

# **ADA PARATRANSIT PLAN**

**Twin Cities Area Transportation**

**Authority**

**275 East Wall**

**Benton Harbor, MI 49022**

**Contact person: Veronica Burk**

**Telephone: 269-927-2268**

**Fax: 269-927-2310**

**E Mail:**

Updated 09/11/12

# PURPOSE

The purpose of this plan is to implement the Twin Cities Area Transportation Authority (TCATA) Paratransit plan required by Federal Regulation, 49 CFP 37.135. This regulation is also referred to as the Americans with Disability Act of 1990.

TCATA had a Triennial Review July 15, 2011 and a deficiency in the ADA section in the triennial. This deficit was caused by the expansion of the line haul hours. A complimentary Paratransit plan is required because the Demand Response hours were not expanded to cover ADA passengers.

# PLAN CONTENT

Chapter 1. Introduction

- Process

Chapter 2. Description of Current ADA Paratransit Service

Appendix A

Chapter 3. Current and Emerging Issues

Chapter 4. Description of Requirement, Current Policy New Policy ADA Paratransit Service.

- Service Area
- Eligibility
- Fares
- Hours of Service
- Reservations
- No- Show Policy
- Subscription Service
- Visitors

Appendix A- Appeals Process

Appendix B- Inventory

Appendix C- Fares

Appendix D- No Show Policy

Appendix E- Quick View

## **Chapter 1.Introduction**

Twin Cities Area Transportation Authority (TCATA) is required by Federal Regulation, 49 CFR 37.135, to update the ADA Paratransit Plan in conjunction with Board approval changes to service.

## **Chapter 2.Description of Fixed Routes prior to November 23, 2011 and Current ADA Paratransit Services**

Prior to November 23, 2011 the Fixed Routes ran the same hours as the Demand Response system ran so there were no ADA issues.

TCATA adopted a policy on that date to expand the fixed route hours to with four buses, all accessible. The Fixed Route expansion is funded by Job Access and Reverse Commute (JARC). TCATA is required to have an origin to destination ADA Paratransit Plan because no Demand Response is available during the JARC funded fixed route service.

Appendix A has the vehicle inventory.

## **Chapter 3. Current and Emerging Issues**

A computer program will be designed to track the ADA eligible paratransit riders. This system will allow the riders information to be changed only at one location. This will insure the personal information and eligibility of the paratransit passengers is under one control.

Employee training is required to implement the Paratransit Plan.

## **Chapter 4. Description of Requirements and ADA Paratransit Service Plan.**

# **SERVICE AREA**

## **ADA REQUIREMENT**

All areas within  $\frac{3}{4}$  mile of fixed route bus line

## **TCATA'S ADA PLAN**

TCATA hereby establishes the service area for paratransit service as the area included within  $\frac{3}{4}$  of a mile of fixed route. This service area does not include the commuter route in Stevensville.

See appendix for of map of buffer zone  $\frac{3}{4}$  miles from the fixed route.

See appendix for map of no service area.

# **ELIGIBILITY**

## **ADA REQUIREMENT**

Public entities required by 49 CFR PART 37.123 of this subpart to provide the service to the eligible ADA passengers unable to independently use Fixed Route base on a disability.

## **TCATA'S ADA PLAN**

Paratransit service will be defined as service to persons with disabilities meeting the ADA requirements as defined in (49 CFR PART 37.123)

A physician or agency professional verification asks you to designate the health care or human service professional that is most familiar with your "ability to travel." The person you designate could be a doctor, physical or occupational therapist, an agency professional

who is very familiar with your mobility.  
TCATA may contact that person to verify your mobility limitations. If, by a date 21 days following the submission of a complete application, the entity has not made a determination of eligibility, the applicant shall be treated as eligible and provided service until and unless the entity denies the application. Your certification will expire after a 3-year time period. Two months prior to the end of that 3-year period, you will be notified and provided with a Certification Renewal form.

\*Appendix A has Appeals Process



# **FARES\***

## **ADA REQUIREMENT**

No more than twice the Fixed Route fare. A personal care attendant rides free. Companions pay the same fare as eligible paratransit riders.

## **TCATA'S ADA PLAN**

All customers on the paratransit service are required to pay the exact fare to receive service. The exact fare per trip can be a one-way fare, punch card, token or prepaid by an agency. The fare shall not exceed twice the fare that would be charged on TCATA's fixed route system. Personal care attendants ride free. Companions pay the same fare as the eligible paratransit rider.

\*Appendix B has the fare structure and service hours.

# **HOURS of SERVICE \***

## **ADA REQUIREMENT**

The complementary paratransit service shall be available throughout the same hours and days as the entity's fixed route service.

## **TCATA'S ADA PLAN**

ADA paratransit service is provided during the same days and hours of service as the fixed route service. Paratransit will also follow any abbreviated schedule as defined by the fixed route service on holidays or emergency closings. The service hours for the paratransit service will expand and contract if the fixed route days or hours of service are affected.

(Service hours are subject to change)

\*Appendix C has the service hours.

# **RESERVATIONS**

## **ADA REQUIREMENT**

The ADA requires that TCATA schedule and provides service at least one day in advance.

Negotiate time no more than one hour before or after the request time

Operate calls center within the normal business hours of the organization.

## **TCATA'S ADA PLAN**

The TCATA call center will operate at a minimum within the normal business hours of the organization. These hours are 6:00 a.m. to 6:00 p.m. Monday through Friday. Reservations are not necessary during normal business hours. Customers can call up to six days in advance to reserve their rides.

They are accepted up to 5 p.m. the day before the service is needed. The reservation number is 269-934-9589.

ADA passengers ride time is defined as equal to the time between origin and destination it takes to make the same trip by fixed route including ride time and walking to and from the bus stops and transfers.

TCATA schedule and provides service at least one day in advance. If the day or a negotiate time is more than one hour before or after the request time of any leg of the trip it is considered a denial.

# **NO SHOW POLICY\***

## **ADA REQUIREMENT**

The entity may establish an administrative process to suspend, for a reasonable period of time the provision to complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.

## **TCATA'S ADA PLAN**

Operates a no show policy that includes a suspension of service after 4 no shows. The suspension period progresses throughout the calendar year.

\*See appendix D for no show policy

# **SUBSCRIPTION POLICY**

## **ADA REQUIREMENT**

Subscription service may not absorb more than 50% percent of the number of trips in any given time of a day, unless there is non-subscription capacity.

## **TCATA'S ADA PLAN**

Capacity constraints are established. There are no trip purpose restrictions or prioritization considered in applying for subscription service. Subscriptions are reviewed on regular basis to maximize productivity and efficiency.

Subscriptions may be cancelled on designated holidays or emergency closings. Passengers who make the same trip on the same day and at the same time, at least once a week for 30 days may request a subscription service.

# VISITORS

## ADA REQUIREMENT

A visitor is one that does not reside in ones jurisdiction. All visitors that present documents shall be eligible. Visitors with disabilities that do not present documentation, the entity may require documentation of the place of residence and, if the disability is not apparent, of his or her disability.

## TCATA'S ADA PLAN

Visitors that present documentation of their ADA paratransit eligibility will have complementary service

# **SERVICE QUALITY**

## **ADA REQUIREMENT**

No limit on availability of paratransit service to eligible customers. No capacity on trips. No waiting list. No substantial number of: Denials or missed trips, significant late pick-ups, excessively long ride time, long hold times.. TCATA designate the “base” level of rider assistance that they provide as curb-to-curb. TCATA will provide additional assistance beyond the curb if this is needed for eligible riders to complete their trips.

## **TCATA’S ADA PLAN**

Provide paratransit service that maintains service quality requirements as it relates to on time performance, denials, ride times and telephone hold times that are comparable to the



fixed route system and not excessive. ADA passenger ride time is defined as equal to the time between origin and destination it takes to make the same trip by fixed route including ride time and walking to and from the bus stops and transfers.

# APPENDIX A

## APPEAL PROCESS

When TCATA receives your **completed** application, it will be reviewed for eligibility. You will be notified within 21 days if your application is approved, approved with conditions, or denied. If your application is approved with conditions or not approved, you have the right to appeal and have an opportunity to provide additional information for reconsideration. You will receive the appeal process with your letter.

# APPENDIX B

## TCATA VEHICLE INVENTORY

INV. NO.	BODY MAKE	YEAR	Accessible Vehicle	Mode of Operation
5	FORD	98	No	Demand
6	FORD	2007	Yes	Demand
7	FORD	2010	Yes	Demand
8	FORD	2010	Yes	Demand
9	Ford	2007	Yes	Demand
10	FORD	2007	Yes	Demand
11	Ford	2007	No	Demand
12	Ford	2006	Yes	Demand
14	FORD	2010	Yes	Demand
15	Ford	2006	Yes	Demand
16	Ford	2006	No	Demand
17	FORD	2010	Yes	Demand
18	FORD	2010	Yes	Fixed
19	FORD	2010	Yes	Demand
20	FORD	2010	Yes	Demand
21	FORD	2007	Yes	Demand
22	Ford	2006	Yes	Demand
23	FORD	2007	Yes	Demand
24	FORD	2010	Yes	Demand
25	FORD	2010	Yes	Demand
26	FORD	2010	Yes	Fixed
27	Ford	2007	Yes	Demand
28	Ford	2006	Yes	Demand
29	FORD	2010	Yes	Fixed
30	FORD	2010	Yes	Fixed

When bus 11 & 16 are eligible they will be replaced with accessible vehicles.

# APPENDIX C

## SERVICE HOURS

	Fixed Route	Demand
<b>Response</b>		
<b>Weekday P.M.</b>	<b>6:00 A.M. to 10:00 P.M.</b>	<b>6:00 A.M. to 6:00 P.M.</b>
<b>Weekend P.M.</b>	<b>8:00 A.M. to 10:00 P.M.</b>	<b>8:00 A.M. to 5:00 P.M.</b>

## FARE STRUCTURE

Demand Response Benton Harbor		Royalton Township Benton Harbor   Others	
<b>Others</b>		<b>Regular</b>	<b>\$4.50</b>
<b>Regular</b>	<b>\$2.00</b>		
<b>\$3.00</b>		<b>Seniors</b>	<b>2.25</b>
<b>Seniors</b>	<b>1.00</b>	<b>3.00 Medicare</b>	<b>2.25</b>
<b>1.50 Medicare</b>	<b>1.00</b>	<b>3.00</b>	
<b>1.50</b>		<b>Disabled</b>	<b>2.25</b>
<b>Disabled</b>	<b>1.00</b>	<b>3.00</b>	
<b>1.50</b>		<b>Children 1-11</b>	<b>2.00</b>
<b>Children 1-11</b>	<b>1.25</b>	<b>2.50</b>	
<b>2.00</b>			

## FIXED ROUTE SERVICE

<b>Regular</b>	<b>\$1.00</b>
<b>Seniors</b>	<b>.50</b>

<b>Disabled</b>	<b>.50</b>
<b>ADA Eligible</b>	<b>.50</b>
<b>Children 1-11</b>	<b>.50</b>

**Purpose:** to ensure the passenger is ready for pick-up upon the arrival of the transport vehicle

## **APPENDIX D**

### **NO SHOW POLICY**

**Policy Statement:** As Twin Cities Area Transportation Authority (TCATA) does coordinate specialized rides where possible and due to the fact that our TCATA public transportation has a schedule to adhere to, TCATA asks that all passengers are ready to leave at the scheduled departure time.

#### **Guidelines:**

1. Drivers are not responsible for any preparation of passengers for trips.
2. Passengers are responsible for being prepared for departure at the time agreed upon between TCATA and the passenger during scheduling.

3. The passenger should be prepared to board the vehicle up to five (5) minutes prior to and thirty (30) minutes after the scheduled pick-up time.

### **Consequences:**

1. Failure to comply by a passenger may result in suspension of services.

### **Management Responsibilities:**

TCATA management is responsible for monitoring and enforcing this policy. In addition, TCATA management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other TCATA policies.

## **APPENDIX E**

### **QUICK VIEW**

#### **Service Area**

¾ mile of fixed route, not route to  
Stevensville

#### **Eligibility**

ADA eligible of disability must decide in  
twenty-one days

#### **Fare**

Disabled fare

#### **Hours of Service**

Same days and hours of fixed route

#### **Reservations**

Next day service accepted up to 5:00 pm for

Can call up to six days in advance

Not required during normal business hours

Pickup negotiated and hour before and after

## **No Shows**

Service suspension after four times of not boarding vehicle, cancel at the door or cancellation one hour or less of scheduled trip

## **Subscription**

Subscription can be made to those who make same trip on the same day and at the same time at least once a week for thirty days. There are capacity constraints.

## **Visitors**

Eligible ADA paratransit passengers with documentation example: other transit systems ADA cards.



## **Service Quality**

Requirements as it relates to on time performance, denials, ride times and telephone hold times that are comparable to the fixed route system and not excessive.