

**ADA COMPLEMENTARY
PARA-TRANSIT
APPLICATION AND GUIDELINE**



400 Quincy St
Fairmont, WV 26554
304-366-8177
www.fmcta.com

Adopted

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INTRODUCTION

The Fairmont-Marion County Transit Authority (FMCTA) is a public transportation provider for Marion County. Our goal is to provide caring, first-class service to our passengers, our community, and to each other. Our vehicles are clean safe, comfortable and well-maintained, and our drivers are trained to serve you.

FMCTA is pleased to provide for the transportation needs of all the area's citizens, including those with disabilities. To accomplish this goal, FMCTA operates three types of service:

- Accessible fixed-route bus service.
- ADA complementary para-transit service.
- Dial-A-Ride service

FMCTA's fixed- route buses are lift equipped so they are accessible for people who use mobility device or cannot climb stairs. Our drivers receive special training in assisting people with disabilities. Drivers announce stops at key destinations and upon request to assist passengers with visual or mental impairments.

FMCTA's ADA complementary para-transit service provides comparable service to our regular fixed-route service for citizens whose disabling conditions prevent their use of the regular bus service. The service is provided according to the guidelines set forth by the Americans with Disabilities Act 1990 (ADA) and as outlined in this handbook. Persons who use this service must be certified as ADA complementary para-transit eligible. A person must be eligible for all or some of their trip needs.

If you have any questions on this handbook or our services, please call FMCTA at 304—366-8177 or you may contact us through our web site at www.fmcta.com

APPLICATION PROCESS

Any individual wishing to apply for ADA complementary para-transit eligibility may; pick up an application at FMCTA office at 400 Quincy Street Fairmont; call 304-366-8177 from 8:00 a.m. to 5:00 p.m. Monday through Friday to obtain an application by mail; or download the application from our website www.fmcta.com, (Click on the ADA tab at the top of the web page, and select application). On the applications each applicant must fill out entire form and answer each question complete as possible.

Under the ADA, the standard for determining eligibility is not whether a disabling condition exists, but whether (or under what circumstances) the applicant's disabling condition

prevents them from using the regular fixed-route bus service. In some cases, eligibility is established for certain circumstances only.

An eligibility determination will be made, and the applicant will be notified in writing, within twenty-one (21) days.

VISITORS

Visitors from out-of-town who are certified ADA- eligible by another transit provider, provide documentation of a disability, or self certify that they have a disability that prevents them from using the scheduled, fixed-route buses may use the ADA complementary para-transit service for up to twenty one (21) days in a year without going through the application process. FMCTA may request proof of residency. Please call 304-366-8177 for a visitor's pass. A visitor who needs ADA complementary para-transit service for more than twenty one (21) days in a year must apply for eligibility.

SERVICE AREA

FMCTA provides ADA complementary para-transit service up to $\frac{3}{4}$ mile either side of a fixed-route. All trips must take place within the defined service area. We will determine whether your trip is eligible when you call to schedule a ride.

SERVICE HOURS

FMCTA ADA complementary para-transit service operates the same days and hours of service as our fixed-route service.

On Mondays through Fridays, trips can be scheduled for pick-up as early as 8:00 a.m. and as late as 4:00 p.m.

On Saturdays, trips can be scheduled for pick-up as early as 8:00 a.m and as late as 4:00 p.m.

No service is provided on Sundays and the following holidays:

New Years Day	Thanksgiving day
Memorial Day	Christmas Day
4th of July	
Labor Day	

TRIP RESTRICTIONS

FMCTA's ADA complementary para-transit service is designed to be comparable to fixed-route service. Just as with our fixed-route service, there are no trip restrictions or ranking of trips by trip purpose.

FARES

The ADA complementary para-transit service fare maybe twice the fixed-route bus fare as allowed by ADA regulations. A fare is charged for each leg of the trip. Payment is required at the time of boarding.

Fares may be paid with cash or with tickets. Tickets may be purchased at the FMCTA office at 400 Quincy Street, Fairmont or at the Mature Workers Office 1st floor J. Harper Meredith building, Fairmont.

CURB-TO-CURB

FMCTA's ADA complementary para-transit service is curb-to-curb service. FMCTA asks that passengers be ready for pick up at the curb.

PERSONAL CARE ATTENDANTS and COMPANIONS

If we have determined during the application process that you require the assistance of a personal care attendant travels with you for free. At the time of scheduling a ride, please indicate if you will have a personal care attendant with you. Of course, the attendant must get on and off at the same locations as you do.

At least one companion, more if space is available, may accompany you. Each companion will pay the same amount of fare as you. At the time of scheduling a ride, please indicate the number of companions who will accompany you. Of course, companions must get on and get off at the same locations as you do.

A person requiring the services of a personal care attendant may also be accompanied by one or more companions.

SERVICE ANIMALS

Service animals are always welcome. The passenger must have the service animal fully under control at all times so as not to disrupt other passengers or the schedule. Drivers cannot and will not assume any responsibility for service animals. At the time of scheduling a ride, please indicate if a service animal will accompany you.

SCHEDULING RIDES

Rides on the ADA complementary para-transit service can be scheduled the day before the trip or on the 15th of the month prior, to schedule a ride, please call 304-366-8177. To speak to a dispatcher, call Monday through Friday between 8:00 a.m and 5:00 p.m.

To help serve you better, we ask that you observe the following three (3) tips:

- Prepare for your call.
- Have your trip information ready and organized.
- Be ready to go at the scheduled time.

Prepare for your call

Please have the following information ready when you call:

- Name
- Date of travel
- Origin address
- Destination address
- Desired arrival time
- Desired pick-up time
- Whether you use a wheelchair or walker
- Whether a personal care attendant, one or more companions, or service animal will accompany you

The dispatcher will let you know your pick-up time, or may call you back later with the times. FMCTA will make every effort to schedule your trip at the desired times. The ADA allows the ride to be scheduled up to one (1) hour before or one (1) hour after the requested times.

Note your trip information

Have a pencil and paper ready to write your pick-up time down. This will help you remember them, if you have a calendar, write the times on it.

Be ready to go at the scheduled time

Please be ready to go ten (10) minutes before the scheduled pick-up time. FMCTA makes every effort to arrive as close to the scheduled pick-up time as possible. However, FMCTA may arrive up to ten (10) minutes before or twenty (20) minutes after the scheduled pick up time.

Example: if you schedule a 9:30 a.m. pick-up, the vehicle may arrive
Between 9:20 a.m. and 9:50 a.m.

This thirty (30) minute window (of ten (10) minutes before to twenty (20) minutes after the scheduled time is called the pick-up time period. Drivers, after arriving within the pick-up time period, will wait up to five (5) minutes. Any passenger, who is not at their scheduled pick-up point and ready to go by that time, will be considered a no-show, and the driver will leave to pick up other riders. The driver may return for a second attempt, providing the passengers had been detained during a medical appointment. If you know that you will be detained during a medical appointment, please call FMCTA at 304-366-8177 as soon as possible. When you are ready, call FMCTA and we will dispatch the next available van to pick you up.

CANCELLATIONS

If you are unable to make your scheduled ride for any reason, please call the office at 304-366-8177 as soon as possible. FMCTA drivers cannot make schedule changes for you. Cancellations made after two hours before scheduled trip will be considered a no show.

NO-SHOW POLICY

A no-show occurs when:

- You fail to show up for scheduled trip.
- You fail to cancel two hours before your scheduled trip.

You are not ready within five (5) minutes of the driver's arrival during the pick-up window. If you are a no-show for your "going" trip, FMCTA may reinstate the return ride if you call within a reasonable time to say that you will need the return trip.

A passenger who has three no-shows within six month period may be suspended from the service for 90 days. After the second no-show, FMCTA will send you a warning letter. If you are suspended, FMCTA will notify you by registered mail of the date on which the suspension will begin. The date for the beginning of the suspension of service will be no less than ten (10) days from the date of the letter is sent. The letter will indicate the times and dates of the no-shows that have occurred and your rights of appeal.

WHEELCHAIRS and MOBILITY DEVICES

In accordance with the ADA, FMCTA vehicles are designed to accommodate mobility devices , when measures at least two (2) inches off the ground, are no more than thirty (30) inches wide and forty-eight (48) inches long and weigh no more than six hundred (600) pounds when occupied. If your mobility device exceeds these specifications, we may still be able to transport you. Please call FMCTA for an evaluation to determine whether we can accommodate your mobility device.

Passengers must be in upright sitting position for transport.

All mobility devices must be in safe operating condition, including handgrips, locking brakes, and inflated tires, and should have footrests to safeguard passengers' feet while being wheeled to or from the vehicle.

DRIVERS ASSISTANT

FMCTA drivers are specially trained to serve you. Drivers will:

Deploy lifts and ramps for persons using mobility devices and those without mobility devices who cannot navigate the bus steps upon request.

Secure passengers using mobility devices.

Announce stops.

To ensure your safety and the safety of our drivers, FMCTA has the following restrictions:

- Drivers will not assist passengers using wheelchairs up or down steps. Please arrange with someone else to assist you.
- Drivers will not carry packages.
- Drivers will not dress passengers.

- Drivers will not search a passenger's body for appropriate fare or ticket.
- Drivers will not clear pathways of ice, snow or other barriers.

GENERAL RIDERSHIP POLICIES

FMCTA has established the following general ridership policies for ADA complementary para-transit service. Many of the policies also apply to FMCTA service.

If a passenger uses oxygen, the tank must be portable, i.e., the passenger must be able to carry the tank into the vehicle themselves. If the passenger is in a wheelchair, the tank must be attached to the wheelchair. Once on board, the portable oxygen tank must ride in a secure location, for example, in the passenger's lap, in front of the passenger on the floor between seats, or on the floor behind the modesty panel.

All passengers must wear seatbelts.

All passengers using a wheelchair or scooter must use the restraint system that is used to secure the wheelchair or scooter to the floor of the vehicle.

The number of packages a passenger can have along is limited to the number of packages that the passenger can carry.

For safety reasons, FMCTA may request that passengers be accompanied by a personal care attendant.

FMCTA may suspend or refuse service to any individual whose behavior and/or actions are violent, seriously disruptive, illegal, interrupt service, or cause safety concerns.

APPEALS PROCESS

You may appeal your eligibility determination or suspension from the program for violating FMCTA policies. In accordance with the ADA, FMCTA allows two appeals.

First Appeal

Your request must be in writing and must describe why you disagree with the determination or suspension. You may also ask to present your case in person. You or a representative of your suspension. You may also ask to present your case in person. You or a representative of your choosing maybe present on your behalf. A first appeal is decided by the Transit management and a written decision will be made within 30 days after receiving the written request for appeal.

Second Appeal

Your request must be in writing and describe why you disagree with the appeal decision. You may also ask to present your case in person. You or a representative of your choosing maybe present on your behalf. The second and final appeal by an appeal committee. FMCTA will notify you of the date and time of the appeal committee meeting and you or a representative of your choosing maybe present. A written decision will be issued within 30 days of the written request of appeal.

FMCTA Address

Send appeal request to:

Fairmont-Marion County Transit Authority
400 Quincy Street
Fairmont, WV 26554

Thank you,

Fairmont-Marion County Transit Authority