

**CITY OF MADERA
AMERICANS WITH DISABILITIES ACT (ADA)
COMPLEMENTARY PARATRANSIT
SERVICE PLAN UPDATE**



May 2018

**City of Madera
Grants Department – Transit Division
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COMPLEMENTARY PARATRANSIT SERVICE PLAN UPDATE**

GENERAL INFORMATION

Name and Address of Entity

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Madera Area Express/Madera Dial-A-Ride
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SECTION I INTRODUCTION

BACKGROUND

This **City of Madera Americans with Disabilities Act (ADA) Complementary Paratransit Service Plan Update** (the Plan) represents an update to the City of Madera's Plan prepared in March 2000. Since 2003 the City of Madera (the City) has received annual Federal Transit Administration (FTA) 5307 grant funding. This funding requires compliance with a wide range of FTA regulations and a FTA review every three years – a Triennial Review. The purpose of the Plan is to review and update specific City ADA policies and procedures as requested in August 2007 during the FTA follow up to the City's initial 2006 Triennial Review. The Plan therefore serves as the City's response to the Triennial Review, and, more importantly, will provide a policy and procedures reference to help ensure that the City's paratransit services comply with the ADA and specifically with the requirements of 49 CFR Part 37 Subpart F – "Paratransit as a Complement to Fixed Route Service". The Plan is one component of a set of internal management controls the City uses to ensure efficient and effective transit services while being in full compliance with FTA regulations.

The ADA of 1990 is sweeping legislation that makes it illegal to discriminate against persons with disabilities of all types whether permanent or temporary, physical or mental. The Act provides for equal access for disabled citizens in the areas of transportation, public services, public accommodations and facilities, employment and telecommunications. The U.S. Department of Transportation (USDOT) published ADA implementing regulations (49 CFR Part 37, "Transportation Services for Individuals with Disabilities (ADA)" and Part 38 "Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles") on September 6, 1991 delineating specific transportation provisions of the ADA. The FTA and ADA regulations and guidelines followed by the City related to Complementary Paratransit Service can be found online at http://www.fta.dot.gov/civilrights/civil_rights_2360.html .

These regulations require that public entities operating fixed route transportation service for the general public also provide complementary paratransit within a ¾ mile radius of the fixed route service to persons unable to use the fixed route system. Paratransit service is specialized service typically designed for senior and disabled riders who are unable to use the fixed route system. Fixed route and complementary paratransit services must be similar in several ways. The ADA (49 CFR 37.123 – 37.133) specifies eligibility for these services, the level of service that must be provided and standards for certain aspects of operation.

PLAN REQUIREMENTS

The FTA requires that complementary paratransit service be in full compliance with the ADA. The FTA in its implementing regulations (49 CFR 37.135 – 37.139) requires that the City of Madera have a formal paratransit plan. This plan documents the eight general categories of information, as follows:

1. General information about the entity submitting the plan.
2. A description of the fixed route system.
3. A description of existing paratransit services.
4. A description of the proposed complementary paratransit service.
5. Information about the proposed eligibility determination process.
6. A description of the public participation process used to develop the plan.
7. Efforts to coordinate the provision of service with other public entities in overlapping or contiguous areas.
8. Certifications and resolutions of the public agency involved in development or approval of the plan.

DEFINITION OF “DISABILITY”

The term “disability” is defined to include:

“Any physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or being regarded as having such an impairment.” [ADA, 1990 Sec 3 (2)]

Major life activities include caring for one’s self, performing manual tasks, seeing, hearing, speaking, breathing, learning, and working. Persons with cognitive disabilities and those with contagious or non-contagious diseases (included tuberculosis and HIV) are specifically included in the ADA definition.

With respect to complementary paratransit services, the definition of disability is generally stricter. The application of this definition generally applies to those unable because of their disability to use fixed route transit. Persons who meet this definition generally are eligible for priority paratransit service.

COMPLEMENTARY PARATRANSIT SERVICE AND THE DISABLED

Consistent with 49 CFR 37.123, complementary paratransit service must be provided to three general categories of persons with disabilities:

1. Persons who are unable to board, ride, or disembark from a vehicle even if they are able to get to the stop and even if the vehicle is accessible.
2. Persons who cannot use vehicles without lifts or other accommodations. These persons are eligible for paratransit service if accessible fixed route vehicles are not available on the route on which they need to travel when they need to travel.
3. Persons with specific impairment related conditions who cannot travel to a boarding location or from a disembarking location to their final destination.

TRIENNIAL REVIEW REQUIREMENTS

The City of Madera has been providing complementary paratransit service since 1998 when its fixed route service, Madera Area Express (MAX), was initiated. The City believes its policies, procedures, and practices have consistently met ADA and Federal Transit Administration (FTA) related requirements; however, the FTA in its follow up to the 2006 Triennial Review specifically requested that the City develop a plan to address how the City will accomplish the following:

1. Implement its eligibility and appeals processes.
2. Communicate to the public its paratransit service and eligibility requirements.
3. Develop internal management controls to ensure the provision of service, service area, response time, fares, days and hours of service, trip purpose, and subscription service are in accordance with the ADA complementary paratransit service requirements.
4. Develop procedures to ensure the City has adequate capacity to meet demand.
5. Develop procedures to ensure the City has adequate oversight of the contracted paratransit services.

This Plan addresses each of these areas in greater detail below. The City strives to provide public transit services that meet the needs of the general public with particular sensitivity to the needs of seniors and the disabled. The City will ensure that the ADA concerns raised in Triennial Review are reviewed and monitored regularly and that, as appropriate, corrective actions are taken.

SECTION II DESCRIPTION OF TRANSIT SERVICES

OVERVIEW

The City of Madera operates Madera Area Express (MAX), a fixed route service, and Dial-A-Ride (DAR), a demand response service. The DAR service has been providing service in the community since 1979, initially for seniors and later as a general public transit system. The City initiated fixed route service in February 1999 to increase mobility for residents. The City's 2000 Paratransit Service Plan was developed when MAX was initiated since providing fixed route service triggers the FTA requirement for complementary paratransit service. Both DAR and MAX services use City owned buses operated by a private contract service provider.

Primary objectives of the transit system are to provide service that meets the mobility needs of the community, to maintain reliable on-time performance, and to ensure that the system is accessible to disabled and senior riders. The City is committed to design and service standards that improve accessibility for persons with disabilities. The City conducts continuous monitoring of its services to ensure the provision of effective routing, accessibility, and operations and to implement expeditious service changes and system capacity, as warranted, to meet ridership demand.

The City of Madera has an estimated 2010 population of 61,552. The 2010 census reflects 11,978 households residing in the City. The City's DAR serves part of the County contiguous to the City with an estimated City-County service area population of 78,000.

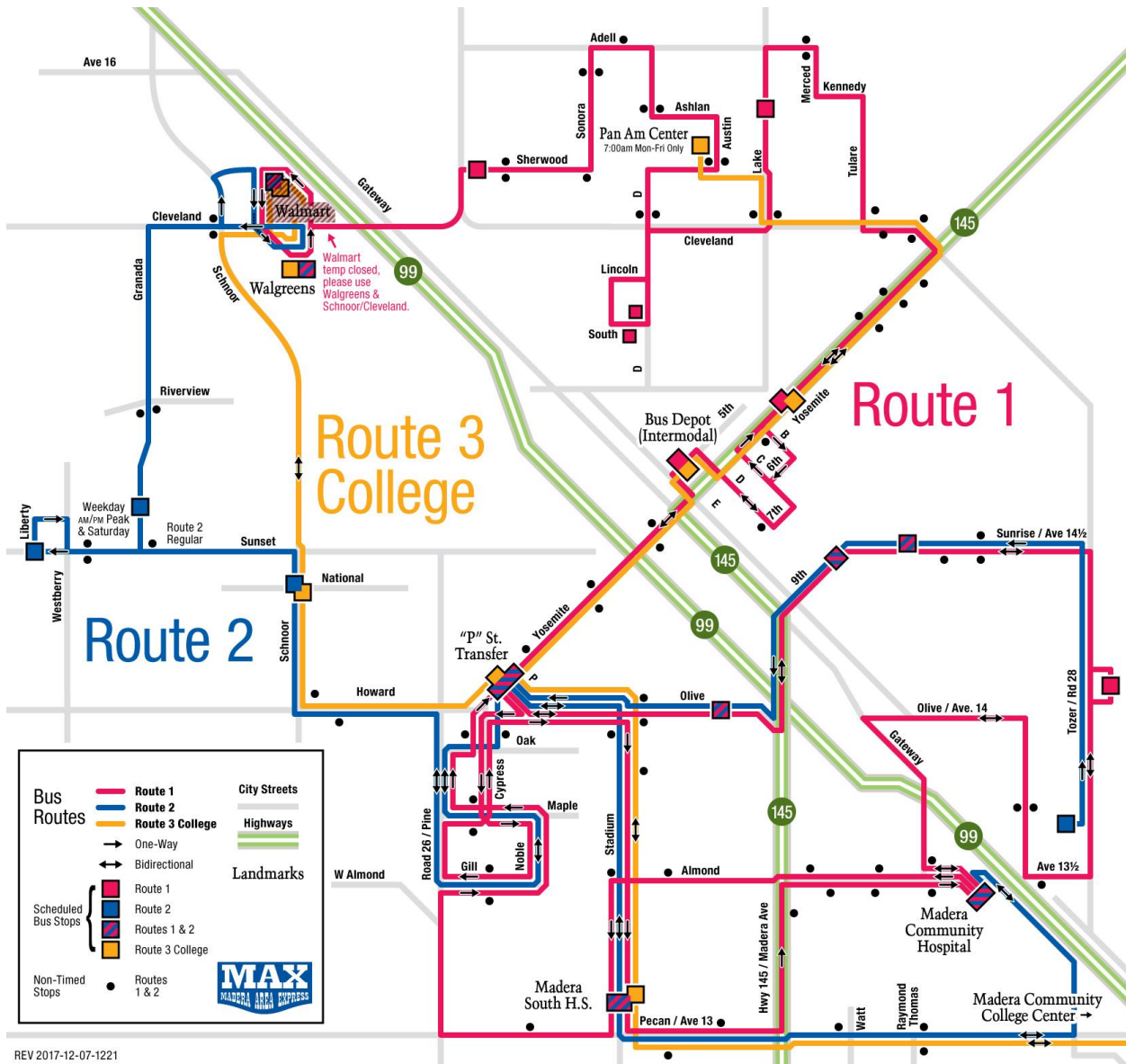
MADERA AREA EXPRESS/MAX - FIXED ROUTE SERVICE

MAX service was designed based on several important factors, including the location of major activity centers, existing travel patterns, and Madera's geographic street pattern. The major activity centers include commercial and retail areas, educational institutions, governmental complexes, the Madera Intermodal Facility, senior centers, senior housing complexes, and hospital and county services. Geographically, MAX service is estimated to be within ½-mile of 85% of the City's population or an estimated 52,319 residents.

Service Area

The service area, as shown in Exhibit II-1 (excluding newly added Madera Community College Center Stop), encompasses approximately 4.3 square miles. A majority of the City's residents reside within one-quarter mile of the system that is accessible to major origins and destinations throughout the community.

EXHIBIT II-1 MADERA AREA EXPRESS/MAX SYSTEM SERVICE AREA



REV 2017-12-07-1221

Route Structure

MAX is comprised of three fixed routes. Route 1 provides service on a base route with a 35-minute headway through the City to the area of Yosemite and 'P' Street, and branches into two alternating end routes with a 70-minute headway. Route 1 base service encompasses key origins and destinations, including Walgreens, the Pan Am Center, the County Social Service Department, the Downtown Intermodal Center, the Department of Motor Vehicles, and the Madera High School's north campus. Route 1 then alternates with every other trip serving Madera Community Hospital, Madera High School's south campus and then the County government services complex on Road 28 via southeast Madera.

Route 2 operates on a 70-minute headway and serves Madera Community Hospital, Madera High School's north and south campuses, the Howard Road retail corridor including Walgreen's and the Save Mart – CVS shopping centers, and Walgreens at the Commons shopping complex. Convenient connections can be made with Route 1 at Walgreen's. These connections provide direct access to the downtown Madera Intermodal Facility where riders may connect with Greyhound, Dial-A-Ride, Madera County Connection, and taxi services.

Route 3 operates Monday through Friday on a 60-minute headway and serves Madera Community College Center starting at Walgreens on Cleveland, making three stops and ending at the college. There is a one-time morning connection express from the Pan Am Center at 7am. Transfer at P Street to get to the College. The rest of the day, passengers may board a Route 1 bus and transfer at P Street.

Service Days and Hours

Service is operated Monday through Friday from 7:00 A.M. to 6:30 P.M. and on Saturdays from 9:00 A.M. to 4:00 P.M.

Fare Structure

The MAX base fare is \$0.75 per one-way trip with one transfer upon request. This fare level is designed to encourage fixed route usage and strives to ensure that the State Transportation Development Act (TDA) minimum 15% farebox ratio requirement is achieved. An unlimited-use monthly pass is available for \$26.00. Children under three years of age may ride free when accompanied by a fare-paying adult; and transfers are free. Seniors, the disabled, and Medicare Cardholders are eligible to ride MAX for half the fixed route fare during off-peak hours between 10:00 A.M. and 2:00 P.M. The fixed route system also honors Dial-A-Ride tickets. Senior discount ticket books are available at the Pan Am Center and Frank Bergon Senior Center through funding provided by Fresno Madera Area Agency on Aging.

Fleet

Seven active cutaway vehicles are utilized to operate fixed route service. The City follows a Fleet Replacement Plan to ensure MAX vehicles are replaced when they reach their useful life. Additional fixed route vehicles will be acquired to further support the service, as needed. All vehicles are wheelchair and passenger lift-equipped. MAX and Dial-A-Ride share backup vehicles, as needed.

Ridership

A total of 135,000 fixed route passengers boarded MAX in FY2016-17. An average of 7 riders is transported per vehicle hour.

Route Accessibility

All fixed route and demand-responsive vehicles are fully accessible. Disabled riders can access the fixed route at most designated bus stops. The City regularly monitors route accessibility to ensure that design standards are met and to enhance accessibility of fixed route facilities to the maximum extent feasible. Ensuring accessibility at all stops will continue to be a high priority.

DIAL-A-RIDE – ADA PARATRANSIT SERVICE

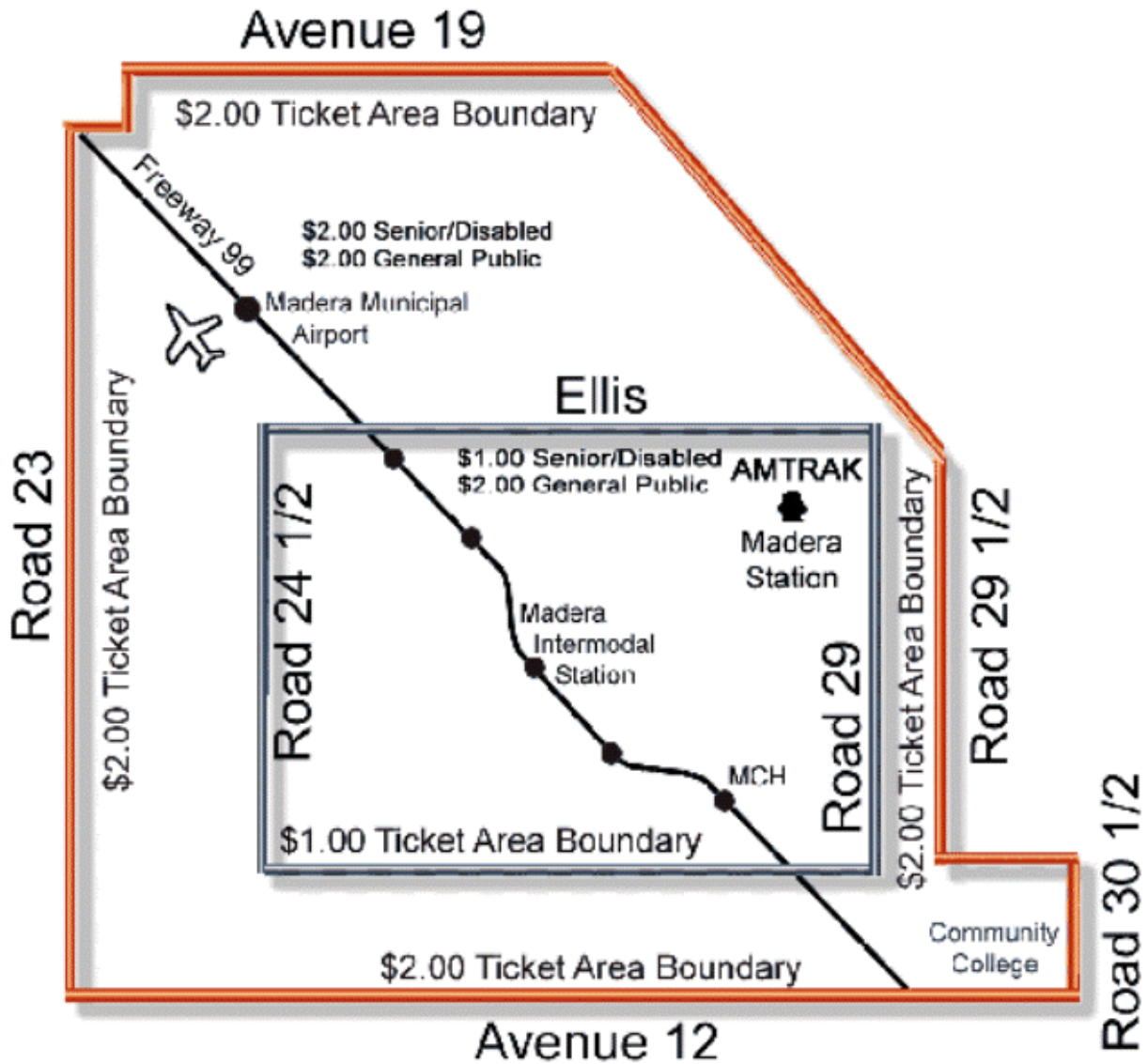
The City of Madera operates Dial-A-Ride, a general public demand-responsive, paratransit service, available to those who have difficulty accessing fixed route service due to location or disability. The service, initiated in 1979, provides elderly and disabled residents an accessible transportation system that provides an alternative choice to the fixed route system.

The City contracts with a private contractor, currently First Transit, Inc., to operate Dial-A-Ride. The service is administered by the City of Madera and is cooperatively funded by the City and County. The City establishes planning policies, service area, route schedules, and passenger fares in cooperation with the County and the Madera County Transportation Commission.

Service Area

The Dial-A-Ride service area shown in Exhibit II-2 encompasses over 50 square miles, including the City of Madera and portions of Madera County. The City comprises approximately nine square miles. The service area population is estimated at 80,000 residents. The service area provides complementary paratransit service to origins and destinations within corridors that exceed the FTA required width of three-fourths of a mile on each side of each fixed route. The corridor exceeds the FTA required area within three-fourths of a mile radius at the ends of each fixed route. (49 CFR 37.131(a))

EXHIBIT II-2 DIAL-A-RIDE SERVICE AREA



Service Days and Hours

Dial-A-Ride service days and hours are above and beyond the fixed route system. The service operates Monday through Friday from 7:00 A.M. to 6:30 P.M.; Saturday from 9:00 A.M. to 4:00 P.M.; and Sunday from 8:30 A.M. to 2:30 P.M. (MAX fixed route service does not operate on Sunday.) Dial-A-Ride service is not provided on major holidays, consistent with the fixed route system.

Response Time and Trip Denials

Dial-A-Ride provides service on an advance-reservation and real-time, space-available basis. Subscription service also is offered with service provided on a first-call/first-served basis. Reservations are made within a 60-minute window before or after the requested reservation time. If a reservation time within this 2-hour period cannot be agreed to a trip denial will be recorded by the service provider and reported as such on monthly reports. The agreed to reservation / pick up time is an estimate as many factors can contribute to delays. Dial-A-Ride typically meets 95% of trip indicated pick up times within a range of 15 minutes before or after the indicated pick up time, including advance reservations.

Dial-A-Ride's policy requires that there shall not be a pattern of trip denials. A trip is considered "denied" if it cannot be negotiated within 60 minutes before or 60 minutes after the requested reservation time and applies only to reservation requests that are received 24 hours in advance.

The system's current on-time performance goal is 90% of all trips within a 15-minute window before or after the reservation pick up time. As noted above, reserved pickup time may be no more than 60 minutes before or after the requested reservation time (49 CFR 37.1319(a)(2)). Next-day service is provided on Dial-A-Ride for requests made any time during the preceding day. Reservations are taken seven days a week for next-day service and can be made 14 days in advance. Reservations will be taken by an answering machine on days or times when the administrative/dispatch offices are closed.

Fare Structure

The Dial-A-Ride fare structure, as shown on Table 2, was established December 1, 1999 and is current as of May 2018.

TABLE 2 Dial-A-Ride Fare Structure		
<u>CASH FARE</u>		
General Public:	City of Madera	\$2.00
	County of Madera	\$2.00
	Community College Students	\$1.00
Seniors:	City of Madera	\$1.00
	County of Madera \$1.00 Ticket Area	\$1.00
	County of Madera \$2.00 Ticket Area*	\$2.00
ADA Paratransit	City of Madera	\$1.00
	County of Madera \$1.00 Ticket Area	\$1.00
	County of Madera \$2.00 Ticket Area*	\$2.00
<u>TICKETS</u>		
General Public:		\$20.00 Book of 20
Seniors** & ADA Paratransit		\$9.00 Book of 10
*\$2.00 ticket area is south of Ave. 13, east of Rd. 29, north of Ellis and west of Rd. 24		
**Senior discount ticket books are available at the PanAm and Frank A. Bergon Senior Centers through funding provided by Fresno Madera Agency on Aging (FMAAA).		

Note that the one-way cash fare for an ADA-eligible rider is \$1.00 (not more than twice the full fixed route fare) in the "\$1.00 ticket area" of the City where fixed route fare is \$.75 and in some portions of the County that are beyond the service area of the fixed route system.

Restrictions on Trip Purpose and Capacity Constraints

Dial-A-Ride does not restrict trips based on trip purpose. Trips are scheduled on a space-available basis in accordance with response-time standards. Dial-A-Ride does not restrict the number of trips per individual, and waiting lists are not maintained.

Curb-to-Curb Service

Dial-A-Ride provides curb-to-curb service. Drivers are not permitted to assist the rider inside a home or building. Special assistance or accommodation may be provided, however, when needed on a case by case basis and usually upon prior arrangement at the time of scheduling and within the FTA parameters for safety and liability. The City's practice is consistent with FTA's ADA regulations, specifically 49 CFR §37.129(a); and consistent with FTA guidance under their category of "Origin-to-Destination Service" found online at <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/origin-destination-service>.

Fleet

Dial-A-Ride's fleet, as reflected is composed of nine active paratransit vehicles. All vehicles are wheelchair and passenger lift-equipped.

Ridership

Dial-A-Ride transported 32,000 passengers in FY2016-17. The system carries approximately 2.5 passengers per hour.

OTHER AREA PROVIDERS

Public Transportation Providers

The City of Madera is the largest provider of public transit services in the urbanized Madera area. Madera County contracts with the City of Madera for Dial-A-Ride service to residents in the unincorporated service area portions of the County.

Madera County also contracts with a private contractor to operate the Madera County Connection (MCC), an inter-city deviated fixed route service. MCC provides service to and from the City of Madera to Eastern Madera County rural communities. The City of Chowchilla's Chowchilla Area Transit Express/CATX also provides general public demand-responsive service in the Chowchilla region.

Social Service Transportation Providers

The Madera County Transportation Commission conducted an inventory of social service transportation providers in Madera County during FY2014-15. This effort resulted in the development of a "Human Service Public Transit Coordinated Transportation Plan" that is consistent with certain grant funding requirements under the *2005 Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU)* and guidance issued by the Federal Transit Administration (FTA).

The social service transportation inventory shows that the following social service agencies provide transportation to clients:

1. American Cancer Society: Demand-response transportation is coordinated through a volunteer driver program (Road to Recovery) for cancer patients for medical appointments. Transportation is provided from the Madera and Oakhurst areas to medical facilities throughout the County, but with highest demand from the Cancer Center in Fresno.
2. Community Action Partnership of Madera County: Transportation is provided to and from designated schools for its Head Start clients. Schools are located in Madera, Chowchilla, North Fork, Fairmead and La Vina areas. Clients are transported from each area to the various schools. This service is available weekdays on a fixed route schedule from 6:00 A.M. to 5:00 P.M. with no weekend service.

This agency also provides demand-responsive services for senior and disabled citizens in Eastern Madera County (Oakhurst, Coarsegold, Bass Lake, North Fork, and Ahwahnee.)

3. Heartland Opportunity Center: Transportation is provided for mentally impaired clients through a contract with a private contractor.

4. Madera Counseling Center: Transportation is provided for registered clients with mental or emotional problems. Service is provided to and from their facility utilizing two vans and three mini-vans on weekdays from 7:30 A.M. to 9:30 P.M. and 1:30 P.M. to 3:30 P.M. The service area includes the City of Madera and surrounding County areas.
5. Madera County Behavioral Health Services Department: This agency is a department of the County of Madera that provides mental health care and alcohol and drug treatment services. Client transportation is provided in areas throughout the County, including Madera, Chowchilla, and Oakhurst area. Service is available weekdays from 8:00 A.M. to 5:00 P.M.
6. Pacific Family Health: Transportation is offered to clients for medical appointments on Mondays through Saturdays from 5:00 A.M. to 9:00 P.M.

Regional Transportation Providers

Amtrak and Greyhound are the two primary services offering regional transportation to Madera County residents. Private bus service to Mexico also is available on a regular basis.

SECTION III CITY OF MADERA COMPLEMENTARY PARATRANSIT SERVICE

This section of the Plan addresses how Dial-A-Ride will meet the specific needs of those considered eligible “ADA complementary paratransit service” riders while continuing to serve non-ADA eligible general public Dial-A-Ride riders. This section also presents the following:

1. An estimate of potential demand for paratransit services.
2. A description of how the ADA service criteria are being met.
3. Differences between current paratransit services and what is required.
4. Proposed paratransit and fixed route service modifications.
5. A timetable for improvements.
6. A five-year operating and capital budget.

This effort will result in an assessment and plan to ensure the City of Madera fully complies with the ADA. Madera Dial-A-Ride service complies with the ADA paratransit service criteria, as described in further detail below.

ESTIMATE OF PARATRANSIT DEMAND

The ADA paratransit demand estimate, as shown on Table 4, allows the City of Madera to assess existing service capacity relative to paratransit demand. Needs determined to be in excess of capacity then can be addressed through appropriate planning, coordination and budgeting. Estimates were developed based on national studies cited in the “ADA Paratransit Handbook.” The results of these surveys indicate that approximately 1.5% of the total population is ADA paratransit eligible under categories 1 and 3 (as shown on page 3 of this plan) and between 0.7% and 1.0% of the total population under category 2.

**TABLE 4
Population and Demand Estimates**

City of Madera 2007 Population*	65,474
Service Area Population**	78,413
Estimated ADA Eligible - Categories 1 & 3 from National Surveys (1.5%)	1,176
Estimated ADA Eligible - Category 2 from National Surveys (1.0%)***	0
Total ADA Eligible	1,176

* State Department of Finance 2016.

** As reported to NTD in FY 2016

*** Refers to demand if fixed route vehicles are not wheelchair & passenger-lift accessible.)

SERVICE CRITERIA

The FTA’s ADA implementing regulations establish six service criteria used to determine the level of paratransit service that is considered “comparable” to fixed route services. These criteria apply only to persons certified or eligible for paratransit service while non-ADA eligible riders may be provided a lower standard of service. A description of each criterion found in 49 CFR 37.131 is provided followed by a discussion of actual Dial-A-Ride service, as follows:

1. **Service Area:** Dial-A-Ride service must be provided to all origins and destinations within a corridor $\frac{3}{4}$ mile on each side of the fixed route. Service beyond this area may be provided at the City’s discretion. The City must coordinate where service areas overlap or are contiguous.

Dial-A-Ride: As shown in Exhibits II-1 and II-2, the Dial-A-Ride service area encompasses the fixed route service area within a significantly larger area of approximately 50 square miles. All origins within Dial-A-Ride’s service area and those within $\frac{3}{4}$ mile of the fixed route are served.

2. **Response Time:** Next-day service must be provided for requests made any time during the preceding day. Requests for service must be taken when administrative offices are open and must arrange to accept reservations on days or times when administrative offices are closed if service is provided on the following day.

Dial-A-Ride: Next-day service is provided on Dial-A-Ride for requests made any time during the preceding day. Reservations are made not more than 60-minutes window prior to or after the desired departure time. Dial-A-Ride typically meets 95% of trip requests within 30 minutes of the reservation pick up time, including advance reservations. Reservations are taken seven days a week for next-day service and can be made up to seven days in advance. Reservations will be taken by an answering machine on days when the administrative/dispatch office is closed.

3. **Fares:** Fares can be no more than twice the fixed route adult fare.

Dial-A-Ride: The ADA or disabled fare is \$1.00 on Dial-A-Ride and \$0.75 on the fixed route. (The \$1.00 ADA Paratransit fare also applies to the general public within the City of Madera and County of Madera \$1.00 ticket area.) An attendant is permitted to accompany an ADA-eligible rider at no charge, and a companion may ride at the same fare charged the ADA rider only if they have the same origin and destination as the ADA-eligible rider.

4. **Service Days and Hours:** Days and hours of operation must be at least the same as the fixed route system.

Dial-A-Ride: Service is operated above and beyond the fixed route system. Like the fixed route, service is offered Monday through Friday 7:00 A.M. to 6:30 P.M.; Saturday from 9:00 A.M. to 4:00 P.M. While Sunday fixed route service is not provided, Dial-A-Ride service operates from 8:30 A.M. to 2:30 P.M. Service on either the fixed route or Dial-A-Ride is not provided on major holidays.

5. **Trip Purpose:** Trips must be accepted and handled on an equal basis. There can be no restrictions on trip purposes or prioritizing by trip type.

Dial-A-Ride: Trips are not prioritized or restricted by trip purpose.

6. **Capacity Constraints:** Service cannot be limited because of capacity constraints. No waiting lists can be maintained, and the number of trips provided to an individual cannot be restricted.

Dial-A-Ride: Service is not limited due to capacity constraints. Dial-A-Ride does not maintain waiting lists and trips are not restricted to individuals. Subscription trips are limited to no more than 50% of complementary paratransit service capacity. Because Dial-A-Ride is a general public service, if necessary, ADA passengers will have priority on an advance-reservation basis, over general public passengers, including subscription passengers. The general public and ADA-certified passengers are treated equally for requests for same-day service.

SUMMARY OF DIAL-A-RIDE ADA SERVICE CRITERIA COMPLIANCE

As shown below, Dial-A-Ride complies with the following six ADA service requirements indicated in 49 CFR 37.131:

<u>Service Criteria</u>	<u>Compliance</u>	<u>Action Needed</u>
1. Service Area	Yes	No
2. Response Time	Yes	No
3. Fares	Yes	No
4. Service Days & Hours	Yes	No
5. Trip Purpose	Yes	No
6. Capacity Constraints	Yes	No

The above service requirements apply only to ADA-eligible riders throughout the Dial-A-Ride service area. Application of the criteria can differ. For example, in the case of response time paratransit service must be comparable, to the extent practicable, to the level of designated public transportation services provided to disabled persons using the fixed route transit system. The “next-day” response time requirement (49 CFR 37.131(b) addresses this requirement and not necessarily same-day service. As noted under the section above covering fares, one-way cash fare for an ADA-eligible rider is \$1.00 (not more than twice the full fixed route fare) in the “\$1.00 ticket area” of the City and in portions of the County that are beyond the service area of the fixed route system.

TRIENNIAL REVIEW COMPLIANCE

The City’s Dial-A-Ride service currently complies with each of the six service criteria and has complied since fixed route initiation. In response to Triennial Review requirements, the City will continually be alert to opportunities to improve areas of operation and management oversight and will monitor its services regularly to ensure ADA compliance, particularly as services are expanded and/or changed. The Triennial Review noted the following three specific actions to be undertaken to ensure future compliance:

- 1. Develop internal management controls to ensure the provision of service, service area, response time, fares, days and hours of service, trip purpose, and subscription service are in accordance with the ADA complementary paratransit service requirements.*
- 2. Develop procedures to ensure the City has adequate capacity to meet demand.*
- 3. Develop procedures to ensure the City has adequate oversight of the contracted paratransit services.*

The City's response in the three specific areas is identified below in Table 5, Triennial Review Compliance Steps and Timeline.

**TABLE 5
Triennial Review Compliance Steps and Timeline**

ACTION	TIMELINE
<i>Develop internal management controls to ensure the provision of service, service area, response time, fares, days and hours of service, trip purpose, and subscription service are in accordance with the ADA complementary paratransit service requirements.</i>	
<ul style="list-style-type: none"> ◆ Review the six ADA criteria with Transit Advisory Board. ◆ Meet with the City's transit contractor to review compliance with the six ADA service criteria. 	October 2007 and November, 2007 (public hearings)
<ul style="list-style-type: none"> ◆ Identify how contractor conducts internal monitoring for compliance with the six ADA service criteria. ◆ Identify potential areas that require strengthening and further monitoring and establish a timeline for full compliance, if needed. ◆ Establish an internal City monitoring procedure to review compliance. ◆ Establish a regular reporting process between City staff and contractor that includes review of ADA compliance. 	September thru November, 2007
<ul style="list-style-type: none"> ◆ Develop new Dial-A-Ride Monthly Report data that tracks total number of ADA certified riders; total applications received; total applications approved/denied; ADA trips denials; complaint and complaint resolution; and total number of appeals, etc. 	December, 2007
<i>Develop procedures to ensure the City has adequate capacity to meet demand.</i>	
<ul style="list-style-type: none"> ◆ Evaluate current number of ADA trips, trip denials, etc., to determine need for additional ADA capacity. 	October 2007 and monthly
<ul style="list-style-type: none"> ◆ Review Fleet Inventory on a regular basis to ensure the number of Dial-A-Ride vehicles is consistent with current demand and planned growth. ◆ Ensure new and/or replacement Dial-A-Ride vehicles are programmed and budgeted. 	On-Going
<ul style="list-style-type: none"> ◆ Monitor the MCTC Unmet Transit Needs Hearing Process. 	Annually in April (MCTC)
<ul style="list-style-type: none"> ◆ Revise Fleet Plan and Inventory, as needed, for consistency with updated transit plans, including the City's General Plan, City Vision Plan, Regional Transportation Plan, Short-Range Transit Plan, etc. <p>Ensure planned vehicle purchases are ordered on a timely basis.</p>	On-Going

TABLE 5 (CONTINUED)
Triennial Review Compliance Steps and Timeline

ACTION	TIMELINE
<i>Develop procedures to ensure the City has adequate oversight of the contracted paratransit services.</i>	
<ul style="list-style-type: none"> ◆ Review overall City transit management staff structure to optimize effective delivery of services, administration, planning, and management oversight. ◆ Affirm City transit staff responsibilities with respect to oversight of contracted paratransit services. 	October, 2007
<ul style="list-style-type: none"> ◆ Review contracted paratransit service performance and productivity with the Transit Advisory Board (TAB). 	Quarterly
<ul style="list-style-type: none"> ◆ Evaluate contractor paratransit performance on a monthly basis. ◆ Conduct regular meetings with the contractor to review paratransit performance and ADA compliance. ◆ Identify any areas in need of improvement and monitor and ensure contractor follows up on a timely basis with appropriate corrective actions. 	Monthly
<ul style="list-style-type: none"> ◆ Follow up on TAB and other relevant recommendations for improved paratransit performance and management oversight. 	Quarterly

SECTION V ELIGIBILITY DETERMINATION PROCESS

This section describes the ADA eligibility requirements and Dial-A-Ride's certification process. The ADA establishes standards for the process of determining eligibility and requires that an administrative appeals process be established. DAR policy states that passengers who cannot easily board or access fixed route service due to a disability may apply for ADA-Paratransit certification. The ADA requires that DAR give priority to persons who are ADA certified over non-certified riders if required in scheduling rides.

ADA REGULATORY ELIGIBILITY REQUIREMENTS

The following eligibility requirements are reflected in 49 CFR 37 App. D Subpart F 37.121 – 37.137:

1. Any person with a disability who can use an accessible vehicle, but for whom any desired trip cannot be made because the fixed route service they need to use is not yet accessible, is deemed eligible. (This eligibility category is not applicable in the City of Madera based on the City having a fully accessible fixed route fleet.)
2. Individuals who, because of the nature of their disabilities, cannot navigate even a transit system that is otherwise accessible. (There may be an exception for persons with episodic disabilities.)
 - a. Individuals, who because of their disability, cannot independently board, ride and/or disembark from any accessible vehicle.
 - b. Individuals who have impairment-related conditions that prevent them from getting to or from a boarding or disembarking location.
 - c. Individuals who have been certified by another transit provider as ADA-eligible.
 - d. One person traveling as a companion of a person who is ADA eligible is deemed entitled for that trip. Additional companions may be allowed subject to space availability without displacing other ADA-eligible persons.
3. Should a rider previously certified by another system move to the Madera area, the individual will be presumed "ADA eligible" for a period of twenty-one (21) days while applying for Dial-A-Ride ADA certification. This rider and the ADA-eligible persons visiting the area are considered eligible. Eligibility will be for a "rolling" total of twenty-one (21) days---not necessarily consecutive, of service within a calendar year from the first usage.

DIAL-A-RIDE CERTIFICATION PROCESS

Dial-A-Ride uses the following process to certify passengers to be ADA Paratransit eligible.

Information and Application Process: Dial-A-Ride makes available information regarding the ADA-certification process to existing and potential Dial-A-Ride users in accessible formats. Any person interested in becoming ADA certified must complete an application form, as shown on Exhibit V-1. The application contains questions regarding functional impairments or disabilities that will be used to determine eligibility. A general information ADA brochure is shown on Exhibit V-2.

Determination Process: Dial-A-Ride uses a self-certification process rather than a licensed professional certification process. Review of the application is offered to anyone who requests it or to anyone who requests a review on behalf of a potential rider. Determination of eligibility, including any follow-up such as verification, is concluded and applicants advised in writing within twenty-one (21) days of submission of a properly completed application. “Presumptive” eligibility of an applicant will apply if the determination process is not completed within this timeframe. An eligibility determination letter then explains, if applicable, any eligibility limitations or conditions. If the applicant is eligible an eligibility card will be issued to the applicant [*starting December 1, 2007*]. If the applicant is determined to be ineligible, the determination letter states the reason for the finding.

Eligibility determination letters contain information about appeals, allowing the applicant the right to appeal and informing them of any conditions relevant to appeals. The letter also contains information about the use of Dial-A-Ride services and policies related to its use. Information is provided, as appropriate, in an accessible format.

Eligibility is honored in two instances—(1) where an “out-of-town” individual is ADA certified by another transit agency and (2) where the out-of-town individual does not have certification in his/her possession. An out-of-town individual with no certification is presumed eligible for a maximum of twenty-one (21) days at which time the individual may be requested to obtain Dial-A-Ride certification.

An ADA-certified rider is permitted to travel with at least one “companion” and charged the same fare as the ADA patron if their origins and destinations are the same. (The companion is not part of the determination process.) If an ADA-certified rider has indicated on their application form the need for a personal care attendant, the personal care attendant may ride free with the same origin and destination.

Proof of ADA Eligibility: An ADA-certified rider will be issued an identification card verifying ADA paratransit eligibility and a letter notifying individuals of their eligibility. Either may serve as adequate proof of certification for travel to another jurisdiction.

Appeals Process: An appeals process is available to applicants who wish to appeal conditional eligibility or denial of eligibility. The applicant must appeal within 60 days of receipt of their notification of denial from Dial-A-Ride. The appeal would start with the City of Madera Transit Program Manager and could proceed to include the City of Madera Transit Advisory Board (TAB), the City's 504 (ADA) officer, and the City Administrator culminating in a final appeal to the City Council. The TAB is composed of seven citizens representing various backgrounds and segments of the community appointed by the Madera City Council to advise on transit issues and policies.

The City is not required to provide service to the applicant while an eligibility appeal is being determined. If a decision on the appeal is not made within thirty (30) days of the completion of the appeals process (including an opportunity to be heard), the applicant will receive presumptive eligibility until eligibility determination is reached. This same process and timeframe applies for a suspension appeal, or when an individual's eligibility is suspended while the City investigates an individual's eligibility. For a suspension appeal, however, an individual appealing the process may continue to use Dial-A-Ride until a decision is made within thirty (30) days, unless the suspension is based on an illegal, seriously disruptive or violent behavior.

TRIENNIAL REVIEW COMPLIANCE – ELIGIBILITY PROCESS

The City's FTA Triennial Review report noted the following actions needed to be undertaken to ensure future compliance:

- 1. Implement the City eligibility and appeals processes.*
- 2. Communicate to the public the City's paratransit service and eligibility requirements.*

The City has completed the following tasks on Table 7 in response to the Triennial Review requirements, and to ensure ADA Paratransit eligible riders have access to high quality transit services in the City of Madera:

TABLE 7
Triennial Review Compliance – Eligibility Process Action Steps

ACTION	TIMELINE
<i>Implement the City eligibility and appeals processes.</i>	
<ul style="list-style-type: none"> ◆ Review ADA Certification Process with Transit Advisory Board (TAB), including ADA service area, eligibility process, complaint process, and appeals process. ◆ Seek TAB concurrence of the City ADA processes. ◆ Incorporate TAB comments into final ADA processes. ◆ Meet with the City's transit contractor to review the City ADA Eligibility and Appeals Process. ◆ Establish a timeline to implement the City policy immediately. ◆ Develop an updated ADA Certification Application/Brochure. 	<p>October and November, 2007 (public hearings)</p>
<i>Communicate to the public the City's paratransit service and eligibility requirements.</i>	
<ul style="list-style-type: none"> ◆ Meet with individuals and/or key agencies to educate them on the City's ADA Certification Process. ◆ Conduct public hearings, as needed, to solicit input regarding the City's ADA and Certification Process. 	<p>October thru December, 2007</p>
<ul style="list-style-type: none"> ◆ Meet with individuals and/or key agencies to educate them on the City's ADA Certification Process. ◆ Conduct public hearings, as needed, to solicit input regarding the City's ADA and Certification Process. 	<p>On-Going</p>

**EXHIBIT V-1
DIAL-A-RIDE APPLICATION
FOR ADA PARATRANSIT
ELIGIBILITY**

MADERA DIAL-A-RIDE

**123 North 'E' Street
Madera, CA 93637
(559) 661-RIDE (7433)**

**APPLICATION FOR ADA
PARATRANSIT ELIGIBILITY**

This application will be used to determine if you are eligible for priority service on Madera Dial-A-Ride (DAR) under the Americans with Disabilities Act (ADA). DAR serves the general public with an emphasis on senior and disabled riders. A summary of policies is listed below. See the *City of Madera Paratransit Service Plan* for more details (available at www.cityofmadera.org or call 559 661-3692).

If you believe you have a disability that prevents you from independently using fixed-route services, such as MAX, please complete this form. This application form may be filled out by you, a relative or a friend. It is important that you answer every question on this application form. Evaluation of your request cannot begin

until we have received the completed form. Please note that a doctor's statement is not required; however, we may need to contact a licensed professional for verification. Please return your application to the address at the top of this page. All information requested through this certification process will be kept confidential. If you have any questions or if you need an alternative format, please call Madera DAR staff at (559) 661-RIDE (7433).

Once your completed form has been received, you may expect an answer within 21 calendar days. Qualifying applicants will be issued an ADA Paratransit Eligibility card. Denial of eligibility can be appealed by contacting the City of Madera, Transit Program Manager at (559) 661-3692.

In order to evaluate your request, it may be necessary to contact a physician or other licensed professional to confirm the information you have provided. Please complete and sign the following information and authorization form:

The following person is familiar with my disability and is authorized to provide information to Madera Dial-A-Ride as required to complete this certification (check one):

Physician Health
Care Professional
Rehabilitation Professional

Name: _____

Address: _____

Phone: _____

SIGNED

(SEE OTHER SIDE)

MADERA DIAL-A-RIDE

123 North 'E' Street, Madera, CA 93637
 Phone: (559) 661-7433

- Manual Wheelchair Motorized Wheelchair
 Cane Crutches
 Other (please explain) _____

- Powered Scooter Service Animal
 Signaler Oxygen

FOR OFFICE USE ONLY Received- Issued-
 Dates: Denied- Expires- Notice Sent- By-

Please answer all the following questions:

How far can you travel without the assistance of another person?
 _____ feet or _____ blocks

If assistance was provided in filling out this form, please indicate by whom:

Name: _____
 Phone: (Day) _____ - _____ (Evening) _____ - _____

Who should be contacted directly if additional information is requested?

**AMERICANS WITH DISABILITIES ACT
 (ADA PROGRAM)
 CERTIFICATION OF ADA PARATRANSIT
 ELIGIBILITY**

Can you climb 12-inch steps without the assistance of another person?
 Yes ___ No ___ Sometimes ___ If no or sometimes, explain

Can you wait at a bus stop without support for 10 minutes?
 Yes ___ No ___ Sometimes ___ If no or sometimes, explain

Is your disability affected by temperature or weather?
 Yes ___ No ___ Sometimes ___ If yes or sometimes, explain

Do you need an attendant or assistant to help you with your trip or trip purpose?
 Yes ___ No ___ Sometimes ___ If yes or sometimes, explain

Do you have any difficulty in understanding how to use the bus or how to find a bus stop?
 Yes ___ No ___ Sometimes ___ If yes or sometimes, explain

NAME: _____
First Middle Last
 DATE OF BIRTH: _____ / _____ / _____
Mo Day Year

ADDRESS: _____
Street State Zip City

PHONE: (Day) _____ - _____ (Evening) _____ - _____
 TDD? Yes ___ No ___

Describe in your own words the disability that **prevents you from using fixed-route bus service** and how (use extra sheet, if necessary): _____

Is this condition temporary? If yes, expected duration until _____ / _____ / _____

Please check all of the following mobility aids you use:

I hereby certify that the information provided in this application is correct, and I agree to the release of this information to Madera Dial-A-Ride for the purpose of eligibility certification.

In order to evaluate your request, it may be necessary to contact a physician or other licensed professional to confirm the information you have provided.

The authorization on the front of this form must be filled in and signed in order for your application to be complete.

(SEE OTHER SIDE)

Dial-A-Ride

ADA PARATRANSIT ELIGIBILITY APPLICATION

An ADA Paratransit Eligibility application must be completed to become an “ADA-certified” rider on Dial-A-Ride. Applications are available at the Administrative Office at 123 North ‘E’ Street, from the Transit Program Manager at City Hall, or will be sent to you upon request. The application is based on a “self-certification” process where information provided will usually provide staff sufficient information to determine your ADA eligibility. Dial-A-Ride staff will notify applicants of their eligibility status within twenty-one (21) days of receiving a completed application.

VERIFICATION

A health care provider you are required to list on your application may be contacted as needed for verification of your ADA paratransit eligibility.

APPEAL OF ELIGIBILITY DENIAL

Appeal of ADA paratransit eligibility denial can be made by contacting the City of Madera, Transit Program Manager (559) 661-3692.

Madera Area Express
MAX - Fixed Route
DAR - Dial-a-Ride

Operating From
Madera Intermodal Center
123 North ‘E’ Street
Madera, CA 93637

Scheduling and Operations

(559) 661-7433

All Transit Public Information Available
in Spanish

October 2007

CITY OF MADERA TRANSIT ADA PROGRAM



POLICIES & CERTIFICATION APPLICATION PROCEDURE

***For Information or comments
Call***

Transit Service Provider
(559) 661-7433

City of Madera Transit Program Manager
(559) 661-3692

AMERICANS WITH DISABILITIES ACT (ADA)

The City of Madera Dial-A-Ride provides “complementary paratransit service” for persons who, because of their disability, cannot use fixed-route service.

In 1990, the U.S. Congress passed the ADA. The purpose of the Act is to eliminate discrimination against persons with disabilities in all aspects of life. The ADA addresses accessibility for the disabled in employment, public transit service, public facilities operated by the government, public accommodations provided by private entities and communications. The Federal Transit Administration (FTA) also has implementing ADA regulations and guideline. See www.fta.dot.gov/civil_rights.html

POLICIES

BUSES

All fixed-route buses and Dial-A-Ride buses are wheelchair lift-equipped. All new buses will be equipped with wheelchair lifts.

ROUTE ACCESSIBILITY

Bus stops at major activity centers are accessible to wheelchair users. Drivers announce bus stops as needed.

TDD DEVICES

Applications can be taken by telephone and by using telecommunications devices for the deaf (TDD).

DAYS AND HOURS OF SERVICE

Both fixed-route and Dial-A-Ride services operate Monday through Friday from 7:00 a.m. to 6:30 p.m. and Saturday from 9:00 a.m. to 4:00 p.m. DAR also operates Sunday from 8:30 a.m. to 2:30 p.m.

SERVICE AREA

Fixed-route service is provided within the City of Madera. The Dial-A-Ride service area exceeds FTA requirements and is provided throughout the City and to contiguous County areas.

FARES

Dial-A-Ride fares will not exceed twice the fixed-route cash fare for ADA-certified riders within the fixed route service area. The one-way DAR fare within the fixed route area, other parts of the City and parts of the County is \$1.00 for ADA riders and seniors and \$2.00 for the general public. The fare for all riders in the DAR service area outside the \$1.00 County area is \$2.00 for all riders. The one-way fare on the MAX fixed route system is \$0.75.

RESERVATION/RESPONSE TIME

Reservation Hours:

Reservations will be taken seven (7) days per week between 7:00 a.m. and 6:30 p.m. at 661-7433. Reservations will be taken by answering machine on days when the administrative and dispatch offices are closed.

Same-Day Reservation:

Same-day reservations must be made at least two hours in advance of pick up.

Previous Day:

Dial-A-Ride will respond to all reservations made the day before the day of service.

Advance Reservations:

Reservations will be accepted up to fourteen (14) days prior to the day of service.

Subscription Reservations:

Subscription service (on-going reservation for repetitive trips) will be provided until canceled. These reservations will be limited to ensure there is sufficient seating to meet daily trip requests.

Companion Reservation:

An ADA-eligible person may request reservations for one companion per trip. Companion reservations will be accepted when seating is available without reducing service to other ADA-eligible persons.

Response Times and Trip Denials

A reservation time requested for next day or longer out by an ADA Paratransit eligible rider may need to be adjusted up to 1 hour before or after the requested departure time. Asking the rider to accept a greater change for the reservation time will be tracked as a trip denial. Pickup and drop off times indicated by the dispatcher are estimates. The performance standard is for actual times not to be more or less than 15 minutes from the estimated time.

ADA VISITOR ELIGIBILITY

Dial-A-Ride offers reciprocal eligibility to visitors who are certified ADA-eligible in other jurisdictions.

SECTION VI PUBLIC PARTICIPATION PROCESS

The City of Madera developed this plan with an outreach process designed to elicit input from disabled persons and groups representing the disabled, and others who might be impacted. This effort is consistent with 49 CFR 37.137.

TRANSIT ADVISORY BOARD (TAB)

The City of Madera has designated its Transit Advisory Board (TAB) as its official body to provide public participation on transit issues, policies, programs and services impacting persons with disabilities. TAB members are from diverse backgrounds and interests and includes persons with disabilities, seniors, social service representatives, and interested citizens. The TAB meets regularly on a quarterly and additionally on an as needed basis. Meetings are noticed to the public and provide a mechanism for participation by individuals with disabilities in the continued development and assessment of services to persons with disabilities.

The TAB plays an important role in developing the City's transit policies. A special ADA workshop was conducted with the TAB during the development of this plan. The TAB was informed of the key ADA requirements and their potential impact on Madera's transit services. The TAB receives public input, reviews transit policy and operations, and makes recommendations to the City Council. The TAB will continue to serve as advisory to the Council on ADA related issues. Two TAB hearings for October 24 and November 14, 2007 for consideration of this Plan were publicly noticed.

OTHER OUTREACH EFFORTS

The City of Madera staff undertakes comprehensive efforts to reach a wide range of residents impacted by the ADA. Bilingual (Spanish/English) ADA Dial-A-Ride brochures addressing the ADA and the eligibility certification process are readily available. Special requests for a separate packet of ADA information will be mailed and/or delivered to the general public, as well as pertinent groups and affected social service agencies.

PUBLIC HEARING

A public hearing was held before the City Council to adopt this plan [noticed for December 19, 2007]. Future public hearings will be held, as required, to ensure the public is fully informed of any proposed changes in ADA paratransit services. Adequate notice of public hearings will be provided through advertisements in newspapers, bulletins, and/or radio as needed.

SECTION VII COORDINATION EFFORTS WITH OTHER AGENCIES

The ADA requires that efforts be made by the City to coordinate with other public entities subject to complementary paratransit service requirements that have overlapping or contiguous service areas. The City operates the largest fixed route system in Madera County. The City coordinates its transit planning process and service delivery with other transit operators, including Madera County, the City of Chowchilla, and City of Fresno. Other transportation services are primarily provided by social service transportation agencies, as described in Section II, and therefore are not subject to complementary paratransit service requirements.

The City will continue to ensure that maximum effort is made to coordinate with other public agencies implementing services in the future that will impact Dial-A-Ride's ability to improve upon its complementary paratransit service. Collaboration with other agencies will occur through a variety of means, including direct contact, meetings, and workshops. Transit planning efforts also will be coordinated through the Madera County Transportation Unmet Transit Needs Hearing Process, development of the short-range transit plan, the Federal Transportation Improvement Program, and the Regional Transportation Plan.