



Getting you where you want to go



MOUNTAIN LINE PARATRANSIT GUIDE

What is Paratransit?

Mountain Line Paratransit is an origin-to-destination, demand-responsive service that is available to people with disabilities who do not have the functional ability to ride fixed route buses. The goal is to promote independence, integration, and self-sufficiency. Mountain Line Paratransit provides an “**ADA Guaranteed Ride Area**” in accordance with the Americans with Disabilities Act (ADA) and the Federal Transit Administration that extends 3/4 of a mile from fixed bus routes.

Program Details:

- Origin-to-destination - Clients are picked up where they are and taken to their destination.
- Demand-responsive — Clients schedule trips in advance.
- Service mirrors Mountain Line’s fixed route buses in times and coverage areas.
- Mountain Line Paratransit is a shared-ride program, and multiple trips may be grouped together to serve more riders efficiently.
- Trips are provided for any purpose — medical, work, shopping, social activities, or personal errands.

ADA Paratransit Service Eligibility Process

Under the ADA, disability alone does not automatically qualify a person for paratransit service. Eligibility is based on whether a person is functionally unable to use fixed route service.

Paratransit service is provided to the following three general groups of people with disabilities:

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

Eligibility Classifications

Applicants who are certified eligible receive one of three classifications:

- **Unconditional Eligibility:** Assigned to individuals who are permanently unable to use fixed route buses independently, even with training.
- **Temporary Eligibility:** Assigned to individuals who could normally use accessible buses, but are temporarily unable due to short-term disability, medical condition, or temporary barriers (e.g., construction affecting bus stops).
- **Conditional Eligibility:** Assigned to individuals who can use fixed route service for some trips, but under specific circumstances cannot safely or independently do so. Examples of conditional eligibility include:
 - A rider experiencing extreme fatigue following medical treatments such as dialysis.
 - A rider who is blind and must navigate a hazardous pedestrian environment, such as a large, open parking lot with no reference points.
 - A trip requires travel on a fixed bus route that is not fully accessible.

How Eligibility Is Determined

All riders applying for ADA Paratransit Service must go through an **eligibility determination process**.

Step 1: Application

- Complete the **ADA Paratransit application**, which includes a self-assessment and a professional verification of functional ability.
- You may be asked to include **medical verification** from a healthcare professional.
- Information from a social service agency or other professional may also be considered.

Step 2: In-Person Evaluation Interview

- Every applicant is required to attend an **in-person interview** to determine whether the applicant could use fixed-route buses, and if so, under what circumstances.
- Transportation assistance to and from the scheduled meeting can be provided upon request.
- The interview consists of a series of questions designed to evaluate the functional abilities, limitations, and individual needs of each applicant.


Step 3: Review & Decision


- The Mountain Line Eligibility Specialist will consider:
 - The application and medical verification
 - The applicant's input about their travel abilities
 - Results of the in-person evaluation

- The Eligibility Specialist will make a determination and notify the applicant of eligibility approval or denial no more than 21 days after the completion of the application process, which includes the receipt of a complete application and completion of the in-person interview.

Appeals Process

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. Appeals Committee Contact Details:

 **Email:** transportation@mountainline.az.gov

 **Phone:** (928) 679-8927

 **Mail:**

Mountain Line – Transit Superintendent
216 W Phoenix Ave
Flagstaff, AZ 86001

Reasonable Modifications

Mountain Line will make reasonable modifications to its policies, practices, and procedures when necessary to ensure programs and services are accessible to individuals with disabilities. Requests for reasonable modifications may be submitted in any of the following ways:

- **Email:** eligibility@mountainline.az.gov
- **Phone:** (928) 679-8911
- **In Person/Verbally:** To any Mountain Line staff member
- **Mail:** Mountain Line, Attn: Eligibility Specialist, 216 W. Phoenix Ave., Flagstaff, AZ 86001

The complete Reasonable Modification Policy is available upon request or can be viewed online at www.mountainline.az.gov.

Visitors

Mountain Line provides complementary paratransit service to visitors—defined as individuals who reside outside of Mountain Line’s service area. Service to visitors is available under the following conditions:

- The visitor is ADA paratransit eligible elsewhere and presents documentation of eligibility from another transit agency.
- Visitors who do not have documentation will need to provide proof of residence to confirm visitor status.
- If a disability is apparent, no additional documentation is required.
- If a disability is not apparent (e.g., cognitive disability or cardiac condition), documentation is required, such as a letter from a medical professional or proof of eligibility for other disability-based services.

Visitor service is available for up to 21 days within any 365-day period, beginning with the first use of the service.

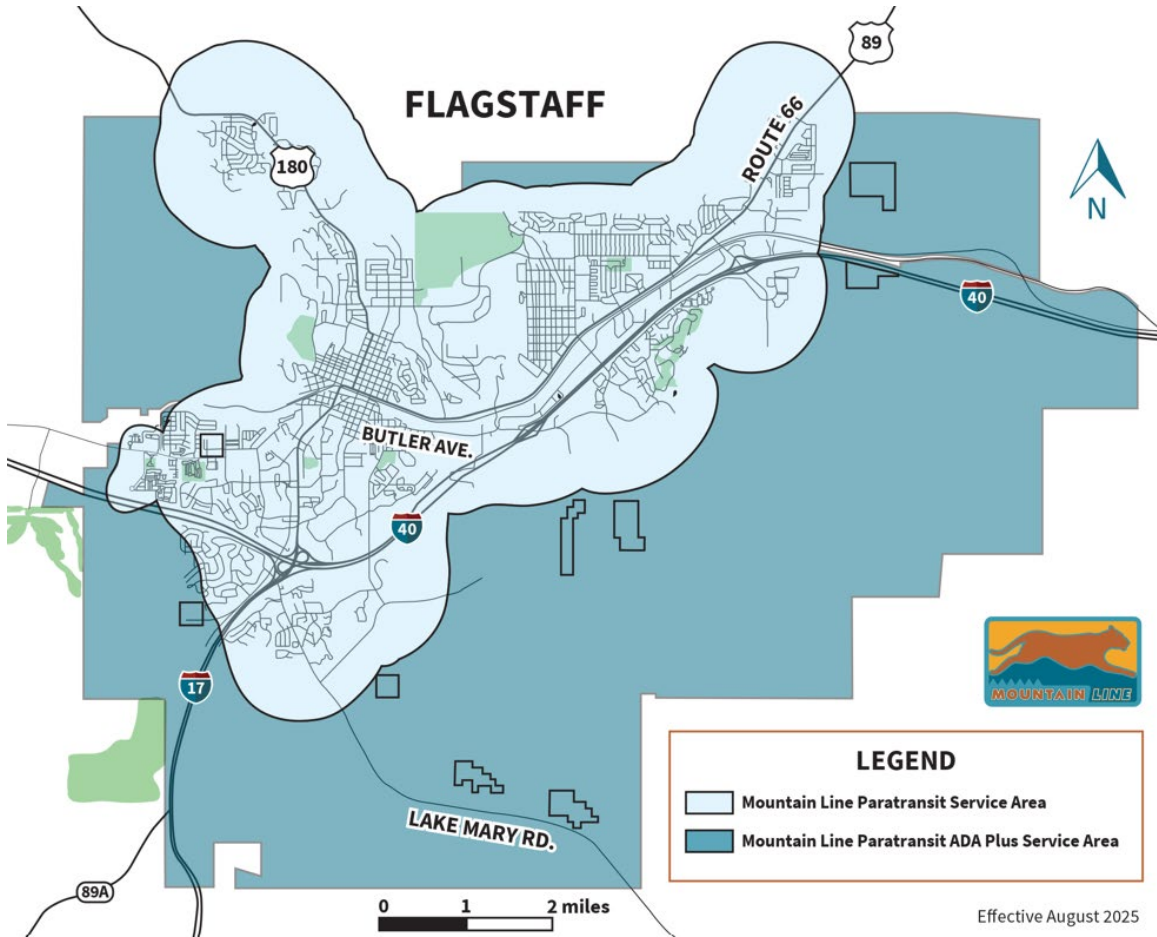


Hours of Operation and Service Area

Mountain Line Paratransit operates 363 days per year. Service is not available on Thanksgiving Day or Christmas Day. Hours of operation follow the same schedule as Mountain Line fixed-route bus service.

Paratransit service is provided within the ADA guaranteed ride area ($\frac{3}{4}$ of a mile from any Mountain Line bus route) and extends beyond the ADA-required area to cover the entire 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

Scheduling a Ride

Mountain Line Paratransit is an advanced reservation service. Same day requests are accommodated on a space available basis only. Reservations can be made seven days a week by calling (928) 679-8905. Riders can also cancel trips and check vehicle arrival times via this phone number.

Reservations can be made as early as seven days in advance and no later than the day before the trip. Next day reservations must be made by 5 p.m. the day prior for a guaranteed ride. Reservations made for the following day after 5 p.m. are considered same day bookings and will be made on a space available basis.

Please Have the Following Available:

- Rider name
- Date of the trip
- For scheduled appointments, work, school – the requested arrive by time
- For all other trips – the requested leave at time
- Pickup and drop off location, including exact street address and specific details (building, facility name, suite number, etc.)
- Type of mobility aide(s) client will be using.
- Number of people traveling, including a companion or Personal Care Attendant (PCA).
- Return trip information.

Additional Details

- Trips may begin from any location within the Mountain Line Paratransit ADA or ADA Plus service area. Trips may be one-way or round-trip, if all destinations are within the service area.
- Trips with multiple stops must be scheduled as separate, individual trips.
- Clients can request changes to trips (such as time or address) on the day of the ride. Requests must be made at least two hours before the scheduled pick-up time and will be accommodated on a space-available basis.

The Mountain Line Paratransit team will do their best to schedule rides as close as possible to the requested time. Because paratransit is a shared ride service, the pick-up time may be adjusted. Mountain Line will not schedule a ride more than one hour earlier or later than the time requested.

Example: If a ride is requested at 10:15 a.m. pick-up and that time is not available, the client may be offered a ride as early as 9:15 a.m. or as late as 11:15 a.m.

Shared Rides

Mountain Line Paratransit is a public transportation service, which means clients share rides with other passengers. We ask all riders to be courteous and respectful to fellow passengers. Travel times are generally similar to fixed-route bus service, so riders who need medication, oxygen, or other support at specific times should plan accordingly.

Subscription Service

Clients who travel to and from the same place at the same time at least three times a week, may qualify for subscription service.

- To apply, call Mountain Line Paratransit Dispatch at (928) 679-8905 and request a subscription service application.
 - Riders must show a consistent travel pattern and have no history of excessive cancellations or no-shows.
 - If subscription service space is not available, the client will be placed on a waiting list and notified when a spot opens.
-

Arrivals & Late Arrivals

- Clients must be ready to travel at the scheduled pick-up time and remain available when the vehicle arrives.
- The Mountain Line Paratransit on-time pickup window is any time from the scheduled pickup time until 30 minutes later.
- When the vehicle arrives, the driver will wait up to five minutes for the client to board. If the client is not ready, the vehicle will continue to the next stop, and the trip will be recorded as a no-show.

While Mountain Line Paratransit strives to be on time, delays can occur. If your vehicle has not arrived within 30 minutes after the scheduled pick-up time, you may cancel or decline the ride without penalty. Please call Dispatch at (928) 679-8905 for assistance. Remember to cancel both that trip and any scheduled return trips. (*Drivers cannot cancel trips.*)



Gated Communities

If a pick-up is within a gated community, it is the client's responsibility to arrange vehicle entry.

- When scheduling a trip, please confirm the gate code.
- Report any changes to the gate code to Mountain Line Paratransit Dispatch at (928) 679-8905.
- If the vehicle cannot enter or the client does not meet the vehicle outside the gate, the trip will be recorded as a no-show.



Mountain Line Paratransit Same-Day Service

ADA-certified riders may request same-day service at no extra cost—the fare is the same as regular Paratransit service.

- Same-day rides are provided on a space-available basis; ride times are not guaranteed, so it is recommended to schedule trips in advance whenever possible.
- Hours for same-day service are Monday through Friday from 7 a.m. – 9 p.m.; Saturday-Sunday from 8 a.m. – 7 p.m.
- To request a same-day ride, call Mountain Line Paratransit Dispatch at (928) 679-8905.



Cancellations and No Shows

Types of Cancellations

- Late Cancellation: Cancelled less than two hours before scheduled pick-up time; recorded as a no-show.
- No Show: Vehicle arrives within the scheduled 30-minute pick-up window and the customer is not ready or refuses the ride.
- Missed Trip: Vehicle fails to arrive or arrives outside the scheduled 30-minute pick-up window; this is not recorded as a no-show.

Cancelling a Trip

- Call Mountain Line Paratransit Dispatch at (928) 679-8905 to cancel a scheduled trip.
- Trips must be cancelled at least two hours before the scheduled pick-up time.
- Cancellations made less than two hours in advance are considered late cancellations, which are recorded as no-shows.

Patterns of No-Shows

A repeated pattern of no-shows may result in suspension of service. A pattern is defined as:

1. Five no-shows in a calendar month, or
2. 20% of total trips booked in that month are no-shows.

Consequences of Violations

- 1st violation: Warning letter
- 2nd violation: 7-day suspension
- 3rd violation: 14-day suspension
- 4th violation: 21-day suspension

If a client misses a trip, any return or additional rides are not automatically cancelled. Please call Dispatch to cancel them.

Late Cancellations and No Shows Beyond the Client's Control

Clients will not be penalized for late cancellations or no-shows caused by:

- Sudden illness, emergency, or appointment delays
- Inclement weather
- Operator error or vehicle arriving outside the pick-up window
- Other unforeseen circumstances

Contact Dispatch at (928) 679-8905 to report these situations.

Right to Appeal

- If a suspension is pending, clients or their representative may appeal verbally or in writing.
- Submit appeals via:
 - Email: transportation@mountainline.az.gov
 - Phone: (928) 679-8927
 - Mail: 216 W Phoenix Ave, Flagstaff, AZ 86001,
Attn: Transit Superintendent
- Service continues while your appeal is being reviewed.

Clients who are not satisfied with the Transit Superintendent's review, may request a formal review by the Deputy General Manager of Operations. A hearing will be scheduled, and clients may present evidence or testimony. A decision will be made within ten business days.

Wheelchairs and Mobility Aids

- All Mountain Line vehicles are 100% ADA accessible.
- Paratransit operators will assist customers with boarding and exiting as needed.
- Operators are responsible for securing wheelchairs and mobility devices using the four-point securement system and the three-point lap and shoulder belt.
- Transportation cannot be denied if a wheelchair cannot be fully secured, though the operator will inform the client if the device cannot be restrained to their satisfaction.

Other Mobility Aids

- Devices such as walkers, canes, and crutches may need to be secured during the ride.
- Securing may be done by:
 - Folding the device and placing it under the seat
 - Attaching it to the vehicle floor using the wheelchair securement system
 - Securing it with a seatbelt in an available seat, if space allows

Respirators and Portable Oxygen Equipment

- Portable oxygen and respirators are allowed on paratransit vehicles.
- Operators will help secure the equipment on the vehicle.
- Operators cannot assist with using the equipment.
- If a client needs help operating portable life-support equipment, a qualified attendant is required.

Service Animals

A service animal is any guide dog, signal dog, or other animal trained to perform tasks for an individual with a disability. Customers are welcome to travel with service animals.

When scheduling a trip, please inform the dispatcher that there will be a service animal. Clients are responsible for the care and supervision of the animal while on board.

Guidelines for Traveling with a Service Animal:

- The animal must always be under control of the handler.
- The animal must remain at your feet or on your lap and cannot sit on a vehicle seat.
- The animal must not behave aggressively or disruptively toward people or other animals.
- Clients are responsible for any damage or soiling caused by the animal.
- The animal must be clean and well-groomed.
- No proof of training, tags, or vests is required.
- The animal may be refused boarding if it poses a threat to the operator or other passengers.



Transporting Pets

- Pets are welcome but may not occupy a seat and must be under control at all times.
- Animals displaying aggressive behaviors, acting threatening toward other passengers, or acting in a disruptive manner will be refused.
- Operators cannot carry cages or kennels on or off the vehicle.
- If you need help with your pet, please travel with someone who can assist.
- Clients are responsible for any damage or soiling caused by their pet.
- When scheduling a trip, inform the dispatcher that you will be traveling with a pet.



Transporting Children

- Children under 8 years old and under 4'9" in height must use a child restraint system, such as a car seat or booster seat, that meets federal safety standards.
- Strollers must be collapsed and stowed under the seat.
- Non-collapsible strollers are not allowed on the vehicle.



Personal Care Attendant (PCA) and Companions

Personal Care Attendant (PCA)

- A PCA is someone who assists with travel, personal care, or activities.
- One PCA may ride for free when traveling with a client.
- The PCA must board and exit the vehicle at the same locations and times as the client.
- When scheduling a trip, inform the dispatcher that a PCA will be traveling.

Companions

- A companion is someone who travels with a client for company, not assistance.
- Companions must pay fare and board and exit at the same locations and times as the client.
- When scheduling your trip, inform the dispatcher that a companion will be traveling.



Carry-on Baggage and Shopping Carts

- Riders may bring only the number of bags they can carry independently in one trip. If a rider has more than they can manage, options include:
 - Board with a manageable number of items, or
 - Use alternative transportation for the rest, or
 - Decline the trip.
- Shopping carts or other devices for transporting packages, groceries, or clothing are allowed.
 - Priority is given to wheelchair passengers when space is limited.
 - Carts must not exceed 28.5" high × 12" deep × 15.5" wide.
 - The trip must be reserved and approved with the cart; otherwise, the driver cannot transport it.



Rider Code of Conduct Policy

Mountain Line has a Rider Code of Conduct Policy to help ensure the safety and well-being of all customers and staff. The policy outlines categories of illegal or disruptive behavior and the consequences for such actions. It applies in and around all Mountain Line vehicles and facilities.

Mountain Line recognizes that a customer's disability or medical condition may sometimes cause unintentional violations. Each situation is reviewed individually to ensure fair treatment.



Origin-to-Destination Service

- Mountain Line Paratransit provides ADA complementary curb-to-curb service. Door-to-door service is available upon request for riders who need assistance beyond the curb. Requests can be made when scheduling a ride or directly to the driver during a trip.
- Please keep the following in mind when requesting door-to-door service:
 - Operators cannot enter residences, apartment lobbies, professional buildings, retail establishments, or commercial properties to notify the client of the vehicle's arrival.
 - Operators cannot leave the vehicle or go where obstacles may block their view of the paratransit vehicle.
 - A clear path from the door to the vehicle must be maintained at both pick-up and drop-off locations.



Paratransit Operator Services

Paratransit Operators are allowed to:

- Assist with maneuvering a wheelchair if needed.
- Provide a steady arm for support.

- Offer directions or act as a sighted guide to/from the vehicle for visually impaired riders.

Paratransit Operators are not allowed or required to:

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



Non-Discrimination Policy

Mountain Line does not discriminate based on 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:

Codi Weaver
Civil Rights Officer
Mountain Line
216 W Phoenix Ave.
Flagstaff, AZ 86001
928-853-9461



Important Phone Numbers and Information

Scheduling

(928) 679-8905

7 days a week, 24 hours a day

Same Day Reservations

(928) 679-8905

Monday – Friday 7 a.m. – 9 p.m.

Saturday-Sunday 8 a.m. – 7 p.m.

Cancellations

(928) 679-8905

7 days a week, 24 hours a day

Ride Inquiries

(928) 679-8905

7 days a week, 24 hours a day

Paratransit Eligibility/ADA 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


www.mountainline.az.gov/contact/

7 days a week, 24 hours a day



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