

**PROCEDURE FOR MODIFICATIONS OF POLICY
SOUTH PORTLAND BUS SERVICE
FEBRUARY 2018**

The City Council of the City of South Portland is the policy-making body of the South Portland Bus Service. As such, it is the final arbiter and decider of bus service policy changes arising from ADA issues as well as all other policy matters.

The mechanism for modification is straightforward. Persons have the opportunity to address the Council directly through email and telephone conversations with individual Council members; appearing before the Council during the Public Comment period of all Council Meetings and Workshops; petitioning the City Manager; communications with the Director of Transportation who manages the Bus Service for the City. If a complaint is made to a City staff person, an investigation will ensue and a report prepared for the City Manager to suggest a remedy for presentation to and consideration by the City Council. This Procedure may be found on the Bus Service's web page.

If there is a "disability discrimination" issue, then the complaint will be handled under the provisions of the City's Bus Service "ADA Complaint Procedures" access to which is from the Bus Service's web site or through complaint forms found on every transit bus operating the Bus Service.

An example of a policy modification, or rather a public pronouncement of an operational policy is the following. Two years ago, a resident came before the City Council to complain about bus stops not being shoveled out following snowstorms. The Council expressed its concern and appropriated additional funding to the Public Works Department to hire additional personnel to clear away snow at bus stops and shelters. The Transportation Department had already adopted a Modification Policy of requiring bus drivers to find the nearest accessible point close to an inaccessible bus stop or shelter to board or debark passengers. Such spots are usually close-by driveways.

No further complaints have been registered since the above Policy Modification was implemented.