

# ANNAPOLIS DEPARTMENT OF TRANSPORTATION (ADOT)



## ADA PARATRANSIT SERVICE GUIDE

*Updated December 2018*



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### WHAT IS THE ADA?

The Americans with Disabilities Act of 1990 (ADA) is a federal law that guarantees people with disabilities full and equal access to the same services and accommodations available to people without disabilities. Under the ADA, public buses that run on regular schedules along specific routes (called fixed-route service) must be accessible to people with disabilities. When fixed-route service is not accessible or when a passenger with a disability is not able to use the fixed-route system, the ADA mandates that transit systems operate complementary paratransit service. The purpose of the trip is not a factor considered when scheduling your ADA service.

Americans with Disabilities Act of 1990 (ADA) Paratransit Services is a shared-ride, public transportation service for people with disabilities, as required by federal law, who are functionally unable to independently use the Annapolis Transit fixed route services. You will find within this guide information you will need to use the ADA Paratransit Services. Please review this information carefully. If you have any questions about this program, please call 410-263-7964

### WHAT IS PARATRANSIT SERVICE?

For eligible riders who have a disability that prevents them from making some or all of their trips on the fixed-route buses, Annapolis Transit offers a shared ride curb to-curb service called Paratransit. If you need a service beyond the curb, you may request a door-to-door service at the time of your reservation.

Paratransit service is available to people who live within the Annapolis Transit service area or within three quarters of a mile from a fixed route. This service is called “ADA Paratransit Service” because it is provided as part of Annapolis Transit’s efforts to meet the requirements of the Americans with Disabilities Act of 1990. **ADA Paratransit is a shared-ride, public transportation service, not a taxi service.**

Paratransit service must be reserved at least one day in advance. The service is provided with ADA accessible vehicles. Paratransit service operates in the same areas and during the same days and hours as fixed route buses

**NON-DISCRIMINATION POLICY**

ADOT does not discriminate on the basis of disability in the admission or access to its programs, service or activities; in treatment of individuals with disabilities; or in any ADOT operations.

**OPERATING HOURS & SERVICE AREA**

ADA Paratransit Service is available on the following days:

- Monday through Friday: 5:30 a.m. to 11:00 p.m.
- Saturday: 7:15 a.m. to 11:00 p.m.
- Sunday: 7:00 a.m. to 8:00 p.m.

The paratransit service area consists of any location, within three-quarters (3/4) of a mile of any fixed-route service. The term "fixed-route" refers to local bus routes operated by Annapolis Transit.

**INCLEMENT WEATHER POLICY**

During severe weather, such as ice and snow, Paratransit service may be delayed or canceled. We make every attempt to operate as long as local law enforcement and/or traffic agencies permit us to remain on the streets. During such emergencies, the Paratransit service will operate the same scheduled hours as the fixed-route service.

**PARATRANSIT FARES**

Effective November 2014, the one-way cash fare for paratransit service is **\$4.00**, which is twice the fare of a comparable fixed route trip. Annapolis Transit bus tokens are not accepted as payment for ADA paratransit service.

**CERTIFICATION FOR PARATRANSIT SERVICES**

To participate in the paratransit program, you need to complete an application form, and submit it to Annapolis Department of Transportation (ADOT). Service eligibility is dependent upon the individual's inability to use the regular fixed-route buses as determined by the individual's physician.

All riders must complete an application of certification for paratransit eligibility. Some individuals may be eligible for paratransit services on a conditional basis and will ride both fixed-route and paratransit on a trip-by-trip basis. Application can be found here:

Each application is reviewed by the Director of Transportation or his/her designee for eligibility determination. Approval of the application and notification to the applicant by mail takes approximately 21 days. If you are approved, you will need to come to Annapolis Department of Transportation for a photo identification card. In cases where eligibility determination cannot be made in 21 days, a temporary certification will be issued to the applicant until a final decision is made.

You will be asked to display this card when you board a ADOT Paratransit or a fixed route vehicle.

Once you receive your identification card, you may schedule rides as described in the “Reserving a Ride” section. It is very important that you notify ADOT Paratransit, particularly customers with subscription service (standing rides) that:

- a. You have a new address.
- b. You will not require the service for one or more weeks.

Completed ADA Paratransit Service Application should be mailed or delivered in person to:

ADA Paratransit Certification  
Annapolis Department of Transportation  
308 Chinquapin Round Road  
Annapolis, MD 21401

Phone: 410-263-7964. Fax: 410-263-4508

***Right to Appeal If You Are Not ADA Eligible***

Should Annapolis Transit determine that you are not eligible, or conditionally eligible, and you disagree with this decision, you have the right to appeal. You are allowed a disability advocate to represent you during the appeal process if needed.

Here’s what you need to do:

Within sixty (60) days after you get your eligibility determination letter, either you or your physician must send a letter providing additional information why you disagree. Send the letter to:

Director of Transportation  
Attn: Paratransit Eligibility Appeal  
Annapolis Department of Transportation  
308 Chinquapin Round Road  
Annapolis, MD 21401

A decision will be made within seven (7) days of receipt of an appeal. Should the initial appeal be denied, a final appeal must be made within seven (7) days, in writing to:

The Mayor's Office  
City of Annapolis  
160 Duke of Gloucester Street  
Annapolis, MD, 21401

A final decision will be made within 14 days of receipt of an appeal or after a hearing, if one is requested. Once this final determination has been made, the eligibility appeals process is completed.

If in the future you or your physician believes your condition has changed, you may re-apply for Annapolis Transit Paratransit Service.

### **RESERVING A RIDE**

To reserve a ride in the paratransit program, please call **410-263-7964, seven (7) days a week from 8:30 am to 4:00 p.m. Reservations must be placed anytime during normal business hours on the day preceding service. ADOT does not provide same day trip requests. Please note: the driver has up to 30 minutes after your scheduled ready time to pick you up (i.e. pick-up window of 30 minutes).**

Be prepared to provide the following information:

1. Your name as it appears on the Paratransit application.
2. Your complete pick-up and destination address, including zip code, name of building (if applicable), entrance location, cross street, etc.
3. The time you desire to arrive at your destination, keeping in mind that you must allow at least one-hour between pick-up and drop-off times. The time you will be ready to be picked up for the return trip.
4. Whether you have special requirements, such as service beyond the curb, a wheelchair, an oversized wheelchair, a scooter, etc.
5. If you plan to have a personal care attendant or traveling companion accompanying you, please see the section titled "Personal Care Attendant (PCA) & Companions."

We suggest keeping a copy of this guide near your phone. A checklist is included in the forms section. Remember, this information will assist us in furnishing the transportation you desire.

Reservations can be made up to 14 days in advance. To better ensure the time and date you desire, it is suggested you call as far in advance as possible. It is especially important to make holiday travel reservations several days in advance.

*Note: ADOT staff cannot look-up addresses for you. You may request the information on frequent destinations become a part of your permanent record.*

### **VISITOR POLICY**

If you are a visitor to the Annapolis Transit service area and have been determined ADA eligible by another transit or public agency, your eligibility determination will be honored while you are visiting the Annapolis Transit service area. You will need to provide proof of eligibility before you arrive or when you arrive prior to using the ADA paratransit service.

Out-of-town visitors, who do not have other ADA eligible transit identification, will be able to use the paratransit service for a total of 21 days within a 365-day period. If you are in need of service beyond the 21 days, you will need to apply for local certification to obtain a valid Annapolis Transit Disability photo identification card.

### **SUBSCRIPTION SERVICE (STANDING RIDES)**

Subscription service is available for trips that are considered as being consistent and repetitive where continuation will extend over a period of at least 90 days. Once subscription services goes into effect, there is no need for additional reservation calls. Subscription service is good for 12 months.

If your transportation needs require you to be at the same place, at the same time, from the same location, on the same days of the week, you should request a subscription service or "standing ride" from the ADOT staff. If you will NOT require the service for one or more weeks, please notify ADOT Paratransit at 410-263-7963

The process may take several weeks to complete because we may have to wait until a spot in your time slot(s) becomes available. When you are placed on standing ride status, you only have to call to cancel a ride or reserve additional rides.

**NOTE: All Standing Rides are automatically canceled on the days that Annapolis Transit is closed.**

### **PERSONAL CARE ATTENDANT (PCA) & COMPANIONS (Who May Ride With You)**

A Personal Care Attendant (PCA) may ride free-of-charge when accompanying an individual certified by ADOT as eligible ADA rider.

One (1) companion may also accompany an eligible rider if space is available. A companion will be charged the same fare as the eligible rider. Let the ADOT staff know at the time the reservation is made if you will be traveling with a companion, a PCA or both.

PCA's and/or companions must have the same pick-up and drop-off points and time as the individual they are accompanying. A seat for your PCA and/or companion must be reserved when scheduling your trip. Anyone may be considered a PCA.

### **PORTABLE OXYGEN TANKS & SERVICE ANIMALS**

Riders may ride with their portable oxygen tanks, respirators, concentrators as well as service animals.

A Service Animal is an animal that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, psychiatric, sensory, intellectual or other mental disability.

Riders may travel with a service animal. Be sure to inform the reservationists when you are scheduling your trip that you will be traveling with a service animal. You are responsible for the care and supervision of your animal while on board. Annapolis Transit does not allow for the transport of ill or deceased animals.

If you are planning to ride with a service animal, please follow these guidelines:

- Service animals are to be properly leashed and/or harnessed and under the control of their handlers at all times.
- The animal must remain at your feet or on your lap. The animal may not sit on a vehicle seat.
- The animal must not be allowed to act aggressively or overtly friendly toward people or other animals.
- You are responsible for any damages or soiling caused by the animal.
- The animal must be clean and well groomed.
- No proof is required of an animal's training, including tags or service vests.
- The animal can be prohibited from boarding if that particular animal poses a threat to the driver or other passengers.

### **REASONABLE ACCOMMODATION**

Upon notification, Annapolis Transit will consider requests for reasonable modification to its existing ADA service policies or practices in order to ensure accessible services. Please contact 410-263-7964 to make such a request.

## **CANCELLATIONS & NO SHOW POLICY**

Trips must be cancelled no later than 7 p.m. the day prior to the scheduled pick-up to ensure no points are assessed. Cancellations can be made by calling 410-263-7964 on days that Annapolis Transit operates:

Monday through Friday: 5:00 am to 7:00 pm  
Saturday, Sunday: 8:00 am to 7:00 p.m.

Failure to cancel a scheduled ride or to keep a transportation appointment could have a negative effect on the schedules of other riders by not allowing Annapolis Transit to schedule other riders in your place. Therefore, please follow these rules:

1. Cancellations must be made as soon as possible before your scheduled pick-up.
2. When canceling a ride, please make every effort to obtain and record the name of the person you spoke with and the time of day when the conversation occurred. Such information will assist us in resolving problems if they occur.

No-Show is when you schedule a Paratransit trip, but then you:

- Without any or adequate notice to Annapolis Transit, fail to take your trip.
- Cancel the trip too close to your scheduled pick-up time to allow the trip to be rescheduled for someone else.
- The driver arrives at a drop-off location and the passenger is not present to board the vehicle.

The following point system is used to determine penalties for the following recurring **NO SHOW** categories.

1. Limited Notice – any ride cancelled between 7 p.m. and 8 pm the day prior to the scheduled pick-up. **1 point**
2. Late Notice – any ride cancelled from within 2 hours to 30 minutes prior to the beginning of the pick-up window. **3 points**
3. Notice at Door – any ride cancelled by notice from the customer to the driver at the designated pick-up location. **5 points**
4. No Notice – any ride cancelled by telephone from 30 minutes prior to the beginning of the pick-up window. **5 points**

5. Not Available to Board Vehicle – any ride for which an authorized paratransit service vehicle arrives at the designated pick-up location, waits for prescribed 5-minute period from the scheduled time, and the passenger is not present to board the vehicle. **5 points**

**In the event you are a NO SHOW for a ride, the return ride or any additional ride(s) scheduled for that day will not be automatically cancelled. Please call ADOT at 410-263-7964 to cancel any return/additional rides you had scheduled that will no longer be needed.**

The NO SHOW category points will start to accumulate from the date of first occurrence for up to 12 months. The points are used to determine suspension of service. Riders will be notified by mail when they receive a NO SHOW that qualifies for points being assessed. Suspension of paratransit service may result from points accumulated as follows:

“No Show” Point Value	Within Period of:	Suspension Period
18	30 days	7 days
36	60 days	15 days
54	120 days	30 days
90	180 days	90 days

***Right to Appeal If You Are Suspended***

Anyone affected by the No Show policy is entitled to request an appeal. All customers who have received notification of suspension of service have the right to appeal the decision within 30 days after notification. The suspension is stayed pending the outcome of the appeal. The appeal must be made in writing to:

Director of Transportation  
 Attn: Suspension of Service  
 Annapolis Department of Transportation  
 308 Chinquapin Round Road  
 Annapolis, MD 21401

The suspended individual has the right to be heard in person or through telephone conference to present information and arguments in support of the appeal. You are allowed a disability advocate to represent you during the appeal process if needed. A decision will be made within seven (7) days of receipt of the appeal or after a hearing, if one is requested.

Should this appeal be denied, a final appeal must be made within seven (7) days of the date of notice of denial. A final decision will be made within 14 days of receipt of an appeal or after a hearing, if one is requested. The final appeal must be made in writing to:

The Mayor’s Office  
 City of Annapolis  
 160 Duke of Gloucester Street  
 Annapolis, MD, 21401

### **TIPS FOR A SUCCESSFUL TRIP**

Annapolis Transit makes every effort to provide you with efficient and dependable transportation. The objective of the Paratransit service is to be comparable with fixed-route service. The following suggestions will make your trip successful:

1. The assignment of ready (pick-up) times is based upon your required appointment (arrival) time at a designated location, the distance traveled, the sharing of the ride with others, and vehicle availability.
2. The driver has up to 30 minutes after your scheduled ready time to pick you up (pick-up window). For example, if your ready time is 7:00 a.m., the vehicle may arrive up to 7:30 a.m. until it is considered late. If the driver is not at your location within 30 minutes after your ready time, please call the Annapolis Transit's Paratransit service at 410-263-7964.
3. It is recommended that you be ready to leave your location at least ten (10) minutes before your scheduled ready time. The vehicle will only wait five (5) minutes after your pick-up window. If your ride does arrive early, you are not obligated to board the vehicle before your scheduled time; however, you may do so if you wish.
4. The driver can only assist you in boarding and alighting the vehicle. Drivers may not escort you into the building. Drivers are not allowed / required to operate or push electric mobility device (e.g. electric wheelchair or scooter), operate or push your equipment or shopping cart, cross residential thresholds, or carry packages or other items.
5. Do not engage the driver in conversation while he/she is operating the vehicle. This is important for your safety as well as others.
6. Do not verbally or physically abuse the driver. Any physical or verbal action you may take against the driver may affect your riding privilege.
7. Do keep a list of your needs (wheelchair, extra-wide wheel chair, scooter, extra seating space, etc.) by the phone, and make certain your special needs are discussed when you schedule a ride.
8. Have your fare and the fare of your companion ready before the trip starts. The driver is required to collect fares before the trip departs. If you do not have the proper fare, the driver cannot transport you. You must have exact change; drivers do not carry change.

9. Prior to departing your location, your seat belt and/or other restraints/tie-downs must be fastened. Make certain they are fastened so you feel secure.
10. No eating is allowed on the vehicle, and drinks must be in spill-proof covered containers
11. Smoking is prohibited.
12. Proper attire is required, including shirts and shoes or appropriate foot coverings.
13. Personal musical devices are allowed with head phones as long as the sound is not audible to others
14. Please notify Annapolis Transit of any changes in your status (if you will be in the hospital, if you are going on vacation, etc.). Upon notification, Annapolis Transit will consider requests for reasonable modification to its existing ADA service policies or practices in order to ensure accessible services. Please contact 410-263-7964 to make a request.
15. Please limit the number of packages you take on the vehicle to two. Remember, Paratransit is a shared-ride service, and excess packages may infringe upon other customers.

## **IMPORTANT PHONE NUMBERS & MAILING ADDRESSES**

### **Inquiry/Scheduling/Reservations/Appeals**

410-263-7964; 410-263-7965  
7 days a week, 8:30 am – 4:00 pm

### **Mailing Address**

#### ***For Certification***

ADA Paratransit Certification  
Annapolis Department of Transportation  
308 Chinquapin Round Road  
Annapolis, MD 21401

#### ***For Appeals – Eligibility***

Director of Transportation  
Attn: Paratransit Eligibility Appeal  
Annapolis Department of Transportation  
308 Chinquapin Round Road  
Annapolis, MD 21401

#### ***For Appeals – Suspension of Service***

Director of Transportation  
Attn: Suspension of Service  
Annapolis Department of Transportation  
308 Chinquapin Round Road  
Annapolis, MD 21401