

**Collin County Area Regional Transit
CCART**

**Paratransit Plan
as a
Complement
to
Fixed Route Service**

**Approved by Board of Trustees
July 20, 2006
Resolution # 2006-11**

POLICY STATEMENT

It is the policy of the Collin County Area Regional Transit (CCART) to provide a complementary paratransit service to those individuals determined to be ADA paratransit eligible when these individuals are unable to use the CCART fixed route service to meet particular trip needs.

This document may be obtained by contacting Pat C. Greever, Director of Transportation at 972-562-4275.

GENERAL INFORMATION

Information on CCART will be provided in the following areas:

- I. Description of CCART
- II. Certification Process
- III. How to Schedule a Trip
- IV. CCART Fares
- V. Failure to Meet the CCART Vehicle and Cancellation Procedures
- VI. Miscellaneous
- VII. Frequently asked questions

For additional information, please call 972-562-4275.

I. DESCRIPTION OF CCART Service

Transportation service is provided by wheel-chair accessible vehicles. Operators are trained to provide minimal assistance. Operators are not trained to provide medical assistance.

Minimal assistance includes:

- The operator will come to the curb of a residence or pick up location.
- The operator will attempt to notify passengers of arrival by sounding horn.
- The operator will assist passengers in boarding and exiting the vehicle.
- The operator will deliver the passenger to the curb of his/her destination.

Minimal assistance DOES NOT include:

- Assistance getting in or out of wheelchair.
- Assistance in getting ready for the trip.
- Administering medication or oxygen.
- Assisting passengers in wheelchairs up or down stairs.
- Assisting passengers up and/or down ramps at residence or destination.
- Assistance in carrying personal belongings or purchases.

PLEASE NOTE THAT CCART POLICY DOES NOT ALLOW AN OPERATOR TO LOSE VISUAL CONTACT WITH THE CCART VEHICLE AT ANY TIME, FOR ANY REASON.

Service Hours

1. Trips can be scheduled for pick-up as early as 6:00 a.m. , Monday through Friday.

2. Service is provided Monday through Saturday throughout the year, except for the following observed holidays:

- New Year's Day
- ML King Day
- Memorial Day
- Good Friday
- Independence Day
- Labor Day
- Thanksgiving Day & Day After
- Christmas Eve & Christmas Day

Currently, there is no Sunday service.

Service Parameters

Service is only provided inside the service area as defined by the requirements of the Americans with Disabilities Act (ADA). The area is defined as an area within 1/4 of a mile on either side of a fixed route, or up to an additional 1/4 mile to the nearest landmark.

II. CERTIFICATION PROCESS

Certification of Eligibility

CCART utilizes the certification criteria as established in the ADA, as listed below:

1. Any individual with a disability who is unable to independently board, ride, or disembark from any vehicle on the fixed route system that is accessible to such persons.
2. Any individual with a disability who is able to independently board, ride, or disembark from any vehicle on the fixed route system which is accessible to such persons, except when such a vehicle is not available on the needed route(s).
3. Any individual with a disability whose impairment-related condition prevents him/her from traveling to a boarding location or from a disembarking location on the fixed route.

A copy of the certification form may be obtained at the CCART Administrative Offices located at 600 N. Tennessee Street, McKinney, Texas, or by calling CCART at 972-562-4275.

The application must be legible and properly completed. Also, the applicant must sign that the information given is correct and sign the release of information form which is

included in the application. A health care provider familiar with applicant's condition must complete the attached physician form.

After the completed application is received, a CCART staff member will call to schedule an in-person interview and physical assessment. Interviews/assessments are conducted by appointment and are conducted at the CCART office, 600 N. Tennessee Street, McKinney, Texas. Transportation will be provided free of charge both to and from the interview/assessment. An interview is required for certification unless other arrangements are made with the Director of Transportation.

Determination of Eligibility

CCART will determine eligibility status of a passenger based on the information provided during the eligibility process. A person may be determined to be ADA-eligible, temporarily ADA-eligible, or conditionally ADA-eligible on certain trips. Following the determination by CCART, the applicant will be notified of the findings.

If the applicant disagrees with the findings, he/she may make a written request for an appeal of the decision. The appeal procedures will be sent to the applicant along with the determination of eligibility.

Renewal of Certification Process

CCART will renew certification of all ADA-eligible passengers every three years.

III. HOW TO SCHEDULE A TRIP

Requests

1. Requests for service can be made during normal business hours 48 hours prior to day that service is needed, but additional notice is appreciated. Trips can be scheduled up to 14 days in advance.
2. The CCART Scheduler/Answering Machine at 972-562-4275 shall receive requests for CCART transportation from 6:00 a.m. through 6:00 p.m., Monday through Saturday and from 8:00 a.m. to 5:00 p.m. on Sunday.
3. Same day call-ins, including unscheduled requests or will calls for return trips, will be accepted according to service availability. Pick up times must be scheduled in advance.

Scheduling

1. CCART is a shared ride, public transportation service. As such, the vehicle may arrive up to 15 minutes before or after the originally scheduled time. There will not be a charge to the client for the trip if the vehicle arrives later than 15 minutes after the scheduled pick-up time and the client has not been notified by CCART that the vehicle will be late. Whenever possible, CCART will attempt to notify all passengers that the vehicle will be late. This will allow the client time to make other arrangements if the vehicle is unavoidably detained. If CCART does not have a telephone number on record or if the number has been changed, we will not be able to notify the passenger and will not provide the trip for free. Please make sure that we have a current telephone number and address on file.

2. Only trips with scheduled pick-up times will be entered on the daily schedules.

IV. CCART FARES

Price

Fare for the CCART is established by the CCART Advisory Board. The current fare for persons with disabilities is \$0.00.

Aides

An aide is a medical or social services attendant required to travel with a passenger. Aides ride for free; the aide must be picked up and dropped off at the same address as the client. Aides will need to be placed onto the schedule and the need for an aide must be indicated on the certification form in order for the aide to ride for free.

Companions

A companion is anyone who travels with an ADA-eligible CCART client. Companions may accompany you on your trip. A companion will be charged the comparable fixed route rate per trip. A companion must be picked up and dropped off at the same address as the client. An aide does not count as the one companion. Additional companions may accompany you if space on the vehicle permits. Companion(s) must be scheduled at the same time you call in to schedule your trip.

V. FAILURE TO MEET THE CCART VEHICLE and CANCELLATION PROCEDURES

Operators will utilize the following guidelines concerning a person's failure to meet the CCART vehicle:

1. CCART operators will not wait longer than five (5) minutes from the arrival time for clients to board the vehicle. If the vehicle arrives within the 30-minute window, 15 minutes before and 15 minutes after the schedule pick-up time, the client must board the vehicle within five minutes of arrival time. Passengers or their associates may not ask operators to delay this five-minute interval under any circumstances; this is to assure the timely pick-up and transportation of all CCART clients.

2. Failure to meet the vehicle within five minutes from the time of arrival will constitute a no-show. An individual is allowed three (3) no-shows per calendar month without penalty.

3. Clients will be required to remain current on any sanctions for continued CCART scheduling privileges.

Cancellation Procedures

A trip cancelled from three (3) hours up until arrival of the vehicle will be recorded as a no-show. An individual is allowed three (3) no-shows per calendar month without penalty.

A trip cancelled on the day of service will be recorded as a late cancellation. An individual is allowed four (4) late cancellations per calendar month without penalty.

Fees

The transit staff, with CCART advisory board approval, shall establish the sanction(s) to cover, at a minimum, the marginal cost of providing the CCART trip, currently \$5.00, or suspension of CCART scheduling privileges for seven (7) days of service, including Sundays. The CCART passenger will be given a choice as to which type of sanction will be taken.

Appeal Procedures

1. Before sanctions may be imposed, the individual has the option to appeal the sanction(s). The CCART director of transportation will first hear appeals. If the director of transportation upholds the no-show, the individual may request that the CCART Agency Board hears him/her.

2. Once an individual requests an appeal, the CCART Agency Board will hear all current violations. For example, if an individual appeals sanctions for May 2 and the Board does not meet until May 17, and this individual has three (3) additional no-shows during the interim, all violations will be heard during the same meeting.

3. Before service may be suspended, the individual will have the opportunity to be heard and to present information justifying the no-shows.
4. CCART service will not be suspended while the Advisory Board is considering an appeal.
5. CCART will notify the individual, in writing, of the director of transportation's or board's ruling on all appeals. This notification will outline the ruling and reasons for it.
6. Once the individual has been informed of the board's ruling, sanctions will either be dismissed or imposed on the next day of service.
7. CCART requires that all appeals must be made within 60 days of notification of sanctions.
8. All decisions made by the advisory board are considered final.

VI. MISCELLANEOUS

1. Due to the high center of gravity of scooter-type mobility aids and the recommendation by scooter manufacturers, CCART recommends that passengers will not be seated on the scooter either while the lift or the vehicle is in motion. . This recommendation is for the safety of the passengers. Should an individual deny this request, he/she will be asked to sign a release form prior to boarding.
2. CCART vehicles, in compliance with the ADA and the Code of Federal Regulations are designed to carry passengers utilizing common wheelchairs. A common wheelchair is defined as a wheelchair which does not exceed 30 inches in width and 48 inches in length (measured two inches above the ground) and which does not weigh more than 600 pounds when occupied. A "wheelchair" is defined as any mobility aid belonging to any class of three- or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. Mobility devices that do not meet this criteria are unable to be carried on CCART vehicles.
3. CCART utilizes straps to secure wheelchairs, scooters, or other mobility aids. The vehicles are designed to utilize four (4) straps: two in the front and two in the back. All four straps must be secured to the mobility device prior to moving the vehicles.
4. CCART provides seatbelts for all passengers. CCART policy requires that all passengers utilize them for their own safety as well as the safety of other passengers.

VI. FREQUENTLY ASKED QUESTIONS

Question: When can I start riding CCART?

Answer: As soon as you receive your approval letter.

Question: What if I run late at the doctor?

Answer: You must notify CCART that you will not make your pick-up time and that you will call when you are ready. CCART will send a ride as soon as possible. The missed ride will not result in a no-show being recorded.

Question: Does the time of a cancellation left on the answering machine count as the time the ride was cancelled?

Answer: Yes, the recorder time stamps each message and that time will be listed as the cancellation time.

Question: Will I be taken directly to and from my destination?

Answer: Not necessarily, CCART is public transportation and sometimes passengers share rides.