

ISLAND TRANSIT ADA PARATRANSIT SERVICE GUIDE



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All information complies with federal, state, and local regulations and is subject to change.

SECTION 1 SERVICE PROVIDER INFORMATION

Island Transit offers a complementary paratransit service that meets the requirements of the American with Disabilities Act (ADA). Island Transit's complementary paratransit service is known as RIDES and provided by sub-contractor known as Harris County Rides.

Island Transit is located at:

3115 Market Street
Galveston, Texas 77550

Phone: (409) 797-3909
Fax: (409) 877-1558

Website: www.cityofgalveston@galvestontx.gov

Island Transit office hours are 8:00 AM to 5:00 PM Monday through Friday.

RIDES hours of operation are 6:00 AM to 6:00 PM Monday through Friday
7:30 AM to 7:30 PM on Saturday.

There is no service available on Thanksgiving Day, Christmas Day nor New Year's Day.

SECTION 2 ELIGIBILITY FOR ADA PARATRANSIT

The Island Transit is required to have an eligibility determination process that limits eligibility for ADA complementary paratransit service to individuals whose disability prevents them from utilizing the fixed route system. (Section 37.125(a)).

- A. An individual who cannot navigate the transit system without assistance.

- B. An individual with a disability who requires an accessible vehicle when one is not available.
- C. An individual with a disability who is unable to reach a transit stop.
- D. Visitors to Galveston who have been certified with their local paratransit service, will be provided service for up to twenty-one (21) days within a 365-day period initiating on the first day of service.

SECTION 3

APPLICATION FOR ADA PARATRANSIT SERVICE

Individuals who wish to apply for the Island Transit ADA Paratransit service and who have a permanent or temporary disability which prevents him/her from using the fixed route system as described in Section 2 must complete the following:

- A. You must complete the Application for Certification of Eligibility form, including the certification by a qualified healthcare professional, a duplicate healthcare professional signature on letterhead and the permission for release of information form.
- B. Incomplete applications will not be accepted. All questions must be answered, and all forms must be complete. A second signature of your qualified healthcare professional on letterhead must be included. If assistance is needed to complete your application, please contact Island Transit at (409) 797-3909. Island Transit does not charge a fee for the application, certification process, or assistance in completing the application.
- C. The Application for Certification of Eligibility form may be picked up at the Island Transit at 3115 Market Street, Galveston, Texas, 77550, or requested by mail (please include a self-addressed and stamped envelope), or accessed from the City of Galveston website, www.cityofgalveston@galvestontx.gov under the ADA Paratransit information page.

- D. In addition to the completed forms, Island Transit reserves the right to require a functional assessment by a qualified third-party professional or seek additional information from your healthcare provider in order to make a determination.
- E. Island Transit reserves the right to require all certified individuals to undergo a recertification every three (3) years. At Island Transit's discretion, some individuals with permanent disabilities may be exempted from this requirement.
- F. Island Transit will notify you in writing of its decision within twenty-one (21) days of receiving the application. In the event your application for service has not been determined, the passenger will be provided with ADA Paratransit service on the 22nd day and until such time a final determination of eligibility is made. If eligibility is denied, an individual will have thirty (30) days in which to contest the decision. Contested applications will be heard by Island Transit staff, medical professionals not involved in the original determination and a member of the disabled community. An individual has a right to receive service during the period in which the contested determination is being heard.

SECTION 4

DESCRIPTION OF SERVICE

This section provides a general description of the Island Transit ADA Paratransit service.

Type of Service: RIDES is a contracted taxi, curb to curb service for ADA-eligible passengers who have been accepted through the eligibility certification process (see Section 3, Application for Service). Drivers will pick up riders at the curb of the requested location.

RIDES is governed by Island Transit rules and regulations. There are no restrictions or priorities based on trip purpose.

Service Area: RIDES operates within $\frac{3}{4}$ mile radius from each fixed route. If you are unsure whether you are in the service area, please call (409) 797-3909 for assistance.

Fare: The fare for a one-way trip is \$2.00. You may purchase a \$40.00 book of tickets. You can purchase tickets at the office of Island Transit.

Personal Care Assistants (PCA) ride at no-charge. If a PCA is required on a regular basis, please indicate this need in the Certification of Eligibility form. A passenger with PCA must be picked up at one location with the client and transported to the same destination as the client.

Service Accessibility: There are wheelchair accessible vehicles upon request.

SECTION 5 RESERVATIONS AND SCHEDULING

Reservation Phone Number: To make a reservation, call (240) 204-8715 to speak to a LIVE dispatcher. Do not place an order on the automated line.

Reservation Times: You can call to make a reservation Monday through Sunday any time before 4:00 PM. 24 hours in advance before the day you want to travel. Both the pick-up and return trips must be booked at this time.

Please schedule the pick-up, at least 90 minutes before your appointment and the return trip accordingly.

Subscription Service: Subscription service is available for riders making the same trip (same pick-up and drop-off location, on the same day, and at the same time, for an extended period of time). Please call the dispatcher at (240) 204-8715 to schedule this service.

Information you need when you want to reserve a trip: When making a reservation, please have the following information ready:

- The day and date of travel

- The time you want to be picked up for your outgoing trip.
- The complete street address and description of the pick-up and drop-off locations, including building, suite, or apartment number; provide the gate code if needed for access.
- The time you want to be picked up for your return trip.
- Whether or not you will be traveling with a Personal Care Attendant (PCA) or service animal

Reservation Confirmation: The dispatcher taking your reservation should always provide a confirmation number for **every** trip requested, going to and returning from. If not, then you must ask for this information.

Changes to Reservations: If you need to change or cancel your reservation, please call the dispatcher at (240) 204-8715 as soon as possible.

SECTION 6 NO-SHOW POLICY AND SUSPENSION OF SERVICE

No-shows: A ‘no-show’ occurs when a rider fails to appear to board the vehicle for a scheduled trip. This is if the vehicle arrives at the scheduled pickup location within the pickup window and waits at least (5) minutes.

Pickup Window: The pickup window is defined as from 15 minutes before the scheduled pickup time to 30 minutes after the scheduled pickup time.

Riders must be ready to board when the van arrives. The maximum wait time is (5) minutes.

Suspension Policy for a pattern or practice of excessive no shows and late cancellations: Island Transit will review all no shows and late cancellations to establish a pattern or practice of missing scheduled trips. Trips missed by the individual for reasons beyond his or her control (including trips due to operator error, medical issues and sudden personal or family emergencies) shall not be a basis for determining that such a pattern

or practice exists. However, passengers should contact Island Transit when experiencing these issues due to circumstances beyond their control. Passenger's usage of the system will be considered to establish a frequency and pattern of no show and late cancellations. Island Transit will inform passengers by written notification of proposed suspension and set forth the proposed sanction.

Suspension of Service Notification: All suspension notices will include a copy of this policy, information on disputing no shows and how to appeal suspensions. The first violation in a calendar year triggers a warning letter.

Second violation: seven (7) day suspension

Third violation: ten (10) day suspension

Fourth violation: fourteen (14) day suspension

Fifth and subsequent violations up to thirty (30) day suspension

Policy for Disputing Specific No Shows and Late Cancellations:

Passengers wishing to dispute specific no shows or late cancellations must do so within 30 calendar days of receiving a suspension letter. Passengers should contact the Island Transit Monday through Friday 8:00am to 5:00pm to explain the circumstance and request the removal of the no show or late cancellation.

Policy for Appealing Proposed Suspensions: Passengers wishing to appeal this policy have the right to file an appeal in writing. The written appeal request must be submitted within 30 calendar days of receiving suspension notice. Passengers who miss the suspension deadline will be suspended from RIDES on the dates listed. Please refer to Section 11 of this guide.

SECTION 7

RIDER READINESS AND ON-TIME, EARLY AND LATE VEHICLES

Rider Readiness Window: Riders must be prepared to board the vehicle fifteen (15) minutes before or thirty (30) minutes after the scheduled pick-up time. This is called the "readiness window." For example, if the scheduled pick-up is at 1:00 PM, a rider needs to be ready to board the vehicle at any time between 12:45 PM and 1:30 PM.

If a vehicle arrives within the readiness window, a rider has five (5) minutes to board the vehicle. A rider will need to wait in a place where they can safely watch for the vehicle's arrival. If needed, dispatch may call you to let you know the vehicle has arrived. If a rider does not board the vehicle within five (5) minutes, the vehicle will depart and may not be able to return in a reasonable amount of time. The trip will be counted as a "No Show"

On-time Vehicles A scheduled vehicle is considered on-time if it arrives within the 45-minute readiness window. For example, if a trip is scheduled for 1:00 PM, a vehicle can arrive anytime between 12:45 PM and 1:30 PM. Riders should be ready to board the vehicle at any time within this 45-minute time window.

Late Vehicles: A vehicle is considered late if it arrives fifteen (15) minutes after the close of the 45-minute readiness window. For example, a 1:00 PM scheduled trip requires the vehicle to arrive no later than 1:45 PM. A vehicle that arrives after 1:45 PM is late. If a vehicle is late, riders should call dispatch and request an estimated time of arrival. Riders who decline trips due to late vehicles will not be charged a no-show.

SECTION 8 RIDER ASSISTANCE

Driver Assistance to Riders: Drivers will assist passengers into and from the vehicle. Drivers will also assist riders with mobility devices such as walkers, wheelchairs, oxygen tanks and scooters to secure the devices in the vehicle when needed.

Service Animals: Service animals are allowed. The rider is responsible for letting the scheduler know that a service animal will be accompanying the rider when the trip is scheduled. Only service animals trained to assist the disabled and they must be under full control of their owner at all times or service can be denied to the rider.

SECTION 9 SAFETY

Child Safety Seats: Riders with children who are less than thirty-six (36) inches tall and weighing less than thirty-five (35) pounds must ride in a car safety seat. The rider will be responsible for providing and securing the child in the safety seat. Children cannot be transported in strollers or ride in a customer's lap. Drivers can assist riders to install the safety seat.

Traveling with Life-Support Equipment: Riders may travel with life-support equipment, such as portable oxygen, provided such transport does not violate laws or rules related to transportation of hazardous materials. The safety and use of this equipment is the responsibility of the passenger.

SECTION 10

RIDER CODE OF CONDUCT

Conduct: Passengers must refrain from abusive and rude language or behavior. Passengers who are verbally or physically abusive, violent or disruptive to the driver may be suspended or terminated from the service. Any passenger dissatisfied with the results may appeal the decision in writing within sixty (60) working days to the Appeals and Complaint Process committee.

SECTION 11 APPEALS PROCESS

- A. The Appeals Process will be used when an applicant wishes to appeal the decision of Island Transit staff regarding ineligibility of an applicant for service or for suspension of service. Service will be provided according to the normal procedures.
- B. In the event an individual has been determined ineligible for service, the individual may file a written appeal within thirty (30) working days after receiving the determination of ineligibility.

In the event an individual has been issued a suspension of service notice, the individual has thirty (30) days to contest the suspension by submitting a written statement. Written appeal should be sent to:

Island Transit
3115 Market Street
Galveston, Texas 77550

- C. Upon receipt of the appeal, Island Transit staff will contact the individual within five (5) working days, Monday through Friday, to schedule an appointment for the individual to be heard in person and to present information and arguments. Within five (5) working days of the hearing, Island Transit will notify the applicant in writing as to the result of the hearing.
- D. Individuals who are dissatisfied with the results of the appeals hearing may appeal the decision to the General Manager of Island Transit. All such appeals will follow policy and procedures outlined by the City of Galveston for citizens' complaints. Reservations for these trips will be made according to normal procedures.
- E. Complaints or compliments can be filed in person in the Island Transit office at 3115 Market Street, Galveston, Texas, 77550, in writing or by phone at (409)797-3909, Monday through Friday from 8:00 AM to 5:00 PM.

SECTION 12 DEFINITIONS

- A. Excessively long trip:** All paratransit trips that shall have travel times equal to or less than comparable fixed-route travel times. Any rides that are longer than the comparable fixed-route travel time will be considered excessively long.
- B. Missed Trip:** A trip is considered missed if the vehicle arrives outside of the pickup window and the rider does not take the trip. If the rider does take the trip, it will be considered a late trip.
- C. Shared Ride:** Paratransit rides are a shared experience. When the ride is shared, the vehicle will not necessarily take a direct route to the destination.
- D. Trip Denial:** A trip denial is the failure to negotiate a trip schedule within 1-hour before or after the individuals requested time.