

# **Americans with Disabilities Act (ADA) Paratransit Service User's Guide**

*ECTC has been sub-contacted by Southeast Area Transit (SEAT) to provide this service. This paratransit service is available to any person with a physical or cognitive disability who is, because of their disability, unable to board, ride, disembark or navigate to, from or within SEAT's fixed-route bus system without assistance.*

## **ADA PARATRANSIT SERVICE**

SERVICE AREA and Hours of OPERATION: Origins and destinations within the  $\frac{3}{4}$  mile radius of an operating fixed route. Due to the complexity of this definition and its changing meaning based on each individual rider's circumstance, you are encouraged to call 860-848-5910 between 8:30 a.m. and 4:00 p.m. to determine what it will mean to you.

## **HOW TO ACCESS ADA PARATRANSIT SERVICE**

### **RESERVATIONS:**

Reservations can be made by calling **860-848-5910** between the hours of 8:30 a.m. and 4:00 p.m. Monday - Friday and voicemail at all other times (nights, weekends and holidays). Same day service is accommodated when possible.

No answering machine reservations are confirmed until the customer is contacted by telephone.

You may make reservations up to 14 days in advance.

At the time the reservations is made, the office shall remind the customer that the van will pick up the customer at the curb of the property line abutting a legally recognized street.

When calling to make a reservation, please give the dispatcher your name, (b) where you want to be picked up, (c) where you are going, and (d) what time you want to arrive at your destination. Please be sure to tell the dispatcher if you are using a wheelchair or other mobility aid.

SEAT does not impose restrictions or priorities based on trip purpose.

**PASSENGER PICK-UP:**

Passengers are required to be ready at their scheduled pick-up time. Drivers will wait five (5) minutes and if you are not available for pick-up, you will be considered a no-show.

Passengers are responsible for getting themselves to the vehicle on time. This service is comparable to the fixed-route bus service.

When boarding the van, please deposit the exact fare in the fare-box. (You will be advised of what your fare will be when you make your reservation.)

**CANCELLATIONS:**

Customers must notify the office of a request for cancellation no later than two (2) hours before the scheduled pick-up time.

**PERSONAL CARE ATTENDANTS AND GUESTS:**

The need for an attendant will be determined during the eligibility screening process.

A personal care attendant rides at no cost.

At a minimum one guest may travel with the customer at all times. Provided there is available space additional guests are allowed to travel. Guests are charged the same fare as the customer.

Both personal care attendants and guests must board and de-board at the same location as the customer.

**CUSTOMER ASSISTANCE:**

Customers are expected to be able to enter and exit the vehicle on their own, except when the customer uses a mobility aid and the vehicle lift is utilized.

Customers that need assistance in their mobility, or in the carrying of packages should travel with an attendant. Drivers are not responsible for carrying customer's packages or assisting customers into their home or other destination.

## **LIFT AND SECUREMENT USE:**

Wheelchairs are not permitted to ride in places other than designated securement locations in the vehicle.

Individuals are required to permit wheelchairs to be secured with the onboard securement system provided on each vehicle.

SEAT will not deny transportation to a wheelchair or its user on the ground that the device cannot be secured or restrained satisfactorily by the vehicle's securement system. SEAT will however recommend to a user of a wheelchair that the individual transfer to a vehicle seat but it will not require the individual to transfer.

Trained personnel shall assist individuals with disabilities with the use of securement systems, ramps and lifts.

Individuals with disabilities who do not use wheelchairs, including standees, are permitted to use the vehicle's lift or ramp to enter the vehicle.

## **OTHER REQUIREMENTS:**

Individual's with a disability are permitted to travel with a respirator or portable oxygen supply, consistent with applicable Department of Transportation rules on the transportation of hazardous materials (49 CFR subtitle B, chapter 1, Subchapter C)

Service animals may accompany individuals with disabilities in vehicles and facilities. A detailed policy on this subject is available in the Office of Administration.

## **RESPONSE TIME:**

The carrier may negotiate up to a one hour change or window in pick-up to facilitate scheduling.

Any change in scheduling above one hour must be agreed upon by both the customer and the carrier.

Negotiations of a pick-up time will consider the customer's schedule and desired arrival and departure times.

**FARES:**

The customer will be advised of the amount of the fare at the time they make the reservation. Fares charged for complementary paratransit service will be no more than twice the fare for a comparable trip made by a person without a disability on the fixed-route system.

Fares will be deposited in the fare box by the customer, their attendant or guest.

Drivers are unable to make change.

**INCLEMENT WEATHER:**

In the interest of customer safety, if it is determined by the carrier that weather conditions may pose a danger to the safe operation of our vehicles and the safe transport of our customers, service may be suspended or cancelled. Each scheduled customer will be notified.

**HOLIDAYS:**

No transportation will be provided on the following holidays:

New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

**FOR MORE INFORMATION, OR IF THERE ARE ANY QUESTIONS,  
PLEASE CALL (860)848-5910.**

**If you wish to obtain an application to determine if you qualify for this service please contact SEAT at 860-886-2631x101.**