



*Getting you where you want to go*



## MOUNTAIN LINE PARATRANSIT GUIDE

## Mountain Line Paratransit Service

In cooperation with the Americans with Disabilities Act and the Federal Transit Authority, Mountain Line Paratransit provides an “ADA Guaranteed Ride Area”. This is an origin to destination, demand-responsive paratransit service that mirrors Mountain Line fixed-route service in terms of service times and areas. The service is available to people with disabilities who do not have the functional ability to ride fixed-route buses, either permanently or under certain conditions. This service aims to promote independence, integration and self-sufficiency.

Mountain Line Paratransit is a shared-ride program, meaning multiple individuals’ trips are grouped together in an effort to meet all trip requests and improve efficiency. Each trip requires an advance reservation and is provided without regard to the purpose of the trip. All trips are origin to destination. Additional assistance is provided in some situations.

In order to qualify for Mountain Line Paratransit Services all applicants must go through an eligibility determination process. The process consists of submitting an application which includes a self-assessment, a professional verification of functional ability and an in-person interview with an Eligibility Specialist. A determination will be rendered within 21 days of receipt of a completed application.

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## ADA Paratransit Service Eligibility Process

Under the ADA, disability alone does not qualify a person to ride Paratransit. A person must be functionally unable to use the fixed-route service. Paratransit service is provided to the following three general groups of persons with disabilities:

1. Persons who have specific impairment-related conditions which make it impossible — not just difficult — to travel to or from the bus stop.
2. Persons who need a wheelchair lift-equipped bus, but it is not available on the fixed-route when they need to travel. All Mountain Line fixed-route buses are ADA accessible.
3. Persons who cannot board, ride, or exit from the fixed-route buses even if they are able to get to a bus stop and the bus is equipped with a wheelchair lift.

Those persons who are certified eligible are classified as having unconditional, temporary, or conditional eligibility for ADA Paratransit Service as follows:

**Unconditional** status is assigned to persons who are determined unable to ever independently use fixed-route buses, even with training

**Temporary** status is assigned to persons who are determined capable of using accessible buses but cannot do so at present, either because of a temporary disability or other temporary changes to the bus route, stops, or other conditions.

**Conditional** status is assigned to persons who are able to use fixed-route buses some of the time, but would, under certain circumstances and for certain trips, be prevented from independently using fixed-route buses. Examples of conditional eligibility include persons with extreme fatigue after treatments such as dialysis, a bus stop which requires a traveler who is blind to maneuver a dangerous pedestrian area such as a large, open parking lot with no reference points, or a fixed route bus route that is not yet accessible.

## **Evaluation Procedure**

All applicants seeking eligibility for ADA Paratransit Service must go through an eligibility determination process. An in-person evaluation interview is required to determine if the applicant can use the fixed-route bus system. Transportation assistance is provided as necessary to and from the evaluation appointment.

The purpose of the evaluation interview is to determine when and under what circumstances the applicant can use fixed-route buses and when Paratransit service is required. The ADA Paratransit eligibility evaluation includes a medical verification of disability, the applicant's own assessment of his/her ability to use fixed-route buses, and an in-person evaluation interview. Information provided by a social service agency or other professional regarding the applicant's ability to use the fixed-route bus may also be considered.


All requested information must be provided and the application process completed before an eligibility determination can be rendered.

## **In Person Interview**

The in-person interview helps determine whether an applicant has the ability to use fixed-route buses, and if so, under what circumstances. The interview consists of a series of questions designed to evaluate the functional abilities, limitations, and individual needs of each applicant. Variables in the environment, as well as the applicant's ability to perform the tasks required to use the bus, are also considered.


## Appeals

Information regarding the appeals process is available from the Paratransit Operations Manager. Applicants who are determined not eligible, or who do not agree with the conditions established for their use of ADA Paratransit Service, may request a review of their determination by the Appeals Committee. An appeal may be submitted by email to [transportation@naipta.az.gov](mailto:transportation@naipta.az.gov), or by phone at (928) 679-8927. Please mail written requests to 3773 N. Kaspar Drive, Flagstaff, AZ 86004, Attn: Paratransit Operations Manager.



## Reasonable Modifications

Mountain Line will make reasonable modifications to policies, practices and procedures when necessary to ensure its programs are accessible to individuals with disabilities. Requests may be submitted by email to [transportation@naipta.az.gov](mailto:transportation@naipta.az.gov), by phone at (928) 679-8911, or verbally to any Mountain Line staff. Please mail written requests to 3773 N. Kaspar Drive, Flagstaff, AZ 86004, Attn: Eligibility Specialist. The complete Reasonable Modification Policy is available upon request or can be viewed on the Mountain Line website at [www.mountainline.az.gov](http://www.mountainline.az.gov).



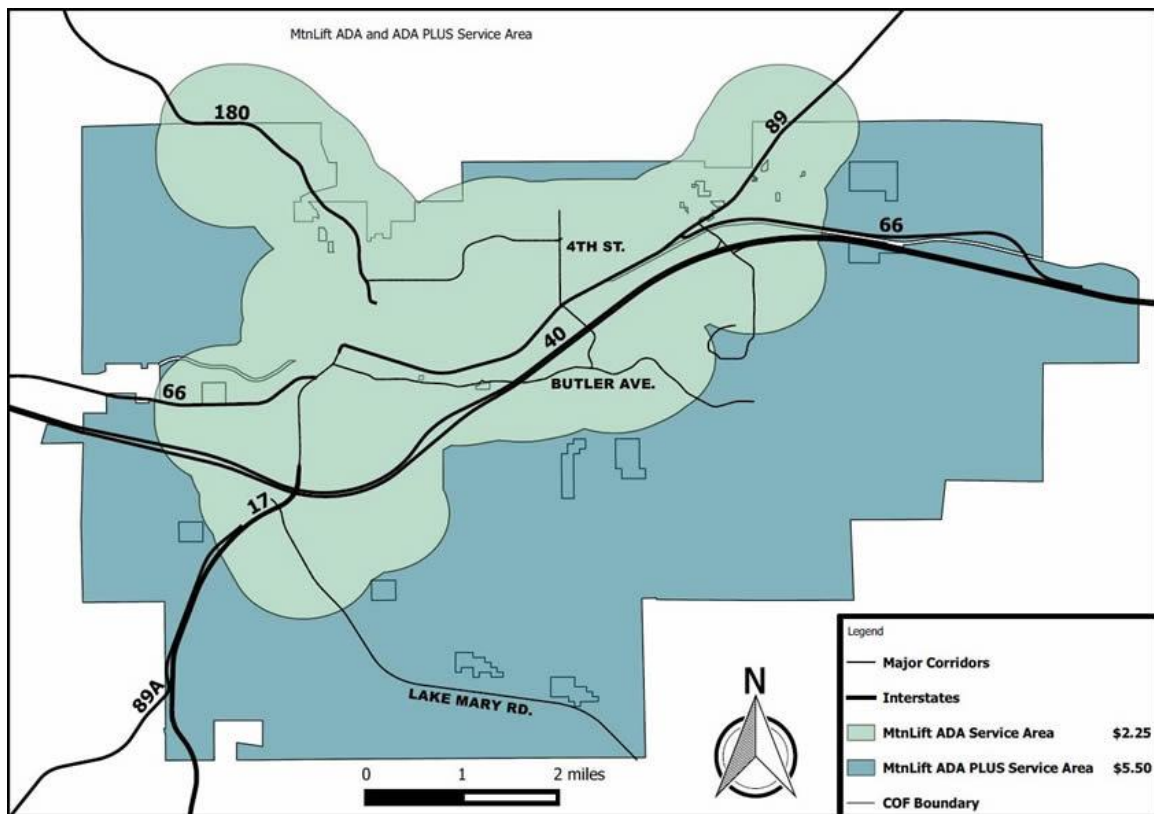
## Visitors

Mountain Line provides complementary paratransit service to visitors. Visitors are defined as individuals who reside outside of Mountain Line's jurisdiction. Individuals that other transit agencies have determined to be ADA paratransit eligible can present documentation of eligibility received from these other agencies. Individuals who do not have documentation of ADA paratransit eligibility from another transit agency will need to provide proof of residence to verify visitor status. For visitors whose disability is apparent, no additional documentation will be necessary. Visitors whose disability is not apparent (e.g., cognitive disability or cardiac condition), documentation of disability, such as a letter from a medical professional or eligibility for other service based on a determination of disability is required. Visitor service shall be provided for 21 days during any 365-day period beginning with the visitor's first use of the service.

## Hours of Operations and Service Area

Mountain Line Paratransit ride service operates 363 days a year, is closed on Thanksgiving Day and Christmas Day, and operates during the defined hours of the Mountain Line fixed route service. Mountain Line Paratransit provides an ADA guaranteed ride area within  $\frac{3}{4}$  of a mile of Mountain Line bus routes along with providing service beyond the ADA guaranteed ride within the City of Flagstaff.

## Service Area Map



## Fares

\$2.25	One-way trip within ADA service area
\$5.50	One-way trip within ADA Plus service area
\$22.50	10 ride ADA service area punch-pass
\$45.00	20 ride ADA service area punch-pass
\$55.00	10 ride ADA Plus service area punch-pass



## Call Before You Move

The goal of Mountain Line Paratransit is to provide the best customer service possible. As a suggestion to help serve its riders, Mountain Line would like to remind customers to call Mountain Line Paratransit before changing residences to verify that public transportation is available where they are moving.



## Reservations

Reservations can be made seven days a week between the hours of 8:00 a.m. and 5:00 p.m. by calling Mountain Line Paratransit Dispatch at (928) 679-8905. Reservations may be made from one day to fourteen days in advance.

## Please Have the Following Available

- Your name.
- The day and date of your trip.
- The exact street address, building, or facility name, including the apartment, building, suite number, gate code, for both pick-up and drop-off location, and if you have it, a phone number for your destination.
- The type of mobility aide(s) you will be using.
- The number of people traveling. Will you be taking a companion or Personal Care Attendant (PCA)?
- The time you wish to be picked up, or in the case of a work, school, or medical appointment, the time you need to be at your destination.

## Please Note:

- Trips may originate from any location within the Mountain Line Paratransit ADA and ADA Plus service area. Rides may be one-way, round trip or multiple rides. All destinations need to be located within Mountain Line Paratransit ADA and ADA Plus service area.
- Changes can be made to any trips on the day of your scheduled ride, including the time of travel or address changes, but must be requested at least two hours before the scheduled pick-up times and are only accommodated on space available basis.

The Mountain Line Paratransit customer service representatives will do their best to accommodate the times you desire; however, alternate times may be offered. As paratransit is a shared ride service, Mountain Line Paratransit may negotiate your requested pick up times but will not require a trip to begin more than one hour before or after your desired departure time. For example, if you request a 10:15 a.m. pick up time and that time is not available, we may offer you a trip as early as 9:15 a.m. or as late as 11:15 a.m.

## **Shared Rides**

Mountain Line Paratransit Services is a public transportation service. Whenever possible, Mountain Line Paratransit will schedule rides with multiple passengers. This means you will be sharing rides with other persons with disabilities. Please be a courteous rider. Travel times are estimated to be similar to fixed-route travel times so riders who require medication or oxygen at regular intervals should plan accordingly.

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## **Subscription Service**

Subscription service is available for customers who travel to and from the same destination at the same time at least (3) three times a week. An application for subscription service may be requested by calling Mountain Line Paratransit Dispatch at (928) 679-8905. Mountain Line Paratransit offers subscription service as an optional component of service. To be considered for subscription service, a person must demonstrate a pattern of no excessive cancellations or no-shows. Subscription services are allowed under the Americans with Disabilities Act (ADA) of 1990 but not mandated. If your application is not approved due to capacity reasons, you will be placed on a waiting list and you will be notified when a space becomes available.

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## **Arrivals & Late Arrivals**

Customers should be ready to depart fifteen minutes before their requested pick-up time and be available for travel when the vehicle arrives. Vehicles arriving within fifteen minutes before or fifteen minutes after the requested time are considered to be within the on-time window for service. Upon arrival, the operator will verify he/she is within the allowable window and wait five minutes for a passenger to board, and if a passenger

is not available for travel, the vehicle will proceed to the next destination and the trip will be recorded as a no-show. If your vehicle has not arrived by fifteen minutes after your scheduled pick-up time, you may then elect to cancel / decline the ride without being in violation of the no-show policy. Please remember to call and cancel the late ride and / or any return rides you may have scheduled. Drivers are not able to cancel your additional rides. While Mountain Line Paratransit strives to provide on-time service, many factors may result in a delayed pick-up. If your vehicle has not arrived within the window for service, please call Mountain Line Paratransit Dispatch at (928) 679-8905.

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## **Gated Communities**

If a pick-up location is within a gated community, it is the customer's responsibility to arrange entry for the vehicle. When you schedule a trip, please confirm the gate code. Any changes should be reported to Mountain Line Paratransit Dispatch at (928) 679-8905. If a vehicle is unable to enter the pick-up area or the customer fails to meet the vehicle outside of the community, the customer's trip will be designated as a no-show.

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## **Mountain Line Paratransit Same-Day-Service**

Mountain Line Paratransit offers ADA certified riders an option for same-day-service. There is no additional charge for a same-day-service ride; the fare is the same as Mountain Line Paratransit Service. Same-day-service is provided on a space available basis and ride times are not guaranteed; therefore, Mountain Line Paratransit recommends that you make every effort to pre-plan and schedule your trips in advance. Same-day-service ride hours are Monday through Friday 9 a.m. – 2:30 p.m. Same-day-service is not available on weekends or holidays. To schedule a same day service request, call Mountain Line Paratransit Dispatch at (928) 679-8905.

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## **Cancellations and No Shows**

To cancel a scheduled trip, call Mountain Line Paratransit Dispatch at (928) 679-8905. Trips must be canceled a minimum of two hours before the requested pick-up time.



Trips that are cancelled within two hours of the requested pick-up time will be recorded as a late cancellation. A late cancel is considered a no show.

A customer who establishes a reoccurring pattern or practice of no shows may be subjected to suspension of Mountain Line Paratransit services. A pattern is defined as:

1. Five no shows in a calendar month ***and***
2. 20% or greater of total trips booked in a calendar month are no shows

Each occurrence is considered a violation and customers can expect the following for each violation:

- 1<sup>st</sup> violation: a warning letter
- 2<sup>nd</sup> violation: 7-day suspension of services
- 3<sup>rd</sup> violation: 14-day suspension of services
- 4<sup>th</sup> violation: 21-day suspension of service

In the event you are a no show for a ride, the return ride or any additional ride(s) scheduled for that day will not be automatically cancelled. Please call Mountain Line Paratransit Dispatch at (928) 679-8905 to cancel any return/additional rides you had scheduled that will no longer be needed.

## **Types of Cancellations**

- *Late Cancellation:* Customer cancelled trip within two hours of the requested pick-up time. A late cancel is considered a no show.
- *No Show:* Operator arrived at the pick-up location within the pick-up window and customer wasn't there or refused ride.
- *Missed Trip:* When the vehicle fails to arrive or arrives outside of the pick-up window and the customer does not take the trip. A customer is not subject to a late cancellation or no-show in the event of a missed trip.

## **Late Cancellations and No Shows Beyond Customer's Control**

Late cancellations and no shows beyond the customer's control will not be considered as such. This includes trips missed as a result of sudden illness, family or personal emergency, appointment delay, inclement weather, operator error, pick-ups outside of the pick-up window, or other unforeseen reasons for which it is not possible to call to cancel in time or to take the trip as scheduled. Customers will need to contact Mountain Line Paratransit Dispatch at (928) 679-8905 when experiencing late cancellations or no shows due to circumstances beyond their control.

## **Right to Appeal**

If late cancellations and/or no shows have accumulated to the point where a suspension will be imposed, the customer or the customer's representative may file a verbal or written appeal for a review of all late cancellations and/or no shows. An appeal may be submitted by email to [transportation@naipta.az.gov](mailto:transportation@naipta.az.gov), or by phone at (928) 679-8927. Please mail written requests to 3773 N. Kaspar Drive, Flagstaff, AZ 86004, Attn: Paratransit Operations Manager. Service will continue while the outcome of the appeal is decided.

In the event the customer is not satisfied with the review by the Paratransit Operations Manager, they may request a formal review by Mountain Line's Operations Director. A hearing will be scheduled on the matter during which the customer will be permitted to present any materials or testimony relevant to the appeal. A decision on the appeal will be made within ten business days.

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## **Wheelchairs and Mobility Aids**

All vehicles used for service in the Mountain Line system are 100 percent ADA accessible. Paratransit Operators will assist customers in boarding and exiting the Paratransit vehicle as necessary. It is the operator's responsibility to ensure that mobility devices are properly secured into the four-point securement system along with the three-point lap and shoulder belt at all times during the ride. Mountain Line may not deny transportation to a wheelchair or its user because the device cannot be secured or restrained satisfactorily by the vehicle's securement system and the operator will alert the customer if a wheelchair is not able to be secured to the operator's satisfaction.

Other mobility aids such as walkers, canes and crutches may also need to be secured in the vehicle. This may be done by folding the device and placing it under the seats, by securing the device to the vehicle floor by using the wheelchair securement system or, if space allows, secure the device with a seatbelt at an unoccupied seat.

## **Respirators and Portable Oxygen Equipment**

Portable oxygen equipment and portable respirators are permitted on paratransit vehicles. The operator will assist you in securing this equipment on the vehicle. Operators are not permitted to assist you with the use of this equipment. If you need assistance with portable life support equipment, please arrange to bring a qualified attendant along with you.



## Service Animals

A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability. Customers may travel with a service animal. Be sure to inform the dispatcher when you are scheduling your trip that you will be traveling with a service animal. You are responsible for the care and supervision of your animal while on board. If you are planning on riding Mountain Line Paratransit with a service animal, please follow these guidelines:

- Service animals are to be under the control of their handler at all times.
- The animal must remain at your feet or on your lap. The animal may not sit on a vehicle seat.
- The animal must not be allowed to act aggressively or overtly friendly toward people or other animals.
- You are responsible for any damages or soiling caused by the animal.
- The animal must be clean and well groomed.
- No proof is required of an animal's training, including tags or service vests.
- The animal can be prohibited from boarding if it poses a threat to the operator or other passengers.



## Transporting Children

Children under eight years old and not more than 4'9" in height must be properly secured in a child restraint system, such as a child safety seat or a booster seat that meet federal safety standards. Strollers must be collapsed and stowed under the seat. Non-collapsible strollers are prohibited.



## Personal Care Attendant (PCA) and Companions

A Personal Care Attendant (PCA) is someone accompanying you who assists you with traveling, with your personal care or activities. One (1) PCA may ride for free when traveling with you. A PCA must get on and off the paratransit vehicle at the same place and time as you do. When scheduling a trip, please be sure to tell the dispatcher that you are traveling with a PCA.

A companion is someone you want to bring along to share the trip, not someone you must bring along to assist you. Companions must pay a fare when accompanying you and must get on and off the vehicle at the same place and time as you. When scheduling a trip, please be sure to tell the dispatcher that you are traveling with a companion.

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## **Transporting Pets**

Mountain Line Paratransit will transport pets as long as the pets are completely enclosed in a commercial pet carrier. Carriers must fit on the customer's lap or beneath the seat. For safety reasons operators are not permitted to carry cages or kennels on or off the paratransit vehicle. If you need assistance with a pet, please arrange to travel with someone who can help you. The animal must not be aggressive towards other animals. You are responsible for any damages or soiling caused by the animal. When scheduling a trip, please be sure to tell the dispatcher that you are traveling with a pet.

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## **Carry-on Baggage and Shopping Carts**

Customers are permitted to carry on only the number of bags that they are able to manage independently without the assistance of the operator in one trip. If a customer brings more than he/she is able to manage independently, it will be the customer's choice on whether to board with a manageable amount of items or find alternative transportation to carry the remaining packages, or decline the trip.

Shopping carts or any type of equipment used to assist with transporting packages, groceries, clothing or other items are allowed. When space is limited, priority must be given to wheelchair passengers. Carts can be no larger than 28.5" high by 12" deep and 15.5" wide. The trip must be reserved and approved with the cart, or the driver will be unable to transport the customer with his/her shopping cart.


## **Rider Code of Conduct Policy**

Mountain Line established a Rider Code of Conduct Policy to address the safety and well-being of customers and Mountain Line staff. The policy defines categories of illegal and disruptive behavior and the consequences for such behavior. It is in effect in and around vehicles and facilities owned and/or operated by Mountain Line. Mountain Line recognizes that an individual's disability or medical condition may cause customer to unknowingly and/or unintentionally violate the Rider Code of Conduct Policy. For this reason, Mountain Line looks at each violation individually.



## **Origin-to-Destination Service**

Mountain Line Paratransit provides ADA complementary paratransit origin-to-destination service in a curb-to-curb mode. Door-to-door service is available upon request to those who need assistance beyond the curb. Requests may be made to the dispatcher when scheduling the ride or to the driver at any point during the ride. When requesting door-to-door service, please consider the following:

- Operators may not enter a residence, apartment lobby, professional building, retail establishment or commercial property to let you know the vehicle has arrived.
  - Operators may not leave the vehicle and venture to a place where an obstacle may obstruct the operator's view of the paratransit vehicle.
  - A path from the door to the van must be clear for the operator and customer to navigate at both pick-up and drop-off locations.
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## **Paratransit Operator Services**

Paratransit Operators are allowed to:

- Maneuver your wheelchair if you need assistance.
- Lend a steady arm if you need assistance.
- Provide directions or act as a sighted guide to/from vehicle if you are visually impaired.

Paratransit Operators are not allowed/required to:

- Push an electric mobility device unless the wheel locks are disengaged.
- Operate or push equipment or shopping carts up and down stairs or steep inclines.
- Cross residential thresholds.
- Lift or carry customers.
- Carry packages or other items.

*\*Operators are trained not to perform these activities. Please refrain from making these requests.*



## **Non-Discrimination Policy**

Mountain Line does not discriminate on the basis of disability in admission or access to its programs, services, or activities; in treatment of individuals with disabilities; or in any aspect of Mountain Line operations.

If you have reason to believe that a client, customer or citizen may need auxiliary aids and services to access a Mountain Line program, service, or activity, advise the person that such assistance will be provided when appropriate and will be free of charge.

Any questions or complaints regarding compliance are to be directed to:

Heather Dalmolin  
CEO/General Manager  
Mountain Line  
3773 N. Kaspar Drive  
Flagstaff, AZ 86004  
(928) 679-8908



## **Important Phone Numbers and Information**

### **Mountain Line Paratransit Customer Service**

#### **Scheduling**

(928) 679-8905

7 days a week 8 a.m. – 5:00 p.m.

#### **Same Day Reservations**

(928) 679-8905

Monday – Friday 9 a.m. – 2:30 p.m.

#### **Cancellations**

(928) 679-8905

7 days a week 24 hours a day

#### **Ride Inquiries**

(928) 679-8905

7 days a week 8 a.m. – 5:00 p.m.

#### **ADA Paratransit Certification**

(928) 679-8911

Monday – Friday 8 a.m. – 5:00 p.m.

#### **Travel Training**

(928) 679-8911

Monday – Friday 8 a.m. – 5:00 p.m.

#### **Lost and Found**

(928) 679-8900

Monday – Friday 8 a.m. – 5 p.m.

#### **Comments and Complaints**

(928) 679-8900

7 days a week 24 hours a day



Mountain Line  
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3773 N. Kaspar Drive  
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[mountainline.az.gov/paratransit](http://mountainline.az.gov/paratransit)

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*Getting you where you want to go*