

# ADA PARATRANSIT PASSENGERS HANDBOOK



**Ulster County Area Transit:  
1 Danny Circle  
Kingston, NY 12401  
[www.ulstercountyny.gov/ucat](http://www.ulstercountyny.gov/ucat)**

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## **INTRODUCTION**

Welcome to Ulster County's ADA complementary paratransit service. Whether you are a frequent user or a new rider, we continually strive to give you safe and reliable transportation. We have developed these procedures and guidelines over many years based on the changing needs of the passengers and our operation. This document also incorporates the Americans with Disabilities Act (ADA) as well as many additional Federal and State guidelines.

Please let us know of any suggestions you may have while using any of our services. Our goal is to provide you with exceptional service. We use highly trained drivers and accessible lift-equipped vehicles to provide the safest and quickest shared-ride possible for our paratransit service.

The ADA paratransit service complements our fixed route bus service by providing a comparable service to those individuals who can not use it for some or all trips, due to one or more disabilities. This program is a service in which the cooperation of each passenger is essential. It is necessary that both passengers and staff make the service the best and most effective for everyone by observing the following guidelines. It is important to understand that under the ADA, paratransit functions as a "safety net" for people whose disabilities prevent them from using the regular fixed route transit system. It is not intended to be a comprehensive system of transportation that meets all the needs of persons with disabilities. By statute, complementary paratransit must be provided a level of service that is comparable to that provided by the fixed-route system. (Public Law 101-336, Section 22.).

We're on the Internet!

Look for the UCAT homepage on the County of Ulster's web site. Our address is: [www.ulstercountyny.gov/ucat](http://www.ulstercountyny.gov/ucat).

Note: All material made available to applicants and passengers of Ulster County Area Transit's complementary paratransit service will be provided in accessible formats upon request.

## **Americans with Disabilities Act of 1990**

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination on the basis of disability in employment, state and local government services, transportation, and communications. It ensures that persons with disabilities have the same rights and responsibilities as everyone else. Ulster County Area Transit is required to comply with all requirements of the Americans with Disabilities Act.

### **ADA Eligibility for Complementary Paratransit Services**

ADA complementary paratransit service must be provided to all passengers described as being ADA eligible under 49 CFR §37.123. ADA eligibility includes the following:

1. Any individual with a disability who is unable, as a result of a physical or mental impairment (including a visual impairment), and without the assistance of another individual (not including driver assistance and the use of a lift or ramp to board the vehicle) to board, ride or disembark from an accessible vehicle in the system. Included in this category are individuals with psychiatric, cognitive, physical or vision impairments who cannot navigate the system.
2. Persons who need accessible vehicles are eligible for ADA complementary paratransit if accessible fixed-route vehicles are not available on the bus routes on which they need to travel, when they need to travel during operational hours of Ulster County Area Transit.
3. Persons with specific impairment related conditions that cannot travel to a boarding location or from a disembarking location to their final destination. Conditions that make getting to the fixed-route bus stop “more difficult” do not grant eligibility. Second, the existence of architectural barriers (such as no curb cuts) not under the control of Ulster County Area Transit, and environmental barriers (such as distance, terrain, and weather) do not, by themselves, confer eligibility.

Your trip origin and destination must be within 1.5 miles of our fixed route corridor and the time of your trip must fall within the hours of the closest bus route. If you do not reside within the 1.5mile radius, then you must have the means of getting within our service area before transportation is provided.

Premium service rates apply between the ¾ and 1.5 mile service area.

## **How to Become Certified as ADA eligible for Complementary Paratransit Service**

Eligibility applications for Ulster County Area Transit's ADA complementary paratransit service are available at Ulster County Area Transit's offices located at 1 Danny Circle, Kingston, NY 12401 or a request for a copy to be mailed can be made by calling the Ulster County Area Transit office at (845)334-8135. Applications are also available for download from Ulster County Area Transit's website located at [www.ulstercountyny.gov/ucat](http://www.ulstercountyny.gov/ucat) by clicking on the ADA tab. This site also includes hours of operation, holiday schedule, ticket information, bus route map, weekly fixed-route schedule, and Saturday fixed-route schedule.

Once the application is received, Ulster County Area Transit will notify the applicant within twenty-one (21) days of his/her eligibility status. If a determination has not been made within 21 days of receiving the completed application, the applicant will be treated as eligible and will be provided service on the 22<sup>nd</sup> until or unless Ulster County Area Transit denies the application. The applicant will receive a letter verifying whether eligible for service or not. If eligibility is denied, or temporary eligibility is granted, Ulster County Area Transit will state specifically the reason for the denial and provide information on the appeal process.

Certification applications are available to anyone who requests them and are made available electronically at [www.ulstercountyny.gov/ucat](http://www.ulstercountyny.gov/ucat). Those determined to be eligible for service will receive an Americans with Disabilities Act (ADA) Paratransit Eligibility card. For riders with permanent disabilities, Rider ID cards will be valid for four years; for persons with temporary disabilities, Rider ID cards will be valid for a length of time determined by the paratransit supervisor.

### **Temporary Disability Eligibility For Complementary Paratransit Service**

Any individual with a temporary disability, for the purpose of determining ADA eligibility will be subject to the same standards as those with permanent disabilities. Certification of eligibility in such cases will be subject to a specific expiration date. Those determined to be eligible for service will receive an ADA Paratransit eligibility card. For riders with permanent disabilities, these rider ID cards will be valid for 4 years; for persons with temporary disabilities, riders ID cards will be valid for a length of time determined by the paratransit supervisor.

An individual may apply for recertification before their eligibility expires if more time is needed.

### **Visitors**

Visitors to the Ulster County Area who are unable to use the local fixed service, because of their disabilities are eligible to use paratransit for up to 21 days in a 365 day period. Visitors must either present documentation that they are eligible for ADA paratransit service in their home area, or document their place of temporary residence and their disabilities (if not apparent) to UCAT. To use paratransit beyond the 21-day period, you will be required to apply for or obtain paratransit eligibility. Please call 845-334-8120 to arrange visitor service.

## **Appeals Process for Denial of ADA Eligibility**

Ulster County Area Transit has established an administrative appeals process through which an individual who has been denied ADA complementary paratransit eligibility can obtain review of the denial.

1. Appeal of the decision of the denial of ADA paratransit eligibility must be filed within 60 days of written notification of the denial. Appeals are to be sent to the Director of Transportation for Ulster County Area Transit
2. Upon receipt of the denial, Ulster County Area Transit will provide the individual with the opportunity to be heard and to present information and arguments to an individual not involved with the initial decision to deny eligibility. Ulster County Area Transit will again provide a written determination as to the decision made upon completion of the appeals process and the reasons for it.
3. Ulster County Area Transit will provide complementary paratransit service to the applicant pending the final determination of the appeal.
4. If a customer appeal is denied and the applicant thinks the ADA paratransit eligibility process was unfair, the applicant can file a complaint with the Federal Transit Administration Office of Civil Rights 1200 New Jersey Ave., SE, Washington D.C. 20590 888-446-4511 (Voice) 1-800-877-8339 (TTY).

### **To File a Complaint**

Ulster County Area Transit has established an administrative complaint procedure through which an individual may file a complaint concerning ADA complementary paratransit.

### **Complaints may be made in writing and sent to or emailed to:**

The Director of Public Transit  
Ulster County Area Transit  
1 Danny Circle  
Kingston, NY 12401

**Email:** char@co.ulster.ny.us

### **Complaints may be made by Calling:**

The Director of Public Transit  
845-340-3335

The Director of Public Transit will promptly respond to the complaint allegations, including its reasons for the response, to the complainant within 5 working days in writing, unless a verbal response is requested.

If for any reason the Director is unavailable to respond the complaint will be forwarded to the Deputy Director of Public Transit

All complaints will be documented and filed along with its response in the locked ADA cabinet.

## **Service Criteria**

Under Ulster County Area Transit's Complementary Paratransit Service Plan, the level of service provided to persons determined to be ADA eligible is similar to Ulster County Area Transit's fixed-route bus service. Six service criteria are included in the ADA regulations. The following is a description of how Ulster County Area Transit's complementary paratransit service meets or exceeds the six service criteria:

### **SERVICE AREA:**

ADA complementary paratransit service is provided to all origins and destinations within the service area defined as the County of Ulster. For Ulster County Area Transit, the basic or ADA service area is  $\frac{3}{4}$  - mile centered on each fixed-route. Premium ADA service is between the  $\frac{3}{4}$  and 1.5 mile centered on each fixed route.

### **RESPONSE TIME:**

Pick up times may be negotiated with ADA eligible passengers to make scheduling more efficient. Appointments must be made next day or up to 14 days in advance. As a ride-sharing service, Ulster County Area Transit will discuss and negotiate the pick up time at the time of reservation. UCAT will not require passengers to schedule a trip more than one hour before or after their desired departure time.

### **FARE STRUCTURE:**

Fares charged for an ADA eligible complementary service trip to ADA eligible users will be twice the amount of the fixed route cash fare paid by passengers of the fixed-route system. Premium rates will be charged for trips outside the  $\frac{3}{4}$ -mile service area up to 1.5 miles from the fixed route service. Personal Care Attendants (PCA) traveling with the ADA eligible passengers will not be charged, as defined in the regulations. Passengers must be listed as having a PCA when filing the necessary application for ADA eligibility. A guest is required to pay the applicable paratransit fare.

**TRIP PURPOSES:**

Requests for all types of ADA eligible trips will be accepted and provided within the service area.

**HOURS AND DAYS OF SERVICE:**

Monday – Friday 5:00 am–10:30 pm, Saturday 8:00 am–6:30 pm, Sunday 8:00am-11:00am & 2:00pm-7:00pm

Service will be limited on or not be provided on the following holidays:

New Year's Day, Martin Luther King Day, Washington’s Birthday, Easter Sunday, Memorial Day, July 4<sup>th</sup>, Labor Day, Columbus Day, Thanksgiving, Christmas Day

For annual updated limited holiday service information, contact UCAT dispatch office at 845-334-8458.

**CAPACITY CONSTRAINTS:**

Ulster County Area Transit does not maintain waiting lists which would constrain demand on paratransit capacity.

Ulster County Area Transit does not limit the number of ADA eligible complementary paratransit trips to ADA eligible passengers. Since ADA complementary paratransit is a shared ride service, paratransit rides between Point A and Point B will usually take longer, and involve more intermediate stops, than a taxi ride between the same two points with one passenger in the vehicle. The length of your trip will be about the same as if you had taken it on the fixed route bus system.

**How Do I Schedule Trips?**

Eligible riders may schedule all their trips by calling the UCAT paratransit office at (845)334-8120 between the hours of 8:00 AM and 4:00 PM, Monday through Friday. On Saturday, Sunday and holidays, passengers will be able to make reservations using the automated voice mail system between the hours of 8:00 AM and 4:00 PM. We encourage you to call during business hours Monday thru Friday when possible.

Trips may be scheduled, one day to two weeks in advance. Same-day requests will be considered only for medical reason and are not guaranteed. Trips scheduled on the previous day or up to two weeks before, are scheduled within one hour before or after the requested time. We cannot prioritize ADA complementary paratransit trips for any reason; Return trips must be scheduled when the “going” trip is scheduled. Only medical trips may have unscheduled returns and will be scheduled within an hour of UCAT paratransit being notified of the passenger being ready.

At the time of the reservation, UCAT will negotiate pick up times with ADA eligible passengers to make scheduling more efficient. However, UCAT will not require passengers to schedule a trip more than one hour before or after their desired departure time.

## **Pick up Window**

UCAT schedules pickups within a -10/+10 minute pickup window to allow for traffic and other delays. That means we give you a 20-minute period during which your driver should arrive. For example, if you ask to be picked up at 8:00 AM, your ride may arrive between 7:50 and 8:10 AM.

Be ready to leave as early as the start time of the pick up window. For example, if your pick up window is from 7:50 to 8:10 AM, you should be ready at 7:50 AM. If your driver arrives early, he or she is only required to wait 5 minutes into the pick up window. For example, if your pick up window is from 7:50 to 8:10 AM and the driver arrives at 7:50, you must be in the vehicle by 7:55AM.

You are not required to board the vehicle until the pick up window begins, but you may board the vehicle early if you wish.

## **Pre-Trip Planning**

The pathway between our vehicle and your pick-up point, i.e., entryways, sidewalks, ramps and driveways, must be clear of ice and snow for paratransit drivers to safely assist you. Some of our vehicles are very wide and tall. Any obstructions that we cannot avoid must be cleared before we pick up or drop off any passenger. Service may be denied if branches or obstructions damage our vehicles and are not removed or if we determine it is unsafe to complete a trip due to weather related concerns.

## **Attendant Policy**

Personal care attendants (PCA) will be permitted to accompany ADA eligible riders on ADA eligible trips at no charge. Ulster County Area Transit will require that passengers state the need for a PCA when they request ADA eligibility certification. At the time each appointment is scheduled, the passenger will inform UCAT that a PCA will be accompanying them. One guest will be allowed to accompany an ADA eligible complementary paratransit passenger on their ADA eligible paratransit trip. More than one guest will be allowed on a space available basis. The PCA is not considered to be a "guest". A guest is required to pay the applicable paratransit fare. A parent, guardian, or another responsible adult must accompany children under the age of 12.

## **Ulster County Area Transit's Driver Origin to Destination Assistance Policy**

It is the policy of Ulster County Area Transit to provide origin to destination complementary Paratransit services within the county limits of Ulster. A door to door option is available if needed by an individual rider. Drivers are trained to provide minimal assistance only. Drivers are not trained to provide medical assistance.

### **Shopping Trips**

To ensure timely service, passengers are encouraged only to bring what they can carry on their own or with assistance of a personal care attendant (PCA). Passengers are welcome to bring a collapsible shopping cart on board the vehicle to assist them with their purchases.

### **Recurring Subscription Trips (Weekly Trips)**

A Subscription service is provided for the convenience of riders desiring service on a regular basis for work, school, medical, grocery and similar recurring weekly trips. This service eliminates the need for you to call daily or weekly to schedule a trip. We can also schedule trips that occur periodically every month i.e., 2<sup>nd</sup> Tuesday of the month.

Subscription scheduling may be requested by calling the paratransit office at (845)334-8120 during business hours. These trip requests will be accepted on a continual basis. After requests are received, passengers will be contacted and a pick-up time confirmed. Passengers wishing to change a subscription must give two weeks notice to the paratransit office. Any changes in a passengers' schedule, e.g vacation or break, must be called into the paratransit office at least two weeks in advance. This will allow other passengers to schedule trips in those time slots. No trip(s) will be cancelled automatically due to weather or school closings, unless UCAT fixed route is *not* running. Passengers are responsible for calling the office to ensure each cancellation.

### **Canceling Subscription Trips**

Because we have such a high demand for subscription trips, passengers canceling one-third (33%) of their Subscription trips in one month may lose the time slot. Consideration will be given for vacations, illnesses, and work/school-related meetings, unplanned and unusual circumstances. Ulster County Area Transit will not *automatically cancel* any passenger trips, i.e. due to school closings, bad weather, etc., unless UCAT fixed route is *not* running. Passengers must call in to report their individual cancellation(s).

## **Trip Cancellation Policy for a Scheduled Trip**

There is no penalty for a cancellation as long as notice is given at least one (1) hour or more hours before the start of the pickup window. Passengers are encouraged to give as much notice as possible if unable to make the appointment. We ask that passengers be cooperative in reducing cancellations. Cancellations are disruptive to the overall operation and the time could have been scheduled by another passenger. If a passenger cancels a trip less than an hour before the scheduled pick up time, it will be treated the same as a No Show.

Passengers should call Ulster County Area Transit at (845) 334-8120 as soon as known to cancel any trips. Cancellations can be made by leaving a message on the answering system 24 hours a day 7 days a week, but every effort should be made to call during business hours that are between 8:00 a.m. and 4:00 p.m., Monday through Friday.

### **No Show Definition and Policy**

Ulster County Area Transit defines a No Show as occurring when any of the following circumstances have occurred:

1. The customer (or the customer's representative) has scheduled ADA paratransit service. There has been no call by the customer or his/her representative to cancel the scheduled trip one (1) hour in advance of the scheduled pick up time.
  - The paratransit vehicle has arrived at the scheduled pickup point by the scheduled pick up window.
2. The driver has waited the "5 minute wait time" within the 10+/10- pick up arrival time window, but the customer has failed to board the vehicle or refuses a trip.

### **The following is the No Show policy for complementary Paratransit:**

1. If a passenger is not ready with in the pick up window time or refuses a trip, the driver will be instructed by dispatch to continue with his/her regular schedule and the trip will be considered a No Show.
2. Once verified, No Show letters are sent out the same day the verification took place. Clients receiving a no show letter can contact the Operations Manager at 845-334-8458 with any questions or comments.

Any rider who fails to notify the paratransit office of a cancellation (No-Show) will first be warned. We understand that unforeseen circumstances occur to all of us. If you do not show for a trip, *all remaining trips for that day must be confirmed. If confirmation is not made remaining trips will be canceled*, unless you call and request that your remaining trips be provided. Once you have received your 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> etc. such no-show may result in a loss of service according to the following guidelines:

- 1) Second and third no-shows in a 45-day period will result in a written notification of the service disruption
- 2) Fourth no-show in a 45-day period will result in a written notification of the service disruption and 1-day suspension of service.
- 3) Fifth no-show in a 45-day period will result in a written notification of the service disruption and a 3-day suspension of service.
- 4) Sixth no-show in a 45-day period will result in a written notification of the service disruption and a 5-day suspension of service.
- 5) Seventh no-show in a 45-day period will result in a written notification of the service disruption and a 7-day suspension of service.
- 6) Each incident after your seventh incident will result in an additional 7-day suspension.

**\* No Shows due to circumstances beyond the passengers control will not count\***

*Frequency of use or proportion of trips missed will be considered when determining a pattern or practice of no shows.*

It is also considered a no-show if the passenger is not ready to board the vehicle within five (5) minutes of the scheduled pick-up window and the driver must leave in order to continue on schedule.

Suspensions will be delayed during the appeal process. All written notifications will be made two weeks prior to suspension of service.

## **Appeal Process for Suspension of Service Due To No Shows or Inappropriate Conduct**

Ulster County Area Transit has established an administrative appeals process through which an individual who has had service suspended due to excessive No Shows can obtain review of the suspension.

1. All suspensions of service due to No Shows are subject to a formal appeal, in person or in writing to the Ulster County Area Transit Director of Transportation by mailing to: 1 Danny Circle, Kingston, NY 12401.
2. Appeal of the decision to suspend service to an individual must be filed within 30 days of the written notification of the decision to suspend service.
3. The Ulster County Area Transit Director of Transportation will review the written request and make a determination within fourteen (14) business days.

The customer will be notified in writing regarding the decision made by the Ulster County Area Transit Director of Transportation as to the decision made upon completion of the appeals process and the reasons for it.

## **Types of Paratransit Service that Ulster County Area Transit Offers**

Ulster County Area Transit's complementary paratransit service for ADA eligible users will be origin-to-destination service. This includes:

- Paratransit service extending 1.5 miles off the fixed route.
- Paratransit feeder service to an accessible fixed route, where such service enables the individual to use the fixed route bus system for part of the trip;
- Coordinated paratransit service with other bus lines.

## **Return Trips after Medical Appointment**

When arranging for medical transportation, passengers are encouraged to schedule a return time at a pre-arranged location. This will help eliminate waiting for a driver to become available to transport the passenger home. If an approximate return time is not known, passengers can call (845)334-8120 when ready to return. A driver will be dispatched to pick up the passenger.

## **Lift and Securement Use Policy**

In accordance with the regulations, Ulster County Area Transit will provide service to all wheelchairs and their users. UCAT buses can accommodate wheelchairs and scooters regardless of size and weight if the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements. Drivers will assist passengers with the use of the securement systems and lifts. Passengers are advised that drivers are not permitted to operate a scooter or electric wheelchair onto the lift.

Use of the Securement system on Ulster County Area Transit's vehicles will be a required condition of service. Passengers must allow the driver to secure the chair per the wheel chair manufacturer's securement recommendation.

Ulster County Area Transit may recommend that the passenger transfer from his or her mobility device into a bus seat. The passenger, in this case, has the final decision as to whether a transfer is appropriate given the passengers' particular disability.

As the regulations require, a passenger who cannot enter the vehicle using the stairs or ramp, but who does not use a wheelchair, will be allowed to enter the vehicle using the lift.

## **Accommodating Other Mobility Devices, Life Support Equipment or Service Animals**

UCAT buses can accommodate wheelchairs and scooters regardless of size and weight if the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements.

Service animals can ride any UCAT bus or van when assisting or being trained to assist a customer who is disabled. Animals accompanying customers solely for the purpose or providing security do not qualify as working or service animals. Service animals must be under the control of the passengers.

People with disabilities who use service animals will not be charged extra fees, isolated from other patrons, or treated less favorably than other patrons.

A person with a disability cannot be asked to remove his/her service animal from the premises unless: (1) the animal is out of control and the animal's owner does not take effective action to control it or (2) the animal poses a direct threat to the health or safety of others.

Ulster County Area Transit will not provide care or food for a service animal or provide a special location for it to relieve itself.

Allergies and fear of animals are generally not valid reasons for denying access or refusing service to people with service animals.

Passengers will also be permitted to travel with respirators, portable oxygen and other life support equipment. Travel with this equipment will only be denied if it violates rules concerning the transportation of hazardous materials.

## **RIDING THE FIXED ROUTE BUSES**

Some paratransit passengers are able to ride the UCAT fixed route buses for some trips. The buses offer more flexibility and more independence to those who are able to use it. All of our buses allow persons using wheelchairs and persons with other mobility impairments greater access to them. ADA passengers riding the fixed route bus are entitled to pay half fare between the hours of 9am and 3pm.

Many of our buses can "kneel." This means the bus can be lowered a few inches in order to reduce the height of the step into the bus. This may also help those passengers who use other types of mobility devices by reducing the step up into the bus. The buses also have a ramp that unfolds for people using wheelchairs or anyone else requesting it.

All bus drivers will, unfold the ramp, kneel the bus, assist a person on and off the vehicle, secure wheelchairs, make stop announcements, and help passengers with transfers and route information. However, the bus driver *cannot* provide assistance after you exit the bus onto the sidewalk. Please call (845)334-8120 at least one day in advance if you would like to schedule a transfer from a paratransit vehicle to a bus.

## **Other Assistance**

Those persons who would like to learn how to use the lift-equipment on an accessible fixed-route bus can practice on a vehicle that is not in regular service. Whenever possible, Ulster County Area Transit will try to make available a demonstration, which can be attended by all interested persons, and will arrange transportation to such sites for those who need it. Ulster County Area Transit staff may be able to accompany you on all or part of your first trip if advance arrangements are made. Ulster County Area Transit will make mobility training available upon request. Contact **Ulster County Area Transit** at 1 Danny Circle, Kingston, NY 12401 or by phone at (845)334-8135.

## **REASONABLE MODIFICATIONS**

Public entities providing designated public transportation (e.g., fixed route, demand-responsive, and ADA complementary Paratransit) service will need to make reasonable modifications/accommodations to policies and practices to ensure program accessibility subject to several exceptions. These exceptions included when the medication/accommodation would cause a direct threat to the health or safety of others, would result in a fundamental alteration of the service, would not actually be necessary in order for the individual with a disability to access the entity's service, or (for recipients of Federal financial assistance) would result in an undue financial and administrative burden.

Requests for Reasonable Modification can be made over the phone. If your request was denied and you feel it should not have been, please contact the director at 845-340-3335.

## **SAFETY**

No tobacco products, alcohol or illegal substances will be consumed on UCAT vehicles. No open alcoholic beverages are allowed on board the vans.

Passengers carrying hazardous materials (i.e., kerosene, gasoline, firearms, and explosives) will not be allowed on UCAT vehicles.

If a passenger engages in violent, seriously disruptive or illegal conduct, the passenger will be suspended from the service.

## **SUMMARY OF TELEPHONE NUMBERS**

**TTY users may call the New York relay center at: 1-800-662-1220**

ADA information and general inquiries: 845-334-8135

ADA appointments and cancellations: 845-334-8120

ADA complaints/compliments/Reasonable Modifications: 845-340-3335

Federal Transit Administration Office of Civil Rights:

Voice: **1-888-446-4511**

TTY: **1-800-877-8339**

VCO: **1-877-877-6280**