



MCTA'S ADA PARATRANSIT PROGRAM

(570) 839-8210

Toll Free: (888) 955-6282

ada@gomcta.com

www.gomcta.com

Background:

The Americans with Disability Act of 1990 specifies that all transit authorities who offer fixed route service must make available door-to-door Paratransit service to those individuals who cannot use the fixed route bus based on disability.

To become qualified for ADA Paratransit Service, you must complete an application (attached to this brochure) and submit the application to MCTA for review. You will either be granted permanent status, yearly recertification status, temporary status or denied ADA Paratransit Service.

Federal Guidelines for ADA Paratransit Service:

1. Once approved for ADA Paratransit Service, you can utilize the service at any time that the fixed route bus operates along the corridor you wish to travel.
2. ADA Paratransit approved riders are permitted to have a personal care attendant (PCA) ride for free so long as the PCA boards and disembarks the bus with the rider. A family member must be registered as a PCA in order to ride for free.
3. ADA Paratransit approved riders are permitted to have 1 guest ride with them. The guest must pay the ADA fare. PCA's are not considered guests.
4. ADA Paratransit approved riders can have more than one guest ride with them so long as there are available seats on the bus. MCTA is not required to make accommodations for more than 1 PCA and 1 guest.

Q. Who is eligible for ADA Paratransit service?

A. ADA Regulations strictly limit the use of ADA Paratransit Service to the following individuals: Any individual with a disability who 1) is unable, as a result of a physical or mental impairment and without the assistance of another individual (except the operator of a wheelchair lift or other boarding service), to board, ride or disembark from any vehicle on the system which is readily accessible to and useable for individuals without disabilities or, 2) any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on the fixed route system.

Q. How much does it cost to ride the ADA Paratransit Service?

A. Federal law allows MCTA to charge twice the fixed route fare for persons who use the ADA Paratransit Service. The current one-way fare for an ADA trip is \$3.00 (effective July 1, 2014).

Q. Where can I go on the ADA Paratransit Service?

A. Once approved for ADA Paratransit Service, you can travel to any destination along the MCTA fixed route. MCTA cannot limit your usage of ADA Paratransit Service once you are approved.

Q. What if I need to go somewhere that the MCTA fixed route does not go?

A. Then you cannot use ADA Paratransit Service for that trip, you must either pay full fare or utilize another approved sponsor for this trip.

Q. If I am determined to be ADA Paratransit eligible and I want to ride the fixed route bus instead, how much does it cost to ride the fixed route bus?

A. MCTA encourages **everyone** to ride the fixed route bus. If you are determined ADA Paratransit eligible, you also qualify to ride the fixed route bus for half the cost. A one-way trip for ADA Paratransit eligible riders on the fixed route is only \$.75. In order to utilize the fixed route at a discount, you must show your ADA card to the bus driver (bus drivers do not carry change). This discount does not apply to guests. Guests must pay full fixed route fare of \$1.50 per one way trip.

Q. How do I schedule an ADA Paratransit Trip?

A. You must schedule your trip during normal business hours which are Monday through Friday between 8:00 AM and 4:00 PM. MCTA cannot accept same day reservations. ADA law allows MCTA to negotiate trip pick up or drop off times, but all trips must be provided within one hour of the initially requested time. Call 839-8210 to schedule a trip. If on a Saturday or Sunday you need to schedule a trip for Monday, you must leave your name and phone number on the MCTA answering service along with your desired trip time. You must also state that you are an “ADA eligible” rider.

Q. Is there a penalty for not showing up or cancelling my scheduled trip?

A. YES. You must call MCTA within two hours of you scheduled pick up time to cancel your trip. Failure to do so will result in your trip being labeled as a “No Show”. MCTA will issue you a letter after the first no show. After 3 no shows, MCTA reserves the right to suspend or terminate your ADA Paratransit eligibility OR to require you to pay the full fare for your no-show trips prior to making additional trips through the ADA Paratransit service.

Q. What is the process for determining if I am ADA Paratransit eligible?

All information about ADA Paratransit Service is available in accessible formats including large print upon request.

1. You must complete the attached application and visit the certified physician’s office. Please call MCTA’s Program Specialist at **570-839-6282 Ext. 434** to schedule your appointment. There is no charge to see the physician and MCTA will provide you free transportation to the physician’s office upon request. Call MCTA for more details about visiting the physicians’s office for ADA verification.
2. After MCTA receives your completed application for ADA Paratransit Service, you are entitled to a decision from MCTA within 21 days. Should you not receive a decision within 21 days, you can request and use ADA Paratransit Services until a decision is made.
3. MCTA will review your application and submit a decision to you in writing regarding you ADA Paratransit status.
4. MCTA may require recertification of the eligibility of ADA Paratransit eligible individuals at reasonable intervals.
5. MCTA has an administrative appeal process through which individuals that are denied eligibility can obtain review of the denial. That process is this: All appeals must be submitted to MCTA in writing within 60 days of notice of the decision. MCTA may request a face to face meeting and/or forward the appeal to the MCTA Board of Directors for consideration.

MCTA ADA Paratransit Application

The information in this application shall be used strictly by the Monroe County Transit Authority in determining the eligibility of ADA Paratransit Service. This information may be shared with your primary care physician to verify accuracy.

Name: _____

Address: _____

Phone: _____ Date of Birth: _____

Emergency Contact Name and Phone: _____

Please describe 1) The disability that restricts you from using the fixed route bus and 2) how this disability restricts You from riding the fixed route bus.

Is this condition temporary? If yes, what is the expected duration of this condition?

Do you know that MCTA fixed route buses are fully ADA compliant with wheelchair securement areas, preferential seating for the disabled and have low floor entry?

Yes No

Have you ever ridden the MCTA fixed route bus before?

Yes No

Have you ridden the MCTA fixed route bus within the last 8 weeks?

Yes No

Can you ride the fixed route bus on certain occasions?

Yes No Sometimes

If yes or sometimes, please specify when you can ride the fixed route bus: _____

Can you stand at a bus stop for up to 10 minutes at a time?

Yes No Sometimes

If yes or sometimes, please specify when you can stand at a bus stop: _____

When traveling, do you require the assistance of any of the following (check all that apply).

Personal Care Attendant

Manual or Electric Wheelchair

Power Scooter

Cane

Service Animal

Crutches

Other: _____

Can you travel, unassisted: (Check all that apply)

200 Feet

6 blocks or about 1/2 a mile

3 blocks or about 1/4 a mile?

9 or more blocks or about 3/4 a mile?

Please list the name and phone number of your primary care physician OR the physician that can verify the information you have provided in this application.

Physician's Name: _____ Phone Number: _____

In order to properly evaluate your request, MCTA requires that **ALL** ADA Paratransit applicants schedule an appointment by calling **MCTA's Program Specialist at 570-839-6282 ext 434**. There is no charge to see the physician and MCTA will provide you free transportation to see the physician's office upon request. The physician's office may require you to complete a form for the Authorization for Release of Medical Records to assist in the review of your application. Once you see the physician, they will take your application and provide it to MCTA.

"By signing this form you understand that submission of an application does not guarantee ADA Paratransit eligibility. Any application that is not completed in full will be returned to the applicant."

Name: _____ Date: _____ Signature: _____

In another person completing this application on behalf of the individual requesting ADA Paratransit service, please provide:

Name: _____

Address: _____

Phone: _____

Signature: _____