



Middletown Area Transit Public Transportation Service For Riders with Disabilities

Effective: November 2017

middletownareatransit.org

 facebook.com/MiddletownAreaTransit

340 Main Street

Middletown, CT 06457

Transportation Services under the Americans with Disabilities Act (ADA)



Get out and about!

Title VI

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

If you believe that you have received discriminatory treatment by MAT, on the basis of your race, color or national origin, you have the right to file a complaint with the MAT, Title VI Officer. For more information, call (860) 346-0212.

Titulo VI

Título VI es una sección de la ley de derechos civiles de 1964 que requieren que “ninguna persona en los Estados Unidos será por motivos de raza, color u origen nacional, excluida de la participación en, negarán los beneficios de o someterse a discriminar bajo cualquier programa o actividad que reciba asistencia financiera federal.”

Si usted cree que ha recibido un trato discriminatorio por MAT, en base a su raza, color u origen nacional, usted tiene el derecho de presentar una queja con el Coordinador de título VI, MAT. Para obtener más información, llame al (860) 346-0212.

Title VI Complaint Procedure

In order to comply with 49 CFR Section 21.9 (b), the following complaint procedure will be followed by MAT in the event that any person believes that he or she, individually, or as a member of any specific class of persons, has been excluded from participation in, been denied the benefits of, or been subjected to discrimination on the basis of race, color, or national origin with regard to:

- The availability and equitable distribution of transit services and benefits.
- The level and quality of transit services that is sufficient to provide equal access and mobility for any person.
- The opportunity to participate in the transit planning and decision making processes.
- The right to fair decisions on the location of transit services and facilities.

The complaint will be made in writing to MAT's Title VI Officer and will include all information relevant to a determination of discrimination. A complaint must be filed within 180 days after the alleged discrimination. In cases where the complainant is unable or incapable of providing a written statement, The Title VI Officer will assist the person, if necessary, in converting verbal complaints to writing by interviewing the complainant. The complainant or her/his representative will sign all complaints.

After review of the complaint, which will include, but not be limited to, interviewing all appropriate MAT personnel, the complainant and a review of MAT policies and service standards, The Title VI Officer will make a determination of discrimination. If it is found that discrimination did not occur, the complainant will be notified in writing and the procedure will be terminated. Notification will occur within ten (10) days of the original submission of the complaint. At that time the complainant will be advised of their right to challenge the decision of The Title VI Officer by submitting a written request for a hearing before The MAT Administrator within five (5) days of the receipt of the determination.

If after The Title VI Officer's review of the complaint, it is found that discrimination may have occurred, a formal hearing will be held before The Administrator. The claimant will be notified of this determination within ten (10) days of the submission of the complaint. The hearing will occur within five (5) days and will be attended by The Administrator, The Title VI Officer, the complainant and appropriate MAT personnel. Following the hearing The Administrator will make a final determination. The complainant will be notified of this determination in writing within ten (10) days of the hearing. If justified, appropriate remedial action will be taken. The Administrator's decision will be considered final at the MAT level.

If The Administrator finds that discrimination did not occur, the complainant will be notified of that disposition and will advise the complainant of their right to submit their complaint to the Federal Transit Administration for further investigation.

This complaint procedure will be made available to members of the public upon request. Provisions will be made for persons with Limited English Proficiency (LEP).

To request additional information on MAT's non-discrimination obligations or to file a Title VI complaint, please submit your request or complaint in writing to:

Title VI Officer, MAT
340 Main Street, Middletown, CT 06457
(860) 346-0212, Fax (860) 346-0871

Welcome

Thank you for considering Middletown Area Transit, our service for riders with disabilities. This booklet will take you through the steps to determine if Middletown Area Transit (MAT) services are for you. It also explains how you can become eligible and how you can make the most of this service.

Introduction

In accordance with the Americans With Disabilities Act of 1990, MAT provides paratransit (curb-to-curb) bus service to eligible individuals with disabilities that is similar to the level of service provided to individuals without disabilities who use the fixed route bus system. As an alternative, customers can request origin-to-destination service by calling 860-346-0212 or emailing ada-app@mtdct.org. Service is provided Monday through Saturday. Individuals must apply and be accepted into the system.

In order to qualify for this service, you must first fill out an application. You may pick up an application at our office or simply download and print the application by visiting www.ctada.com or by clicking on this link [ADA Application](#). Submit the completed form by email to ADA-APP@mtdct.org or send a hard-copy to Middletown Area Transit, 340 Main Street, Middletown, CT 06457.

Dial-A-Ride Service

Those persons who are denied ADA eligible transportation may be eligible for transportation services under MAT's Dial-A-Ride Service. Those individuals who are over the age of 60 or disabled and live in Middletown, Durham, Portland, East Hampton and Middlefield may be eligible.

Where and When You Can Travel with MAT

Service Area

The service area (the area that the MAT buses serve) includes the area $\frac{3}{4}$ of a mile around all MAT city bus routes. If you are not sure if your trip is within this area, please call a Customer Service Representative at (860) 346-0212.

Days and Hours of Service

The days and hours that the ADA service operates are the same as the city bus service. MAT city bus service is provided 6 days per week, Monday – Saturday.

The days and hours of service are planned this way to ensure that riders with disabilities have access to bus service during the same days and hours as riders on the city buses and is an ADA requirement. Our Customer Service Representatives will be able to help you with the schedule when you are planning your trips.

If you are not sure if MAT operates when you need to travel, please call a Customer Service Representative at (860) 346-0212.

Holidays

MAT does not operate on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Weather Emergencies

The determination to cancel service is made by MAT and the Connecticut Department of Transportation (CTDOT). Please note that there may be times that MAT vehicles are unable to navigate certain roads during inclement weather which may lead to service delays or cancellations. The ADA/Dial-A-Ride Service follows the same cancellation/delays as our Fixed Route Bus Service. You can get information about temporary service changes from the following sources:

- Our website www.middletownareatransit.org
 - The notice will be posted under the heading "Operation Red Light"
- Our Facebook page at: [facebook.com/MiddletownAreaTransit](https://www.facebook.com/MiddletownAreaTransit)
- By calling (860) 346-0212

Reservation Hours

MAT reservation agents are available during the following hours:

Weekdays – 8:00 a.m. to 4:30 p.m.

Sundays – 8:00 a.m. to 4:30 p.m. by voicemail

Reservations can be made as early as seven days in advance of your travel date, but no later than 4:30 P.M. the day prior to your trip. The phone number for reservations is (860) 346-0212.

Types of Trips are Grocery, Doctors....Any purpose

Some riders will be able to use the service for any trips as long as the requested trip is within the service area and during the hours we are open. Others may be given eligibility under specific conditions. If this happens, our Customer Service Representative will explain it to you.

MAT Public City Bus Service

Before reading on, you should know that MAT offers extensive city bus service throughout the Middletown region. All MAT city buses are equipped with wheelchair lifts or ramps and securement locations for wheelchairs. MAT drivers are trained in the safe use of all mobility equipment and understand the needs and capabilities of riders with disabilities.

For riders who are able to use MAT bus service, it offers an additional measure of independence (no need to call for a reservation!) and is much less expensive. Below is a table which compares the average annual cost of using the city bus and MAT services:

Service	Fares	Annual Cost	Annual Savings
MAT City Bus Service	\$25.50/month* (unlimited rides)	\$306.00	\$1,521.00
MAT ADA Service	\$3.50/one-way trip	\$1,827.00	

*Based on half fare for eligible riders.

If you do become eligible for MAT service, please remember that your MAT photo identification card entitles you to public city bus service for half-price. Even if you are entitled to use the MAT service, you may find the regular city bus to be more convenient for some or all of your transportation needs.

Free Travel Training

If you are considering using the public city bus service, and are uncertain about where to begin, we can help. Middletown Area Transit offers free travel training through an arrangement with the Kennedy Center, Inc.

Travel training is a series of one-on-one sessions offered by a professionally trained staff person with the aim of providing a rider who is a senior or a person with a disability the independence needed to safely and conveniently use MAT's bus service.

If you think travel training would be helpful to you, please call us at (860) 346-0212. We'll also provide you with one free 10-Ride Card to get you started. We have successfully travel trained many riders in the Middletown area and most still travel on our buses.

Gain greater independence and save lots of money — Free travel training is available for riders who would like to MAT public city bus service.

Reasonable Modifications

Passengers may request accommodations/modifications to current service procedures to access the service. The Middletown Transit District (MAT) will not charge additional fees for passengers requiring reasonable modifications

Examples of reasonable accommodations/modifications can include accessible materials; helping passengers insert money into fare boxes; allowing passengers to eat, drink or take medicine aboard a transit vehicle to avoid a medical problem; providing origin-to-destination service; and permitting passengers to board separately from their mobility devices when the passenger can control the movement of the device. If an issue arises on route that may require a reasonable accommodation, your driver will contact a supervisor for guidance.

Whenever feasible, requests for accommodations/modifications should be made in advance of when the accommodation/modification is to be provided by MAT. However, requests may be made to the bus operator during travel. The request should be as specific as possible and include information on why the accommodation/modification is needed in order to allow the individual to use MAT services. MAT will make every effort to communicate, verbally or in writing, determinations on requests for accommodations/modifications in advance of when the service will be needed.

To request an accommodation/modification pursuant to the Americans with Disabilities Act, or to obtain information about procedures to file a complaint, contact MAT by one of the methods listed below:

U.S. Mail or Email

Middletown Transit District
Attn: Reasonable Modifications
91 N Main St
Middletown, CT 06457

Email address: ada-app@mt dct.org

Telephone: (860) 346-0212 x 104

Steps to Using Middletown Area Transit:

1. Determine if Middletown Area Transit is for You

Review the information on this page to determine if Middletown Area Transit is for you. Make sure to check if the service areas will work for you.

2. Determine if You're Eligible

Riders may be eligible for MAT service if they meet one of the following:

- Any person with a disability who is unable, as a result of a physical or cognitive impairment, and without the assistance of another individual (except the operator of a wheelchair) to board, ride or disembark from any public city bus.

- Any person with a disability who has a specific impairment related condition that prevents them from traveling to or from a bus stop on the public bus system. Architectural and environmental barriers such as distance, terrain or weather, do not, alone, form a basis for eligibility. However, a person may be eligible if the interaction of the disability and barriers prevent the person from traveling to or from the bus stop.
- Individuals must apply for MAT transportation, attend an in-person assessment with a MAT Customer Service Representative and meet the above eligibility criteria before receiving transportation.

3. Fill out an Application

If you think you meet these requirements and would like to apply for Middletown Area Transit transportation, please complete the online application or call our Customer Service Department and we will mail you an application.

Just fill out the fields on your computer. Explain why your disability prevents you from using MAT city buses. Save the file. Then print it out, sign it and send. There is no fee for processing your application.

4. Come in for a visit and meeting with our staff

Our trained staff will conduct an assessment of your ability to use MAT city buses. We will pick you up at your home and bring you (free of charge) to our offices for the assessment. Once we receive your application, we will call you to schedule a free in-person assessment. You will need to:

1. Answer all of the questions to the best of your ability
2. Provide the name of a doctor who can certify that the information regarding the disability is accurate
3. Sign the application

MAT will determine your eligibility within 21 days. If you are not granted eligibility, the reason(s) will be clearly explained to you along with an appeals process that you may choose to follow.

If you have any questions while completing the application, please call (860) 346-0212 — we're here to help.

5. Receive your Identification Card.

Once it is determined that you are eligible, you will receive a MAT Identification Card which you will need to make reservations and board the bus.

6. Call in your reservation and start using Middletown Area Transit.

With your card, you may begin to make reservations for trips you need to take by calling our Customer Service Representatives.

Duration of Eligibility Process and “Presumptive Eligibility”

MAT will make a determination regarding your eligibility within 21 days from the receipt of your completed application and in person assessment. If MAT does not make a determination within this time, you are presumed to be eligible for the service until MAT determines otherwise.

Denial of Service and Your Right to Appeal

If you have been denied paratransit service eligibility under the Americans with Disability Act (ADA), or disagree with conditions that have been placed on your eligibility or if you have been notified of service suspension, you have the right to appeal that determination. You may submit a written request for an appeal to Middletown Area Transit within 60-days of the date on the denial, conditional approval or service suspension letter.

A copy of the appeals process will accompany any denial of service notification. To request a copy of the appeals policy, please call (860) 346-0212.

Visiting the Region?

Visitors with Eligibility from another Transit Agency

MAT service is available to all visitors who present documentation that they are ADA eligible for service in the place where they live. Riders that other transit agencies have determined to be ADA eligible can present documentation of eligibility received from the other agency. MAT will honor the identification card or other documentation from the other transit agency and will accept it directly from the individual.

MAT will provide to visitors twenty-one (21) days of service (usage does not have to be consecutive) during a 365 day period beginning with the visitor's first use of the service. MAT does not require visitors to apply for or receive eligibility certification before receiving the service. If you plan on using the service for more than twenty-one (21) days, then you will need to apply for use of MAT services.

Visitors without Eligibility from another Transit Agency

For visitors with disabilities who do not have eligibility of certification from another transit agency, then MAT may require the documentation of the individual's place of residence and, if

the individual's disability is not apparent, of his or her disability. MAT will provide paratransit service to individuals with disabilities who qualify as visitors and will accept a certification by such individuals that they are unable to use fixed route transit.

Planning Your Middletown Area Transit Trip and Traveling with Us

Once you are determined to be eligible, you are ready to take your trip. Here is what you need to know and do:

- Know your pick up and drop off date and time
- Know your pick-up and drop off location - you will need exact addresses when calling for a reservation
- Have your identification card ready - the Customer Service Representative will ask you for your I.D. number
- You will need to know the phone numbers at your pick-up and drop-off locations, please share them with the Customer Service Representative
- Know the number of people traveling with you (if any)
- Know if you will be traveling with a mobility device (wheelchair, scooter, walker, cane)
- Know if you will be traveling with a Personal Care Attendant (PCA)
- Have ready any special instruction for the driver

Then, call a Middletown Area Transit Customer Service Representative and make your reservation!

If you do not use a mobility device, but cannot board the vehicle using the steps, you may also ride the lift without a mobility device or ask the Customer Service Representative to provide a wheelchair on the bus to assist you on and off the bus by lift.

Before ending the call, please review and confirm the dates, times, and addresses with the Customer Service Representative, ensure it is correct and, if possible, make a note of it.

Subscription Service

If you go to the same place, at the same time, multiple times a week, you may be set up for subscription service. Subscription service allows you to have your regular trips automatically scheduled. Subscription service is a privilege and is only offered if space is available.

- A Rider may be eligible for subscription service if they go to the same place, at the same time, multiple times a week.
- The only trip purpose(s) eligible for subscription service are employment, medical or education.
- The Rider is responsible to cancel any subscription trip(s).
- You may lose your privilege of subscription service if you fail to call and cancel when you do not need the service or have a pattern or practice of no shows and/or late cancellations.

Lost and Found – Lost MAT Identification Cards

Please be sure to check around you before you exit the bus. MAT is not responsible for lost or damaged items. If you leave an item on the bus, please call. If the item is found, you may schedule a next day ride to pick up the item. All lost and found articles are disposed of after 60 days. Please notify MAT immediately if you have lost your ID Card.

Reservation Hours

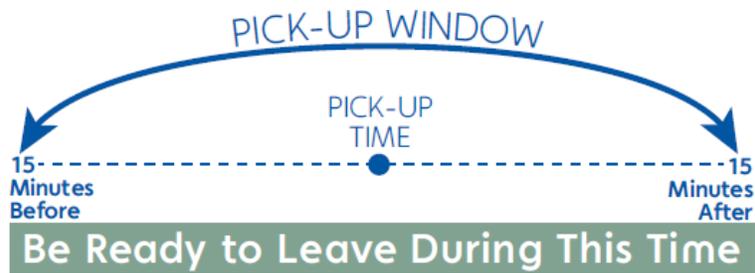
Reservations are accepted Monday through Friday from 8:00 a.m. to 4:30 p.m., and Sundays and holidays from 8:00 am to 4:30 pm by voicemail. Reservations can be made as early as seven days in advance of your travel date, but no later than 4:30 p.m., the day prior to your trip. The phone number for reservations is (860) 346-0212.

Change of Plans?

If you need to change your reservation, please call the reservation number as soon as possible. Changes to a reservation should be made at least one day in advance. Sorry, your driver cannot make changes to your trip at the time of boarding.

Time to Go: Being Ready – The Pick-Up Window

MAT requires that all riders be ready when the bus arrives. Our reservation agents will provide riders with a pick-up time and pick-up window. The pick-up window will be from 15 minutes before the agreed to pick-up time to 15 minutes after that time. The bus may arrive at any time in this window and we ask that riders be ready to go at any time within this window. To keep the service on-time for everyone, drivers will only be able to wait for five (5) minutes after they arrive for you to begin your boarding. After that, they will need to go on to the next stop.



If you have any questions about the pick-up window, please feel free to call our customer service office at (860) 346-0212.

- Riders who are not available to board within five (5) minutes after the bus arrives are considered "no-shows" (more about "no-shows" later in the booklet).
- You will need to have your MAT identification card and the exact fare or pre-paid ticket ready to present to the driver when boarding the bus.
- Your driver will assist you in loading and unloading three grocery bags weighing no more than 20 pounds each (no large boxes please!). Drivers cannot carry bags from stores or into homes. You should take only as many bags/packages as you can manage - we recommend no more than three. Be sure that your bags do not block the walkways or use any seating needed by other riders.
- Sometimes traffic conditions or unexpected events may delay the bus. If the bus has not arrived by the end of the pick-up window, you may call the MAT dispatch office at (860) 346-0212 to inquire about your ride.

Who Can Travel With Me?

It is sometimes hard to manage alone. MAT allows others to travel with you including companions and personal care attendants.

Companion

Please inform a Customer Service Representative (while making your reservation); you may take along a friend (companion). All companions must have the same pick-up time and location as the eligible rider and are required to pay the full fare.

Personal Care Attendants (PCA)

You are allowed one person, not necessarily a professional, to travel with you to assist you during your trip. This person is called a Personal Care Attendant (PCA). A PCA is a person who

assists the eligible rider with daily life functions and may provide assistance during the ride or at the destination. No fare is required from this individual. PCA's are picked up and dropped off at the same locations as the rider.

Your certification will indicate whether or not you travel, at times, with a PCA. This does not mean you are required to travel with a PCA. When you call to book a trip, please inform the Customer Service Representative that you will be traveling with a PCA, otherwise, we may not be able to accommodate your PCA.

The Rider's Responsibilities

We need your help. The safety of our passengers and bus operators is our most important responsibility. To ensure safe transportation, MAT requires the cooperation of riders in the following ways:

Riders who use a wheelchair or scooter are asked to:

- Maintain their wheelchair or scooter in good working order (i.e., brakes, wheels, and controls)
- Provide an accessible pathway with no steps to the entrance at their residence, and confirm the accessibility of their destinations.

All riders are asked to:

- Follow all MAT policies regarding the service
- Refrain from behavior or language, which threatens MAT operators, passengers, or other individuals
- Keep food and beverages in closed containers
- Use headphones when listening to radios or other audio devices
- Wounds must be covered and colostomy pouching systems secured
- MAT drivers may decide not to provide service if, in his/her judgment, a particular situation poses an immediate hazard to the passengers, themselves or others. MAT may limit, suspend, or deny service to riders who disregard policies, engage in unsafe, threatening, violent or disruptive behavior, or whose residence or destination is not safely accessible.
- As a courtesy to others, smoking, drinking, eating and loud or boisterous behavior is not permitted on any MAT bus.

Fares

The one-way fare is \$3.50 and must be paid in cash or pre-paid ticket at the time of boarding

- Fares are paid directly to the driver
- Exact fare is required - drivers cannot make change
- The fare must be presented with a MAT ID card
- Companions are required to pay a full fare
- If you are certified to travel with a Personal Care Attendant (PCA), shown on your ID card, the PCA does not pay a fare
- Books of 10 one-way trip tickets may be purchased for \$35.00. Individual tickets are not available for sale. Checks or money orders may be made payable to "MAT" and sent to:

MAT

Pre-Paid Tickets

340 Main Street

Middletown, CT 06457

Attention: Accounting Department

- When purchasing pre-paid tickets, please enclose a self-addressed postage paid envelope, so we can mail you your pre-paid tickets. You may also purchase the pre-paid tickets in person at our address stated above, Monday through Saturday 8:00 a.m. to 4:30 p.m. All tickets purchases are non-replaceable and non-refundable.

Service Animals

Riders are permitted to bring service animals along for the ride on all MAT buses.

A Service Animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. While most service animals are dogs, MAT recognizes the possibility of other types of service animals.

Minors Traveling on MAT

All riders under the age of 12 must be escorted by an adult. When scheduling a trip, please inform the Customer Service Representative that the young rider will be traveling with an attendant.

Passenger Securement

MAT operators are required to use the four-point belt securement system and the over the center floor mounted seat belt to secure all wheelchairs and scooters. Your cooperation is required.

Passengers who use wheelchairs and scooters are encouraged to use a personal lap belt.

No standees! All passengers must be seated when the MAT bus is in motion and are required to wear a seat belt.

Passengers who use scooters are encouraged to transfer to a seat when possible.

Infants and children with disabilities, who are not in a wheelchair, must be secured in one of the following ways, at the discretion of the accompanying adult:

- Buckled into a car seat provided by the adult
- Buckled into the seat next to the accompanying adult

Cancellations and No-Shows

Not Ready, No-shows and Excessive and Late Cancellations

When a rider is not ready for his or her trip, or is not available to ride after the bus arrives (no-show), the service and other riders suffer. Additionally, when a rider makes numerous reservations and then cancels them, he or she is holding service which could be used by another rider.

Please remember this is a shared ride service, MAT has a process for tracking no-shows and late cancellations and a policy for addressing the problem which can include the suspension of service.

What is a No-Show?

A no-show occurs when a passenger does not board the vehicle within 5-minutes of the bus arrival within the 30-minute agreed to pick-up window. For example, a passenger's 30-minute pick-up window is 9:45 a.m. to 10:15 p.m. The driver arrives at 10:00 a.m., the driver will only wait 5-minutes for the rider to board the bus. The driver may consider the passenger a No-Show at 10:05 a.m.

What is a Late Cancellation?

A late cancellation occurs when a passenger cancels a trip less than 2 hours before the start of the 30-minute pick-up window. For example, if the passenger's scheduled 30-minute pick-up window is 9:45 a.m. to 10:15 p.m., the rider must call prior to 7:45 a.m. in order to avoid being a Late Cancellation.

A copy of MAT's "No-Show" policy will be provided to you during your in-person assessment or sent to you if you have a pattern of no-shows. To request a copy of the policy, please call (860) 346-0212.

Keep us in the Loop

Help us stay up-to-date. When you have a change of name, address, phone number, or other information important to our ability to provide timely service to you, please contact a customer service representative. Without up-to-date information about you, we may have trouble meeting your needs.

Customer Service and Our Complaint Process

We care and want to ensure that your ride with us is enjoyable. If you are having problems, we would like to know. MAT has appointed a staff person to investigate all ADA complaints. Our staff will review the complaint, including assessing complaints for ADA or civil rights elements, and provide a response promptly.

Please direct all complaints and comments to our Customer Service Department.

Telephone: (860) 346-0212 - 8:00 a.m. – 4:30 p.m., Monday through Friday or Fax (860) 346-0871.

Reservation Hours (860) 346-0212:
Monday – Saturday 8:00 AM – 4:30 PM
Sunday by voicemail 8:00 AM – 4:30 PM

E-Mail: ADA-AP@mt dct.org

Writing: MAT Customer Service, 340 Main Street, Middletown, CT 06457

You can file a complaint at any time by visiting our website <http://www.middletownareatransit.org>

Accessible Formats

Information is available in alternative formats. Anyone requesting service information or assistance in any accessible format may call the Customer Service Department at (860) 346-0212 – 8:00 a.m. – 4:30 p.m., Monday through Friday or Fax (860) 346-0871.