



**CCRTA Info Line:
508-775-8504**

ADA PARATRANSIT GUIDELINES

Administrative Offices
Hyannis Transportation Center
215 Hyannis Road
All mail must be sent to PO Box 1988
Hyannis, MA 02601
Website: www.capecodrta.org

The Cape Cod REGIONAL TRANSIT AUTHORITY has been providing bus service since 1988. In compliance with the 1990 Americans with Disabilities Act (ADA), updated by SAFETELU of 2005, the Authority will offer ADA Paratransit service in January 2007. The ADA Act states that paratransit eligibility shall be strictly limited to persons in the categories below. The ADA Paratransit transportation is a door-to-door shared-ride service for those individuals who are unable to use the CCRTA fixed route buses. It is a comparable service to the Authority's fixed route service schedule in that it operates during the same hours and travels throughout the same service areas as the fixed route. If a person can use a fixed route bus they do not meet the requirements for ADA service.

The following information provides guidelines for registering and using ADA Paratransit service.

ELIGIBILITY

HOW DO I KNOW IF I AM ELIGIBLE FOR ADA PARATRANSIT SERVICE?

1. Individuals who independently cannot use any part of the fixed route service

"Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities." (§37.123(e) (1))

This includes people with mental, cognitive, and visual impairments who cannot recognize destinations, understand bus changes, or distinguish between buses on different routes at terminals and/or on routes.

2. Individuals who do not have the ability to travel to boarding and disembarking locations of the fixed route service (all or some of the time).

"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 such system." (§37.123(e)(3))

It is important to understand that ADA eligibility does not replace the Access Pass on the fixed route buses or on the b-bus, but is an additional service available to those who qualify.

ADA APPLICATION PROCEDURE

HOW DO I GET AN APPLICATION TO USE THIS SERVICE?

To be considered for the ADA Paratransit service one must complete **both** an Application and have his/her health care professional complete a Professional Verification which are mailed together to CCRTA. To receive an Application and Professional Verification, either download at <http://www.capecodrta.org/ada.htm> or contact our Administrative Offices at (508) 775-8504 x200, or by e-mail at info@capecodrta.org, and an Application and Professional Certification will be mailed to you.

WHAT DO I DO WITH THE APPLICATION ONCE I RECEIVE IT?

Fill out all pages of the Application (PART A) as thoroughly as possible. THE APPLICATION MUST BE COMPLETE OR THE AUTHORITY WILL RETURN IT TO THE CUSTOMER.

Once the application has been completed and all necessary explanations have been provided, take or mail it, along with PART B Professional Verification, to your healthcare professional for completion.

THE APPLICATION (PART A) AND
THE PROFESSIONAL VERIFICATION (PART B)
MUST STAY TOGETHER AT ALL TIMES.

The healthcare professional should mail the completed Application and Professional Verification forms to: **ATTN: ADA CCRTA, P.O. Box 1988, Hyannis, MA 02601, or fax to 508.775.8513.**

WHAT HAPPENS ONCE THE HEALTHCARE PROFESSIONAL SENDS MY APPLICATION BACK TO CCRTA?

When the Application and Professional Verification forms are received, the Authority will review them for completeness and eligibility and a determination will be made. The applicant will receive either a letter of approval, a letter explaining the need for additional information, or a letter of ineligibility. This process will take no more than 10 working days. If a person is asked to supply more information before eligibility can be determined, the certification process must be completed within 21 working days of receipt of the original application.

Please note that all information given to the Authority is confidential and will only be used with regard to transportation.

If a person is determined to be ADA service eligible, then they will receive a letter from the Authority stating this. A person is registered for this service for a maximum of 5 years at one time. The letter of certification will indicate the date of expiration for this certification. They may take their letter of certification, to the Hyannis Transportation Center, in Hyannis, for their picture ID (days and hours vary, so a phone appointment is necessary). At the end of the period of certification, a new application will be sent to the customer and a newly completed application must be submitted to the Authority's Administrative Office prior to the expiration date, for service to continue uninterrupted.

If a letter of ineligibility is received, the specific reason for ineligibility will be given.

HOW DO I APPEAL AN INELIGIBILITY DECISION BY CCRTA?

If, when the letter of ineligibility is received, the individual wishes reconsideration of the decision, they may appeal the decision through the following process.

- A request of appeal must be filed with the Authority within 60 days of the notice of ineligibility.
- At the time the Authority receives an appeal to its decision, a hearing will be set up to allow the applicant the opportunity to state his / her case.

- A determination from the Appeals Committee must be handed down within 20 days of the hearing. If not, the individual may use the service until such time as a final determination is made.
- If, once the determination is made, the individual still feels that there has been an error; a written request may be made for a hearing before the Administrator or his designee. A written determination from the Administrator will be handed down within 20 (twenty) days of the hearing. This determination is final.

ALL COMMUNICATIONS FOR APPEAL MUST BE IN WRITING.

Accommodations will be made for those who are hearing-impaired at the time of the hearing.

USING THE SERVICE

WHEN CAN I USE THE SERVICE?

Contact our Customer Service (see enclosed ADA paratransit brochure). In order to make arrangements for service, you must call at least the day before you need the service. You may book your appointments as early as 14 days before you need the service, we recommend 7 days.

HOW DOES THIS SERVICE WORK?

This service is a door-to-door demand response service that follows the fixed route published schedule. Customers must be able to meet the driver at the street level of their pickup location.

WHERE CAN I GO ON THIS SERVICE?

This service can be used anywhere within $\frac{3}{4}$ mile of fixed route service within the CCRTA service area. The schedulers will work with you concerning the ADA eligible origins and destinations that CCRTA serves.

CAN I USE IT FOR ANY TYPE OF TRIP?

ADA Paratransit service may be used for any type of trip within the Authority's $\frac{3}{4}$ mile ADA service area. The service may be used for shopping, medical appointments, employment, education, social functions, etc.

HOW MUCH DOES THIS COST?

At this time, the fare is double the cost of a comparable fixed route trip for an eligible user. The scheduler will inform the customer of the trip's cost when making the reservation.

HOW DO I PAY FOR MY ADA TRIPS?

Pay at the time you board the bus with either cash or multi-ride passes. Please note that drivers cannot make change so traveling with the exact fare is advisable. Multi-ride passes will be available for purchase from the bus driver or from the CCRTA Administrative Offices.

CAN SOMEONE GO WITH ME?

Each registered user is allowed to have ONE person accompany them on the service. If the registrant uses a Personal Care Attendant (PCA), they may have one additional person accompanying them. If the eligible user wishes to have more than one person accompany them, in addition to the PCA, the request will be accommodated IF SPACE IS AVAILABLE.

WHAT IS A PERSONAL CARE ATTENDANT?

A Personal Care Attendant (PCA) is any individual who serves as an assistant to the client. In order to have a PCA; the client must have their certifying health care professional indicate the need for such assistance at the time of application.

DOES MY PERSONAL CARE ATTENDANT HAVE TO PAY AND IF SO, HOW MUCH?

A Personal Care Attendant does not have to pay to accompany a registered user, IF, the certifier has indicated on the client's application the need for a PCA.

HOW MUCH DO OTHERS ACCOMPANYING ME PAY?

Anyone accompanying an individual and not considered a PCA will be charged at the same rate as the client.

MY FRIEND IS DISABLED AND IS VISITING ME; CAN HE/SHE USE THE SERVICE?

Any visitor from outside of the CCRTA service area may use the CCRTA ADA Paratransit service for up to 21 days on a "*Presumptive Basis.*" All that is needed is for them to contact the Authority to book the trip and to provide proof at the point of origin that they have either been duly certified by another authority (i.e. ID or letter), or have proof that they are unable to use fixed route service.

There is no provision for temporary service other than this 21day service. If an individual is planning to use the service for more than 21 days they must register with the Authority for certification by CCRTA.

I NEED TO USE THE BUSES ON A REGULAR BASIS TO GET TO AND FROM WORK/MY DESTINATION. DO I HAVE TO CALL EVERY DAY?

If any registered user wishes to use the service every day at a specific time, they may contact the booking number and make arrangements to be placed on the service on a "subscription basis".

CAN I STILL USE THE FIXED ROUTE SERVICE THAT GOES PAST MY HOUSE?

Yes. You must show your ADA Paratransit service Photo ID or other identification in order to receive a reduced fare on the fixed route service. The form for this ID is provided once you are determined eligible for ADA Paratransit service.

CAN CCRTA REFUSE TO PROVIDE SERVICE?

CCRTA may refuse to provide service if the trip either begins or ends outside the CCRTA service hours or is outside the ¾ mile ADA service area associated with a fixed route. Service may also be curtailed if a person has been deemed to be a chronic no-show and has received notice from CCRTA, a person has been deemed to regularly book trips and then does not notify the Authority/Operating Company of a cancellation, or it has been deemed that the individual is a danger to him/herself or other customers of our service.

A "No-Show" policy has been established and will be invoked when there are a serious number of missed or cancelled trips.

If the Operating Company experiences difficulties with the customer and they are considered a danger to the safety and welfare of themselves or other passengers on the service, the Operating Company may determine that the individual can no longer be carried on the ADA Paratransit service or may need a PCA at all times (if one is not currently called for). If such determination is made, the Authority will inform the client by mail. If there is a dispute regarding this matter, the Authority will set up a hearing in the same manner as for disputes for certification or suspension.