



## **ADA RIDER'S INFORMATION GUIDE PARATRANSIT SERVICE RED APPLE TRANSIT**

### **Welcome**

ADA paratransit service is door-to-door, *shared-ride* transportation for individuals whose disabilities or health conditions prevent them from using the Red Apple Transit bus system (also referred to as a fixed route). This guide is designed to help understand the service and the responsibilities of a rider. The Americans with Disabilities Act (ADA) of 1990 requires all public transportation agencies like Red Apple Transit to provide specialized transportation that is comparable to the public transit bus service for individuals who do not have the functional ability to ride public transit. ADA paratransit service in the Farmington area is available on a prearranged basis for any trip purpose within the designated service area. If interested in using ADA paratransit service, apply by completing an application to determine eligibility for the service according to ADA guidelines.

### **Certification Process**

To apply, complete an application found on the Red Apple Transit website <http://www.fmtn.org/279/Red-Apple-Transit> and return to the Red Apple Transit office or call 325-3409 for more information on where to submit. The completed application will be evaluated to determine how the disability or health-related condition affects a rider's ability to ride the regular Red Apple Transit. Under the ADA requirements, if it is found that the disabilities *prevent* a rider from using regular bus service, all of the time or some of the time, then a rider is eligible. Applications for ADA paratransit service are available by calling the Red Apple Transit office at **(505) 325-3409** or by downloading it from the City of Farmington's Red Apple Transit webpage listed above. Within 21 calendar days of Red Apple Transit's receipt of a completed application, a call or letter of the eligibility status will be made. If no notice of eligibility determination is made within 21 calendar days after Red Apple Transit receives the completed application; a rider may ask and get paratransit service until a decision is made. Should the application be denied an appeal of the decision can be done by contacting the City of Farmington, Transit Administrator's office at 505-599-8221 to schedule an appointment.

## **GENERAL INFORMATION**

### **Service Area**

The service area for paratransit service is available within the City of Farmington city limits only.

### **Service Days and Hours**

Paratransit rides are available six days a week (Monday through Saturday), excluding holidays, from 6:55 am to 6:30 pm (same hours as the fixed route service).



## **Trip Fares**

Each one-way trip is \$2.00 (cash only). No fare is required for personal attendants. All other accompanying guests pay the applicable fare. Drivers will collect exact fares upon boarding as they cannot give change.

## **Vehicles and Drivers**

ADA paratransit service is provided using small buses or vans. A rider must ride in the vehicle that is sent as special requests for specific vehicles and drivers cannot be honored.

## **Paratransit Vehicle Wait Time**

When the vehicle arrives within the pickup window, the driver will wait no more than 5 minutes. If the vehicle arrives before the pickup window starts, it is okay to leave if ready. If not ready, the driver will wait until the pickup window starts and then an additional 5 minutes.

## **Paratransit Late Arrival**

If the ride has not arrived within 30 minutes after the window, call (505) 325-3409 and the dispatcher will give an update on the status of the ride.

## **Personal Attendants**

A personal attendant assists the passenger with daily life functions and may provide assistance during the ride or at the destination. Personal attendants are not required to pay the fares and must be picked up and dropped off at the same locations and times as the rider. A rider's need for a personal attendant must be registered with the Red Apple Transit paratransit program.

## **Companions**

A companion is someone without an ID card who rides with a registered passenger, but not as a personal attendant. A rider may arrange to bring one companion along on each ride, in addition to a personal attendant. Companions must be picked-up and dropped-off at the same addresses and times as the rider. Companions pay the same fare as the registered passenger and will be accommodated on a space available basis.

## **Mobility Device**

Red Apple Transit vans are lift-equipped and will accommodate most mobility devices, such as wheelchairs, scooters, and walkers, provided the devices fit within the ADA-specified boarding envelope. Mobility devices will be allowed if the lift and vehicle can safely accommodate them, unless doing so is inconsistent with legitimate safety requirements, including blocking an aisle or would interfere with the safe evacuation of passengers in an emergency. Larger devices may not qualify. All drivers are trained to operate the lift and will secure the rider after boarding. If the rider has a device that cannot be secured the rider will have to take a seat on one of the bus seats. Boarding while standing on the lift is allowed.

## **Life-Support Equipment**

A respirator, portable oxygen, and/or other life-support equipment can be brought as long as it does not violate laws or rules related to transportation of hazardous materials.



## **Children**

Children traveling as companions or personal attendants, who are under the age of six or weigh less than 60 pounds, are required by law to use a child safety seat, booster seat, or other safety restraint system. The rider is responsible for providing the safety equipment, securing it, and placing the child in the safety equipment.

## **Animals**

Service animals are defined as animals that are individually trained to perform a task for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Rider needs to inform the reservations dispatch when booking that a service animal will be accompanying. Small pets and other non-service animals may be carried on paratransit service vehicles in properly secured cages or containers. The rider is responsible for the loading and securing of the pet container.

## **Out-of-Area Visitor Riding Privileges**

Red Apple Transit will provide rides for up to 21 calendar days in a year for ADA-certified persons with disabilities who are visiting from outside the Farmington paratransit service area. At the time of making a trip request, a rider can inform the dispatcher he/she is visiting from another area and which paratransit system certified under. If paratransit service is required beyond the 21-day limit, a rider must become locally certified for ADA paratransit service.

## **Fixed-route Services**

Red Apple Transit provides fully accessible fixed-route transit service in the Farmington area. Red Apple Transit encourages seniors and individuals with disabilities to take advantage of the independence and flexibility that is provided by its bus system. The following services and accessible features are as follows:

- Reduced fare for seniors and individuals with disabilities.
- Stop announcements.
- Priority seating.
- Lift-equipped buses to assist riders who use wheelchairs or have difficulty getting up and down the bus steps.
- Reserved wheelchair securement spaces on buses.



## RESERVATIONS

### Dispatch Phone Number

(505) 325-3409.

### Reservation Hours

Office hours are from 6:55 am to 6:30 pm Monday thru Saturday. Passengers may make reservations 14 calendar days in advance. Same-day emergency service is on a first come first served basis, and based on availability. The office is closed on Sundays and holidays but riders may leave a message requesting a reservation. Messages will be checked daily and a return call to negotiate the reservation time will be made no later than 5:00 pm, except on Sunday or holidays it will be made the following day.

When making the reservation, the dispatcher will search for available space up to one hour on either side of the pick-up time. Have paper, a pen/ pencil, and the following information available when making the reservation:

- First and last name.
- ADA paratransit service ID number.
- Date of requested trip.
- Preferred pick-up and return times.
- Origin and destination addresses or the name of well-known locations such as the post office.
- If traveling with an attendant, companion (including children), or service animal.
- If anyone will be accompanying.
- If traveling using a wheelchair, scooter or other equipment.
- Any other information the driver should know to help with the travel.

Since this is a shared-ride service, the driver may make other stops on the way to the drop-off point, so it's best to allow plenty of time to get to and from the destination. If unsure of how much time to allot for the trip, the reservation dispatcher can make suggestions. Use best guess when scheduling return time.

### Subscription Reservation

Subscription reservations are offered on a limited basis for trips that recur weekly at the same time to and from the same addresses. Subscription waiting lists exist and are reviewed periodically to see if additions will create increased ride-sharing opportunities. All scheduling is based on time, geography, and direction of the trip-not on a first-come, first-served basis. Not more than half of all rides scheduled in any given time period will be on a subscription basis.

### Boarding Time

There will be a 30 minute pickup window in which the vehicle will arrive. The rider needs to be ready at the beginning of the pickup window. For example, if ready time is 8 am, the pickup window is 30-minutes from 8 am to 8:30 am.



## **CANCELING A TRIP**

### **Cancel Line 24 Hours**

The minimum cancellation notice required for trips is 2 hours. If travel plans change or the rider will not be ready to board at the ready time, a cancellation call must be made, if there is no answers then leave a message.

## **RESPONSIBILITIES**

### **Passengers**

- Read all sections of the Rider's Information Guide carefully.
- Make reservations at least one day in advance.
- Be at designated pick-up locations at the agreed time.
- Board the vehicle as soon as it arrives.
- Call to inquire if the vehicle has not arrived within the 30-minute pickup window.
- Cancel rides that are not needed.
- Pay the correct fare upon boarding with cash, ride coupons or a monthly pass.
- Wear seat belts in the paratransit van.
- Avoid distracting the driver or annoying other passengers with inappropriate behavior.
- Maintain acceptable standards of personal hygiene.
- Bring a personal travel attendant if needed.
- Refrain from eating, drinking, or smoking on the vehicles.

### **Up to Date Information**

- Call Red Apple Transit at (505) 325-3409 if there is a change in the following:
  - Address or telephone number.
  - Emergency contact's name or telephone number.
  - Type of mobility device being used.
  - Physical or mental condition.
  - Need for a personal attendant.

When a person is registered as eligible for ADA paratransit service and does not use the service for 12 consecutive months, he/she is considered an inactive customer and the file is archived. Red Apple Transit can reactivate the records and provide service provided eligibility has not expired.

### **Driver**

Paratransit drivers will treat rider with courtesy and dignity as they escort to and from the main door of the pick-up locations and help with getting on and off the vehicle. They can stow small personal belongings. If other types of help is needed i.e. filling prescriptions, managing several bags or packages, etc., a personal attendant will be needed.



#### Not permitted to:

- Transfer passengers from wheelchairs/scooters to vehicle seats.
- Lift or carry riders.
- Carry riders or wheelchairs up or down steps.
- Secure child safety systems in the vehicle or children into such systems.
- Enter the home.
- Driver has a list of reasonable modifications that can and cannot be made.

#### **Reasonable Modification**

A rider's disability cannot preclude a public transportation entity from providing full access to its service except where doing so would fundamentally alter the service or involve direct threats to the health or safety of the unattended passengers.

### **SUSPENSION OF SERVICE**

#### **Untimely Cancellation, No Shows, and Lateness**

A suspension will be imposed as described below for missing 20% of scheduled rides, within any 30-day period, that are within rider's control. First Suspension 7 days, Second Suspension 14 days, and the Third Suspension is 30 days.

Riders can prevent no show situations by the following:

- Review dates, times and addresses with the reservationist dispatcher.
- Cancel rides when no longer needed.
- Cancel at least 2 hours in advance of the scheduled pickup time.
- Be prepared to board at the starting time of the pickup window and within 5 minutes after the vehicle arrives.
- Examples of situations not within control are:
  - A sudden personal emergency.
  - Sudden or worsening illness.
  - Inability to get through on Red Apple Transit phone lines.
  - Late arrival of the vehicle.

#### **Service Suspension for Abusive or Disruptive Behavior.**

Service will immediately be denied to passengers who engage in violent, seriously disruptive, or illegal conduct directed at other riders or the Red Apple Transit staff. Such conduct includes, but is not limited to: threats or fear of physical or verbal abuse; unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations; unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating vehicle-riding rules, including smoking in the vehicle, eating or drinking without medical indication, or defacing equipment. The local police will also be called in these situations.



**Suspension Process.** Prior to a suspension for incidents (other than for abusive or seriously disruptive behavior) rider will receive a written warning of the proposed suspension period and the reason(s) for the suspension.

### **Appeal**

A letter will be sent requesting reasons to lift the suspension and will need to be submitted as part of the appeal process. If a decision is not made within 30 days of completing the appeals process then transportation is provided until and unless a decision to deny the appeal is issued.

### **CUSTOMER SERVICE**

Paratransit staff welcome compliments, complaints, and suggestions. A form can be picked up at the local office, or by calling Red Apple Transit at (505) 325-3409, or can be found on the website. The mailing addresses are: 915 Farmington Ave, Suite A Farmington, NM 87401 or

800 Municipal Drive, Farmington, NM 87401 or email to [colguin@ride-right.net](mailto:colguin@ride-right.net) and / or [amontoya@fmtn.org](mailto:amontoya@fmtn.org) or Fax to 505-598-6938.

### **Learning to Use the Transit Service**

If you have any questions or need assistance using the regular fixed route system please call (505) 325 3409 for more information.

### **ACCESSIBLE FORMATS**

This Rider's Guide is also available in large print by calling (505) 325-3409.