



# Mountain Line ADA Paratransit & Senior Van Riders Guide

Effective July 1, 2008

Section 1: Mountain Line Transportation Services.....	pg. 1
Section 2: How to Apply For Paratransit Trip Service.....	pg. 4
Section 3: How to Use Mountain Line’s Paratransit Trip Service....	pg. 7
Section 4: Policies and Procedures.....	pg.11
Section 5: Frequently Asked Questions.....	pg.14
Section 6: Definitions.....	pg.20

**Mountain Line Paratransit  
Call 721-2848**



# Mountain Line Transportation Services

Mountain Line offers both regularly scheduled fixed route bus service and paratransit service. Paratransit is a bus or van which takes you from home and drops you off at the curb in front of your destination. This service can be used to take you to any location in our service area, such as a doctor's appointment, shopping, a hair salon, a restaurant or anywhere else you want to go.

Mountain Line provides two levels of paratransit service, based on eligibility. If you are not eligible for ADA Paratransit Service, you may still be eligible for our Senior Van, which is limited based on availability and hours of operation. Service is available within Missoula Urban Transportation District (MUTD) service area, unless special arrangements are made for Premium Service outside of the service area. No matter what service you are eligible for, only one phone call will be needed to arrange a ride. Following is a description of what services are available:

- **ADA Paratransit:** This is a curb to curb service, limited to individuals meeting the strict legal and medical requirements of the Americans with Disabilities Act. Hours of operation are 6:15 AM to 8:00 PM Monday through Friday and from 9:30 AM to 6:00 PM on Saturdays. To be eligible for this level of service, your disability and barriers must prevent you from using the fixed route bus service.
- **Senior Van:** The Senior Van service provides transportation for seniors and to persons with disabilities who do not qualify for ADA Paratransit Service. This is also a reservation service, but the hours of operation are limited to Monday through Friday from 8:30 AM to 4:30 PM. This service is available on a first come, first served basis. Just like ADA Paratransit, trips must be prescheduled at least 24 hours in advance. This service can be used by individuals who do not qualify for ADA Paratransit but still feel they need curb to curb service and by those who are limited to seasonal eligibility for ADA Paratransit. For example, it is possible to be eligible for ADA Paratransit in the winter and able to use regular bus service or the Senior Van in the summer.

**Mountain**



In addition, Mountain Line offers “**Premium Service**” for those needing special assistance. Premium Service provides services above and beyond the normal services for an additional fee. Examples of Premium Service may include: door to door (as opposed to curb to curb) service, assistance with packages, same day service, or transportation outside of our normal service area. When scheduling your trip, you must specify your need for Premium Service so that time can be scheduled to accommodate your needs.

### **What is “Fixed Route” Bus Service?**

Mountain Line offers regularly scheduled service weekdays and Saturdays. Buses generally operate between 6:00 AM and 8:00 PM on weekdays and 10:00 AM and 6:00 PM on Saturdays. The service is called “fixed route”, because the stops are at set or “fixed” location.

All of Mountain Line’s *fixed route buses* are lift or ramp equipped eliminating the need to climb stairs to board the bus. Operators are trained to assist in securing mobility devices, (wheelchairs and scooters), and are required to make stop announcements, helping to make using the fixed route bus service possible for many people with disabilities. People with disabilities who are able to use the fixed route bus service are encouraged to do so whenever possible. For example, many people take the fixed route bus to the store, and schedule a ride with the Senior Van to go home.

### **What is Paratransit Service?**

Paratransit service provides transportation for people with physical or cognitive disabilities who are unable to independently ride Mountain Line’s fully accessible fleet of fixed route buses. An applicant may be eligible for service all of the time, temporarily, or only under certain circumstances. Strict eligibility requirements are regulated by the *Americans With Disabilities Act (ADA)*.

### **What is the Senior Van?**

The Senior Van is transportation for seniors and for persons with disabilities who find it difficult to ride the fixed route bus, but do not qualify for ADA Paratransit. The service is available on a reservation basis. The Senior Van service will use the same types of accessible vans and buses that ADA Paratransit uses, so you can easily use this service with a wheelchair or other mobility device.

**Mountain**



## How are Paratransit services different from fixed route bus service?

<b>Service Description</b>	<b>Fixed Route Bus Service</b>	<b>Senior Van Service</b>	<b>Paratransit Bus Service</b>	<b>Premium Paratransit Bus Service</b>
Wheel chair lifts or ramps*	Yes	Yes	Yes	Yes
Wheel Chair Lift Weight Limit	Less than 600 Lbs	Less than 600 Lbs	Less than 600 Lbs	Up to 800 Lbs (when available) <sup>1</sup>
Operator assistance for passengers with disabilities	Limited	Limited	Limited	Some Assistance
Mobility device securement	Yes	Yes	Yes	Yes
Average size of bus	Larger	Smaller	Smaller	Smaller
Transports variety of passengers to different destinations during same trip	Yes	Yes	Yes	Yes
Hours of operation	Same	Same	Same	Same
Sunday or holiday service	No	No	No	No
Fare (Senior/Disabled) (one way fare)	\$0.35 each way	\$1.50 each way	\$1.50 each way	\$2.00 & up each way
Advance reservation required	No	Yes (from 1-30 days)	Yes (from 1-30 days)	Yes
Penalty for missed trips	No	Yes	Yes	Yes
Curb to curb service	No	Yes	Yes	Yes
Door to Door service	No	No	No	Yes
Package Assistance	No	No	No	Yes

### What service is right for me?

By now you have a sense of how the services are different and may know what service you need and what services you qualify for. When you submit your application, Mountain Line staff will determine your eligibility within 30 days. If you have questions, please call 721-2848.

<sup>1</sup> A vehicle with 800 pound lift capacity is being ordered. This service will not be available until it arrives. Call 721-2848 for information on availability of the new vehicle.

**Mountain**



# How to Apply For Paratransit Trip Service

## 1. Where can I get a Paratransit application?

Visit Mountain Line's office at 1221 Shakespeare, Missoula, MT 59802 or call 721-2848 to request an application will be sent to you by mail. You may also download a copy of the form at: [www.mountainline.com](http://www.mountainline.com)

## 2. There are two applications – do I need to complete both?

No. Apply for the level of service you want and think you will qualify for. If you need assistance determining what level of service is right for you, Missoula Aging Services and Summit Independent Living have staff available to assist you.

For the Senior Van, use the one page blue application marked "Senior Van".

For ADA Paratransit, please complete the larger application packet. A Professional Verification form will be sent to the health care provider you identify to complete that portion of the application.

## 3. What will the ADA Paratransit application require?

The application has three (3) parts. The first part requests basic information about you, about your disability and about your travel needs. The second part is an authorization form on which you give permission to your physical or mental healthcare professional to release information about the disability that prevents you from riding Mountain Line's fixed route buses. The third part is the yellow Professional Verification form to be completed by your physical or mental healthcare professional.

**Mountain**



#### **4. Who sends my application to Mountain Line?**

You do. After you complete the application and authorization form, send to:

**Mountain Line Paratransit Eligibility Committee  
1221 Shakespeare  
Missoula, MT 59802-2307.**

#### **5. Incomplete or unsigned applications will be returned**

#### **6. Will I be required to provide additional information to help determine my eligibility for Paratransit?**

Mountain Line may request additional information from you by telephone, informational meeting or a Functional Assessment by a qualified outside professional trained to determine if you qualify for ADA Paratransit service.

#### **7. What is a Functional Assessment?**

A Functional Assessment is an evaluation used to identify physical and cognitive ability. The assessment helps to determine whether the applicant has the ability to use the fixed route bus service and, if so, under what circumstances. The FACTS (Functional Assessment of Cognitive Transit Skills) is administered to applicants with cognitive disabilities. All Functional Assessments are conducted by independent professionals.

#### **8. Are there any fees required to apply for Paratransit service?**

No. There is no cost to apply, and Mountain Line will pay the costs of transporting you to any informational meeting and /or will pay fees for a functional assessment.

#### **9. When will I know if I am eligible for Paratransit service?**

Using ADA (Americans with Disabilities Act) guidelines, Mountain Line is required to determine your eligibility within 21 days of receiving your completed application and Professional Verification. Your eligibility determination will be mailed to you. If you are eligible, you will receive an identification card, which will state your level of eligibility and the expiration date of your eligibility.

**Mountain**



## 10. Who does Mountain Line define as a “Physical or Mental Healthcare Professional” to complete the required Professional Verification?

Social Workers, Independent Living Specialists, Occupational Therapists, Psychiatrists, Physical Therapists, Rehabilitation Specialists, Audiologists, Ophthalmologists, Physicians, Psychologists, and Registered Nurses.

## 11. Are there categories of Paratransit eligibility?

Yes. People who are determined to be eligible will receive an identification card that indicates an eligibility category that is consistent with their ability to use the fixed route bus service. The categories are:

- **Unconditional:** If the applicant is unable to ever independently use the fixed route bus service, even with training.
- **Temporary or Seasonal:** If the applicant is unable to use the fixed route bus service for a limited period of time or during particular weather conditions.

## 12. What can I do if my application is denied?

If an applicant is denied eligibility for ADA Paratransit service:

- A letter will be sent stating the reason(s) for the denial of service.
- The applicant has sixty (60) days to appeal the determination of denial. A copy of the Mountain Line appeal process will be provided to the applicant when they receive the initial determination.
- The appeal request should be mailed to: *Mountain Line Paratransit Eligibility Committee, 1221 Shakespeare, Missoula, Montana 59802*

Remember, even if you are not eligible for ADA Paratransit service, you may be eligible for the Senior Van service.

## 13. When can I start using the ADA Paratransit service?

You may call to request rides **immediately upon receipt of your eligibility determination.**

**Mountain**



# How to Use Mountain Line's Paratransit Trip Service

## 1. How to Reserve Your Ride

You can call the scheduling office at **721-2848** from 9:30 AM through 4:30 PM, Monday thru Friday and speak with a Mountain Line Paratransit scheduler. You can schedule your trip up to 30 days in advance of your trip. You need to schedule both directions of your trip. For example, if you would like to be picked up at home at 10:00 AM and dropped off at the store, you also need to schedule when you would like to be picked up and returned home.

## 2. Can I make appointments or cancel trips after normal business hours?

Yes. Many of our passengers schedule their trips after office hours by leaving a voice mail message. You can leave a message at any time, including weekends and holidays. The scheduler will call you back during business hours to confirm receiving your request and provide you with your trip times. We request that if you wish to schedule or cancel a Monday trip that you make the request no later than the Friday before during normal business hours. This will give us time to work you into the schedule. For more details about trip cancelations, please refer to the Policies and Procedures section, #2 Cancellation Policy and, #3: No Show Policy.

## 3. What information do I need to have to make a trip request?

If you call during normal business hours or if you leave a message on the voice mail you will need to provide the following information when you call:

1. Your name and telephone number. (Be prepared to spell your name.)
2. The date and day of the week you need the ride.
3. The name and address of your beginning point and your end destination.
4. The time you need to be at your destination.
5. The time you will be ready to return.

**Mountain**



If no one is available to answer the phone at Mountain Line Paratransit, please leave a message. We check them regularly during business hours and will return your call as soon as possible.

#### **4. Can I schedule same day trips?**

A minimum twenty-four (24) hour notice is requested for all trips. Mountain Line will schedule same day trips only if the schedule allows, and same day reservations are considered a “Premium Service” and require an additional fee. Please do not rely on same day scheduling for your usual trip needs.

#### **5. Can I request several trips on the same day?**

Yes. Sometimes you might need to go several places in one day. The drivers are not permitted to wait while you go into a location “for just a minute”, they must generally continue on to another scheduled ride as soon as possible. Drivers are unable to change their schedules without specific instruction from the scheduler as other passengers are waiting. If you require multiple stops, you must schedule a separate trip from each pick-up location to each drop off location. Each trip requires that you pay a fare.

#### **6. Do I have to cancel a ride I do not need?**

Yes. To cancel a trip call 721-2848. You must cancel your trip before 4:30 PM the day before your scheduled trip. If you do not cancel your unwanted trip, or fail to be ready on time for your pick-up or return ride, you may be considered a “No Show”. As all trips are scheduled independently from each other, you will need to cancel both the pick-up and the return trip. Please refer to the Policies and Procedures section, #3: No Show Policy. Repeated “No Shows” may lead to temporary suspension of service.

#### **7. What if I am ill or have an emergency that prevents me from canceling my trips in time?**

Mountain Line understands there are circumstances beyond our passenger’s control. We will consider the circumstances of late cancellations on an individual basis. However, six (6) or more cancellations within a 30-day period, for any reason, will be subject to review.

**Mountain**



## 8. When will the bus arrive to pick me up?

Please be ready to board the bus at least ten (10) minutes before your scheduled pick-up time. Remember, other passengers are waiting for their scheduled trips too.

## 9. What if the Driver doesn't arrive at the scheduled time?

There could be up to a twenty (20) minute delay for your pick-up. This will affect the time you are dropped off at the location you requested. Keep this in mind when scheduling your trip. Please allow at least twenty (20) minutes to pass beyond your scheduled pick-up or drop-off time before calling to report a late ride. Mountain Line makes every effort to meet scheduled pick-up times. There are many factors affecting Drivers' schedules that they cannot control such as detours, traffic jams, accidents, inability to navigate a roadway or driveway, weather conditions, or delays picking up or dropping off other passengers. Please remember that Paratransit is a shared ride service, and the driver is trying to accommodate the needs of multiple passengers.

## 10. Will the driver wait for me if I'm not ready to go?

**Drivers cannot wait longer than three (3) minutes** beyond the scheduled pick-up or arrival time entered on their schedule. You should be ready to leave when the bus arrives or at the time scheduled. You can call ahead to confirm your specific scheduled times. Please have your exact fare, ticket or pass ready. Drivers do not carry change or sell tickets. Drivers are not permitted to search purses, pockets or backpacks for fares.

## 11. Why does the scheduled pick-up time on the driver's manifest not always match the pick-up time I was given by the scheduler?

Mountain Line's paratransit buses transport many passengers each day, typically back-to-back. Many ride requests will be added to the day's schedule after your trip has already been confirmed. Therefore, pick-up times are not "locked in". Your scheduled trip can be moved by up to 20 minutes to accommodate other passengers. It helps for Paratransit passengers to be flexible in pick-up times. When you schedule your ride, keep in mind that **the bus may arrive up to 20 minutes prior to the**

**Mountain**



**Line**

**scheduled pick-up time**. Passengers may wish to call the day before or the day of their scheduled trip to verify their trip times.

## **12. What happens if I miss my scheduled trip?**

Please notify Mountain Line as soon as possible that you will not be ready for your scheduled trip. If this situation occurs, Mountain Line will make every effort to accommodate you at a later time, but there is no guarantee that a driver will be available to pick you up at the later time you request.

## **13. What if my appointment takes longer than I anticipated?**

Please allow extra time when scheduling your return ride. Medical appointments are often delayed or take longer than expected. If your appointment is running “long” please notify Mountain Line immediately. We will make every effort to adjust your pick-up time. However if you are running late, we cannot guarantee your return trip.

**Mountain**



# Policies and Procedures

## 1. In the Bus

Please remember that Mountain Line's Paratransit service is a "Shared Ride" service. You will be riding with other passengers with various disabilities. You may not be taken directly to your destination. You may be required to wait while other passengers are loaded and transported to their destinations. Some passengers will be accompanied by their Service Animals or Personal Care Attendants. Please be respectful and tolerant of other passengers.

**NOTE: For safety and security ALL riders on Mountain Lines Paratransit buses MUST wear seat belts.**

## 2. Cancellation Policy

If you must cancel your ride, please call before 4:30 PM the day before your scheduled trip. To cancel a ride call 721-2848. If you fail to cancel or if you are not ready on time for your pick-up or return ride, you will be considered a "No Show". All trips are scheduled independently from each other, so you need to cancel both the pick-up and the return trip if that is your intention.

## 3. What is Mountain Lines "No Show" policy?

The Americans with Disabilities Act (ADA) provides that public transit systems establish and enforce a "No Show" policy. The intention of this policy is to encourage responsible use of the service; a missed trip is costly and could have been available for someone else to use. You may be considered a "No Shows" if:

- You are not ready or available to take your scheduled trip
- You cancel a trip on the day it was scheduled, or after 4:30 PM on the business day prior to the scheduled trip(s)
- You do not come to the curb (or door as arranged) within 3 minutes of the scheduled time
- You arrive to take the ride as the driver is leaving

**Mountain**



A pattern or practice of No Shows may result in a suspension of service privileges.

<u>NO SHOWS per 30 day period</u>	<u>Suspension of Service Privileges</u>
3	Warning Letter
5	10 days
6 or more	30 days

Drivers are required to wait a maximum of (3) three minutes after the scheduled pick-up or return time.

Mountain Line schedules pick-up and return trips **separately** and assumes all scheduled return trips are needed unless notice is given by the passenger or their representative. Therefore, if your pick-up trip is a No Show, Mountain Line will NOT automatically cancel your return trip for you. It's possible to have two (2) No Shows recorded if you No Show for both the pick-up and return trips.

Trips cancelled for reasons that are beyond the passengers control will NOT be considered No Shows. Examples would include but are not limited to: illness, accidents, family emergency and bus arrival more than 20 minutes past the scheduled pick-up time. However, repeated failure to take scheduled trips, regardless of the reason, are subject to review by the Specialized Transportation Advisory Committee (STAC).

STAC is comprised of representatives from local organizations who advocate and /or provide services to senior citizens and persons with disabilities. STAC serves as an advisory committee to the MUTD Board of Directors.

The passenger or the passenger's personal representative will be notified in writing of violations resulting in service privilege suspensions and the passenger's right to appeal. The passenger has 10 days to notify STAC of their intention to appeal. Passengers will be given 10 days notice in writing of any pending suspension of privileges. Upon request, suspension of service privileges may be postponed pending completion of the appeals process.

**Mountain**



## 4. Suspension or Revocation of Service

Service may be suspended or revoked if:

- You submit a fraudulent application or Professional Verification
- The impairment stated on the application changes or no longer exists
- If service is chronically abused (for example a pattern of No Shows)
- Failure to pay the fare for service
- Disruptive behavior or behavior which causes safety concerns
- Mountain Line reserves the right to suspend or revoke service privileges for other circumstances not listed here

Before suspending or revoking service, Mountain Line will notify the passenger or the passengers representative in writing and provide you an opportunity to appeal the decision using the appeal process described in the No Show Policy, #3 in the Policies and Procedures section of this guide.

## 5. Fares

Fares are one way. A round trip will require two payments.

- Fixed Route Senior and Persons with Disabilities: \$ .35 cents
- Fixed Route regular fare: \$ .85 cents
- Fixed Route Unlimited All Day Pass: \$1.75
- ADA Paratransit in district: \$1.50
- Senior Van in district: \$1.50
- Premium Service:
  - door to door assistance, package assistance, etc: \$2.00 each way
  - service outside of the Missoula Urban Transportation District (MUTD) service area:
    - under 5 miles: \$2.00 each way
    - 5 to 10 miles: \$3.00 each way

**Mountain**



ADA Paratransit & Senior Van Riders Guide

# Frequently Asked Questions

## 1. Who is eligible for the Senior Van?

The Senior Van is transportation for persons aged 60 and older and for persons with disabilities who find it difficult to ride fixed route buses, but do not qualify for ADA Paratransit service. This service is available on a reservation, first come, first served basis. Vehicles are fully accessible.

## 2. Who is eligible to apply for ADA Paratransit service?

Eligibility is determined by your ability to ride Mountain Line's fleet of fixed route buses. You are required to complete and sign a Paratransit application and provide specific, certified information from a healthcare professional confirming that you are unable to ride the fixed route bus system, and how your disability prevents you from doing so.

## 3. Why would I want to apply for ADA Paratransit if I can use Senior Van without completing a long application?

The Senior Van only operates Monday through Friday between 8:30 AM and 4:30 PM and space is limited. The Mountain Line's ADA Paratransit operates 6:15 AM to 8 PM Monday through Friday and from 9:30 AM to 6:00 PM on Saturdays.

## 4. I heard that Paratransit service was for anyone with a disability of any kind.

Under the Americans With Disabilities Act (ADA), Paratransit service was designed as a "safety net" for passengers with disabilities who are unable to use fixed route fully accessible buses. Paratransit is designed to provide equal access to transit, not special service. The ADA prohibits people with disabilities from being segregated and treated differently. The ADA requires equal access to public transportation systems. Transit providers nationwide are required to make all their buses accessible for their passengers with disabilities.

**Mountain**



## **5. Can I receive Mountain Lines Paratransit services if I am “just visiting” Missoula?**

Yes. Upon proof of your ADA eligibility status from another public transportation provider you are entitled to receive up to 21 days of Paratransit service over a one year period beginning from the first day service is provided. Visitors requesting more than 21 days of service will be required to apply for eligibility for Mountain Line’s ADA Paratransit services.

## **6. Will Medicaid pay for my trips?**

You may be eligible to have Medicaid pay for your trips, but it is up to you to apply for this. If you are interested in applying for Medicaid transportation coverage, please call Medicaid at 1-800-292-7114. You also must pre-arrange any qualified trips. Mountain Line cannot request Medicaid trips for you. Medicaid will make your trip arrangements with Mountain Line.

## **7. What types of trips can I schedule?**

You may schedule trips for any purpose; medical appointments, shopping, visiting, work or entertainment as long as they are within the Missoula Urban Transit District service area boundary. Transportation outside of the service area is available through Premium Service for an additional fee.

## **8. What is the “Service Area”?**

The Mountain Line service area is the same as the Missoula Urban Transportation District (MUTD) taxing boundary. Paratransit is provided within a ¼ mile of any existing Mountain Line fixed route bus line and/or within the MUTD boundary. Areas outside of the boundary include but are not limited to: Upper Rattlesnake (Above Aspen Drive), Grant Creek, Miller Creek, Turah, Frenchtown, Lolo, O’Brien Creek, and Big Flat.

## **9. What help will my driver provide me?**

The Mountain Line drivers provide very limited assistance. Mountain Line Paratransit is a curb to curb service, which means that Mountain Line drivers are not required to leave the curbside to assist riders to or from the

**Mountain**



**Line**

bus. Drivers will position their bus, and wait for a rider, as close as safely possible to the rider's designated pick-up location.

With Premium Service, additional assistance is available such as door to door service and assistance with packages or groceries under 25 pounds.

Mountain Line Paratransit drivers will:

- Use the vehicle horn to signal their arrival at your home
- Assist you from curbside onto the lift or into the door of the bus
- Pull your mobility device into a secure position inside the bus
- Secure passengers with disabilities in their mobility devices (where applicable)
- Request ambulatory passengers to use a seat belt
- Transport you to your destination
- Assist you in de-boarding the bus

Mountain Line Paratransit drivers are NOT required to:

- Enter a building to search for you
- Dress passengers
- Search a passengers bags or pockets to locate fares, passes, tickets, keys or personal items
- Lock or unlock doors or activate security systems
- Push or pull a passengers mobility device up or down a ramp, stairway or steep incline
- Physically lift or move passengers, (ie. transfer them) into, or from, mobility devices or the fixed seats of the Paratransit vehicle
- Lift or carry Paratransit passengers' packages or other personal items (unless pre-arranged through Premium Service)
- Attend to service animals
- Place passengers on elevators, or escort them to their appointment
- Operate mobility devices (wheel chairs, scooters)
- Provide the services of PCA's or Companions
- Provide medical treatment

Mountain Line Paratransit Passengers are required to:

- Operate your wheel chair or scooter safely
- Remain conscious and be able to maintain a safe, upright position in your mobility device or passenger seat

**Mountain**



## 10. What if I need additional assistance?

Mountain Line drivers are trained to assist you from curb-to-curb and transport you safely to your destination. Passengers needing additional assistance beyond what is normally provided may need to bring a companion, personal care attendant, or request Premium Service.

Personal Care Attendants (PCA's), companions, aides or a family attendant may assist passengers at their residence and /or at their destination. PCA's may ride free when assisting their clients.

Passengers who do not have an assistant but require help beyond basic curb-to-curb service, may request Premium Service. Passengers who are prevented from getting to or from the curb unassisted by; the nature of their disability (fatigue); physical barriers (sidewalk construction, impassable curbs); weather conditions (deep snow, ice, temperature extremes) can utilize Premium Service.

Passengers requiring assistance to and from the curb on a regular basis should make their request when applying for, or renewing Mountain Line Paratransit eligibility. Passengers requiring assistance to and from the curb on an occasional basis should request it at the time they reserve their trip so that additional time can be provided in the driver's schedule. Mountain Line acknowledges that the need for additional assistance to and from curbside can change with unforeseen circumstances. However, Mountain Line cannot provide assistance without prior request or notice as drivers must stay on schedule.

## 11. Companions and Personal Care Attendant's (PCA's)

Inform our dispatcher if you will travel with a companion or a Personal Care Attendant (PCA). Companions must pay the current fare, but PCA's may ride free when required to accompany a passenger. When possible, companions or PCA's should accompany passengers unable to safely travel alone and those passengers requiring assistance with groceries and packages.

## 12. Packages and Personal Items

Operators are not required assist with loading and unloading packages and personal items unless Premium Service has been scheduled. Please do

**Mountain**



not bring more than you, and / or the assistant who's traveling with you can manage, without delaying the bus' departure. Also, please keep in mind that this is a shared ride service and space may be limited on some trips.

### **13. Wheel chairs and other Mobility Devices**

Passengers are required to keep their wheel chairs or other mobility devices or equipment in safe working condition. It can be a hazard to you, the driver, and to other passengers if parts are loose or brakes do not hold wheels securely. All mobility devices must be secured to the floor of the Paratransit vehicle.

According to the ADA, a "common wheelchair" cannot exceed 30 inches in width and 48 inches in length measured two inches above the ground, and cannot weigh more than 600 pounds when occupied. 49 CFR § 37.3. Mountain Line currently cannot accommodate larger mobility devices but hopes to in the near future.

The driver may advise you that your mobility device is unsafe to transport, cannot be secured adequately, and that transporting you could result in injury and/ or damage. Three wheeled scooters can be difficult to secure safely inside the bus, and your driver may recommend that you transfer to a bus seat for your safety. If you need to travel with an oxygen unit, a portable unit must be transported in a cylinder holder or be attached firmly to a manual wheelchair.

### **14. Can my Paratransit services be suspended or revoked?**

Yes. Service may be suspended or revoked if:

- You submit a fraudulent application or Professional Verification
- The impairment stated on the application changes or no longer exists
- If service is chronically abused (for example a pattern of No Shows)
- Failure to pay the fare for service
- Disruptive behavior, which causes safety concerns

Mountain Line reserves the right to suspend or revoke service privileges for other circumstances not listed here.

**Mountain**



**15. How will I know my service privileges are being suspended or revoked?**

Before suspending or revoking service, Mountain Line will notify you in writing and provide you an opportunity to appeal the decision using the appeal process described in the No Show Policy, #3 in the Policies and Procedures Section of this pamphlet.

**16. What if my Personal Care Provider, attendant or caregiver is responsible for me being unprepared, unavailable or late for my scheduled trip?**

Interfering with a Paratransit eligible individual's civil right to transportation, is a serious matter. PCA's and other volunteer or professional caregivers assume the responsibility of having their clients ready and available for transport 10 minutes prior to the trip appointment time. Healthcare professionals are requested to assist in the transport of their patients to and from the Paratransit bus if the patient requires assistance.

The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring. Complaints can be filed by writing to: Director, FTA Office of Civil Rights, 400, 7th, Street, S.W., Room 9102, Washington, D.C. 20590.

Mountain Line reserves the right to modify its Paratransit policies when the need arises and retains the right to evaluate and administer circumstances that are not specifically mentioned in these policies.

**Mountain**



## Mountain Lines Riders Guide Definitions

- **Accessible** – a bus that is equipped with a lift or ramp to allow passengers with a disability (with or without a mobility device) to board and de-board with minimal effort. All Mountain Line buses are accessible and equipped with securement devices for wheel chairs.
- **Americans with Disabilities Act** – enacted in 1990 this law requires all transit systems allow persons with disabilities equal access to fixed route buses and requires that Paratransit service be available only for persons with disabilities who have been determined eligible and who are unable to use fixed route buses.
- **Appeal** – process which allows a Paratransit applicant to challenge their eligibility determination or a Paratransit passenger to challenge a suspension for violating Mountain Line policy.
- **Chronic Abuse** – a repeated, continuing pattern of abuse of Mountain Line’s Paratransit policies and procedures.
- **Client**- Mountain Line Paratransit passenger
- **Cognitive Ability** – ability to process information and make rational decisions.
- **Companion** – Fare paying person accompanying a Paratransit passenger.
- **Comparable Services** – ADA’s requirement that persons with disabilities receive the same, but not preferential or superior, access to bus service.
- **Conditional Eligibility** – eligibility that depends on defined circumstances of a disability and/or trip.
- **Denied** – declined, not approved, ineligible.
- **Disability** – Professionally diagnosed condition which limits ability of an individual.
- **Dispatcher** – Mountain Line employee responsible for scheduling and facilitating Paratransit trips.
- **Drop-Off Time** – time scheduled for Paratransit passenger to arrive at their destination. This time varies with circumstances. Passengers are encouraged to allow for drop-off time delays by allowing extra time when requesting their trips.
- **Environment** – Conditions that impact the ability of individuals to function, such as steps, steep hills, incomplete sidewalks, etc.
- **Fixed Route Service** – buses that serve marked bus stop locations

**Mountain**



and operate on a specific time schedule traveling a set route each day without variation.

- **Fraudulent** – intentionally false, misleading, or inaccurate. Subject to penalty.
- **Medicaid** – income based state sponsored medical assistance program. Cost of transporting wheel chair passengers may be covered if prior authorization is given.
- **Mobility Device** – a mechanical device used to assist a person with a disability to travel. Examples include walkers, wheel chairs and scooters.
- **No Show** – term describing a missed trip. The “No Show” may be caused by the failure to cancel a scheduled trip by 4:30 PM the day before the trip, the person not being there to receive the ride, or the person not being ready at the appointed time.
- **Paratransit Service** – curb to curb bus service provided to persons with disabilities who have been determined eligible under ADA standards and who are unable to use fixed route buses.
- **Personal Care Attendants** – also referred to as PCA’s, these individuals are in the employ of the passenger to provide assistance. Notice that a PCA’s assistance will be required should be provided to Mountain Line by the applicant when applying for Paratransit eligibility. PCA’s should be used for assisting a disabled passenger from the curb to a destination or for carrying packages etc. Personal care attendants ride free.
- **Pick-up Time** – estimated time a Paratransit bus will arrive to pick up a passenger for a scheduled trip. Pick-up times vary with circumstances. Paratransit passengers are requested to be ready 20 minutes before their scheduled pick-up times.
- **Premium Service** – provides an enhanced ride service for passengers needing additional assistance. Examples of Premium Service may include: door to door (as opposed to curb to curb) service, assistance with packages, same day service, or transportation outside of Mountain Line’s normal service area. When scheduling your trip, passengers must specify the need for Premium Service so that time can be scheduled to accommodate.
- **Professional Verification** – applicants for Mountain Line Paratransit service are required to have a qualified professional complete a verification form describing why/ how their disability prevents them

**Mountain**



from using regular fixed route buses.

- **Scheduled Trip Time** – trip times requested by Paratransit passengers are by advance appointment only, and scheduled by computer. ADA regulations require service providers like Mountain Line to schedule trips within an hour of the requested time. Mountain Line drivers make every effort to maintain their schedules, however a variety of things outside their control can result in them being early or late for appointments. Paratransit passengers are encouraged to consider the possibility of delays when scheduling their appointments. Passenger patience is appreciated.
- **Secured** – not mobile, fastened down, prevented from moving.
- **Senior Van** – provides transportation for seniors and persons with disabilities who are not eligible for ADA Paratransit Service. This is also a reservation service which will be provided as available, during prescheduled days and time periods within Mountain Line service area. This service can be used by individuals who receive seasonal eligibility. For example, it is possible to be eligible for ADA Paratransit in the winter and able to use regular bus service or the Senior Van service in the summer.
- **Service Animal** – an animal that provides assistance to a person with a disability.
- **Shared Ride Service** – like the regular fixed route bus system, Paratransit passengers share the bus with a variety of other passengers that are going to different destinations at different times. Passengers are boarded and de-boarded in an order determined most efficient by the Paratransit driver or scheduler. Paratransit riders may have to ride to other destinations before reaching theirs.
- **Suspension of Service** – a temporary or permanent interruption of Paratransit services caused by serious or chronic abuse of Mountain Lines policies and procedures.
- **Temporary Eligibility** – ADA Paratransit eligibility issued for a specific period of time, such as for the duration of an illness or treatment, or during particular weather conditions.
- **Trip** – one way transport of an ADA eligible person to a single destination.
- **Unconditional Eligibility** – ADA eligibility that has no limitation placed on trips requests.
- **Visitor** – status of a card carrying ADA passenger whose eligibility

**Mountain**



was conferred in a different transportation district but who wishes to ride Mountain Lines Paratransit system. Mountain Line will provide up to 21 days of Paratransit service to these disabled individuals beginning with their first trip request. After the 21 days have expired, Mountain Line will request these visitors to apply for Mountain Line Paratransit eligibility to continue receiving trips.

- **Voice Mail** – answering machine.
- **Wheel Chair** – mobility aid belonging to any class of three or four-wheeled devices, usable indoors and outdoors, designed for and used by individuals with mobility impairments. May be operated manually or powered. A "common wheelchair" does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied. 49 CFR § 37.3.

**Mountain**

