

ADA COMPLEMENTARY PARATRANSIT

APPLICATION AND GUIDELINES



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INTRODUCTION

The Central West Virginia Transit Authority (CENTRA) is the public transportation provider for Harrison County. Our goal is to provide the best possible transportation service to county residents. Our vehicles are clean, safe, comfortable and well-maintained, and our drivers are trained to serve you.

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

- Accessible fixed-route bus service; and
- ADA complementary paratransit service.

CENTRA's fixed-route buses are lift or ramp-equipped so they are accessible for people who use a 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. Our goal is to make our fixed-route general public service accessible to and convenient for everyone.

CENTRA's ADA complementary paratransit 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 of 1990 (ADA) and as outlined in this handbook. Persons who use this service must be certified as ADA complementary paratransit eligible for all or some of their trip needs.

If you have any questions on this handbook or our services, please call CENTRA at 623-6002.

APPLICATION PROCESS

Any individual wishing to apply for ADA complementary paratransit eligibility may:

- Pick up an application at CENTRA's office at 208 North 4th Street, Clarksburg
- Call 623-6002 from 8:00 a.m. to 4:00 p.m. Monday through Friday to obtain an application by mail
- Download the application from our website www.centrabus.com

On the application form, each applicant must provide the name and address of a social service professional, rehabilitation counselor, physician or other health care professional who is familiar with the applicant's disabling condition, and how that

condition prevents the applicant from using fixed-route service. CENTRA may mail a Professional Verification Form to the authorized professional for additional information regarding the functional limitations due to the applicant's disability.

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 days after both the properly completed application form AND the Professional Verification Form have been received.

If you are dissatisfied with your eligibility determination, you may appeal within sixty (60) days of the date of the letter notifying you or your eligibility status. Please review the section on how to file an appeal later in this document.

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 paratransit service for up to twenty one (21) days in a year without going through the application process. CENTRA may request proof of residency. Please call 304-623-6002 for a visitor's pass. A visitor who needs ADA complementary paratransit service for more than twenty one (21) days in a year must apply for eligibility.

SERVICE AREA

CENTRA provides ADA complementary paratransit service within ¼-mile of a CENTRA 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

CENTRA's ADA complementary paratransit 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 6:30 a.m. and as late as 5:15 p.m.

On Saturdays, trips can be scheduled for pick-up as early as 8:15 a.m. and as late as 3:15 p.m.

No service is provided on Sundays and the following holidays:

New Years Day	Labor Day
Martin Luther King Day	Veteran's Day
President's Day	Thanksgiving Day
Memorial Day	Christmas Day
4 th of July	New Year's Eve

When Christmas Eve falls on a weekday, we operate a Saturday schedule.

TRIP RESTRICTIONS

CENTRA's ADA complementary paratransit 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 paratransit service fare is twice the fixed-route as allowed by ADA regulations. A fare is charged for each leg of a trip. Payment is required at the time of boarding.

Fares may be paid with cash or with a ten-ride ticket. Ten-ride tickets may be purchased on board the bus, at the CENTRA offices at 208 North 4th Street, Clarksburg, or by calling 623-6002. Please pay the exact when using cash. We do not provide refunds and our drivers do not make change. If passenger does not have cash or a ten-ride ticket, service will NOT be provided.

CURB-TO-CURB SERVICE

CENTRA's ADA complementary paratransit service is curb-to-curb service. CENTRA asks that passengers be ready for pick up **at the curb**. CENTRA will make every effort to get our passengers as close to the door as possible. If passenger does not have cash or a ten-ride ticket, service will NOT be provided.

PERSONAL CARE ATTENDANTS and COMPANIONS

If you require the assistance of a personal care attendant, the 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 get off at the same locations as you do.

At least one companion, more if space is available, may accompany you. Each companion will pay a fare. 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 location as you do.

A person requiring the services of a personal care attendant may also be accompanied by a companion, and, if space is available, additional 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 paratransit service can be scheduled the day before the trip or up to fourteen (14) days in advance. To schedule a ride, please call **304-623-6002**. To speak to a dispatcher, call Monday through Friday between 8:00 a.m. and 4:00 p.m. A telephone answering service is available on Sundays and holidays between 8:00 a.m. and 4:00 p.m. No requests for rides are accepted on Saturdays.

To help serve you better, we ask that you observe the following four (4) tips:

1. Prepare for your call.
2. Have your trip information ready and organized.
3. Schedule the return trip up front.
4. 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 a service animal will accompany you

The dispatcher will let you know your pick-up and return times, or may call back later with the times. CENTRA 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 and return times down. This will help you remember them. If you have a calendar, write the times on it.

Schedule Your Return Trip Up Front

CENTRA requires return trips to be scheduled at the time original trips are scheduled. Passengers should anticipate the latest possible time needed for their return and schedule a return trip for that time. If you are ready to return before your scheduled time, or if you will be later than your scheduled time, please call CENTRA immediately and our dispatchers will do all we can to accommodate your request.

Be Ready to Go at the Scheduled Time

Please be ready to go ten (10) minutes before the scheduled pick-up time. CENTRA makes every effort to arrive as close to the scheduled pick-up time as possible. However, CENTRA 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 period, will wait up to five (5) minutes. Any passenger, who is not at his or her 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 will NOT return for a second attempt. The only exception will be passengers who have been detained during a medical appointment. If you know that you will be detained during a medical appointment, please call CENTRA at 304-623-6002 as soon as soon as possible. When you are ready, call CENTRA 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 304-623-6002 **no later than 4:00 p.m. the day before to cancel your ride.** CENTRA drivers cannot make schedule changes for you. **Cancellations made after two hours before the scheduled trip will be considered a no show.**

NO-SHOW POLICY

A no-show occurs when:

- You fail to show up for your scheduled trip
- You fail to cancel two (2) 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, you must call CENTRA within two (2) hours to confirm your return trip. If you do not contact CENTRA within two (2) hours of a NO-SHOW, your return trip will be canceled for that day.

A passenger who has three (3) no-shows within a two-month period will be suspended from the service for 90 days. After a second no-show, CENTRA will send you a warning letter. If you are suspended, CENTRA 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 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, CENTRA vehicles are designed to accommodate mobility devices that, when measured 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 it appears that the vehicle lift is strained, CENTRA will not be able to provide service until we have on file the actual weight of the passenger and the chair.

All mobility devices must be in safe operating condition.

DRIVER ASSISTANCE

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

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

To ensure your safety and the safety of our drivers, CENTRA 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 the appropriate fare or ticket.
- Drivers will not clear pathways of ice, snow or other barriers.

GENERAL RIDERSHIP POLICIES

CENTRA has established the following general ridership policies for ADA complementary paratransit service. Many of the policies also apply to CENTRA 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.
- Drivers cannot accept tips.
- For safety reasons, CENTRA may request that passengers be accompanied by a personal care attendant.

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

APPEALS PROCESS

You may appeal your eligibility determination or suspension from the program for violating CENTRA policies. In accordance with the ADA, CENTRA 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 choosing may present on your behalf. A first appeal is decided by the Transit Manager and a written decision will be made within 30 days after receiving the written request for an 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 may present on your behalf. The second and final appeal is decided by an Appeal Committee. CENTRA will notify you of the date and time of the Appeal Committee meeting and you or a representative of your choosing may be present. A written decision will be issued within thirty (30) days of the written request of appeal.

Send appeal request to:

CENTRA
208 North 4th Street
Clarksburg, WV 26301