



Complementary ADA Paratransit Passenger Guide

October 2019

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Updated Annually

Upon request, this guide can be made available in large print or in Spanish.

A petición, esta guía es posible disponible en letra grande o en español.

Passenger Rights under Title VI of the Civil Rights Act of 1964

The Woodlands Township operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with The Woodlands Township.

For more information on The Woodlands Township's civil rights program, and the procedures to file a complaint, contact (281) 210-3800, email express@thewoodlandstowship-tx.gov or visit our offices at 2801 Technology Forest Blvd, The Woodlands, TX 77381. For more information, please visit: www.woodlandstransit.com

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, please contact (281) 210-3800.

Si se necesita información en otro idioma, por favor póngase en contacto con (281) 210-3800.

Complementary ADA Paratransit Service

The Americans with Disabilities Act of 1990 (ADA), as amended, provides that public entities that operate non-commuter fixed route transportation services, such as The Woodlands Town Center Trolley, also provide complementary ADA Paratransit service for individuals unable to access The Woodlands Township's fixed route trolley system due to a disability.

In accordance with Americans with Disabilities Act (ADA) of 1990, The Woodlands Township provides complementary ADA Paratransit service in conjunction with the fixed-route Town Center Trolley service. Service is available during the same days and hours as the Town Center trolley system.

Complementary ADA Paratransit is a shared ride, curb-to-curb service provided for ADA-eligible passengers. All of our vehicles are 100 percent accessible and service is provided over a 3/4-mile radius of the fixed-route Town Center Trolley System in the Town Center area of The Woodlands Township. Both the origin and destination of the trip must be within the eligibility area. Trips can be scheduled up to seven (7) days in advance, up to the day before the trip.

Trips on this service are free-of-charge. Companions accompanying an ADA eligible passenger, as well as Personal care assistants (PCA) also ride free-of-charge.

Passengers of the complementary ADA Paratransit service are required to complete the ADA Eligibility Application, which is available at the end of this guide or on The Woodlands Township's Transportation website: www.woodlandstransit.com

Trips may be made for any purpose. Trips can be scheduled up to seven (7) days in advance, up to the day before the trip.

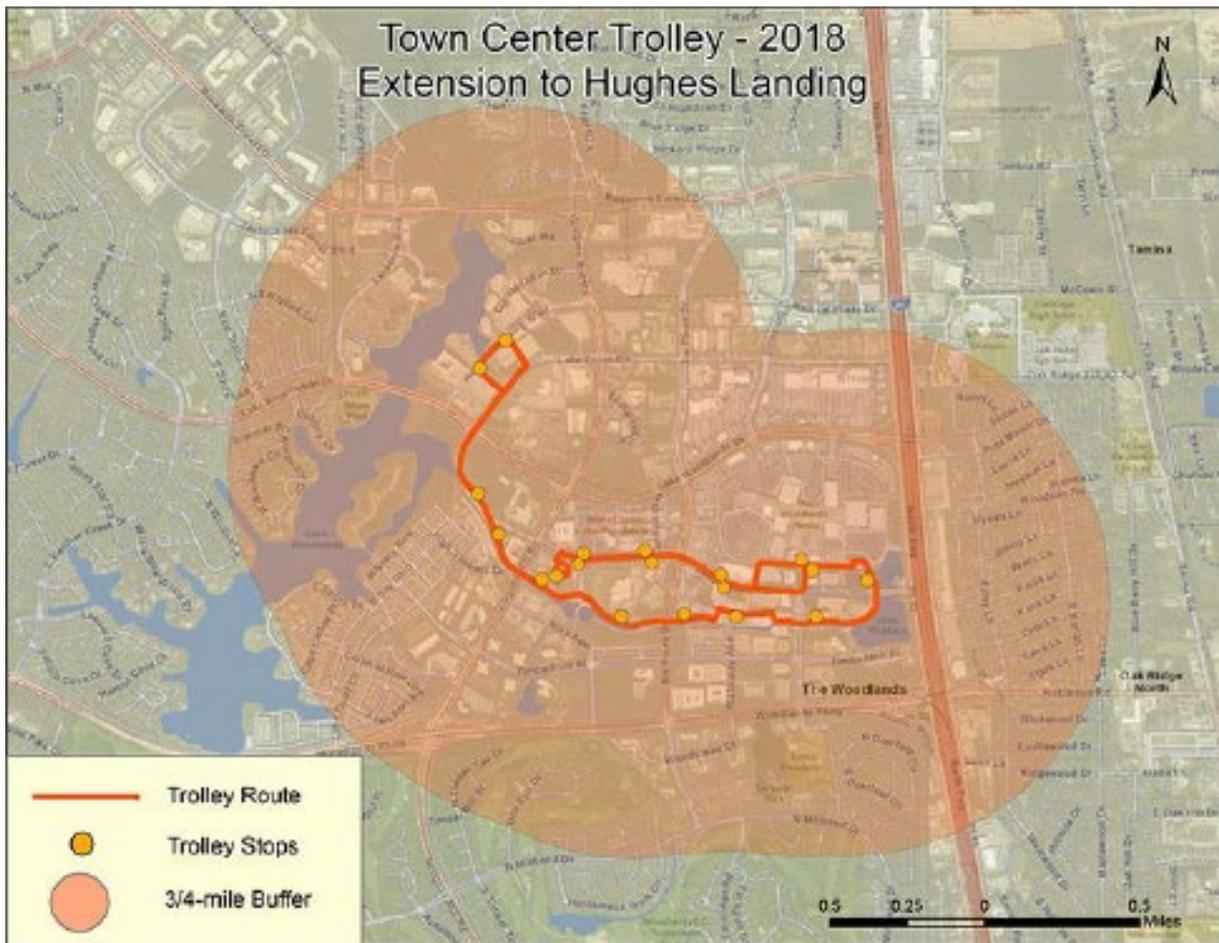
ADA Paratransit standards are provided for in 49 CFR 37.123 of the Code of Federal Regulations.

Service Area

Complementary ADA Paratransit is a shared ride, curb-to-curb service provided for ADA-eligible passengers. All of our vehicles are 100 percent accessible and service is provided over a 3/4-mile radius of the fixed-route Town Center Trolley System in the Town Center area of The Woodlands Township.

A map of the eligible service area is presented below as Figure 1.

Figure 1: Complementary ADA-eligible Service Area



If you are uncertain as to whether your desired trip falls within the service area illustrated above, please contact The Woodlands Township Transportation Department at 281-210-3800.

Eligibility & Certification

Interested ADA Paratransit passengers and their physician must complete The Woodlands Township's application for ADA Paratransit Service and receive approval before transportation can be provided. An application is included at the end of this guide or can be accessed via the internet on Township's Transportation web page: www.woodlandstransit.com

Visitor Eligibility

Individuals who live outside The Woodlands Township's transit service area may apply for visitor status to use the complementary ADA Paratransit service while in the area. No verification of disability is required if the applicant's disability is apparent. If it is a "hidden disability", verification from a health care provider must be presented in advance. Verification of ADA Complementary Paratransit eligibility from another transit system is also accepted. 21 days of eligibility within every 365-day period is provided to qualified visitors with disabilities. Visitors are asked to follow The Woodlands Township's transit scheduling process.

Scheduling Your Trip

To schedule a trip, please call the Transportation Department at 281-210-3800.

Reservations are taken from 7 a.m. to 5 p.m., Monday through Friday, excluding holidays. To make reservations on Saturdays, Sundays, holidays, or after hours, please leave a message with the answering service. One of our staff will call you back to confirm your trip. If we are unable to schedule your trip at the requested time, dispatch will attempt to find an alternative time that will work for you.

Please be prepared to give the scheduler the following information:

- Your name, phone number, and complete pick-up address;
- The date you would like transportation;
- The time you want to arrive at your destination;
- The complete address of your destination, including suite and/or building, doctor's name, phone number, etc.;
- Your return time and return address;
- If a Personal Care Attendant or companion will accompany you. Your application for service must be signed by your physician if a PCA is required;
- If you will be using a wheelchair, scooter, or other mobility device.

Confirmation

When you call and request a trip, the scheduler will confirm your trip details with you. Before ending the call, make sure that all personal information including address and telephone number are correct, and review the times and addresses of your trips with the scheduler to insure all information is correct.

Pick Up Time

When you schedule your ride, you will be given a confirmation of your appointment from the scheduler. You will receive a phone call the day before your scheduled appointment with another confirmation, and an approximate pick up window the bus will arrive. Pick up time at origin will be between 15 and 30 minutes prior to your appointment time OR a time agreed upon with your scheduler. For example: your appointment is at 10 a.m., your scheduler and your reminder call state that the bus will be there at 9:45 a.m. Please be ready for the imminent arrival of your bus starting at 9:30 a.m.

*Please make sure the scheduler has all updated information, including an updated telephone number.

Pick up for return trips are provided between 5 and 30 minutes after the dispatch office has received notification of a desired pick up or scheduled return, or between 5 and 15 minutes of the agreed upon time with your scheduler. For example: Your scheduler has your estimated pick up time for your return ride at 3:15 p.m. You will need to be ready for the bus starting at 3:15 p.m., and could be as late as 3:30 p.m.

Passengers must be ready to depart at the start of their pick-up window. Drivers will wait for five (5) minutes after they arrive within a passenger's scheduled pick up window. If the passenger is not at the bus within the five (5) minutes the driver must depart to serve other passengers.

Cancellations

We understand that things come up. If you need to cancel your appointment, please call The Woodlands Township's Transportation Department as soon as possible at 281-210-3800. The earlier you cancel a trip appointment, the greater the chance another passenger will be able to use the time that was allotted for your trip. Please provide at least a two (2) hour notice of your cancellation.

All trip cancellations must be made through our office. Drivers may not accept cancellations.

General Policies

- Smoking, eating, or drinking is not permitted on any service vehicle.
- Only personal assistance animals are permitted in any service vehicle.
- Loud or abusive behavior or language including profanity/racial or vulgar comments will be cause for immediate removal from the vehicle and possible loss of ridership privileges.
- Passengers may only bring carry-on items that will fit comfortably on their lap and will not protrude into the next seat. Drivers cannot help loading or unload items and passengers may not leave personal items on the bus.
- Drivers are restricted from entering any home or facility.
- We reserve the right to restrict certain items on all buses.

- Drivers are required to transport customers to the pre-scheduled destination indicated on the driver's manifest. Drivers are not allowed to make any destination changes.
- Riding in our vehicles under the influence of alcohol or illegal drugs is prohibited.
- Audio/music players are not permitted to be played aloud while on any vehicle.
- We are not responsible for personal items left on the bus. Passengers may call The Woodlands Township at 281-210-3800 to inquire about any personal items they believe they may have left on a vehicle. If recovered, we will hold personal items for sixty (60) days prior to disposal.

Suspension of Service

The following infractions will result in a temporary to permanent suspension of services. Unless noted below, the suspension will result in seven (7) days for the first occurrence, ten (10) days for the second occurrence, thirty (30) days for the third occurrence. The suspension of service will become effective ten (10) days from the date of the Registered letter of notification is mailed to allow the individual to appeal the suspension.

- Loud and/or abusive behavior or language including profanity/racial or vulgar remarks directed at another passenger, or any staff member.
- Making threats to harm the driver or other passengers will result in a ninety (90) day suspension of service and may be reported to law enforcement.
- Making terroristic threats to the driver, staff, or other passengers will result in permanent suspension of service and will be reported to law enforcement.
- Dangerous/disruptive behavior and/or physical abuse. Defined as any action that could cause direct or indirect physical harm to the driver, vehicle, other passengers, any person, or staff. Under the Patriot Act of 2001 violent acts against mass transportation workers, passengers, vehicles and facilities are federal crimes. This will result in permanent suspension of service and will be reported to law enforcement.
- Smoking in the service vehicle.
- Deliberate fare evasion.
- Refusing to exit the vehicle.
- Disturbing the driver while on route.

Notification of Suspension

The notification of suspension will include the specific reasons for the suspension and information about the appeal process (see *Transit Operations' Title VI Civil Rights Complaint Procedures*). The rider will have thirty (30) days from the receipt of the letter to appeal the suspension decision by following the appeal process described within the notification of suspension.

Process for Appealing Proposed Suspensions

All suspension appeals follow The Woodlands Township appeal process:

- Riders wishing to appeal suspensions under this policy have the right to file an appeal request which must be in writing by letter to:

The Woodlands Township
ATTN: Transportation and Infrastructure Services Department
2801 Technology Forest Boulevard
The Woodlands, TX 77381

- Riders must submit written appeal requests within 15 business days of the date of suspension letter.
- If riders miss the appeal request deadline they will be suspended from The Woodlands Township transit service indicated in your appeal letter.

Review Period for Appeal

If an appeal is requested, it will be scheduled for the Woodlands Township's Assistant General Manager of the Community Services department to review within thirty (30) days of the request, and the suspension of service will be delayed until the appeal is heard.

The individual requesting the appeal may bring other persons to represent him/her including a lawyer, independent living or rehabilitation counselor or other professional to testify on his/her behalf. A sign interpreter will be provided if requested, and an attempt will be made to provide language interpreters.



2801 Technology Forest Blvd., The Woodlands, TX 77381

THE WOODLANDS TOWNSHIP ADA COMPLEMENTARY PARATRANSIT PROGRAM ELIGIBILITY FORM

This form provides an opportunity to describe the limitations you may have which prevent you from using The Woodlands Waterway Trolley fixed-route service. Please complete this form to the best of your ability. If there are questions you cannot answer, please call The Woodlands Township Transportation Department at (281) 210-3800 for assistance. Please answer all questions on this form.

It is the responsibility of the individual to have their certifying healthcare professional fill out the last page of this form as well as write a letter on letterhead, confirming disabilities.

The information provided below will only be used by The Woodlands Township and its agents to determine eligibility. All information is confidential.

NOTE: A map of the eligible service area is included with this form for your reference.

BASIC INFORMATION

Name						
Date of Birth						
Address						
	City		State		ZIP	
Phone	Home		Work			

I certify that the information provided in this form is true and correct.

Signature			Date		

To be completed if the applicant was helped by another person in the completion of the form.

Name						
Relationship						
Address						
	City		State		ZIP	
Phone	Home		Work			

I certify that the information provided in this form is true and correct.

Signature			Date		

INFORMATION ABOUT YOUR DISABILITY AND MOBILITY EQUIPMENT

Tell us about your disability.	

Have you provided verification of your disability?	Yes	No
Is your disability permanent?	Yes	No
If not, how long do you expect to have a disability?		

Designate any mobility aids you use (Circle all that apply)

Manual wheelchair	Power Wheelchair	Power Scooter	Crutches/Walker
Cane	Service Animal	Personal Care Attendant	Other

If Other, please specify:

THE ENVIRONMENT AROUND YOUR HOME

How would you describe the terrain at your home? (e.g., steep hill, etc.)

Are there sidewalks at your home?	Yes	No
How many steps are there at your home?		

YOUR CURRENT TRAVEL

List your 4 or 5 most frequent destinations in The Woodlands and how you get there now.

Woodlands	Frequency	Mode of Travel

YOUR FUTURE TRAVEL

Please list any destination in the designated service area that you cannot get to now.

Destination	Frequency	Mode of Travel

YOUR FUNCTIONAL ABILITY *(CIRCLE ONE ANSWER)*

Walk up and down steps if handrails are present?	Always	Sometimes	Never	Don't Know
Use a telephone to get information?	Always	Sometimes	Never	Don't Know
Walk a city block in favorable weather?	Always	Sometimes	Never	Don't Know
- If you are able to, how long does it take	0-5 mins	5-10 mins	10+ mins	Don't Know
Cross the street if there are curb cuts?	Always	Sometimes	Never	Don't Know
Travel 3 city blocks in favorable weather?	Always	Sometimes	Never	Don't Know
- If you are able to, how long does it take	0-5 mins	5-10 mins	10+ mins	Don't Know
Wait 10 minutes at a bus stop that does not have a bench or	Always	Sometimes	Never	Don't Know
Travel up or down a gradual hill on a sidewalk?	Always	Sometimes	Never	Don't Know
Find your own way to the bus stop?	Always	Sometimes	Never	Don't Know
Currently able to travel by yourself?	Always	Sometimes	Never	Don't Know

PERMISSION FOR RELEASE OF INFORMATION

To allow The Woodlands Township to evaluate your form, it may be necessary to contact a qualified healthcare professional to confirm the information that you have provided. Identify the healthcare professional who would be best able to verify your functional ability to use transit services and who would have the appropriate specialization to provide more information about your condition. The Woodlands Township will not use any information in this form except for the purposes of determining eligibility.

PLEASE CIRCLE ONE OF THE FOLLOWING TO BEST DESCRIBE YOUR HEALTHCARE PROFESSIONAL						
Rehabilitation Counselor	Social Service Professional		Independent Living Counselor			
Occupational Therapist	Physician		Other Healthcare Professional			
Professional's Name						
Address						
	City		State		ZIP	
Phone						

This above healthcare professional is familiar with my disability and is authorized to provide information to The Woodlands Township and its agents as necessary to complete this form.

Signature of Applicant	
Date	

Please send completed ADA Complementary Paratransit Program Eligibility Form to:

The Woodlands Township
ATTN: Transportation and Infrastructure Services Department
 2801 Technology Forest Boulevard
 The Woodlands, TX 77381

AFTER YOUR APPLICATION IS SUBMITTED

You will receive a determination letter within (21) days. Please allow sufficient time for mailing of the determination letter, usually three days. If a determination is not made within 21 days, The Woodlands Township's Transit Program is required to provide temporary rides, beginning on day 22, until an eligibility determination is made. If your application is denied, you have the right to appeal that decision within sixty (60) days from notice of the adverse decision.

(See Paratransit Service Form on next page)

THE WOODLANDS TOWNSHIP PARATRANSIT SERVICE FORM

Please have your Qualified Healthcare Professional fill out this form.

Dear Qualified Healthcare Professional:

To determine whether the undersigned applicant is eligible for ADA Complementary Paratransit Service, we are requesting your assistance. Paratransit service is an origin-to- destination transportation service for individuals with a disability provided as a supplement to the fixed-route bus systems. An individual would be eligible if they are unable to use The Woodlands Waterway Trolley fixed-route service, including traveling to, boarding, and navigating the system, due to a disability.

Please render judgment whether the applicant can or cannot access the bus system due to a disability in your professional opinion. Please fill out the information below to describe in layman terms the applicant’s disability and how it prevents use of the fixed-route bus system. Detailed information will help make a proper eligibility determination. All information provided will be kept confidential and only used for eligibility determination by The Woodlands Township

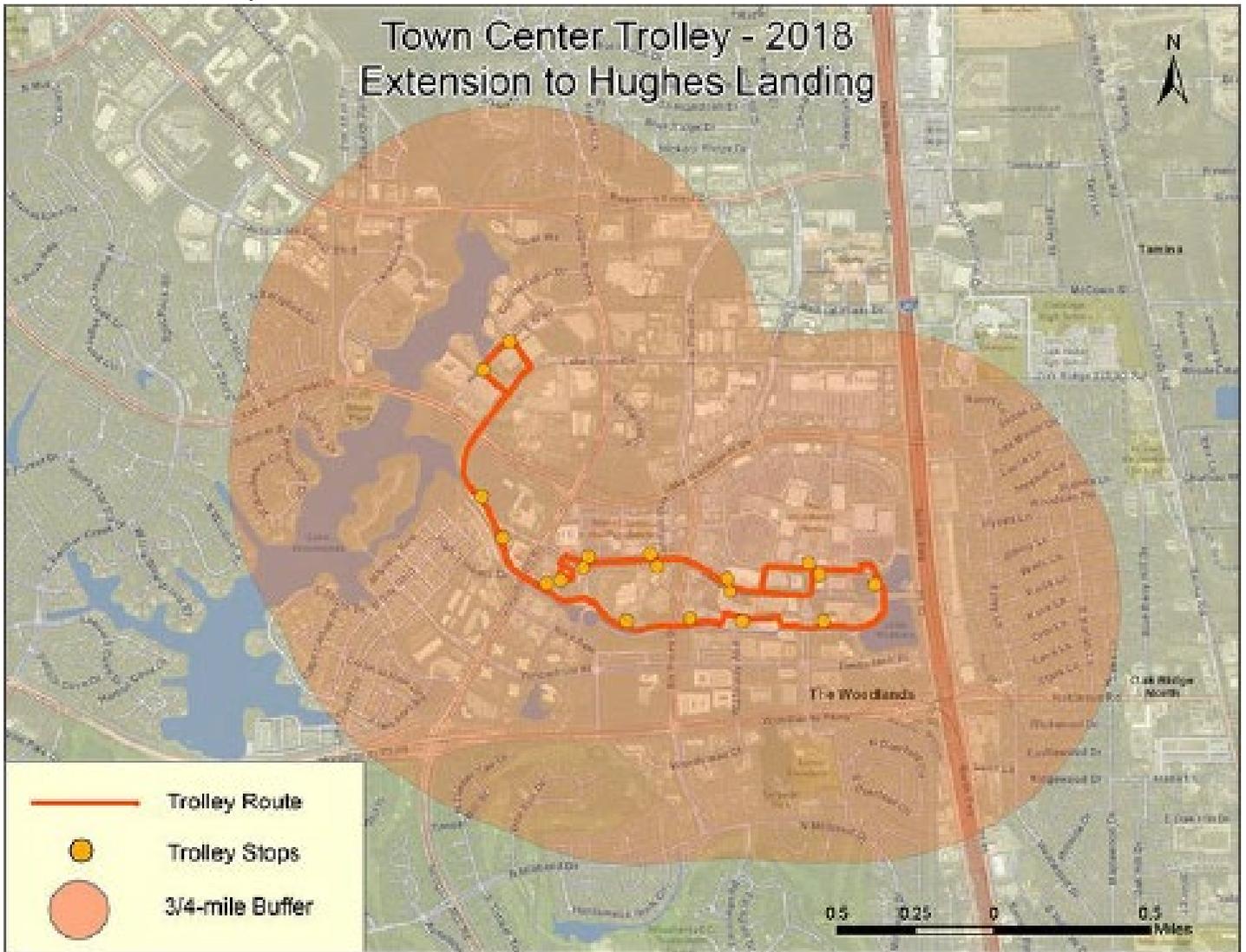
Please sign the form below and provide an additional signature on your professional letterhead or prescription note to help us prevent fraudulent forms. The form cannot be processed without all requested information and both signatures.

Thank you.

Patient/Client Name				
How does the medical condition prevent local fixed-route bus usage?				
Is this disability:	Permanent	Temporary	If temporary, please specify	
Does the applicant use any of the following aids for mobility?				
Manual Wheelchair	Electric Wheelchair	Cane	Service Animal	Other (please specify)
Crutches	Powered Scooter	Walker	Personal Care Attendant	
Name			Phone Number	
Signature			Date	

Please Note: Both the origin and destination of your trip must be within the eligibility area depicted below.

Service Area Map



ADA Paratransit Program Eligibility Form