

ADA COMPLEMENTARY PARATRANSIT

APPLICATION AND GUIDELINES

CENTRAL WEST VIRGINIA TRANSIT
AUTHORITY

208 North 4th Street
Clarksburg, WV 26301
304-623-6002
www.centrabus.com

Adopted

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This document is available in alternative formats upon request.

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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 services 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. A person may be 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 Fourth Street, Clarksburg; call 623-6002 from 8:00 a.m. to 4:00 p.m. Monday through Friday to obtain an application by mail; or, 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 will then 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 (21) 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 of 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
Memorial Day
4th of July
Labor Day

Veteran's Day
Thanksgiving Day
Christmas Day

When Christmas Eve and New Years Eve fall 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 bus fare 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 office at 208 North Fourth Street Clarksburg, or by calling 623-6002. With prior approval, fares may be charged directly to an agreed upon third party such as Medicaid. If a passenger does not have cash, a ten-ride ticket, or pre-approval to charge to a third party, service will not be provided.

CURB-TO-CURB versus DOOR-TO-DOOR SERVICE

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

If help is needed from the door to the vehicle, you may request door-to-door service. We will not provide door-to-door service if barriers such as stairs, ramps, doors, snow, and ice prevent us from helping you to the vehicle. We ask that you request door-to-door service when you apply. To determine whether conditions are appropriate for door-to-door service, CENTRA may make an on-site examination.

The following guidelines will be followed to allow door-to-door service to be provided safely and efficiently:

- Drivers will provide assistance to and from the ground floor of homes and destinations.
- Drivers will not enter private homes for any reason.
- Drivers will assist passengers into and from the main entrance door of hospitals, offices, and shops. If there is a main entrance foyer with two sets of doors, the driver will assist passengers through the second door. Drivers will not assist passengers past this point.
- Drivers will not enter nursing homes, medical facilities, shopping centers, businesses or other public buildings in an attempt to find passengers.
- Drivers will not carry passengers up or down steps.

PERSONAL CARE ATTENDANTS and COMPANIONS

If we have determined during the application process that 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 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 paratransit service can be scheduled the day before the trip or up to fourteen (14) days in advance. To schedule a ride, please call **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 help is needed from your door to the van
- 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

For non-medical trips, 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, please call CENTRA. We will make every effort to pick you up at the earlier time.

For medical trips, you may request the return trip to be listed as a “to be scheduled” (TBS). When listed as TBS, please call CENTRA at **623-6002** when you are finished with your medical appointment. The next available vehicle will be dispatched to pick you up. CENTRA does not permit TBS trips after 5:00 p.m. weekdays or on Saturdays.

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 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 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 **632-6002** 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 623-6002 **no later than 4:00 pm 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 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, your return trip is automatically canceled. CENTRA 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 a six-month period will be suspended from the service for 90 days. After the 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 your mobility device exceeds these specifications, we may still be able to transport you. Please call CENTRA 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.

DRIVER ASSISTANCE

CENTRA 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, 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 present. A written decision will be issued within 30 days of the written request of appeal.

Send appeal requests to:

CENTRA
208 North 4th Street
Clarksburg, WV 26301

Application for Central West Virginia Transit Authority (CENTRA) Complementary Paratransit Service

Please complete and sign this application in ink. Only completed applications will be considered.

1. **Name** (please print) _____
2. **Mailing address** _____
3. **Street Address** _____
4. **Directions to the home** _____

5. **City** _____ **State** _____ **Zip** _____
6. **Telephone (home)** _____ **(work)** _____ **(cell)** _____
7. **Date of birth** _____ / _____ / _____ **(optional)**
8. **Emergency contact name** _____
9. **Emergency contact number** _____
10. **Do you need to use the services of a personal care attendant (PCA) to ride the bus?**
Yes (See below) No
If yes, please provide the following contact information for your PCA.
PCA Name (please print) _____
PCA Address _____
PCA Phone _____
11. **Please describe how you PCA assists you with your transportation needs.**

12. Do you use a service animal?

Yes (See below) No

If yes, what is the animal and what is the animal's function?

13. Do you need any other assistance?

Yes (See below) No

If yes, please explain

14. Can you climb three (3) twelve (12) inch steps without assistance?

Yes No

15. What is the maximum distance you can travel without the assistance of another person?

_____feet

16. Do hills, or steps affect this distance?

Yes No

17. What is the disability that prevents you from using our fixed route service?

18. How does this disability prevent you from using the fixed route service?

19. Are there any other effects of your disability which we should be aware of?

20. **Is this condition temporary?**

Yes if yes, when will the disability end? _____ No

21. **Do you use any of these aides? Please check all that apply.**

- Manual wheelchair
- Powered wheelchair
- Powered scooter
- Cane
- Walker
- Crutches

22. **If you use a wheelchair or a powered scooter, what are its dimensions when measured 2 inches off the ground? _____**

23. **What is the total weight (occupant plus wheelchair) when occupied? _____ pounds**

24. **Will you require assistance from the door to the vehicle?**

Yes (See below) No

If yes, are there any steps or ramps between your door and where the vehicle would park? Please describe below.

I hereby certify that the information provided in this application has been answered to the best of my ability and that the information contained in this application is accurate and true.

Signature _____

Date ____/____/____

If this application has been completed by someone other than the person requesting certification that person must complete the following:

Name (please print) _____

Address _____

City _____ State _____ Zip _____

Relation to the applicant _____

Daytime Phone _____ Cell Phone _____

Signature _____

Date _____

Who may CENTRA contact who is familiar with your disability and is authorized on your behalf to provide personal information which may be required to complete the Complementary Paratransit Application.

Name _____

Address _____

Daytime phone _____ Cell Phone _____

I hereby give permission for the Central West Virginia Transit Authority (CENTRA) to contact the above listed individual concerning my disability.

Signature _____

Date _____

If you have any questions concerning this application, please contact CENTRA at 623-6002 during normal business hours.

November, 2006