Metro Area Public Transit System
123 S. Main Street
Joplin, Missouri 64801

Riders Guide to Sunshine Lamp Trolley – MAPS Para-Transit

Introduction

Sunshine Lamp Trolley Para-Transit is a publicly funded Para-Transit provider operating a specialized service, serving persons with qualifying disabilities and elderly individuals who are unable to use regular fixed-route buses. This service may be co-mingled with our demand response service. Sunshine Lamp Trolley Para-Transit provides public curb-to curb Para-Transit service, with origin-to-destination service provided upon request, within the ADA Service Corridor.

The ADA requires transit operators to establish specific eligibility criteria for users of Para-Transit service and mandates that there are no trip priorities on Para- Transit. This Rider's Guide has been prepared to assist customers in understanding Para-Transit services, how they work, and how best to use them responsibly.

The Americans with Disabilities Act (ADA) was signed into federal law in 1990. ADA prohibits discrimination against persons with disabilities in the areas of employment, public services including transportation, public accommodations, private services, and telecommunications. ADA requires all public transit operators to provide a special service to eligible disabled individuals whose disabilities prevent them from using accessible public transit. The special service, called "Para-Transit service", operates at similar times and in similar areas as the

existing fixed-route transit. This ADA Service Corridor includes the area within three-quarters (3/4) of a mile from the regular fixed route service.

Sunshine Lamp Trolley/MAPS –Para Transit

Sunshine Lamp Trolley/MAPS Para-Transit is a shared ride, curb-to-curb Para-Transit service, with origin to-destination service provided upon request, for people with qualifying disabilities.

Sunshine Lamp Trolley/MAPS Para-Transit provides transportation for people who are unable to use the public bus/trolley system for some or all trips.

Para-Transit - a Shared-Ride Service

Sunshine Lamp Trolley /MAPS Para-Transit service is a shared-ride system. At times passengers may co mingle with demand response riders. Other passengers may be on board during transit to a passenger's destination. Your scheduled pick-up times or route of travel may be altered so another passenger can be accommodated. The vehicle may stop and pick up other riders as it proceeds to your destination. Shared rides lower the cost of Para-Transit service by increasing system productivity.

Sunshine Lamp Trolley/MAPS Para-Transit schedulers may ask you to accept trip reservation times that are different from your original requested pick- up time. Your reservation time may be moved up to an hour earlier or later than you requested. We ask that you be flexible. By changing your time, more passengers may be served. Para Transit services will make every attempt to provide a service that is complementary in nature to the fixed route service.

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How to Apply

Call 417-626-8607. Ask for an application for Sunshine Lamp Trolley Para-Transit to be sent to you. Please note: Sunshine Lamp Trolley staff are available from 8 AM to 4:00 PM Monday through Friday to respond to your questions about Sunshine Lamp Trolley/MAPS Para-Transit service. You may also receive an application by coming to the MAPS Office, 123 S. Main Street, Joplin MO in person. Or download a form at our transportation website: www.joplinmo.org

ADA/Para-Transit Eligibility

In order to receive service, all Para-Transit passengers must be ADA certified by completing an application form and qualifying under one or more of the ADA eligibility criteria listed below. The application must be completed in full. All areas must be filled out; including medical verification by a qualified medical provider (a list of qualified providers is included on the application).

You are eligible for all or some of your trips on Para-Transit if you meet one of the following conditions and a qualified medical person (as specified on the application forms) attests to the following:

You meet the conditions established by the Americans with Disabilities Act (ADA)*.

You are unable to get on or off an accessible transit bus by yourself.

You are unable to get on a transit bus because it does not have a lift.

You are unable to travel to or from a bus stop or find your way around the transit system by yourself because of a physical or cognitive functional disability.

* ADA Definition "disability" Section 504 Compliance Handbook;

A physical or mental impairment that substantially limits one or more of the major life activities;

A record of such impairment; or

Being regarded as having such an impairment.

To fit within the first part of this definition, an individual must have

a physical or mental impairment;

that substantially limits three (3) or more major life activities.

The guidance observes that the definition of "disability" under the ADA and Section 504 might differ from the definition of disability under other laws such as the Vietnam Era Veterans Readjustment Assistance Act. ADA eligible visitors from outside the city may also use Para-Transit service. Visitors will be eligible for any combination of 21 days of service during any 365-day period beginning with the visitor's first use of Sunshine Lamp Trolley/MAPS Para-Transit service.

Becoming Certified to Use Para-Transit

Metro Area Public Transit must process a completed application within 21 calendar days of submittal. If after 21 calendar days, Metro Area Public Transit has not made an eligibility determination, the applicant must be treated as eligible and must be provided service on the 22nd day until and unless Metro Area Public Transit denies the application. Once it has been determined that you are ADA eligible you will then be certified eligible to use Sunshine Lamp Trolley/MAPS Para-Transit services. Recertification of ADA eligibility is required every three (3) years. If you are found ineligible, there is an appeal process. After the forms are filled out and signed by the appropriate persons, the certification process may take up to 21 days to complete.

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Eligible Passengers and Guests or PCAs

Under ADA, each Para-Transit passenger can ride with:

One certified personal care attendant (PCA) who provides individual assistance to the qualified passenger. This PCA will not be charged for the trip. This person must be 18 years or older. To be able to have one PCA ride free with you, you must be registered with the Sunshine Lamp Trolley/MAPS Paratransit Program as needing a PCA. This is done as part of your eligibility process. Two passengers cannot claim each other as PCA's in order to avoid fare payment.

One guest. Additional companions may also travel on a space available basis. Guests will be charged for the trip at the same rate as the Sunshine Lamp Trolley/MAPS Para-Transit passenger. PCAs and guests must board and disembark at the same locations where the passenger boards and disembarks. Children five and under shall be accompanied by an adult. To avoid delays, when scheduling a ride, inform the scheduler if anyone will be accompanying the passenger on the trip.

Fare

The one-way fare for registered passengers and guests is $4. Transit ID reduced fares do not apply to ADA Para Transit transport. Please be prepared to pay the driver with exact change (drivers do not make change).

Hours of Operation

Transportation is available Monday through Friday at the same hours as the fixed route Trolleys operate. Para Transit services observe the same holidays as the fixed route service.
Sunshine Lamp Trolley Para-Transit operates the same hours as our fixed-route Trolley.: Monday through Friday from 6:00 a.m. to 6:00 p.m. The last scheduled pickups are during the 5PM hour. Riders must be delivered to their destination by 6 PM.

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How to Schedule a Trip

For trips inside the ADA Service Corridor call one-to-fourteen days in advance of your trip. Reservations may be made Monday thru Friday at 7:00 a.m. to 5:00 p.m. by calling dispatch at 417-626-8607. You may also book a ride online 24/7. You may leave a message also at 417-626-8607 after hours to schedule a ride. When you are connected to a dispatcher or leaving a message, please have the following information ready:

Your name.

The day and date you would like transportation.

The time you wish transportation.

Your pick-up address.

The address of your destination.

Your return time and return address.

Whether you will be accompanied by a personal care attendant or companion(s).

Whether you will be using a wheelchair (manual or motorized), scooter, or other mobility device.

If you are bringing a service animal.

It is helpful (but not required) to also provide the telephone number of the destination when it is available. By doing so, preventable delays can be avoided for both the passenger and others using the service.

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ASK THAT YOUR RESERVATIONS BE REPEATED TO YOU TO ASSURE THAT ALL THE INFORMATION IS CORRECT. A confirmation email and or text will be sent with trip details. WRITE IT DOWN.

If you leave a message for a trip, the Para-Transit scheduler will call to tell you whether your trip request can be accommodated - usually the same day, but always the day before your scheduled trip(s). Based on capacity, you may be offered an alternate pick up or return time. When you receive confirmation of your ride, be sure that you write down the pickup times of any and all trips for that day.

Let the scheduler know of any special transportation needs you have. The vehicle driver will do his or her best to accommodate you. Schedulers are instructed to give their name at the time they answer a call. However, please be sure to ask for the scheduler's name if it is not given when making reservations, cancellations, changes with your scheduled pick-ups, or requests for expected arrival times of the vehicle.

In no case may reservations, cancellations, or changes in pick up or drop off be made through the bus driver over the radio. The rider must call the Para-Transit scheduler.

Avoiding Undue Cancellations

Para-Transit is a vital community resource. Cancellations are a major contributor to service costs and system inefficiency. Rides cancelled too late to schedule another trip in their place result in wasted expense and capacity that goes unused. Para-Transit passengers can help by making sure they only schedule rides they plan to take and if they must cancel, do so with enough advance notice that the rides can be reassigned. By reducing cancellations and no-shows, denials on Para-Transit service can be reduced significantly.

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Canceling a scheduled trip

Please cancel trip reservations by calling dispatch at 417-626-8607 at least one day in advance whenever possible. Any cancellation made less than 2 hours prior to the scheduled pick-up will be recorded as "no-show". When canceling a trip, passengers are responsible to provide the following information:

Name of passenger.

Time and date of scheduled pick-up.

Exact destination address.

Status of any other scheduled trips for that day.

The earlier you cancel a trip reservation, the greater the chance the time will be able to be used by another passenger. To avoid excessive cancellations, you will be allowed three No-shows in a rolling 30-day period, after which you will receive a written warning.

On the Day of Your Trip

Please have your fare ready at the time of your pickup. Please be ready to travel 15 minutes before and be prepared to wait up to 15 minutes after your scheduled pick-up time. The driver is required to wait for you for five minutes from the time the vehicle arrives within this 30-minute waiting period. The driver will leave after waiting five minutes and record the trip as a no-show. If the transport bus does not arrive by the end of the 30-minute period, please call 417-626-8607. If the driver arrives before the scheduled pickup time, passengers are not required to leave early. Passenger promptness is important to help Sunshine Lamp Trolley/MAPS Para- Transit maintain on-time performance. Passengers must be ready to meet the Para-Transit driver at the time the transport vehicle arrives. A scheduled trip is considered on time when the vehicle is within 15 minutes before or 15 minutes after the scheduled pick-up time. Arrival time is the time when the driver is at the street-level door ready to receive the passenger.

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When Sunshine Lamp Trolley/MAPS Para-Transit Is Late in Picking Up

Many factors affect the on-time performance of Sunshine Lamp Trolley/MAPS Para-Transit vehicles. These include traffic and weather conditions. If Para-Transit transport finds it necessary to alter your scheduled pick-up time by 15 minutes or more, schedulers will call to advise you when possible. We also provide text and email notifications if you are registered.

Trip length

One hour has been established as the goal for the maximum length of time a Sunshine Lamp Trolley/MAPS Para-Transit passenger should be on board a vehicle for a trip. However, extenuating circumstances do occur creating exceptions - such as traffic conditions, road construction, weather, etc. - over which Sunshine Lamp Trolley/MAPS Para- Transit has no control.

Consequently, some trips will exceed this goal. Passengers are advised to discuss their travel times with Sunshine Lamp Trolley/MAPS Para Transit if they feel their trips take too long or experience consistently greater travel times.

No-Shows

Para-Transit is a vital community resource. A no-show happens when the van arrives at the agreed upon pick up time and the passenger is absent or declines to travel. A no-show for a local ride costs the Transit division and is a waste of valuable public resources. No-shows result in trip denials, delays in pick-ups/drop offs, and unscheduled double-ups. Please do all that you can to prevent no-shows. If you find yourself running late, please call dispatch at 417-626-8607 as soon as possible. If you are not ready to board when Sunshine Lamp Trolley/MAPS Para-Transit arrives, the driver may be instructed to wait no more than 5 minutes before proceeding on to the next scheduled assignment and record the trip as a no-show. If the no-show is due to circumstances beyond the control of the patron, please call the administrative office at 417-626-8607.

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Driver Assistance

Sunshine Lamp Trolley/MAPS Para-transit service is a curb-to-curb service. However, if a rider requests assistance beyond the curb, assistance will be provided to the door of a residence or the door/lobby of a public building as long as the driver is able to maintain effective continuing control of the vehicle by maintaining visual contact at all times. Our policy prohibits drivers from entering a private residence or traveling beyond the lobby of a public building. We request that we are notified in advance when assistance is required, however assistance will not be denied if advanced notice is not given.

Comments and Complaints

Customer service representatives are available to take your comments or complaints in writing or by telephone. Please contact us at (417)626-8607. If you prefer, you can write to us at the address below. Your feedback is appreciated. Passenger input is important in providing a safe and reliable Sunshine Lamp Trolley/MAPS Para-Transit service. It is requested that comments or complaints be submitted in a written format whenever possible. If written submittal is a hardship due to your disability, please give us a call. Complaints should be submitted within 3 days of occurrence to ensure an appropriate response. Serious problems should be communicated immediately. When making comments or complaints, passengers are requested to provide as much detailed information as possible including the following information:

Passenger's name

Passenger's address and telephone number

Date and time of occurrence/problem

Place of incident (when applicable)

Scheduled pick-up time

Vehicle number (if known)

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Driver or scheduler's name (if known)

Any other important details that describe the occurrence or problem

You may request that your comments be handled confidentially. Comments or complaints may be made directly to the Transportation Coordinator. Here is the information you will need to contact us:

Metro Area Public Transit System – City of Joplin

Transportation Coordinator

123 S. Main Street

Joplin, MO 64804

417-625-4793

Metro Area Public Transit System Appeal Process for Determination of Non-Eligibility for Sunshine Lamp Trolley/MAPS ADA Para-Transit Service

If an individual is determined to be non-eligible for Para-Transit service, an appeal of the decision can be made to the Transportation Coordinator at 123 S.Main Street Joplin MO 64801. The period for appealing a determination of non-eligibility will be limited to 60 days. If after 30 days, the appeal has not been decided, the individual will be presumed eligible until a final decision is reached. The individual making the appeal has the right to be heard in person and to have the necessary support, such as a sign language interpreter. All appeals must be made in writing and submitted to the Transportation Coordinator. Please include your name, address, telephone number, and a brief explanation of the basis for your appeal. You are welcome to appear in person to present your appeal. If you plan to appear in person, please state if you have any special requirements, such as a sign language interpreter, so Metro Area Public Transit System can make the appropriate arrangements when scheduling your appointment.

Appeals should be addressed to:

T**ransportation Coordinator**

Sunshine Lamp Trolley/MAPS Para-Transit

123 S. Main Street

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If you need additional information or need assistance, contact us at 417-626-8607.

Responsibilities of Participants

Passengers:

Contact the Para-Transit Office well in advance for scheduling appointments, making scheduling changes, or canceling scheduled rides.

Allow 15 minutes before or 15 minutes after the pick-up times given by the schedulers for the transportation to arrive.

Be on the lookout for the vans and be ready to board when they arrive.

Pay the driver upon boarding in cash. Cash should be exact change; drivers cannot make change.

Caregivers:

Take care of the passenger's responsibilities if the passenger is incapable of doing so.

Meet the van to assist in loading and unloading the passengers.

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Drivers:

Assist in loading and unloading the passengers.

Maintain a positive image for the Para-Transit Service by being helpful and considerate at all times.

Provide safe and timely transportation to the residents of The City of Joplin. The object of the Para-Transit Service is to provide safe, efficient, reliable, quality transportation to as many people as possible.

For additional information call our Para-Transit office at (417)626-8607.

Passenger Safety

All riders must wear lap and shoulder belts as required by Missouri motor vehicle laws. Refusal to be properly secured prior to transport could result in loss of service. If you use a wheelchair to ride on the bus, your wheelchair will be secured in the vehicle via a four- point tie-down system. We may refuse to transport you if you will not allow your wheelchair to be properly secured prior to transport. If a seat or safety lap belt is not available, the passenger can decline the scheduled trip without penalty. MAPS will dispatch a properly equipped vehicle as soon as possible. If you use a three wheeled mobility device, the driver may ask you to transfer to a regular seat. This will be done for your protection, as these devices are typically not constructed to withstand the rigors of use as a vehicular passenger seat. If you are not able to comply with this request, you may decline, and the driver will secure you in your mobility device and continue with your ride. Passengers are required to follow other safety instructions given by the driver and/or as required by law enforcement or safety officers.

Accidents

Sunshine Lamp Trolley/MAPS Para-Transit will report all injuries and accidents associated with the operation of the service.

Accidents involving passenger or staff injuries resulting in hospitalization must be reported by telephone within 24 hours of such incidents and must be followed up with any written documentation when requested by Metro Area Public Transit System.

Driver Training Requirements

Sunshine Lamp Trolley/MAPS Para-Transit will provide training to all drivers. Training shall include defensive driving and behind-the-wheel training.

All Sunshine Lamp Trolley/MAPS Para-Transit Drivers must:

Meet DMV criteria to maintain a safe driving record.

Possess a Class E driver's license.

Pass a pre-employment and/or random drug testing

Complete training within 90 days of hiring.

Two Way Communication

Effective two-way radio communication will be available on all vehicles for use by the driver.

Vehicle Condition

All vehicles are kept in a safe and well-maintained condition.

Driver Attire

All drivers will wear proper casual working attire, which includes a visible ID badge and will greet each passenger.

Please refrain:

It is requested that passengers refrain from eating, drinking, and smoking while on the vehicle. Also, passengers are requested not to wear any strongly scented personal care products while

on board. This will help ensure that vans are accessible for passengers with multiple chemical sensitivity or environmental illness.

Wheelchairs & Mobility Aids

All wheelchairs and mobility aids for Fixed Route Bus and Para Transit service must meet the following requirements:

1. Be no wider than 30

2. Be no longer than 48".

3. Weigh no more than 800 lbs.

Oxygen

You may bring a respirator, portable oxygen, and/or other life-supporting equipment; this equipment must not violate laws or rules regarding transportation of hazardous materials. Equipment must be of an appropriate size to fit in the para-transit vehicles and be under the rider's or the assistant's continuous control. Drivers cannot safely assist you onto the vehicle and carry the equipment at the same time. For safety purposes, drivers cannot administer oxygen or operate any other life support equipment.

Transporting Animals

You may travel with a service animal such as a guide dog. Service animals are animals that are "individually trained to work or perform tasks" to provide assistance to an individual with a disability. Transit agencies are not required to transport animals that have not been individually trained to perform specific work or tasks. If an animal's only function were to provide emotional support or comfort for the rider, for example, that animal would not fall under the regulatory training-based definition of a service animal. Simply providing comfort is something that an animal does passively, by its nature or through the perception of the owner. Personnel may ask riders two questions: (1) is the animal a service animal required because of a disability? and (2) what work or task has the animal been trained to perform? You should tell the dispatcher when

you request a ride that you will be traveling with a service animal. A service animal must be under the constant control of its owner or handler. Metro Area Public Transit System may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of drivers or other riders, create a seriously disruptive atmosphere or are otherwise not under the rider's control. Caring for a service animal is the responsibility of the passenger or a PCA.

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