



DIAL-A-RIDE & ADA COMPLEMENTARY PARATRANSIT PLAN

**A Reference Guide to the
South Metro Area Regional Transit's
Dial-a-Ride & ADA Paratransit Services**

February 12, 2015

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CONTACT INFORMATION

SMART Office:

(503) 682-7790

Para información de horarios en español. Por favor llame al número

(503) 682-7790

Fax:

(503) 685-9180

Website:

[ridesmart.com\ada](http://ridesmart.com/ada)

SMART email:

ADA@ridesmart.com

Please refer to the website to see the most current form of this document.

INTRODUCTION

This guide describes SMART's Dial-a-Ride services and explains how best to use them. In addition, it explains who is eligible under the Americans with Disabilities Act of 1990 (ADA), how an eligible rider can become certified and how each type of Dial-a-Ride program differs.

SMART's Dial-a-Ride primarily serves the city of Wilsonville, with out-of-town medical trips currently serving the greater Portland metropolitan area.

All Wilsonville residents, with priority given to ADA eligible customers, may use Dial-a-Ride within SMART's service boundaries as shown in Figure 1.1 on page 12, and will not be required to transfer.

Additionally, Section 223 of the ADA requires SMART to provide complementary paratransit service to all ADA eligible riders who, because of a disability are not able to use SMART's regularly scheduled fixed route buses. Information on this service is included in the section in this guidebook entitled "SMART ADA Complementary Paratransit" on page 18.

SMART is committed to providing safe, dependable, and accessible service to the citizens of Wilsonville and we look forward to serving your transportation needs.

SMART DIAL-A-RIDE

DIAL-A-RIDE REGISTRATION

Before you use the Dial-a-Ride service for the first time you must call (503) 682-7790 or go to www.ridesmart.com/ada to register.

Please have the following information ready:

- a) First and last name of the passenger;
- b) Street address with city;
- c) Telephone number;
- d) Date of birth;
- e) Whether or not the passenger uses a mobility device;
- f) If passenger will be bringing a service animal;
- g) If passenger will be traveling with a Personal Care Attendant (PCA) and/or companion.

DIAL-A-RIDE RESERVATION REQUIREMENTS

Once your information has been received, you may schedule a trip by calling (503) 682-7790 or visiting www.ridesmart.com/ada

Please have the following information ready when making a reservation:

- a) First and last name of passenger;
- b) Date of travel;
- c) Requested pick-up or drop-off time.
- d) Requested return time if booking a round trip;
- e) Pick-up address: number, street, suite number, and city.
- f) Drop-off address: number, street, suite number, and city.
- g) If passenger will be using a wheelchair or other mobility device;
- h) If the passenger will require additional assistance to/from the vehicle to the exterior doorway to complete their trip;
- i) If passenger will be bringing a service animal;
- j) If passenger will be accompanied by a *Personal Care Attendant (PCA) and/or companion (including children).

*See “SMART ADA Complementary Paratransit” section in this guidebook for definitions of a PCA and companion.

Having this information ready before you call will prevent dispatch from having to ask you to hold while they look up an address, and allows them to continue responding to other callers.

For in-town Dial-a-Ride trips, you will need to book your return trip at the same time you arrange your first trip, thus ensuring you will be able to be picked up when you want to return (unless it is a one-way trip.) We also ask that you please be considerate of your fellow passengers, and remember that if you keep dispatch on the line, they cannot help other callers. With this in mind, please make sure you have all of the details of your trip when you place the call. Please have a pencil and paper ready to write down the pick-up window that dispatch gives you. This will help to avoid misunderstandings.

Only Dial-a-Ride’s ADA Complementary Paratransit allows for passengers to have a subscription reservation (recurring trips) without the passenger having to call each time.

WHAT IS DIAL-A-RIDE?

Dial-a-Ride is a Demand Response service that SMART offers in the city of Wilsonville and surrounding region. “Demand response” is any non-fixed route system of transporting individuals that requires advanced scheduling by the customer.

There are many services that SMART offers through Dial-a-Ride.

Americans with Disabilities Act (ADA) Complementary Paratransit

SMART offers Complementary Paratransit service to individuals certified as eligible under the federal ADA guidelines. Reservations can be made up to **two weeks** in advance for those who are ADA qualified. Reservations must be made the day before for a guaranteed ride.

All ADA rides are guaranteed within a two hour window of the desired scheduled time. All ADA complementary paratransit users must complete a SMART ADA Complementary Paratransit Dial-a-Ride application and be approved through SMART's ADA Complementary Paratransit Eligibility Committee. **Complementary Paratransit customers can use all other Dial-a-Ride services; however, some of the other services are outside of the ADA requirements and are on a first come, first served basis to all customers.** ADA Complementary Paratransit service operates Monday through Friday from 5:00AM until 9:15 PM and Saturday 8:30AM-5:30PM. Reservations can be made from 6:30 AM until 6:30 PM, Monday through Friday. Leave a message on the phone on Saturday and Sunday for Monday service. For more information, please see the section "SMART ADA COMPLEMENTARY PARATRANSIT". ADA Complementary Paratransit is a free service offered by SMART.

Seniors (60+)*

SMART offers Dial-a-Ride service to seniors who are 60+ allowing reservations to be made up to **two days** in advance. Seniors Dial-a-Ride is limited to Monday through Friday from 8:00AM until 5:00 PM and reservations can be made from 6:30 AM until 6:30 PM, Monday through Friday. All seniors must complete a SMART Dial-a-Ride application. The seniors Dial-a-Ride has limited availability and is scheduled on a first come, first served basis after ADA Complementary Paratransit passengers. The seniors Dial-a-Ride service is a free service offered by SMART.

General Public (18-59)*

SMART offers Dial-a-Ride service to the general public who are between the ages of 18 and 59 allowing reservations to be made up to **one day** in advance. General public Dial-a-Ride is limited to Monday through Friday from 8:00AM until 5:00 PM and reservations can be made from 6:30 AM until 6:30 PM, Monday through Friday. All general public users must complete a SMART Dial-a-Ride application. The general public Dial-a-Ride has limited availability and is scheduled on a first come, first served basis after ADA and seniors. Dial-a-Ride passengers under 18 years old must be accompanied by a parent or legal guardian. General public Dial-a-Ride service is a free service offered by SMART.

Out-of-Town Medical*

SMART offers out-of town medical trips for seniors (ages 60 +) and passengers with a disability originating in Wilsonville traveling into the Portland Metropolitan Area for medical appointments. Out-of-town Dial-a-Ride is limited to the hours of 8:00AM until 5:00 PM and can be scheduled up to **two weeks** in advance, but no later than the day before. Reservations must be made at least one day in advance by calling (503) 682-7790 and are accepted Monday through Friday from 6:30 AM until 6:30 PM. One-way fare for this service is \$3.00. Out-of-town Dial-a-Ride has limited availability and is scheduled on a first come, first served basis. Please call us for any additional information you desire about this service. Return trips can have a wait time of up to one hour, so please plan accordingly.

On weekdays, SMART Routes 2X and 4 serve the city of Wilsonville. General public passengers in the community are encouraged to make use of these routes, as they may be more convenient than using Dial-a-Ride. On Saturdays, Dial-a-Ride is also available only under Complementary Paratransit.

***This service is not subject to the provisions of the Americans with Disabilities Act. However, ADA eligible riders may use this service on a space available basis.**

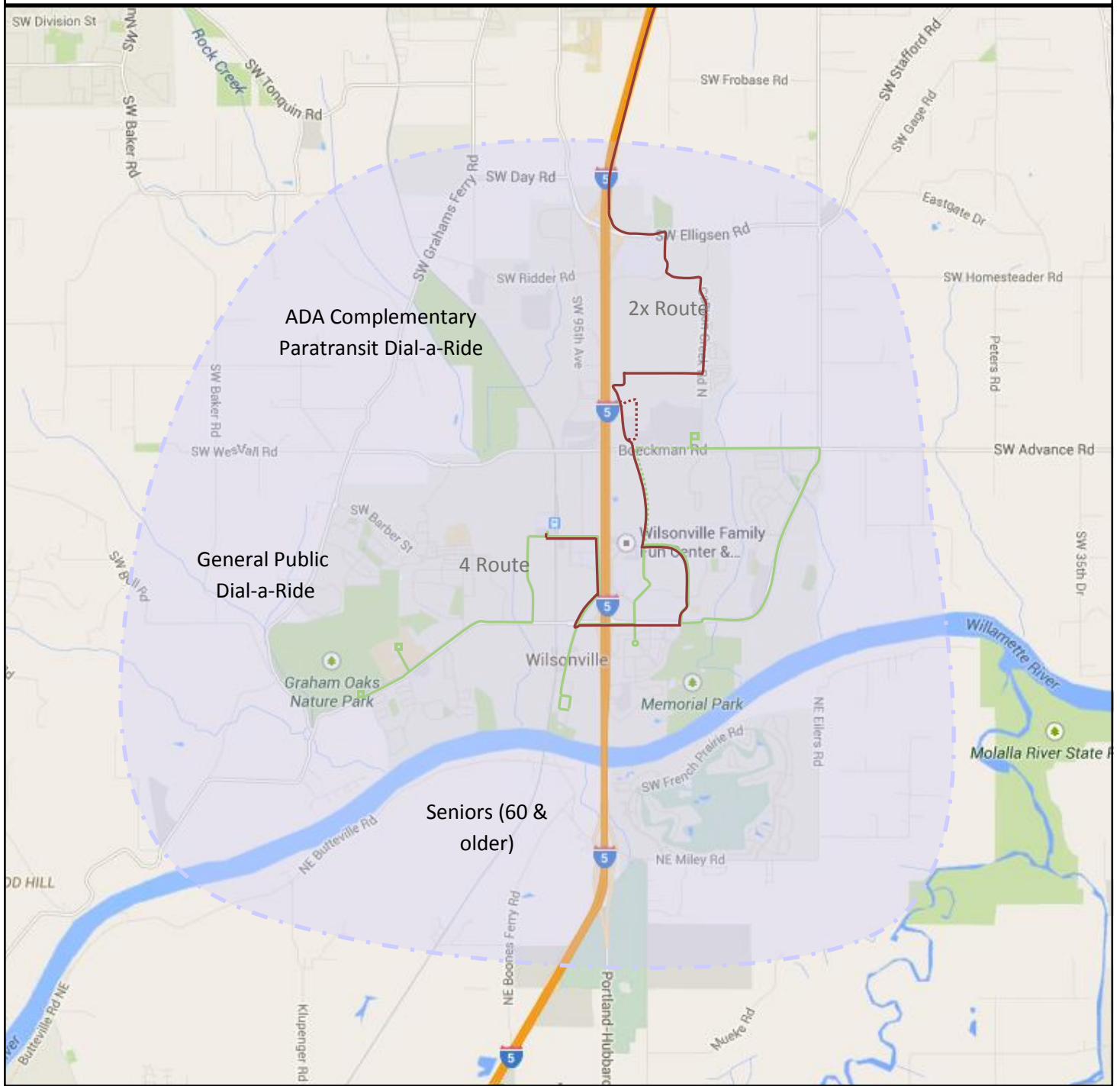
One Personal Care Attendant (PCA) may travel free with each ADA passenger.

SMART DIAL-A-RIDE SERVICES

	<u>ADA</u> Complementary Paratransit	General Public DAR	Seniors (60 & older) DAR	Out-of-Town
Required Application	ADA Paratransit Application (completed and approved)	General DAR Application	General DAR Application	General DAR Application
Who is Eligible	Customers approved by ADA guidelines	Anyone	Anyone 60 +	Wilsonville Residents 60 + and ADA Certified
Hours of Operation	M-F 5:00AM-9:15PM Saturday 8:30AM-5:30PM	M-F 8:00AM-5:00PM	M-F 8:00AM-3:00PM	M-F 8:00AM-5:00PM
Appointment Reservation Period	As early as two weeks prior- No later than one day before	As early as one days prior- same day	As early as two days prior- same day	As early as two weeks prior- No later than one day before
Hours for Phone Reservations	M-F 6:30AM-6:30PM Saturday & Sunday Leave Message	M-F 6:30AM-6:30PM	M-F 6:30AM-6:30PM	M-F 6:30AM- 6:30PM
Guaranteed Ride (within 2 hours of requested time)	✓			
Subscription Reservation	✓			✓
ADA Accessible	✓	✓	✓	✓

Fig. 1.1

SMART ADA COMPLEMENTARY AND IN-TOWN DIAL-A-RIDE SERVICE AREA*



ADA Complementary Paratransit Dial-a-Ride



General Public Dial-a-Ride

2X Route



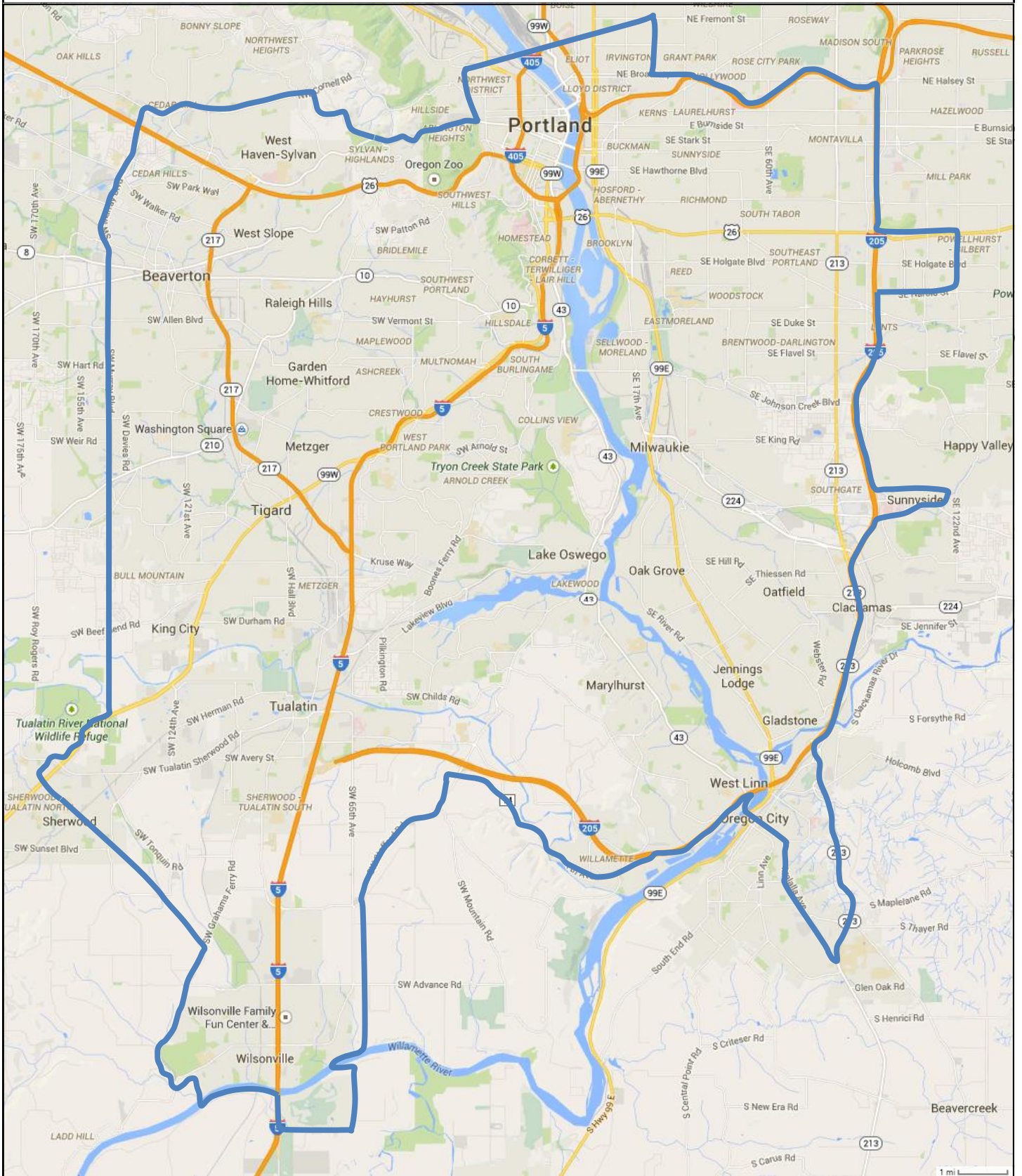
4 Route



Seniors (60 & older) Dial-a-Ride

Fig. 1.2

SMART OUT-OF-TOWN DIAL-A-RIDE SERVICE AREA



Out-of-Town Service Area 

HOW THE BASIC SYSTEM OPERATES

SMART's Dial-a-Ride offers door-to-door service for all of its programs. However, drivers will not assist passengers on unsafe or steeply inclined drives, mobility ramps, or stairs where it is unsafe to do so.

Dial-a-Ride operates as a shared ride system. This means that other passengers may be on board during any part of a ride and that scheduled pick-up times or routes of travel may be altered so another passenger can be accommodated. It is likely that the vehicle will stop and pick-up other passengers as it proceeds. Shared rides help lower the cost of Dial-a-Ride. For Dial-a-Ride service, we ask that you be ready at your door when the bus pulls up.

When you call for a trip, please understand that our dispatchers are taking calls in the order that they are received, on a "first-come, first-served" basis, and passenger scheduling is done in a specific order so that the system can run efficiently and be available for all users. If you are placed on hold, please be patient and a dispatcher will be with you as soon as possible.

ADA customers are encouraged to call at least one day prior to their ADA complementary paratransit trip. However, we suggest that all passengers scheduling a trip call as early as each program allows so that we can be sure to accommodate you at your requested time. You may discuss the details of your trip with the dispatcher to find a plausible solution, but there is no guarantee that the specific time you want will be available (for non-ADA customers). Priority is given to ADA paratransit passengers.

When you call to reserve a ride the dispatcher will give you a 15-minute period of time, or "pick-up window" (example; "We will pick you up between 1:00 PM and 1:15 PM"). Therefore, you would need to be ready and prepared to board the bus at 1:00 PM. Our drivers will give you five minutes to respond. If you do not come out for the bus, the driver will continue on to the next address, as they cannot wait longer than the five minutes without making the other passengers' trips run late. It is your responsibility to be ready and waiting at your door and ready to board when the bus arrives.

On occasion, the bus may arrive earlier than the 10-minute window, but the driver will wait for five minutes past the beginning of your pick-up time. In these cases, you have the option of boarding early, or you may wait until the beginning of your pick-up window. It is not the responsibility of the dispatcher or driver to contact you that your pick-up has arrived

If more than one person is traveling from your address, you will need to advise dispatch when making your reservation so that they can schedule properly. Although the bus may not be full when it arrives at your pick-up there are other passengers along the way that have scheduled trips and so we cannot guarantee that there will be available space for additional riders from your address unless already prearranged.

Please keep in mind that the dispatchers are scheduling and monitoring as many as 75 Dial-a-Ride trips each day, along with making reservations for future trips. Dispatchers also have to ensure that your trip can be accommodated without creating problems for other passengers whose trips have already been scheduled.

Origin to Destination Service

If you require additional assistance to complete your trip (wheelchair lift, or assistance to/from the vehicle to the first doorway) please let dispatch know, so that extra time can be scheduled for your pick-up or drop-off.

CANCELLATION POLICY

If you decide to cancel a ride, please call (503) 682-7790. SMART requires that you call a minimum of one hour before your scheduled pick-up time.

There are no penalties for cancellations as long as a minimum of one hour notice is given.

POLICY ON MISSING SCHEDULED TRIPS, OR NO-SHOWS

“No-shows” are different from cancellations. Service can be suspended for a pattern or practice of missing scheduled trips, called no-shows. Allowances will be made for missed trips that are beyond the control of the passenger (including, but not limited to

late pick-ups, family emergencies, trips which are missed due to operator error, and medical emergencies) and shall not be a basis for determining that a pattern or practice of no-shows exist.

To prevent potential abuse of this rule, no-shows will be monitored and a letter will be sent and/or a telephone call will be made after each incident notifying the rider of the policy and cautioning them of the possible loss of service. The individual will be offered an opportunity to be heard to explain the reason and to present information and arguments.

SERVICES NOT PROVIDED BY SMART

Passenger requests for a specific driver or vehicle will not be accepted. Passengers will be assigned to vehicles and drivers by the scheduler based on need, availability, and topography of pick-up and/or drop-off area. Passengers will not be able to request riding alone or for exact travel routes from pick-ups to destinations. SMART may pick up several passengers as it proceeds. Shared rides help lower costs of Dial-a-Ride. At the time that these assignments are made, all consideration is made for the individual passenger's needs as much as is acceptable and required under current Dial-a-Ride and ADA Complementary Paratransit guidelines (the need for the wheelchair lift).

SERVICE ANIMALS

Since March 15, 2011, only dogs and miniature horses have been recognized as service animals under titles II and III of the ADA.

Service animals are defined as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD), or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly

related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. Unruly and threatening animals will be denied service.

TRAVEL TRAINING PROGRAM

Customers who are unfamiliar with SMART's fixed route services are encouraged to take part in our Travel Training Program. Upon request, SMART will schedule a time to have a SMART Travel Trainer meet with you and help you understand how to plan your trip and successfully utilize SMART's fixed route services. SMART's Travel Training Program is great for first time riders and customers who may be challenged with direction, time, or may become disoriented.

SMART may use the Travel Training Program as part of the ADA Complementary Paratransit eligibility assessment to determine if a customer is physically and cognitively able to travel on fixed route.

SMART
ADA COMPLEMENTARY PARATRANSIT

THE AMERICANS WITH DISABILITIES ACT

The Americans with Disabilities Act, (ADA), is a federal Civil Rights Law first enacted in 1990 for persons with disabilities. Section 223 of the ADA requires SMART to provide paratransit service to all ADA eligible riders, who because of a disability are not able to use SMART's regularly, scheduled fixed route buses.

In addition, SMART works with representatives from the community who assist with ADA issues and compliance. If you are interested in helping, please contact us for further information.

ELIGIBILITY FOR SMART ADA PARATRANSIT SERVICES

Eligibility for ADA service is directly related to the inability of a person with a disability to use the existing regularly scheduled fixed route buses. It is not just based on the presence of a disability, but on the effect that the disability has on the person's ability to use the fixed route system. Requirements for complementary paratransit do not apply to commuter bus service. SMART's commuter routes include the 1X, 2X (north of Wilsonville), 3, 8X, and 9X. Several factors must be considered in determining ADA paratransit eligibility. These include:

1. Individual Disability

Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

2. Limited Accessibility of the Fixed Route System

Any individual with a disability who is unable to independently board, ride, or disembark from an accessible vehicle when the system is not fully accessible. Limited accessibility occurs in places the lift cannot be deployed at the boarding or disembarking location the person with a disability wishes to use or where a required mobility device such as a wheelchair cannot be accommodated.

3. **Environmental & Architectural Barriers**

Individuals whose disability PREVENTS them from traveling to a boarding or disembarking location (Example: steep terrain, extreme temperatures, severe air pollution, or inability to negotiate architectural barriers to reach a specific bus stop) this is considered a conditional eligibility and a person may be eligible for only some trips. Architectural barriers not under the control of SMART and environmental barriers (e.g., distance, terrain, weather) do not, standing alone, form a basis for eligibility under this paragraph. The interaction of such barriers with an individual's specific impairment-related condition may form a basis for eligibility under this paragraph, if the effect is to prevent the individual from traveling to a boarding location or from a disembarking location.

REGISTRATION FOR ADA PARATRANSIT

To register for SMART Americans with Disabilities Act (ADA) complementary paratransit service, contact us at (503) 682-7790 or www.ridesmart.com/ada to fill out application materials or have them sent to you; or you may pick up an application at our Administrative office, 28879 Boberg Road, Wilsonville, OR 97070.

Help is also available in filling out the certification application if you need it. Just give us a call at (503) 682-7790 and we will assist you. In addition, all information about the process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility are available in accessible formats, upon request.

Once SMART receives your completed application, you will be notified by mail of your eligibility status within 21 days. If, by a date 21 days following the submission of a completed application, SMART has not made a determination of eligibility, the applicant shall be treated as eligible and provided service until and unless SMART denies the application.

SMART may require and schedule an in-person interview and functional assessment at a time that is convenient to help determine eligibility type. Transportation will be provided by SMART to and from the interview.

If an application is incomplete, SMART will return the application with an explanation of the required information necessary to complete registration. If applicants fail to appear for an in-person interview or assessment, SMART will reschedule and hold the applicant's information. Applicants will not be considered ADA eligible until the in-person interview and/or assessment has been completed.

ADA CERTIFICATION DENIAL

An individual who applies for ADA Certification and is denied has the right to an appeal. This must be done in writing within 60 days. For more information see "Eligibility Appeals Process" included in this guidebook.

RESERVATIONS FOR ADA PARATRANSIT

Once you are certified through SMART, you can call (503) 682-7790 and our Dispatchers will book the entire trip and advise you of times and fares or go online at www.ridesmart.com/ada.

Reservations for this service are accepted Monday through Friday from 6:30 AM to 6:30 PM by calling (503) 682-7790 or anytime online at www.ridesmart.com/ada. Reservation service is available one day before a service day when the offices are not open. When making a reservation on a weekend or after office hours, please leave a telephone message stating your name and phone number and a dispatcher will get back to the following business day

When you call, you will need to provide a street address and phone number for both your pick-up and destination.

Regional trips (trips outside the area of Wilsonville) require transfers to other agencies. Call as soon as you are aware you will need a ride outside of SMART's service area. You may call up to two weeks in advance of your appointment. Some providers require more than a week's notice for regional trips and this will help us ensure availability of the service at the time you need it.

BENEFITS FOR ADA PARATRANSIT ELIGIBLE RIDERS

There are some benefits involved with being an ADA eligible rider. You will be able to make advance reservations, and your ride will be guaranteed within a two hour window of your desired pick-up time. If you have an appointment, SMART is obligated to schedule your ride to get you to the appointment on time. Subscription reservations are allowed for ADA eligible riders only.

PERSONAL CARE ATTENDANT (PCA)

An ADA eligible rider may take one Personal Care Attendant (PCA) with them at no charge. In addition to the PCA, the eligible rider may also take along one companion (additional companions may be added on a space available basis) for the same fare as the ADA eligible rider provided that they have the same origin and destination as the eligible rider.

Please advise the dispatcher when the trip is booked that you will be riding with a companion(s) and/or PCA. A family member or friend is regarded as a companion to the eligible rider, and not as a personal care attendant, unless the family member or friend registered is acting in the capacity of a personal care attendant. SMART reserves the right to refuse service to any individual who does not have a reservation for service.

SERVICE REFUSAL AND SERVICE CONDITIONS POLICY

SMART will refuse service to any individual who engages in violent, seriously disruptive or illegal conduct while on a SMART fixed route or paratransit vehicle, in accordance with CFR 47, Section 37.5(h) of The Americans with Disabilities Act of 1990. This may include a person who assaults a driver or another passenger, who smokes or drinks on a vehicle in violation of established laws, or who engages in conduct that is so severe that the delivery of service is seriously disrupted.

CIRCUMSTANCES UNDER WHICH SERVICE CAN BE CONDITIONED

Conditions may be placed on the use of service, in the cases in which SMART would otherwise have authority to suspend or refuse service. For example, a rider with a mental disability may have a tendency to move around the paratransit vehicle and accost other passengers. Because such behavior would be seriously disruptive to the service, SMART could refuse service. SMART could also, therefore, require that the person travel with an attendant.

COMPLEMENTARY ADA PARATRANSIT SERVICE FOR VISITORS

ADA paratransit service is available to visitors with disabilities who do not reside within the service area of Wilsonville and who present documentation that they are ADA paratransit eligible in the jurisdiction in which they reside. With respect to visitors with disabilities who do not present such documentation, SMART requires at minimum, the documentation of the individual's place of residence and, if the individual's disability is not apparent, of his or her disability. All visitors will be required to provide the minimum amount of information.

SMART encourages visitors to complete the application process before they arrive, by mail, email, fax, or the online process so that the application can be processed expeditiously. For more information on filling out the ADA application, please call (503) 682-7790 or go online to www.ridesmart.com/ada. You can also fax a copy to smart at (503) 685-9180

Once this documentation is presented and is satisfactory, SMART will make service available on the basis of the individual's statement that he or she is unable to use the fixed route transit system. For the period of a visit, the visitor is treated exactly like an eligible local user, without any higher priority being given to either.

A letter will be issued to the visitor which clearly states the terms and limitations of their eligibility. SMART's service will be made available to the eligible visitor for any combination of 21 days during any 1-year period beginning with the visitor's first use of the service during that period.

SMART is not required to serve someone based on visitor eligibility for more than 21 days. After that, the individual is treated the same as a local person for eligibility purposes. This is true whether the 21 days are consecutive or parceled out over several shorter visits. A person who is visiting longer than 21 days should apply for regular eligibility as soon as they arrive.

Visitor's returning to Wilsonville whose eligibility has expired must reapply for visitor status paratransit eligibility. Visitor status will be granted only once per year. Those planning on returning to the region within one year or to be a more frequent visitor will be encouraged to apply for standard regional eligibility.

ELIGIBILITY APPEALS PROCESS

An individual that applies for ADA Certification and is denied has the right to an appeal. This must be done in writing within 60 days from the date of the denial. You have the right to have your case heard in person and may bring an advocate or representative to the hearing. Please send a letter stating your reasons for the appeal to: SMART Eligibility Appeals Committee, 28879 Boberg Road, Wilsonville, OR 97070.

Once your letter is received the Eligibility Appeals Committee will assemble to process your appeal. The appeals committee should render a final, written decision within 30 days or you will automatically receive service on the 31st day which will continue until you receive notification of a decision.

The appeals committee consists of at least 3 persons including one member from the Eligibility Committee and two staff members from SMART who were not involved in the original review of your application.

You may re-initiate the paratransit eligibility process, beginning at level one, at any time that there is a change in your functional ability to use the fixed route system.

SMART will provide any necessary aids (interpreter, transportation, an accessible format) for you to participate in the hearing. However, you need to request any necessary aids at least one week before the meeting.