

Collier Area Paratransit Rider's Guide



CUSTOMER SERVICE
Ph: (239)-252-7272 or 1(800)-392-1418
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Effective October 1, 2012

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Welcome

This Rider's Guide is designed to help customers understand the Collier Area Paratransit (CAP) Program. In this guide you will find information that is pertinent to making a trip as convenient and hassle-free as possible including the policy and procedures. It is important that you take the time to read this guide completely to avoid any misunderstanding about the services offered by this program. This guide is also available in Spanish and online at www.colliergov.net/cat. If you have any questions please call **(239) 252-7272, (239) 252-7777 or 1(800) 392-1418.**

Introduction

The Collier Area Paratransit program also known as CAP started in February of 2001 under the name of Collier Community Transportation or CCT. It is a shared-ride door-to-door transportation service provided for individuals who do not have access to any other means of transportation, including the Collier Area Transit (CAT) public transportation bus service. The CAP program provides transportation service for eligible individuals through several funding programs, including the Florida Department of Transportation, Agency for persons with Disabilities and Florida Commissions for the Transportation Disadvantage. CAP can be used for medical appointments, work, school and other trips depending on the funding program the individual qualifies under. Cooperation and flexibility from customers will allow CAP to better serve its customers.

Contact Information

To obtain an application, schedule a trip or any other questions please contact CAP Monday through Friday between 6:00 a.m. and 6:00 p.m.; call (239) 252-7272, 239-252-7777 or 1(800)392-1418. You may also visit the center at:

**Collier Area Transit
Paratransit Customer Service
8300 Radio Road
Naples, FL 34104**

If you experience a problem with any aspect of the service, you may call or write the Collier Area Paratransit. When sending a written complaint please include details such as time, date, location and a description of the problem you experienced. This will help in determining the appropriate personnel to contact in order to resolve any difficulties you may have as quickly as possible.

If your complaint cannot be resolved, you may obtain information on the grievance process by contacting the Superintendent of Paratransit Operations and requesting a copy of our adopted Grievance Procedure or call the Florida Commission for the Transportation Disadvantaged Ombudsman Hot Line at **1-800-983-2435**.

For Florida Relay for ASCII callers call 1(800)955-1339.

Eligibility

Individuals who are interested in using the CAP services must apply through a written application process. The eligibility process can take up to twenty-one (21) calendar days to complete. After qualifying for service, all approved individuals are subject to recertification every three years or if there is a change in address or health condition, whichever is sooner. To receive an application please visit our website at www.colliergov.net/cat, visit or call the center. CAP is intended to serve a limited group of people, specifically those who have no other means of transportation and qualify under the following sponsored programs:

- **Americans with Disabilities Act (ADA):** Individuals whose physical or mental impairment prevent use of the CAT public fixed-route bus system. In addition, the individual must reside within the ADA corridor, which is defined as a service corridor that extends three-quarters ($\frac{3}{4}$) of a mile on either side of CAT public transportation bus service.
- **Visitors** that are certified under the Americans with Disabilities Act in their community or place of residence will be honored for up to 21 days. For service beyond the 21 days, an application will be required.
- **Transportation Disadvantaged (TD):** Individuals who because of a mental or physical disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped, or high risk or at risk (as defined in § [411.202](#)). In addition, the individual's trip origin and/or destination must reside outside the ADA corridor.
- **Agencies:** Individuals whose trips are funded under a negotiated agency contract.

Destination and Hours of Operation

CAP services the entire Collier County including **City of Naples, North Naples, East Trails, Marco Island, Golden Gate City, Golden Gate Estates and Immokalee**. In accordance with federal and/or state regulations, certain restrictions may apply to the trips provided related to the times of travel or destinations based upon the program eligibility.

- **ADA** recipients may only schedule trips that begin and end within the ADA Corridor which is three-quarters ($\frac{3}{4}$) of a mile of an established CAT bus route. Hours of operation for ADA are the same as the CAT published bus schedule. While you may be certified to ride CAP, all destinations in Collier County may not be within the ADA corridor.
- **Transportation Disadvantaged** recipients are permitted to travel countywide Monday through Friday. The pickup time may be as early as 4:00 AM and the latest pickup time may be as late as 6:00 PM. Saturdays and Sundays are reserved for medical trips only. In addition, the individual's trip origin and/or destination must reside outside the ADA corridor.
- **Agency** sponsored trips must be prearranged by the particular agency sponsoring the trip.

Please keep in mind that CAP operates on the public roads and highways and occasionally our vehicles will run behind schedule during periods of peak demand such as special events, rush hour, or inclement weather. To lessen trip delays, try to avoid peak travel periods.

The CAP Program **does not operate** on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

Reservations

All trips require prior reservation; please contact CAP Monday through Friday between 6:00 a.m. and 6:00 p.m. to make your reservations. Trips may be scheduled up to two (2) weeks in advance. For NEXT DAY service, reservations must be scheduled by 2:00 p.m. With the exception of Monday, trips must be scheduled by 2:00 p.m. the Friday before. **Same day service is not available.**

When making a reservation for service, please keep in mind that travel time for a local trip (within the same service area) can take up to one hour. For this reason customers in the Naples area must be ready for pick up one (1) hour in advance of their scheduled appointment time. For example if you have a 9:00 a.m. appointment you may be picked up as early as 8:00 a.m. Travel time for trips in the Golden Gate Estates, Marco Island, or Immokalee area can take up to two hours. Please be ready for your trip two (2) hours prior to your appointment. For reservations it is recommended to call during off peak hours between 10:00am and 1:00pm when our phone lines are less busy.

When making a reservation, please have the following information ready:

- Pick up location - name, phone number, address including building and apartment number, town or city and zip code.
- Destination - Name of Facility if applicable or Doctor's Name, phone number and Street address (including: suite number, town or city & zip code).
- Exact appointment Time
- Whether a personal care attendant (PCA) is required.
- Whether the customer or the PCA uses a wheelchair or other mobility device.
- Whether the customer has a service animal.
- Whether there are any other special considerations for the customer to travel.
- Return trip information - please provide same information as the destination above. The Return trip **MUST** be scheduled at the time of reservation or they will not be accepted.

Subscription Service

A standing order or subscription service can be established when a customer regularly travels to and from the same destination (two / three or more times a week) at the same times. You will save time by submitting a standing order; however you must contact the reservation department immediately if your plans change to avoid being charged as a no-show.

Fares

All trips require a fare; the passenger will be informed at the time of approval for the Paratransit service. The driver will collect the fare from you when you board the vehicle. You must have the **exact change**; drivers do not carry money. Payment of proper fare is required upon boarding the vehicle. Failure to pay the appropriate fare will jeopardize your transportation eligibility. Fares will depend upon your sponsorship or funding source, see details below. **Effective October 1, 2012 the fares are as follows:**

- **Americans with Disabilities Act (ADA):** The fare for this service is \$3.00 for a one-way trip. Guests are required to pay \$3.00 for a one-way trip.
- **Transportation Disadvantaged (TD):** The fare for TD trips is on an income scale and varies from \$1.00, \$3.00, \$4.00, \$5.00, or \$7.00 per one-way trip. This program does not allow/transport guests.

Travel Assistance

Many of our customers require assistance during their travel. While drivers are able to provide assistance to and from the vehicle, some customers may require more personalized care. This section of the Guide addresses customer's needs that extend beyond the responsibility of the driver. Customers needing additional assistance upon reaching their destination are required to travel with an attendant. All guests or Personal Care Attendants (PCA) traveling with the customer must be picked up and dropped off at the same address.

Personal Care Attendant (PCA)

A PCA travels with the customer to assist with life-functions and to facilitate travel. A PCA request must be approved on the initial application in order to be eligible to travel with a customer. The information provided must state the functional limitations that require you to have additional assistance. Medical documentation stating the reason an attendant is needed will be required. Only one PCA may ride free of charge per customer. The following are required to have a PCA:

- Children under the age of 12 while en-route **MUST** have an attendant.
- Children under the age of 5 and/or under the weight of 45 lbs. will be required to use a child restraint device that must be provided by the accompanying adult or attendant.
- If you now require a PCA, yet your application approval does not include a PCA, please submit a letter from your physician or other qualified medical professional stating that your needs now require a PCA.
- A parent or guardian assisting an under-age child may not bring additional children unless the other children have a scheduled reservation and will be receiving a service.

Guest for ADA passengers

- ADA passengers may be accompanied by a single guest.
- Guests are required to pay the same fare as the ADA passenger.

Service Animals

- Service animals ride for free with a Paratransit passenger.

Ready Early, Will Call, Cancellations or No-Show

The Transportation Disadvantaged Local Coordinating Board (TDLCB) approved a No Show / Cancellation Policy to identify those who habitually cancel or who are a no-show for a scheduled trip. The goal of the TDLCB is to educate the customers of the policy to reduce the incidences of cancellations and / or no shows. The customer has the option to appeal any action taken to enforce this policy. Customers, sponsoring agencies and the TDLCB will be notified of each incident of suspension of service. **For a complete copy of the cancellation/no show policy, please contact Collier Area Paratransit.**

Ready Early

Customers who are ready prior to their scheduled pickup time should contact CAP customer service. Customers will be picked up as a vehicle becomes available.

Will Call

If the customer is not ready to make the return trip when the service vehicle arrives, the customer is placed into "will call" status. This means customers "will call" CAP customer service when ready. Customer will be picked up as a vehicle becomes available.

Cancellations

All cancellations need to be made preferably before 2:00 p.m. of the day prior to the reservation date. However we understand that extenuating circumstances may occur therefore please contact CAP customer service no later than 2 hours prior to your scheduled pick up time in order to avoid being classified as a no show.

No Show

Because CAP is a shared-ride system, it is important that each customer is ready to go when the vehicle arrives. We will wait only five minutes because there are other customers either onboard or waiting for their scheduled ride. If a vehicle arrives to pick up a customer and he or she is not there and failed to cancel the trip the customer will be considered a “No Show”.

No shows of scheduled trips may result in suspension of service and/or a \$5 penalty charge. The steps leading up to a suspension and/or penalty charge of service are:

- No more than 4 “No shows” will be permitted within a year period.
- Upon the 2nd No Show a warning letter will be issued.
- Upon the 3rd No Show there will be a \$5 penalty issued that is due upon boarding the next trip.
- Upon the 4th No Show within a 12 month period a suspension of service up to 30 days may be issued.

Drivers

Collier Area Paratransit has contracted with a private transportation carrier to provide door-to-door Paratransit transportation services. The carrier uses minivans and lift equipped vehicles to transport passengers. All vehicles are plainly marked with the name of the company in a prominent location (Collier Area Paratransit / or the Carrier information).

Drivers are trained to help those who require assistance to and from the vehicle. We do not enter a person’s home or a person’s room at a living facility. In addition, we do not go above the first floor of a multi - family residence.

Drivers do not accept tips. Please notify CAP if any driver asks for or accepts a tip.

Drivers are expected to:

- Be properly uniformed and carry picture identification badges.
- Be courteous.
- Drive safely.
- Wear a seat belt.
- Securely tie down wheelchairs.
- Make a good faith effort to find a client (horn honking to notify a customer of arrival is not acceptable)

If a driver or passenger acts in an unreasonable manner (or contrary to company policies and procedures) it should be reported immediately by calling (239) 252-7272.

Rights and Responsibilities

The Florida Commission for the Transportation Disadvantaged has established the following set of rights and responsibilities for the customers of Collier Area Paratransit transportation services.

Customers have the right to:

Safety

- Trips in air-conditioned and heated vehicles;
- Safe, clean, properly equipped and smoke-free vehicles;
- Properly fastened seatbelts and/or mobility device tie-downs;
- Vehicle transfer points that are sheltered, secure and safe;
- A properly identified driver;
- Adequate seating, to include ample space for service animals;
- Assistance in maneuvering mobility devices up and down a maximum of one step;
- Community Transportation Coordinator (CTC) policy on medical emergency during transport.

Courtesy

- Professional, courteous and properly trained drivers;
- Assistance while getting in and out of the vehicle and to the seat; and
- Assistance with a maximum of 4 bags would be allowed at a time by the customer in one trip.

Complaints

- File complaints without fear of retaliation;
- Prompt investigations and effective resolutions; and
- Current and complete program information.

Service

- Pick-ups within the established pick-up window;
- Expect the driver to wait up to five minutes at the time of arrival within the pick up window;
- Toll-free accessibility to the CTC;
- Be delivered to an appointment on time;
- The CTC's policy on standing orders/subscription service; and
- The CTC's policy on no-shows.

Customers are responsible for:

Safety

- Be ready and waiting for the vehicle in a safe location according to the pickup window for your scheduled appointment time;
- Keep seat belts and mobility device tie-downs secure until the vehicle stops;
- Remain seated until the vehicle comes to a complete stop at place of destination;
- Report any safety hazards;
- Keep wheelchairs or other mobility aids in good condition;
- Not tamper with or operate vehicle equipment;
- Address car-seat provision with the CTC;
- Make CTC aware of customer's physical and/or mental conditions/limitations prior to transport; and
- Adhere to policy for violent and/or disruptive behavior.

Courtesy

- Call in trip cancellations (refer to cancellation section pg. 6);
- Inform CTC of all pertinent information regarding the trip;

- Present the correct fare;
- Be ready at the time of pick-up;
- Ensure personal hygiene; and
- Be courteous to drivers and fellow passengers/customers.

Complaints

- File complaints in a timely manner, providing the CTC with pertinent information.

Service

- Advise the reservationist of appointment times;
- Advise the reservationist of the intent to utilize a guest, personal care attendant or service animal.
- Accept a shared-ride service on vehicles provided;
- Schedule trip requests at least one day in advance; and
- Provide own wheelchair / car seat, and/or escort.

Florida State law has determined that all customers on Paratransit vehicles **MUST WEAR SEAT BELTS**. A customer who refuses to remain seated with the seat belt in place will be denied service. If you have medical documentation stating that the use of seat belts may be detrimental to your health, the seat belt regulation will be waived. Please inform the reservationist of your situation when you schedule your first trip, you will be required to provide CAP with written documentation to have the seat belt requirement waived.

Inappropriate Behavior

Customers may not eat, drink, smoke or spit in/on the bus. Eating on the bus will be permitted on a case by case basis based on medical need. Customers are responsible for being considerate of other customers in sharing rides, to refrain from excessive noise, constantly changing seats, throwing objects, fighting, sticking heads or arms out the windows, lewd behavior and speech, etc. This behavior will not be tolerated and customers that behave in such a manner may be subject to suspension.

In accordance with Collier Area Paratransit Policy, service may be terminated due to threats, violent or abusive treatment toward the provider or other customers. Service may be refused if a customer engages in violent, seriously disruptive or illegal conduct. Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other customers or employees.

When it has been determined by the Superintendent of Paratransit Operations that suspension will be initiated, communication of the suspension of service will be made by phone and/or mail to the Customer or Parent/Guardian of the Customer with a copy to the appropriate agency (if applicable).

Other Considerations

Wheelchair Service

When making a reservation please be sure to mention if the customer uses a mobility device or wheelchair. Wheelchairs must be provided by the customer. Customer must be waiting on the ground floor in the lobby or at the main entrance no more than one (1) step from the ground level. If there is more than one (1) step to negotiate, an accessible ramp must be installed in order to accommodate the customer. Our vehicles are equipped to transport common wheelchairs (or scooters). A **common wheelchair does not exceed 30 inches in width and 48 inches in length (measured two inches above the ground) and does not weigh more than 600 pounds when occupied**. Drivers are not responsible for charging, connecting or disconnecting any equipment used by a customer. Customers must ensure all equipment is functioning properly and independently prior to

starting your trip.

In addition, customers in wheelchairs must have an accessible boarding area on which the lift can safely be deployed and the area leading up to the boarding area must be firm to accommodate the approach to the wheelchair lift. Grass, gravel and soft sand are not acceptable surfaces. WHEELCHAIRS MUST BE EQUIPPED WITH FOOT RESTS.

Oxygen Transport

Travel with oxygen equipment is permitted providing that the safety and use of it is the sole responsibility of the customer and can be stowed when the vehicle is en-route. Drivers are not permitted to supply, connect or disconnect oxygen.

Personal Belongings

Customer property that can be carried by the customer and/or the guest/attendant in one trip and can be safely stored in the vehicle shall be allowed. Items that block the aisles or are not able to be secured in the vehicles will not be allowed.