

# **First Capital Trolley**

## **PARATRANSIT SERVICES GUIDE**

**Under the Americans  
With Disabilities Act of  
1990 (ADA)**

**January 2015**

**Keep the User Guide for future reference.**

## **Welcome**

First Capital Trolley provides a shared ride, door to door paratransit according to the American with Disabilities Act (ADA). Transportation is provided utilizing lift buses and ramp equipped vans. Paratransit service is for individuals with disabilities which prevent them from riding the fixed route service. Customers who are unable to climb steps can enter vehicles utilizing the lift. Individuals who may participate are those who are 5 years of age or older who have been determined eligible by First Capital Trolley.

## **Trip Purpose**

Transportation services may be used for any purpose within the service area. Service area description is attached

## **Service Area**

First Capital Trolley currently provides paratransit services within  $\frac{3}{4}$  mile of the fixed routes operated by the transit system. Under the Americans with Disabilities Act, transit systems are required to provide service within  $\frac{3}{4}$  mile of a fixed route. A fixed route is defined as specific route with timed stops. If a customer lives outside of the service area they may apply to be determined eligible for paratransit services. If they are approved for a paratransit card, they will be responsible for providing transportation to and from a location within the service area in order to utilize paratransit services.

## **Certification Process**

### Eligibility Criteria

ADA paratransit eligible individuals are;

1. Individuals who cannot independently board, ride or disembark a fixed route accessible vehicle.
2. Individuals with a specific impairment related condition which prevents them from getting to or from boarding location or disembarking from such location.

## **Application Process**

1. Call (405) 282-6000 extension 6 to obtain an application or you may download one on our website [www.firstcapitaltrolley.com](http://www.firstcapitaltrolley.com) using the paratransit tab. Computer Disk, Large Print, Audio and Braille formats of the application and the paratransit user guide are available by request.
2. Read the Application instructions and fill out every question to the best of your ability.
3. Send completed application to:  
First Capital Trolley  
C/O ADA Certification  
Post Office Box 1512  
Guthrie, OK 73044

First Capital Trolley determines eligibility for paratransit services utilizing the guidelines of the Americans with Disabilities Act. An individual must complete an application and return to this office.

Eligibility determinations will be made on an individual basis. There are three types of eligibility:

1. **Unconditional eligibility:** an individual is eligible on paratransit service under any circumstances.
2. **Conditional eligibility:** an individual may be eligible on paratransit for certain trips based on the conditions identified that prevent usual use of fixed route system.
3. **Transitional eligibility:** an individual is eligible for paratransit service on a temporary basis, such as while recuperating after a surgery. The length of time varies depending on medical necessity.

Applicants will be notified of their eligibility determination within 21 days of receipt of a completed application. Temporary eligibility will be given if the process exceeds 21 days. If you have any questions, call (405) 282-6000 extension 6.

### **Recertification Process**

All customers, regardless of eligibility type, will need to apply for paratransit service on or before the expiration date on their Identification Card. It is the customer's responsibility to report to First Capital Trolley office when their conditions change. The general rule is that an individual is certified for a period of four years for an unconditional card, and less time for a transitional.

### **Paratransit Identification Card**

Once an application has successfully been screened for paratransit service, the individual will be sent an identification card that may be used to ride First Capital Trolley fixed route services at a reduced rate. The identification card is not required to ride paratransit buses as verification of eligibility is made when reservations are completed, however, the card can be used to prove eligibility to paratransit services outside of our service area.

### **Replacement of Lost Cards**

A replacement card may be obtained by calling (405) 282-6000 extension 6.

### **Hours of Operation**

Paratransit service operates parallel to our fixed route service hours of operation. Please see attached those service area hours along with the corresponding service coverage area.

### **Holidays**

New Years Eve  
Easter Sunday  
July 4<sup>th</sup>  
Thanksgiving Day

Christmas Day

Langston Shuttle Service: See Attached Service Schedule

Historic Route Schedule: See Attached Service Schedule

### **Scheduling Paratransit Service**

Reservations can be made between the hours of 8:00am and 4:00 pm, Monday through Friday. Reservations may be made up to 7 days in advance, but **no later than** the previous day before 4:00pm.

If you are traveling to an appointment, be sure to tell the dispatcher what time you must arrive at your destination. Then a correct pick up time can be determined. All service is "shared ride". Your total travel time will allow time for other passengers to board and ride in the same vehicle. Your paratransit ride will take approximately the same amount of time a similar trip on the fixed route bus would take, and you may not follow a direct route between your pick up and drop off locations.

If you have multiple trips on the same day, they need to be scheduled at least ninety minutes apart. This will allow for travel time and the utilization of the 30 minute window. This policy is in place to prevent the return trip from arriving before the original trip has been completed. Occasionally we may need to ask a customer to change the request pick up time in order to accommodate their request for reservation. The ADA allows the transit to negotiate a revised pick up with you may be up to one hour before or after your requested pick up time.

Example: If you request a pick up time of 9:00am, the negotiated time would be one hour before or after that time. Negotiating pick up times with customers gives a better estimated arrival time. Capacity constraints may arise on some occasions.

Be sure to contact the dispatcher if you need to change your pick up time.

### **Trip Cancellations**

Trip cancellations are required **no later than one hour before a scheduled pick up**. Trip changes are considered cancellations. Failure to cancel trips at least one hour before the scheduled pick up will result in a late cancel.

### **No Show Policy**

If the vehicle has arrived at the requested pick-up location and time and you have not boarded the vehicle, you will be considered a no-show. After three no-shows within a 30 day period, you will be required to pay ½ of the no-show day or be removed from services for two (2) weeks. All documents available are used to support a fair decision. These documents may include GPS, phone call records, and trip records. Passengers have the right to appeal or dispute all no-show decisions.

The following are a few examples of a no-show:

Not boarding the vehicle within 5 minutes of the vehicle arriving within the time scheduled.

Late Cancel: Call and cancel less than 30 minutes prior to scheduled pick up time window.

Cancel at the door

Please be considerate of your fellow paratransit customers. Failure to cancel trips in a timely manner causes a waste of resources. When you make a reservation, keep a record of the scheduled trip so you will not miss it.

If you no-show on the first pick-up of your trip the other part of your trip will be cancelled, unless you contact dispatch to let them know you will still need the return trip.

### **Helpful Suggestions When Making Reservation**

When calling to reserve a ride, have the following information ready:

- Your full name, first and last;
- Date when you want to travel;
- Pick up address, with directions when needed (Example: North Entrance, house type, color, etc.);
- Your requested pick up or requested drop off address;
- Your requested return time if you want a round trip;
- Your requested pick up or drop off time;
- If you will be using mobility devices and if so what type;
- If you will be accompanied by a personal care assistance (PCA);
- If you will be accompanied by a child or another individual;
- Any other information to help assist First Capital Trolley with your travel;

Certain times are busier for our dispatchers so please be ready and patient when making reservations;

*All calls are recorded for quality assurance.*

### **Customer Service**

First Capital Trolley welcomes your compliments, complaints and suggestions. We are committed to using input as a tool to improve service quality. All comments may be submitted by mail, FAX or phone:

First Capital Trolley  
Attn: Director, Transit Services  
P.O.Box 1512  
Guthrie, OK 73044  
(405) 282-6000 office  
(405)282-1081 facsimile

If you experienced a problem with a specific ride, you wish to file a formal service complaint. All formal complaints are investigated and receive responses.

To file a formal service complaint, please provide the following information:

- Rider's name, address and telephone number
- Date a time of incident
- Details of the incident/complaint

First Capital Trolley is committed to protecting the confidentiality of its riders. Anonymous service complaints, however, cannot receive responses.

### **Transporting Children**

Children age 5 and over traveling as companions must also pay the full fare.

### **Transporting Animals/Service Animals**

Small animals are allowed on vehicles, they will cost the normal fare. Service animals, as defined by the Federal Transit Administration Regulations are permitted to ride free. All animals must remain in harness and under control at all times while in the vehicle.

### **Riding Paratransit Service**

First Capital Trolley provides door to door service, comparable to the fixed route. Customers must be ready and waiting at their residence or pick up location. Paratransit drivers are not allowed to enter the customer's home or drop off locations, nor are they allowed to take wheelchairs up/down stairs, or to/through doors.

First Capital Trolley offers door to door, shared ride service. Most riders can wait inside their residences or pick up locations until the driver knocks on the door or rings the doorbell. There are instances in which the driver will be unable to provide door to door services. First Capital Trolley's policies regarding door to door service are:

- Drivers must be able to find a safe place to park; the parked vehicle must not block or impede traffic.
- Driver must be able to maintain sight of vehicle.
- Driver will not go to doors that are more than 75 feet from the vehicle.
- Driver will go to the outermost door at a pick up location where they will knock on the door or ring the doorbell.
- Under no circumstances will the driver enter residence, pick up or drop off locations
- Driver will identify themselves by name, position with First Capital Trolley, and will verify the drop off location with the customer.
- There must be a safe, accessible path of travel from the customer's door to the vehicle in order for door to door service to be provided.
- Driver will provide no assistance up or down steps for persons in wheelchairs or push them up or down excessively steep ramps, as defined by ADA Guidelines.
- If a rider cannot be left unattended at a destination locations ( as a result of his or her disability or impairment), a companion or personal care attendant is required to receive the passenger upon the vehicle's arrival.
- If First Capital Trolley cannot provide door to door service for operational reasons, riders must be waiting at the sidewalk or at another safe waiting area in front of, or as close as possible to, the entrance of the pick up location.

First Capital Trolley operates within a 30 minute pick up window. The window begins 15 minutes prior to the scheduled pick up time and ends 15 minutes after the pick up time. Drivers are allowed to wait only 5 minutes for the customer to board the vehicle, so it is very important for the customer to be ready and waiting at the beginning of the pick up window.

In order for the driver to easily locate them, customers must be waiting at the sidewalk or at another safe waiting area in front of or as close as possible to the entrance of the pick up location. Please tell the Dispatcher exactly where you will be waiting for the vehicle when scheduling your transportation. We do not advocate unsafe practices such as backing up and our drivers have been directed to avoid these types of situations.

Customers who cannot travel independently, or enter/exit a facility need to be accompanied by a Personal Care Attendant (PCA). This service is not provided by First Capital Trolley and is the responsibility of the customer. Personal Care Attendants travel free with the customer but must be picked up and dropped off at the same location. When making your reservation you must let the dispatcher know you will be traveling with a PCA so they can assure space is available.

The driver must be able to safely secure the mobility device. Customers who use a 3-wheeled scooter may be asked to transfer to a regular seat. These types of chairs are difficult to secure safely. However, the choice to transfer to a regular seat is the discretion of the customer. The American Safety Council recommends that customers in wheelchairs board by backing onto the lift for safety purposes.

What if my ride is late? If we have not arrived in the 30 minute window described on page 6, call (405) 282-6000 to verify your reservation. Please be sure to wait until we have exceeded the pick up window. Returning inside to call you may miss the vehicle. In the event the pick up is 30 minutes or more outside the window, customers will not be charged for the trip.

## **Paratransit Customer Accommodations**

### **Personal Care Attendants**

To be eligible to travel with a Personal Care Attendant (PCA), the customer's Paratransit card must be registered with First Capital Trolley prior to scheduling any trips with a PCA. If the customer requires the assistance of a PCA and Paratransit ID card does not reflect this information, call Dispatch for assistance. Should your need for a PCA occur after receiving your card, you must contact First Capital Trolley to have this information added to your card.

PCAs traveling with a customer must be able to provide assistance to the customer. In most cases, those individuals listed below will **not** be considered a PCA.

- Young children or family members of the customer who cannot act in the capacity of a PCA.
- A family member who is also a paratransit certified customer when both parties travel independently, without the aid of a PCA the majority of the time.

When it is noted that a customer is unable to get to or from the vehicle independently, First Capital Trolley will contact the customer to determine what difficulties they may be experiencing. If suitable arrangements cannot be made, the customer will be notified we will be unable to transport them without the assistance of a PCA. Service could be suspended for those customers who have been notified of the need to travel with a PCA and continue to try to travel without PCA present. The major concern is the well being of the customer having difficulty at their loading locations which could create a safety hazard for them. First Capital Trolley is committed to providing our customers with the safest transportation possible.

### **Companions**

Customers may have one companion accompany them. If you will be traveling with a companion, you must notify the dispatcher at the time you schedule your appointment to reserve space on the vehicle. Companions are charged a fare and must be picked up and dropped off at the same location as the rider. Additional companions can travel with a customer on a "space available" basis and will be responsible for paying a fare.

### **Visitors**

Any visitor who presents ADA eligible documentation from another jurisdiction will be provided service. If a visitor does not have ADA eligibility documentation, we will request proof of residency, and if the disability is not apparent, proof of disability. We will accept a certification by a visitor that he/she is unable to use fixed route transit. The visitor will be provided 21 days of service within a 365 day period. If a visitor needs services beyond the 21 days in a 365 day period, the individual will be required to apply for Paratransit eligibility locally.

Any restrictions on their ADA eligibility in their residence city will be enforced locally. For example, if the individual's card states they can use the service only in the winter months, they would not be eligible here for service during summer months.

*With the exception of applicable paratransit considerations, paratransit customers will abide by all other pertinent rules, regulations and responsibilities of First Capital Trolley customers.*

### **Contact Information**

#### **Mailing:**

First Capital Trolley  
Attn: Paratransit Certification  
P.O. Box 1512  
Guthrie OK 73044

#### **Dispatch Contact:**

(405) 282-6000  
TDD: 800-722-0353  
Toll Free: 888-876-5591

