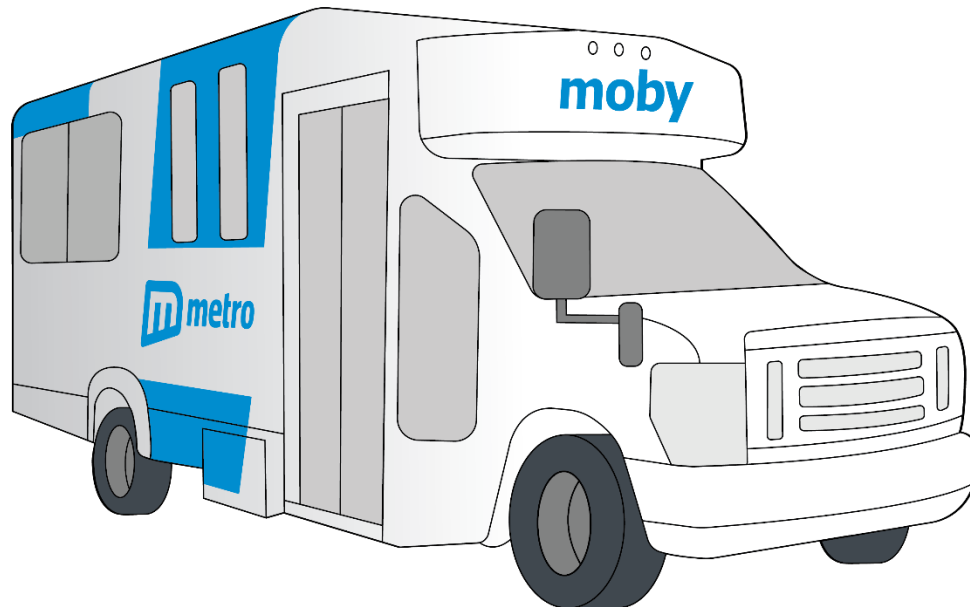


Name of MOBY Rider: _____

MOBY ID Number: _____



MOBY RIDER GUIDE

The Regional Metropolitan Transit Authority of Omaha (dba Metro) ADA Complementary Paratransit Service (MOBY) Rider Guide

ometro.com

ometro.com/rider-guide/moby

Phone (voice): (402) 341-0800

TDD: (402) 341-0807

Fax: (402) 342-3395

A large-print version of the MOBY Rider Guide is available at ometro.com/rider-guide/moby. For other alternative formats of the MOBY Rider Guide, contact MOBY at (402) 341-0800 (voice) or (402) 341-0807 (TDD) or moby@ometro.com.

Una versión en español está disponible a petición: llame al (402) 341-0800 o envíe un correo electrónico moby@ometro.com.

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OVERVIEW OF MOBY SERVICE

What is ADA complementary paratransit service?

ADA complementary paratransit service is a safety net created through the Americans with Disabilities Act (ADA) for individuals whose disabilities prevent them from using the fixed route transit system even when that system is fully accessible. Fixed route transit is when a transit vehicle operates along a prescribed route according to a fixed schedule.

ADA complementary paratransit service, known as MOBY at Metro, is meant to complement fixed route service. Complementary does not mean no fare is required to ride!

Metro Administrative Office Hours

Metro's administrative office is open Monday through Friday, 8:00 a.m. to 4:30 p.m. The office is closed on New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Day After Thanksgiving, and Christmas Day.

MOBY Service Vehicles

Metro uses a fleet of vans to provide ADA complementary paratransit service.

Shared Rides on MOBY

MOBY is a shared-ride, public transportation service for individuals who, because of specific conditions of their disability, are unable to travel on Metro's fixed route bus system for some or all trips. Several passengers may share the MOBY vehicle. The MOBY vehicle may make multiple stops to pick up and drop off passengers, and travel in other directions during any trip to accommodate all passengers. Travel time may vary, depending on trip distance, traffic conditions, inclement weather, and stops made to accommodate other passengers.

Curb-to-Curb, Origin-To-Destination Service

The standard level of MOBY service for eligible persons is curb-to-curb service. This means that the MOBY driver will park in the loading area and wait for the rider to come to the vehicle. However, to fulfill the Federal Transit Administration (FTA) "origin-to-destination" service requirement, riders who need assistance from the door to the vehicle, or the vehicle to the door, may request assistance from the driver. Assistance may be requested at any time, but assistance requests are preferred during the eligibility or trip booking process or by submitting a reasonable modification request.

MOBY drivers do not pull the vehicle into a driveway and are not permitted under any circumstance to enter a commercial facility or private residence to assist a rider.

MOBY Service Area

MOBY service area boundaries correspond with Metro's fixed route bus service on weekdays, evenings, and weekends. This means that the MOBY service area may change based on time of day or day of week as does the fixed route schedule. MOBY service area covers all locations that are within three-fourths of a mile on each side of, and the terminus of, Metro's fixed route bus system. All locations inside the service area boundary are served. MOBY does not serve locations outside three-fourths of a mile of Metro's fixed route bus system and does not follow express routes. Customer service can assist riders with determining whether a location is within the service area.

Metro serves Council Bluffs (Iowa) with the Blue and Yellow routes. Council Bluffs Special Transit Service (STS) operates ADA complementary paratransit service for these routes, not MOBY. More information is available online: <https://www.councilbluffs-ia.gov/361/Special-Transit-Service-STS>.

MOBY Service Hours

MOBY service operates during the same hours as Metro's fixed route system. The hours for both fixed route bus and MOBY service fluctuate by time of day and day of week, based on the specific schedule for each fixed route.

Metro service hours vary by route, time of day, and day of week. In general, Metro service hours are as follows:

- Monday through Friday 4:11 a.m. to 12:03 a.m. the next day.
- Saturday 4:55 a.m. to 12:00 a.m. Sunday.
- Sunday 5:48 a.m. to 9:40 p.m.

When requesting a trip, customer service may notify a MOBY rider of a latest-available return-trip pickup time that reflects the likely travel times for the requested trip. This is to ensure that MOBY drivers can complete their drop-offs no later than the latest fixed route drop-off.

Metro does not operate fixed route bus or MOBY service on New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, or Christmas Day.

Limitations of MOBY Service

- MOBY is not a medical or emergency transportation service.
- Metro does not provide supervision of MOBY riders.
- MOBY drivers provide minimal assistance to riders and do not provide Personal Care Attendant services.
- MOBY riders must ensure the outlined responsibilities in this MOBY Rider Guide are upheld to avoid service refusals or suspensions.
- MOBY vehicle lifts have a design load of 1,000 pounds. The lift platform dimensions are 34 inches by 54 inches. The mobility device, rider, and any personal items must be at or below 1,000 pounds and fit within the 34"x54" platform area.

ELIGIBILITY AND RECERTIFICATION

Eligibility Determinations

Eligibility for ADA complementary paratransit service is directly related to the functional ability of individuals with disabilities to use fixed route transit services. Eligibility is not based on a diagnosis, type of disability, or type of mobility aid(s) used. Individuals may be eligible for Metro's ADA complementary paratransit service, MOBY, if, as a result of their disability or health-related condition, they are unable to:

- travel to or from fixed route bus stops within the service area for some or all trips;
- independently board, ride, or exit an accessible fixed route bus; or
- independently navigate Metro's fixed route bus system.

MOBY eligibility will fall under one of four categories:

- Unconditional Eligibility – MOBY service is available for any trip in the defined service area as it has been determined that the individual is unable to use Metro's fixed route transit services under any circumstances.
- Conditional Eligibility- The individual can independently use Metro's fixed route transit services under some circumstances, but not all. MOBY service is available for some trips in the defined service area based on the functional abilities of the individual.
- Temporary Eligibility– Individuals who experience a temporary loss of functional ability that prevents them from using fixed route service may be granted eligibility for MOBY service for a specific period of time determined by the specific circumstances.

- Denial/Not Eligible –MOBY services are not available to individuals whose functional abilities do not prohibit travel on Metro’s fixed route bus system under any circumstances.

An applicant who does not receive a written eligibility determination within 21 calendar days from the time Metro received the completed MOBY application may request and receive MOBY service until a determination is made.

If the current abilities and conditions of an individual change, the individual can submit updated documentation and apply for reconsideration at any time.

Eligibility Appeal Process

If it is determined that an applicant is not eligible for any level of ADA complementary paratransit service, Metro will notify the applicant in writing of the exact reason(s) for the determination and provide the ADA Paratransit Eligibility Determination Appeal Request Form. Individuals have the right to appeal any written eligibility determination.

The individual may request an appeal by phone or in writing. For verbal appeal requests, please call Metro’s Civil Rights and Inclusion Director at 402-341-7560, extension 2550 (voice) or 402-341-0807 (TDD). For written appeal requests, please complete Metro’s ADA Paratransit Eligibility Determination Appeal Request Form, and submit the completed form by:

- Email: civilrights@ometro.com
- Fax: 402-342-3395, or
- Mail:
Metro
Attn: Civil Rights and Inclusion Director
2222 Cuming Street
Omaha, NE 68102

An individual must submit notice of appeal within 60 days of receipt of the written eligibility determination. Upon receipt of all information, the appeal information will be forwarded to the Transit Advisory Committee (TAC) for a hearing. TAC is comprised of community members who are knowledgeable of ADA requirements.

Appeal hearings are held during TAC’s regularly scheduled monthly meeting (second Wednesday of every calendar month). TAC members may also call a special meeting. TAC will have the opportunity to review the eligibility determination, and any additional information provided by the applicant. Any individual, or their representative, appealing an eligibility determination is strongly encouraged to attend the TAC meeting in-person or virtually. The appeal hearing is not a public meeting. All information from an applicant will be treated as confidential. TAC’s recommendation for approval or denial of the appeal are final. Written notification of TAC’s recommendation will be provided to the individual and/or their representative within 30 days.

MOBY service will not be provided during the appeal process. However, if a recommendation by TAC is not made within 30 days, on day 31, MOBY service will be provided to the individual until TAC provides a recommendation.

Keeping Rider Information Updated

Contact Metro Customer Service at (402) 341-0800 (voice) or (402) 341-0807 (TDD) to update your phone number, email address, or emergency contact information.

Contact MOBY Certification at (402) 341-7560, extension 2520 (voice) or (402) 341-0807 (TDD), by email at mobycert@ometro.com, or by fax at 402-342-3395, if you lose your MOBY Identification Card or there is a change in your:

- disability that alters your functional abilities related to using fixed route service;
- need for a Personal Care Attendant (PCA);
- type of mobility device and/or use of a mobility device; or
- street or mailing address.
 - *Please note that if an address change is outside the MOBY service area, service will still only be offered within the MOBY service area.*

MOBY Certification Period

Individuals may be certified for MOBY services for a maximum period not to exceed three years. An individual's certification eligibility period depends on the specific conditions influencing their eligibility determination (functional abilities of the individual, physical environment, and/or changes in the accessibility of the fixed route system).

Recertification for Eligibility

Individuals granted unconditional, conditional, or temporary eligibility are required to periodically recertify in recognition that many factors might change over time that could affect the ability of individuals with disabilities to use fixed route transit service.

MOBY riders are required to submit a completed recertification application 21 days prior to the expiration of their current eligibility period to avoid possible service disruption. A recertification application will be mailed to each MOBY rider before the eligibility certification expiration date. It is important for MOBY riders to keep their mailing address up to date.

Visitor Eligibility

Visitors to the Omaha area who are unable to use Metro's fixed route bus system and wish to use Metro's ADA complementary paratransit service are required to provide visitor documentation, such as a certification letter or an identification card, demonstrating ADA paratransit eligibility with their home transit agency. A visitor should contact MOBY Certification either by email: mobycert@ometro.com, phone: 402-341-7560, extension 2520 (voice) or (402) 341-0807 (TDD), fax: 402-342-3395, or mail:

Metro
Attn: MOBY Certification
2222 Cuming Street
Omaha, Nebraska 68102

Metro will provide MOBY service within its designated service area to eligible visitors to Omaha for a period of 21 days during any 365-day period. The 21 days may be used as single days or consecutive days. If an individual needs access to MOBY service for more than 21 days in a 365-day period, the individual must go through the standard MOBY application process.

For any visitor who has not established ADA paratransit eligibility with a home transit agency or resides in an area without ADA complementary paratransit service (e.g. rural or international visitors), Metro may request proof of residence to verify the visitor status. Additional documentation of the visitor's disability, such as a letter from a medical professional, a Social Security Disability Identification (SSDI), or other similar documentation, may be requested if the visitor's disability is not apparent. Once the requested documentation is provided, MOBY service will be available on the basis of the individual's statement that they are unable to use the fixed route system.

Current MOBY riders have the option to apply for visitor eligibility when visiting other locations where paratransit services are provided. MOBY riders should first contact the local transit agency at their destination to determine what information is required for registration and where it should be sent. The local transit agency must accept a copy of the individual's determination letter or MOBY ID as proof of eligibility. Upon request from the MOBY rider, Metro will forward eligibility status to the local transit agency.

FARES & PURCHASING TICKETS

MOBY Fare

The one-way MOBY trip fare is \$2.50.

Paying MOBY Fare

Riders must pay a trip fare when boarding a MOBY vehicle, unless the rider is participating in a pass program described in the following subsection. MOBY vehicles are equipped with a Umo reader and an electronic farebox, which accepts various methods of payment. The Umo app or smart card is the preferred method of payment. However, MOBY tickets, cash, value cards, or a combination of cash and value cards are accepted.

If a rider requires assistance swiping the Umo smart card, scanning the Umo app, or depositing tickets, cash, or value cards into the farebox, the MOBY driver will assist the rider. MOBY drivers are prohibited from accessing purses, wallets, backpacks, pockets, etc. to retrieve fare payment.

Umo

Umo is Metro's contactless, account-based fare payment system that allows riders to board and manage accounts with a mobile app, or board with a Umo smart card and manage accounts online. All information about Umo is located on Metro's website: www.ometro.com/umo.

Tickets

Physical MOBY one-ride tickets are sold individually for \$2.50 or in books of ten for \$25, and can be purchased:

- At Metro's administrative office Monday-Friday, 8:00 a.m.-4:30 p.m., except the holidays listed previously:
 - Location: 2222 Cuming Street, Omaha, NE 68102
- At various grocery stores located in the Omaha metropolitan area. All locations may be viewed at: www.ometro.com/fares/purchase-fares
- Online at www.ometro.com/fares/purchase-fares
 - *There is a shipping fee if Metro mails physical tickets to a rider.*
- Via mail order by written request with an enclosed self-addressed stamped envelope to:
Metro
Attn: MOBY Tickets
2222 Cuming Street
Omaha, NE 68102
**Only personal checks or money orders will be accepted for mail order ticket purchases. If a personal check bounces, the individual will no longer be able to purchase tickets with a personal check.*

Cash and Value Cards

Please use exact change if paying with cash. Fareboxes will issue a value card in the amount of cash overpayment, which can be used as a future fare credit. Value cards are valid for 90 days and are not redeemable for cash. Metro only accepts U.S. currency in bill denominations up to \$20.

Pass Programs

The K-12 Students Ride Free program applies to MOBY. High school students accessing MOBY through the K-12 Students Ride Free program may be asked to show their student ID when boarding.

Other pass programs through Metro also apply to MOBY: MavRide (University of Nebraska Omaha), TravelSmart (UNMC/Nebraska Medicine/Clarkson College), Pass to Class (Metropolitan Community College), CSM 2 Go (College of Saint Mary), and JayPass (Creighton University).

Personal Care Attendants (PCA)

A PCA (unlike a “companion”) assists riders with personal needs that the rider is unable to achieve independently due to a disability. MOBY riders who have a registered PCA may have the PCA accompany them on any trip. The PCA rides for free and must be picked up and dropped off at the same location as the rider. A note that the MOBY rider is eligible to ride with a PCA will be added to the MOBY ID card.

If a MOBY rider is unable to independently navigate MOBY service, Metro strongly recommends that a PCA accompany the rider for all trips. MOBY is not medical or emergency transportation. Metro does not provide supervision. Please review the level of assistance that MOBY drivers can provide in the “MOBY Driver’s Role in Providing Service” section.

MOBY riders will only be required to travel with a PCA if a PCA is a necessary condition of service based on the rider’s engagement in violent, seriously disruptive, or illegal conduct, or if they pose a direct threat to the health or safety of others. However, MOBY riders can appeal such a requirement following the same appeals process as the eligibility appeals process previously outlined. In the appeal, the MOBY rider can provide information demonstrating they can now travel without an attendant, or a proposal of other solutions that permit them to travel on their own.

Companion Riders

Riders may bring one companion in addition to a PCA. Additional companions may be scheduled if space is available. Companions will be required to pay the regular MOBY fare unless they are a participant in a pass program.

SCHEDULING TRIPS

MOBY Reservations and Customer Service

(402) 341-0800 or (402) 341-0807 TDD

MOBY trip reservations may be scheduled by calling Metro Customer Service at (402) 341-0800 (voice) or (402) 341-0807 (TDD). Customer service is available:

- Monday through Friday, 6:00 a.m. to 7:00 p.m.
- Saturday, 7:30 a.m. to 7:00 p.m.
- Sunday, 7:30 a.m. to 6:00 p.m.

MOBY does not offer same day service. Advance reservations are required. **Reservations for next-day trips must be made no later than 4:30 p.m. the day before.** There is no limit to the number of MOBY trip reservations per phone call, and there is no limit to the number of trip reservations per day. For the rider’s convenience, MOBY trips may be booked up to 14 days in advance, as described in the following “MOBY Subscription Service” section.

If a MOBY rider needs to book a trip for the day following a holiday when Metro does not operate fixed route or MOBY service, Metro recommends making the trip reservation by 4:30 p.m. the day preceding the holiday. However, if a trip needs to be scheduled on a holiday for the day following the holiday, MOBY riders may do so by calling (402) 341-0800 and leaving a voicemail with the trip information by 4:30 p.m. on the holiday. A Metro staff member may contact the MOBY rider between 4:30 and 6:30 p.m. on the holiday if it is necessary to negotiate the pickup time or

window. If the MOBY rider cannot be reached, Metro will provide the trip within a 30-minute window of the time requested (15 minutes before and 15 minutes after the requested pick-up time).

Language Assistance

English and Spanish-speaking customer service representatives are available. If assistance is needed in a language other than English or Spanish, the caller should say the language they speak when the call is answered and remain on the phone. A customer service representative will then assist the caller by communicating through an interpreter.

MOBY Subscription Service

Subscription service is available for regularly scheduled MOBY trips with a repeated pattern - same origin and destination, same pickup or drop-off time, and same day(s). Once an initial subscription reservation is made, there is no need for the MOBY rider to make additional reservation calls. There is no limit to the number of subscriptions a rider may have.

Riders must cancel any unneeded scheduled subscription trips to avoid a no-show. If there are four sequential no-shows on a subscription trip, the subscription may be paused until the MOBY rider provides notice to Metro Customer Service that they again need the subscription.

Although unlikely, Metro may decline new subscription requests to prevent operational constraints.

Information to Provide Customer Service When Scheduling a Trip

Please provide the following information to customer service when scheduling a trip:

1. Rider name and MOBY Identification Number.
2. Rider pickup address (including if it is residential, the building or business name, door location, specific pickup information and landmarks).
 - a. This location must be within three-quarters of a mile on each side or the terminus of a Metro fixed bus route and the route must be operating during the time requested.
 - b. If applicable, provide a gate access code for the MOBY vehicle.
3. The date and time of travel.
4. Name and street address of the drop off location (including if it is residential, the building or business name, door location, specific pickup information and landmarks).
 - a. This location must be within three-quarters of a mile on each side or the terminus of a Metro fixed bus route and the route must be operating during the time requested.
5. The rider's preferred pickup time or the time of arrival at the destination.
 - a. A MOBY rider may schedule their trip based on either the pickup time, or the time of arrival at the destination (referred to as "appointment time"). Appointment time means that the rider has a time constraint for the time of arrival at the destination (e.g., set appointment time, class or work start time).
6. The pickup time and location for the return trip.
 - a. All return trips, other than those eligible to be will call trips, must be scheduled in advance for a specific time.
 - b. Metro highly recommends scheduling a minimum of 90 minutes between trips.
7. The type of mobility device used, if applicable (manual or power wheelchair, walker, cane, scooter, etc.).
8. If an animal will travel with the rider.
9. If a PCA will travel with the rider.
 - a. Metro strongly recommends that if a MOBY rider is authorized to travel with a PCA, they should consider always traveling with a PCA.

10. If a companion, other than the PCA will travel with the rider. Children are considered companion travelers, but ride fare-free by Metro policy (under 5 years) and through the K-12 Rides Free program.

Important Trip Planning Information

- Metro does not deny any MOBY trip booked within the service hours for the respective service area.
- Metro does not impose restrictions or priorities on a trip due to the trip's purpose.
- Please remember to factor in travel time to your destination and allow adequate time at your destination between the drop off time and the start of the pickup window.
- MOBY travel time will vary based on trip distance, traffic conditions, weather and other MOBY riders being served.
- If a trip reservation request cannot be accommodated for the preferred travel time, the MOBY rider will be offered alternative travel times. Customer service representatives and/or Metro staff may negotiate scheduled pickup times. It is considered a negotiation under the ADA regulations if the offered trip scheduled time is within one hour before or after the original request. If the trip has a time constraint (appointment time), negotiation will not include time after the set appointment time. It is up to the MOBY rider to accept or reject the negotiated trip time.

MOBY Pickup and Dropoff Locations

MOBY drivers must be able to park the MOBY vehicle in a safe location that does not block or impede traffic flow or require the driver to back the vehicle up, allows the driver to always maintain sight of the MOBY vehicle, and has an ADA accessible path of travel.

MOBY riders are responsible for ensuring that entrances (sidewalks, driveways, ramps, and steps) to their home addresses are clear of debris, as well as ice and snow. A MOBY driver can, upon request, assist the MOBY rider in navigating a pathway that has not been fully cleared of snow and ice except in extreme conditions that rise to the level of a direct threat to the driver or others.

Failure to comply with the request to ensure that entrances are clear may result in MOBY drivers not being able to provide service to a rider.

MOBY Service to Private or Restricted Property

MOBY riders may sometimes seek to be picked up on private property (e.g., in a gated or mobile home community or parking lot or business or government facility where vehicle access requires authorized passage through a security barrier). Metro will make every reasonable effort to gain access to such an area. To do so, riders should take responsibility to arrange gate entry for the MOBY vehicle. When reserving a MOBY trip, the rider must provide a gate access code for vehicle access to the community. Any access code changes should be reported to Metro Customer Service. If a vehicle is unable to enter the pickup area or the rider fails to meet the vehicle outside the restricted property, the rider's trip may be marked as a no-show. Metro will not violate the law or lawful access restrictions to meet the passenger's requests. A public or private entity that unreasonably denies access to a paratransit vehicle may be subject to a complaint to the U.S. Department of Justice or U.S. Department of Housing and Urban Development for discriminating against services for persons with disabilities.

Will Calls

Metro does not provide same day trips other than for MOBY riders requiring medical appointment trip returns, referred to as "Will Calls". When scheduling medical appointment trips, MOBY riders should inform the customer service representative to schedule the return trip as a Will Call. The Will Call return trip may be scheduled by calling (402) 341-0800 (voice) or (402) 341-0807 (TDD) when the MOBY rider is ready for pick up.

MOBY may not be able to provide immediate pick up when notified that the rider is ready for pick up following a medical appointment. Pickups will be made as soon as a MOBY vehicle becomes available. Will Call trips are available to MOBY riders all days of the week.

No-Strand

Metro will make every reasonable effort to ensure a MOBY rider is not left stranded when they miss a scheduled pickup for reasons beyond the rider's control. In such a circumstance, Metro would attempt to provide a return trip later than a previously scheduled return trip as long as it is within the regular service area and regular service hours.

Verifying MOBY Trip Reservations

Metro recommends that MOBY riders verify their trip itinerary by calling Metro Customer Service the day prior to a scheduled MOBY trip to avoid any potential problems.

Changing or Canceling MOBY Trip Reservations

Changing a trip reservation on the day of the trip will **not** be allowed. MOBY drivers may not change the scheduled pickup time or trip destination.

It is the responsibility of the MOBY rider or their representative to notify Metro of any trip cancellations by calling (402) 341-0800 (voice) or (402) 341-0807 (TDD) or emailing cancelmoby@ometro.com as soon as possible. If canceling by email, please include the MOBY rider name and ID and the trip information (date, time, pickup and drop off location). **Pickup and return trip cancellations must be received at least two hours before the start of the 30-minute pickup window.** Any cancellation made less than two hours prior to the start of the pickup window may be treated as a no-show unless the cancellation is for reasons beyond the rider's control (e.g., a sudden turn for the worse in the health of a rider with a variable condition, a sudden family emergency). MOBY riders or their representative should contact Metro's Paratransit Manager at moby@ometro.com, or call 402-341-7560, extension 2775, when experiencing no-shows or late cancellations due to circumstances beyond their control.

NO-SHOW AND LATE CANCELATION POLICY

Metro's ADA complementary paratransit service No-Show and Late Cancellation Policy is part of an effort to bring riders more efficient paratransit service, while adhering to the provisions of FTA's Guidance on the ADA.

A no-show occurs when:

The MOBY rider, or their representative, does not call to cancel the scheduled trip at least two hours before the pickup window;

AND

The MOBY vehicle arrives at the scheduled location within the 30-minute pickup window and waits 10 minutes.

No-shows will accumulate when any of the following occur:

- **Late Cancellation:** The MOBY rider, or their representative, does not call to cancel a scheduled trip at least two hours prior to the scheduled pickup window. Late cancellation will carry the same penalty as a no-show.
- **Cancellation at Door:** The MOBY vehicle arrives at the scheduled pickup location within the 30-minute pickup window and the rider, or their representative, notifies the driver at that time that they no longer need the scheduled trip. Cancellation at the door will carry the same penalty as a no-show.
- **Cancellation of trips after a No-Show:** If a pickup trip is determined to be a no-show or late cancellation, Metro will contact the rider to ask if the return trip, or any other trips scheduled for that day, will be needed. If the rider does not need the trip(s) but does not confirm that the trip(s) can be canceled, additional no-

shows will be counted for each subsequent trip that was not canceled.

Trips Connected to a No-Show Trip

If there are one or more trips connected to a trip marked as a no-show (e.g., a return trip), Metro will reach out to the MOBY rider to assess if the additional trips scheduled are needed. If Metro is not able to connect with the MOBY rider, the connected trips will be converted to a will call trip. The MOBY rider may call Metro Customer Service for a will call and claim their return trip through the end of the previously agreed upon pickup window. The trip will be provided as promptly as possible and as close to the original trip as possible. However, the pickup may not be immediate. Metro requests the MOBY rider or their representative provide notice as soon as possible to Metro Customer Service that the return trip is still needed or if the additional trips need to be canceled.

No-Shows and Late Cancellations Beyond the Rider's Control

Trips cancelled late or no-showed for reasons beyond the rider's control will not be counted in the accumulation of no-shows and late cancellations. This includes trips not taken due to sudden illness, family or personal emergency, transit connection delay, appointment delay, extreme weather conditions, driver error, paratransit lateness, or other unforeseen reasons for which it is not possible to call to cancel the trip in time or to take the trip as scheduled.

Although no-shows and late cancellations will not be issued for reasons beyond the rider's control, the rider should always make every effort to cancel scheduled trips in a timely manner. It is the rider's responsibility to provide a reason for not canceling a trip. Contact should be made as soon as possible so no-shows and late cancellations occurring beyond a rider's control can be excused. Lack of any contact may result in a no-show or late cancellation record remaining intact and may lead to warnings or service suspensions as detailed below.

Riders should contact Metro's Paratransit Manager at moby@ometro.com, or call 402-341-7560, extension 2775, when experiencing no-shows or late cancellations due to circumstances beyond their control.

No-Show Notifications

Riders will receive a written warning after five no-shows or late cancellations in a 30-day period. The written correspondence will list the total number of no-shows and late cancellations and the percentage of no-shows or late cancellations in reference to the total number of trips booked in the period. Specific dates, times and locations of each no-show or late cancellation in the period will be provided in writing upon the rider's request.

Rider Pattern and Practice of No-Shows and Late Cancellations

Riders may be suspended from MOBY service when they show a "pattern and practice" of no-shows or late cancellations, which occurs when:

A rider has five or more no-shows or late cancellations in a 30-day period.

AND

The number of no-shows or late cancellations represents more than 15% of the trips booked by the rider in that 30-day period.

A violation is when both conditions above are met and is subject to the violation schedule.

Violation Schedule for a Pattern and Practice of No-Shows and Late Cancellation

When Metro staff identify that a MOBY rider has established a pattern and practice of no-shows or late cancellations, as defined in the previous section, then the rider is subject to the violation schedule outlined below.

- 1st violation in a 30-day period - Letter of warning

- 2nd violation in a 30-day period - 2 Day Suspension
- 3rd violation in a 30-day period - 5 Day Suspension
- 4th violation in a 30-day period - 10 Day Suspension
- 5th violation and more in a 30-day period - 28 Day Suspension

Violation history covers a rolling 12-month period.

If a rider has a pattern and practice of no-shows or late cancellations, they will receive a letter of warning or suspension depending on the violation schedule. The suspension letter will propose to suspend service within two weeks and outline the appeals process. If a rider submits an appeal prior to the proposed start date of the suspension, then suspension of service privileges will be postponed until the appeals process is complete.

No-Show and Late Cancellation Appeal Process

Individual No-Shows or Late Cancellations

A rider or their representative should contact Metro Customer Service at (402) 341-0800 (voice) or (402) 341-0807 (TDD) if they would like to appeal an individual instance of a no-show or late cancellation. The Customer Service Representative will work with a Paratransit Supervisor to review the no-show or late cancellation. If the outcome of this review is unsatisfactory, the rider or their representative can contact the Paratransit Manager at moby@ometro.com, or call 402-341-7560, extension 2775. The Paratransit Manager will review the information and decide to either uphold the individual no-show or late cancellation, or to excuse it. A decision on the individual no-show or late cancellation appeal will be made within five business days.

If appealing an individual instance of a no-show or late cancellation for reasons beyond the rider's control, the MOBY rider or their representative should contact Metro's Paratransit Manager at moby@ometro.com, or call 402-341-7560, extension 2775.

Suspension Due to a Pattern and Practice of No-Shows or Late Cancellations

A rider or their representative may file a verbal or written appeal for suspension of service based on a pattern and practice of no-shows or late cancellations by contacting the MOBY Certification Office at (402) 341-7560, extension 2520, by email at mobycert@ometro.com, or by fax at 402-342-3395. The rider should provide all information they wish to relay to support the appeal. The MOBY Certification staff will review the information provided by the rider or their representative and decide to either uphold the suspension, or to excuse it. During the review, MOBY Certification staff may seek additional information from Paratransit Operations staff. Service will continue while the outcome of the appeal is decided. A meeting including the Paratransit Manager may be scheduled on the matter. A decision on the suspension appeal will be made within 10 business days.

If the decision from the MOBY Certification Office is not satisfactory, the appellant may appeal to the Transit Advisory Committee (TAC) using the Eligibility Appeal Process previously outlined.

REFUSAL OR SUSPENSION OF MOBY SERVICE

Refusal of Service

Metro may refuse MOBY service if a rider engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others. Service may also be refused if a MOBY rider's conduct that is within

their control results in serious damage to a MOBY vehicle.

Personal Hygiene

Metro is committed to providing a clean and safe environment for all who use MOBY vehicles. Riders, PCAs, and companions must maintain an acceptable standard of cleanliness, including their person, possessions, animal(s), and mobility device(s). A MOBY rider, PCA, or companion may be denied service if they have an unavoidable offensive odor so extreme it causes a nuisance, unreasonably interferes with the safe use or operation of the vehicle or creates an unsafe condition. This shall not apply to persons with odors directly related to a disability or medical condition unless the odor is so severely disruptive that it interferes with the use or operation of the vehicle or creates a direct threat or an unsafe condition.

All vehicle occupants, including animals, which may contaminate an area due to blood, urine, fecal matter, or other bodily fluids, may be denied service. This also applies to mobility devices and personal belongings.

Vehicle Lift and Mobility Device Safety

The lifts on current MOBY vehicles have a design load of 1,000 pounds. The lift platform dimensions are 34 inches by 54 inches. The mobility device, rider, and any personal items must be at or below 1,000 pounds and fit within the 34"x54" platform area for MOBY drivers and riders to safely use the lift. Metro may decline to carry a wheelchair/occupant if the combined weight exceeds that of the lift specifications or if carriage of the wheelchair is demonstrated to be inconsistent with legitimate safety requirements.

Suspension of Service

MOBY rider conduct that may lead to a suspension of service includes, but is not limited to, the following:

No-Shows

As outlined in the No-Show and Late Cancellation Policy in the previous section.

Disruption of MOBY Service

A demonstrated pattern of behavior that disrupts MOBY service may result in a suspension of service. Disruptive behavior includes but is not limited to failure to remain seated while the vehicle is in motion, failure to wear a seat belt or maintain securement, failure to sit in a seat when not in a mobility device, impeding the driver from safely operating the MOBY vehicle, or any violent, illegal, or seriously disruptive behavior.

Direct Threat

A significant risk to the health or safety of others that cannot be eliminated by a modification of policies, practices, procedures, or by the provision of auxiliary aids or services. Bed bugs or other insects or vermin or infectious, communicable, or contagious diseases or infections that can be transmitted through casual contact or through the air are considered a direct threat.

Right to Appeal Service Refusals or Suspensions

Metro may refuse or suspend MOBY service if a rider establishes a pattern of behavior or misuse; engages in violent, seriously disruptive, or illegal conduct; or represents a direct threat to the health or safety of others. The service suspension will begin within two weeks after the rider has been given written notice of the basis for the pending suspension, the specific date(s) of the suspension, and the appeal process. Upon receiving the written notice, a rider or their representative may file a verbal or written appeal for refusal or suspension of service by contacting the MOBY Certification Office at (402) 341-7560, extension 2520, by email at mobycert@ometro.com, or by fax at 402-342-3395. The service suspension will be enforced if the MOBY rider or their representative does not appeal the refusal or suspension of service.

If the MOBY rider or their representative chooses to appeal the proposed service refusal or suspension, all appeal material must be submitted prior to the proposed start date listed on the written notice. If a rider submits an appeal prior to the proposed start date of the service refusal or suspension, then suspension of service privileges will be postponed until the appeal process is complete.

Upon receiving all appeal information, the MOBY Certification staff will review the information provided by the rider or their representative and decide to either uphold the service refusal or suspension, or to excuse it. During the review, MOBY Certification staff may seek additional information from Paratransit Operations staff. Service will continue while the outcome of the appeal is decided. A meeting including the Paratransit Manager may be scheduled on the matter. A decision on the appeal will be made within 10 business days. If the decision from the MOBY Certification Office is not satisfactory, the appellant may appeal to the Transit Advisory Committee (TAC) using the Eligibility Appeal Process previously outlined.

Service refusals or suspensions will not be permanent unless an individual continues to pose a direct threat to the health or safety of others. Riders have the opportunity to subsequently present information to Metro to demonstrate that issues have been resolved or present options to mitigate any problems. Metro will review the information presented within 10 business days and issue a determination whether to reinstate service. Any decision made by Metro in terms of MOBY eligibility may be appealed to TAC following the Eligibility Appeal Process.

MOBY SERVICE STANDARDS

Metro strives to provide quality paratransit service for all MOBY riders.

On-Time, Early, and Late Pickups

- On time – Pickups are on time when a driver arrives at the pickup location within the established pickup window.
- Early – Pickups are early if a driver arrives and departs with the rider before the established pickup window begins.
- Late – Pickups are late if a driver arrives after the end of the established pickup window and the rider boards the vehicle.

Trip Lengths

The length of MOBY trips is comparable to the time required to make a similar trip using Metro's fixed route system. All elements of fixed route trips between origins and destinations are considered when determining comparability in paratransit travel time, including:

- Walking time to the stop from the origin address
- Waiting time
- In-vehicle time (for all trip segments)
- Transfer times (if any)
- Walking time from the final stop/station to the destination address

Please remember that MOBY is a shared-ride service.

MOBY Service Delays and Inclement Weather

Traffic, weather-related road conditions, emergencies or other unforeseen events may result in late MOBY rider pickup or drop-off times. If there is inclement weather or other local emergency, please go to www.ometro.com for the most up-to-date information concerning any MOBY service delay(s) or cancellation(s). Metro will also inform local television and radio stations of any MOBY service delays or cancellations.

If at any time MOBY service is delayed, cancelled, or suspended due to inclement weather, all rides will be canceled

for the duration of the service interruption. All trip reservations scheduled after MOBY service resumes will be honored. It is the rider's responsibility to cancel any MOBY trips no longer needed after service resumes.

MOBY RIDER RESPONSIBILITIES

Be Ready to Leave at the Scheduled Pickup Time

Being ready to board the MOBY vehicle upon arrival within the pickup window assists the MOBY driver in staying on schedule and riders getting to their destinations in a timely fashion.

- The MOBY vehicle will arrive within the pickup window given while booking the trip.
- Once arriving at the pickup location, a MOBY vehicle will wait a maximum of 10 minutes.
- Unless a MOBY rider has requested assistance from the door to the vehicle, the MOBY driver will wait at the vehicle for the rider.
- If the MOBY vehicle has not arrived by the end of the pickup window, call Metro Customer Service at (402) 341-0800 (voice) or (402) 341-0807 (TDD).

Passenger Rules

MOBY riders are required to follow Metro's passenger rules as outlined below.

- Always respect other passengers, the MOBY driver, and Metro staff.
- Disruptive, rude, abusive, vulgar, derogatory, and/or threatening behavior will not be tolerated. If such behaviors occur while in a MOBY vehicle, the rider may be removed from the vehicle.

Passengers MUST:

- Maintain an acceptable standard of cleanliness, including their person, possessions, animal(s), and mobility device(s).
- Not talk to the driver when the MOBY vehicle is moving.
- Remain seated and fully secured while the MOBY vehicle is moving.
- Use head/earphones with all audio devices.
- Ensure all animals are under the rider's control and in an enclosed carrier. Only service animals do not need to be in an enclosed carrier.
- Secure mobility devices and portable oxygen concentrators.
 - Passengers shall not remove the required securement straps, including floor restraints, without the assistance or direction of the driver.
 - Portable oxygen concentrators may be used as needed while on board. Please ensure the concentrator has a sufficient oxygen supply for the duration of your trip.
- Secure and store strollers and carts so they do not obstruct the aisle or occupy seats.

None of the following is allowed on a MOBY vehicle:

- Guns, firearms, or weapons.
- Defacing, marring, or damaging any part of the MOBY vehicle.
- Eating. All food must be in a sealed container. Exceptions will be made for health or medical reasons.
- Drinking. All liquids must be in a container with a lid. Exceptions will be made for health or medical reasons.
- Smoking, vaping, littering, or soliciting.
- Lowering or lifting seats.

- Flammable liquids, hazardous items, or fuel-powered devices.

Verify Destination Hours and Availability

It is the MOBY rider's responsibility to verify that the business, facility, or organization for which a drop off has been scheduled is open for business or service, including during inclement weather events. The rider or their representative should verify that the drop off destination is open for business prior to the scheduled pick up. Any unneeded trips must be canceled as soon as a closure is known. During inclement weather, late cancellation penalties may be waived if the inclement weather closure announcement was not made two hours in advance of the scheduled trip. If the MOBY driver picks up a rider and the destination is closed, there is no guarantee that the rider will be able to be taken directly home.

Personal Items Permitted on MOBY Vehicles

Personal Medical Equipment

Mobility devices, respirators, portable oxygen, or other similar life-support equipment, as long as it does not violate hazardous material transportation regulations.

- All personal medical equipment must fit into the MOBY vehicle and be able to be secured.
- MOBY drivers are prohibited from operating any and all life support equipment.

Groceries and Merchandise

Due to space limitations, each MOBY rider is limited to five standard-sized shopping bags on the MOBY vehicle. The shopping bags can be plastic, paper, or reusable. One personal size cooler (4-6 quart) can be substituted for one bag.

- Each bag or cooler can weigh no more than 20 pounds.
- Personal items, including shopping bags, cannot obstruct aisles or prevent seats from being used.
- Personal carts must fit between seats or in the rider's securement area and be within the allowable dimensions.
- MOBY drivers will provide assistance, upon the rider's request, with transporting shopping bags from a designated safe entrance to or from the vehicle.
 - The MOBY driver will not provide assistance with large and/or heavy items, such as cases of soda or water, boxes of food, bags of animal food, etc.
- MOBY drivers are not permitted to enter a commercial or medical facility or a private residence to provide assistance to a rider, under any circumstance.
- MOBY riders may travel with a companion, which can be helpful for managing shopping bags. Whether a Personal Care Assistant (PCA) or companion will accompany the rider should be shared at the time of booking.

Shopping or Personal Carts

MOBY drivers will, upon the rider's request, assist with a two or four-wheeled personal shopping cart so long as the driver's safety is not jeopardized. MOBY riders are allowed to board the MOBY vehicle using the wheelchair lift with a cart. The personal cart should be within the following dimensions:

- 37" high from the floor to the top of the handle
- Large basket area measuring no more than:
 - 13" side-to-side, 11.5" front-to-back, and 20.5" top-to-bottom.

Commercial or retail shopping carts are not permitted on fixed route or MOBY vehicles.

Luggage

Due to space limitations, each eligible MOBY rider, PCA and/or companion may each take two pieces of luggage plus a carry-on bag. Drivers are not able to handle any luggage, so be sure to make any necessary arrangements for assistance.

Bicycles

Currently bicycles are not allowed to be transported on MOBY vehicles during the course of ADA paratransit travel.

MOBY RIDER SAFETY

Mobility Devices

MOBY riders may use wheelchairs, scooters, canes, walkers, and other mobility aids or devices as defined by the ADA. Please make sure the wheelchair, scooter, or other mobility device is in good working condition for safe transportation and securement. MOBY drivers are required to securely fasten wheelchairs and scooters in the designated securement locations in the vehicle. Wheelchairs can only be secured in a forward or rearward facing position. The MOBY rider is responsible for ensuring there are no personal belongings that obstruct the securement of their mobility device. For safety reasons, MOBY drivers are not permitted to operate the controls of any powered mobility device.

When using a powered wheelchair or scooter, please make sure the device is fully charged prior to boarding. If the battery on a power wheelchair or scooter runs out, MOBY drivers cannot push the MOBY rider on or off the vehicle.

The lifts on current MOBY vehicles have a design load of 1,000 pounds. The lift platform dimensions are 34 inches by 54 inches. The mobility device, rider, and any personal items must be at or below 1,000 pounds and fit within the 34"x54" platform area for MOBY drivers and riders to safely use the lift. Metro may decline to carry a wheelchair/occupant if the combined weight exceeds that of the lift specifications or if carriage of the wheelchair is demonstrated to be inconsistent with legitimate safety requirements.

Accessible Pathways and Pickup/Dropoff Locations

Riders are responsible for accessible pathways at their residence and should confirm the accessibility of their destination(s).

Metro Administration will review addresses for MOBY client destinations using Google maps. If there appears to be an obstacle or issue for safe alighting, Metro staff will go to the address to identify safe pickup or drop off locations. If there are questions or concerns about a specific location, MOBY riders should reach out to Metro's Paratransit Manager at moby@ometro.com, or call 402-341-7560, extension 2775.

Required Securement of Mobility Devices and Seat Belts

Metro's safety policy requires a 4-point securement for all wheelchairs. Scooters cannot always be adequately secured and may present a safety hazard to the MOBY rider, driver, and other riders if individuals are transported seated in their scooter. MOBY riders using 3-wheeled scooters are strongly encouraged to transfer out of their scooter with minimal assistance from the driver into the seat of the vehicle whenever possible. Minimal assistance would include a driver extending an arm or stabilizing the mobility device while the rider transfers. Drivers are prohibited from lifting or carrying riders.

MOBY drivers will secure mobility devices and fasten lap belts for riders in mobility devices. Use of the shoulder and lap belt is required on MOBY vehicles to ensure the rider's maximum safety. Nebraska State Law requires all riders to wear seat belts at all times when the vehicle is in motion.

If the MOBY rider is traveling with children eight (8) years of age or younger, Nebraska State Law requires that the child be fastened in a child securement device. MOBY riders are responsible for providing the child securement device. Either the MOBY Rider, their PCA, or a companion would need to be able to secure the device. It is the MOBY rider's responsibility to remove and take the child securement device; it cannot be left on the vehicle.

MOBY DRIVER'S ROLE IN PROVIDING SERVICE

MOBY drivers can assist with:

- Minimal pushing and guiding the rider to or from the entry door or designated stop location and vehicle, on or off the lift of the vehicle, and inside the vehicle.
 - Please let Metro Customer Service know when booking the trip if assistance is needed to or from the vehicle, otherwise the driver will wait at the vehicle. A reasonable modification may also be requested.
- Deploying the lift upon request.
- Walking over a pathway that has not been fully cleared of snow and ice.
- Navigating an incline or around an obstacle and traversing a difficult sidewalk.
- Opening exterior entry doors to a building.
- Minimally, transferring from a 3-wheeled scooter to the seat of the vehicle. Minimal assistance would include a driver extending an arm or stabilizing the mobility device while the rider transfers.
- Fastening seat belts and securing wheelchairs and scooters.
- Manual mobility device(s), if requested.
- Swiping the Umo smart card, scanning the Umo app, or depositing tickets, cash, or value cards into the farebox, if requested.
- Transporting shopping bags from a designated safe entrance to or from the vehicle, if requested.

Drivers may not be able to provide the above assistance if there are extreme conditions that rise to the level of a direct threat to the driver or others. The driver must not leave the vehicle unattended or be out of visual observation for a lengthy period of time.

MOBY drivers cannot assist with:

- Lifting or carrying riders.
- Pushing or pulling a mobility device beyond the minimal assistance threshold.
- Retrieving fare from purses, wallets, backpacks, pockets, etc.

MOBY drivers cannot assist with (continued):

- Scheduling, changing, verifying, or canceling trips.
- Operating personal medical equipment and/or any and all life support equipment.
- Carrying large and/or heavy items, such as cases of soda or water, boxes of food, bags of animal food, etc.
- Handling luggage.
- Operating the controls of any powered mobility device.
- Taking control of any animal, including a service animal.
- Any request under any circumstance that would require the MOBY driver to enter a commercial or medical

facility or a private residence.

- Personal Care Attendant services.

METRO POLICY ON ANIMALS

All animals, except service animals, aboard Metro vehicles must be in an enclosed carrier. The carrier can be placed on the floor or in the rider's lap, not on a seat, and should not block the aisle or any exits. The animal should remain in the carrier and under the individual's control for the duration of the ride.

Service Animals

The Federal Transit Administration provides the following definition of a service animal:

[A]ny guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

An emotional support animal or comfort or therapy animal does not meet the definition of a service animal.

Service animals must be under the individual's control for the duration of the ride and must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. MOBY drivers or Metro staff will not take control of any animal, including a service animal. Caring for a service animal is the responsibility of the rider or a PCA.

Metro may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of drivers or other riders, create a seriously disruptive atmosphere, or are otherwise not under the rider's control. For example, a rider with a service dog is responsible for ensuring the dog does not bite the driver or other riders. Conversely, a dog that barks occasionally would likely not be considered out of the owner's control.

It is recommended that all animals be seated behind a barrier onboard the MOBY vehicle for the duration of the ride. Metro is not responsible for the safety of any animals brought onboard.

RIDING FIXED ROUTE BUSES

- Some MOBY riders are able to ride Metro's fixed route buses for some trips. Metro buses offer flexibility to those who are able to use them.
- All Metro fixed route buses are ADA accessible. The buses are equipped with a ramp and can "kneel." This means the bus can be lowered a few inches to reduce the height of the step on the bus. This assists passengers who have limited mobility, but do not use a wheelchair.
- All bus drivers will, upon request, lower the ramp, kneel the bus, minimally assist a person on and off the vehicle, secure wheelchairs, announce any specific bus stops, and help passengers with transfers and route

information. Metro fixed route bus drivers cannot provide assistance to riders after exiting the vehicle.

- MOBY riders may be eligible for Metro's half-fare program. The half-fare program only applies to fixed route service, not MOBY service. Learn more here: www.ometro.com/fares.
- Learn more about accessibility features available on Metro's services: www.ometro.com/accessibility.

LOST AND FOUND

While Metro is not responsible for lost or stolen items, MOBY vehicles are checked daily, and we will do our best to reunite items with their owners. MOBY riders should make sure to collect all their personal items before exiting the vehicle. Metro does have a lost and found. If a rider has left a personal item on the MOBY vehicle, please call customer service at (402) 341-0800 (voice) or (402) 341-0807 (TDD) to see if the item has been turned in. Perishable or hazardous items will be disposed of immediately. Essential items found on MOBY vehicles will be held for up to 10 business days. After 10 business days, Metro will dispose of the items.

If you lose your MOBY Identification Card, contact MOBY Certification at (402) 341-7560, extension 2520, by email at mobycert@ometro.com, or by fax at 402-342-3395.

REASONABLE MODIFICATIONS

Metro will provide a reasonable modification to MOBY service policies, practices, and procedures so long as the requested modification does not meet one of the following exceptions:

- if granting the request would fundamentally alter Metro's services, programs, or activities;
- if granting the request would create a direct threat to the health or safety of others;
- if, without the requested modification, the individual with a disability is able to fully use Metro's services, programs, or activities for their intended purpose; or
- if granting the request would cause an undue financial and administrative burden.

Whenever feasible, requests for modifications should be made in advance. Requests can be made using the online or downloadable "Reasonable Modification Request" form (<https://www.ometro.com/reasonable-modification>) or during the MOBY eligibility process. When advance notice is not feasible, Metro will act on the request as soon as it is known.

Customers with questions about the reasonable modification process may contact Metro's ADA Coordinator at civilrights@ometro.com or 402-341-7560 ext. 2550.

SHARE YOUR QUESTIONS, COMPLIMENTS, CONCERNS OR COMMENTS

Metro strives to provide quality transit service and rider feedback helps us reach that goal. Rider questions, compliments, concerns, or comments may be directed to Metro Customer Service using any of the following methods:

- Phone: (402) 341-0800 (voice) or (402) 341-0807 (TDD)
- Online comment form: www.ometro.com/customer-service/customer-comment-form
- Fax: 402-342-3395

- Mail:
Metro
Attn: MOBY
2222 Cuming Street
Omaha, Nebraska 68102

Reporting Discrimination

The Regional Metropolitan Transit Authority of Omaha, d/b/a Metro, is committed to the delivery of equitable and accessible transportation services and a policy of non-discrimination in the conduct of its business and delivery of services, including responsibilities related to Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act, both as amended.

Any person, group of individuals or entity who believe they have been subjected to discrimination based on race, color, national origin (including English proficiency), disability, sex, gender, sexual orientation, religion, income status, or any other protected class, may file a discrimination complaint with Metro within 180 days from the date of the alleged discrimination. Failure to file a complaint within 180 days will result in the dismissal of the complaint. Complaints may be filed with Metro or with the U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights.

Metro's Discrimination Complaint Form is available at www.ometro.com/civilrights, or by calling:
VOICE: (402) 341-0800, TDD: (402) 341-0807

If you require any assistance in completing the complaint form, please contact the Civil Rights and Inclusion Director by calling (402) 341-7560 ext. 2550 voice or (402) 341-0807 TDD or emailing civilrights@ometro.com.

A Discrimination Complaint Form (accessible formats available upon request) can be filed with Metro at civilrights@ometro.com or mailed to:

Metro
Civil Rights and Inclusion Director
2222 Cuming Street
Omaha, NE 68102-4392

A discrimination complaint not filed on Metro's Discrimination Complaint Form shall include:

- Your name, address, and a phone number
- An explanation of what happened, how you were discriminated against, and the basis of discrimination (race, color, national origin (including English proficiency), disability, sex, gender, sexual orientation, religion, income status, or other protected class). Be sure to include how you feel other persons were treated differently than you.
- A description of who was involved, date and time of the incident, and location of the incident (e.g., route, direction of travel, bus number, facility).
- Any other information about what happened and supporting documents, if needed.
- The agency and contact information for any other federal, state, or local agency with which the complaint has been filed.
- The complaint must be signed and dated by the person filing the complaint or by someone authorized to do so on their behalf.

A complainant may choose to file directly with the Federal Transit Administration, Office of Civil Rights, no later than

180 days after the date of the alleged discrimination. Full information on FTA's complaint process is available online: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>.

Complaints filed with the FTA can be submitted in the following formats:

- Civil Rights Online Form
<https://ftawebprod.fta.dot.gov/OCF/OnlineComplaintForm/CreateOnlineComplaintForm>
- Download and complete the FTA Civil Rights Complaint Form (PDF) and either submit it by email or physical mail. <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form>

Email address: FTACivilRightsCommunications@dot.gov

Include "FTA complaint form" in the subject line

Mailing address:

Federal Transit Administration

Office of Civil Rights

Attention: Complaint Team

East Building, 5th Floor – TCR

1200 New Jersey Avenue, SE

Washington, DC 20590

If you have questions on how to prepare a complaint for the FTA, contact the FTA's toll-free civil rights hotline at (888) 446-4511.

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Quick Reference Guide: Important MOBY Contacts

METRO CUSTOMER SERVICE

Phone number: (402) 341-0800 (voice) or (402) 341-0807 (TDD)

Available times:

- Monday through Friday, 6:00 a.m. to 7:00 p.m.
- Saturday, 7:30 a.m. to 7:00 p.m.
- Sunday, 7:30 a.m. to 6:00 p.m.

Reasons to contact:

- Schedule, change, or cancel trips
 - Remember that all trips must be scheduled by 4:30 p.m. the day before, there are no same day changes to scheduled trips, and trips must be canceled two hours in advance to avoid a no-show penalty.
 - Trips may also be canceled in advance by emailing cancelmoby@ometro.com.
- Request a pickup when a return trip is scheduled as a will call
- Submit a compliment, complaint, concern, or suggestion
 - This can also be done online at <https://www.ometro.com/customer-service/>
- Dispute an individual no-show
- Check Umo account balance
- Determine if a location is within the MOBY service area
- Check the status of the MOBY vehicle if it has not arrived by the end of the pickup window
- Report a lost item or check the lost and found
- Request a MOBY application, a MOBY Rider Guide in a standard or alternative format, or a discrimination complaint form
- Update your phone number, email address, or emergency contact information
- Ask questions about MOBY service policies, procedures, or practices

PARATRANSIT (MOBY) MANAGER

Contact information:

- Phone: (402) 341-7560, extension 2775 (voice) or (402) 341-0807 (TDD)
- Email: moby@ometro.com

Available times:

- Monday through Friday, 8:00 a.m. to 4:30 p.m.

Reasons to contact:

- Dispute an individual no-show after first contacting Metro Customer Service
- Report circumstances beyond the rider's control for a no-show or late cancellation
- Ask a question or share a concern about a specific MOBY pickup or drop-off location

MOBY ELIGIBILITY AND CERTIFICATION

Contact information:

- Phone: (402) 341-7560, extension 2520 (voice) or (402) 341-0807 (TDD)
- Email: mobycert@ometro.com
- Fax: 402-342-3395

Available times:

- Monday through Friday, 8:00 a.m. to 4:30 p.m.

Reasons to contact:

- Replace MOBY Identification Card
- Report a change in your:
 - disability that alters your functional abilities related to using fixed route service
 - need for a Personal Care Attendant (PCA)
 - type of mobility device and/or use of a mobility device
 - street or mailing address
- Check the status of your application or renewal application
- Appeal proposed suspension of service
- Request assistance with visitor eligibility process for another transit agency

CIVIL RIGHTS AND INCLUSION DIRECTOR, ADA COORDINATOR, TITLE VI COORDINATOR

Contact information:

- Phone: (402) 341-7560, extension 2550 (voice) or (402) 341-0807 (TDD)
- Email: civilrights@ometro.com
- Fax: 402-342-3395

Available times:

- Monday through Friday, 8:00 a.m. to 4:30 p.m.

Reasons to contact:

- Submit a discrimination complaint
- Request a reasonable modification of a policy, procedure, or practice
 - More information is available online: <https://www.ometro.com/reasonable-modification>
- Share a concern or suggestion related to accessibility or ADA, Title VI, or other civil rights compliance