

Town of Huntington

Paratransit User's Guide



Town of Huntington Department of Transportation and Traffic Safety

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HART Paratransit Program

Many individuals with disabilities and senior citizens within the Town of Huntington can and do rely on the existing network of regularly-scheduled, fixed-route public buses for much of their local travel needs. Buses on these so-called ‘transit’ routes are handicap accessible and equipped with wheelchair lifts. Transit bus drivers also help disabled persons who need such assistance with boarding and alighting the vehicle (between the curb or pavement edge and the bus), wheelchair securement, and the use of vehicle safety features. Regular buses generally run on hourly schedules and offer dependable, basic mobility as well as a reasonable level of travel flexibility. And, with discounts of at least 50% off the base fare, transit is often the most affordable option for senior citizens and persons with disabilities who are traveling locally – typically about 75¢ a ride.

Still, there are people who are prevented from making at least some of their trips by regular bus routes for the general public because of a disability or impairment-related condition, or because transit is simply not available in their area. Depending upon the abilities of the traveler and the location of the trips, regular buses may be useable for some trips but not for others, or perhaps not at all.

Paratransit (also referred to as ‘specialized transportation’) is an alternate, more accessible form of public transportation that provides trips that cannot be made by regular buses. It is a need-based service that complements the existing network of regular transit routes.

HART’s paratransit program – operated in full compliance with the Americans with Disabilities Act of 1990 (ADA) – provides curb-to-curb, advance-request, shared-ride transportation to individuals with disabilities and senior citizen residents who cannot get around locally by regular buses. This service is safe, reliable, and affordable. Origin-to-destination paratransit service will be provided upon request to ADA Paratransit Eligible customers, based on need.

Paratransit is not intended as a more convenient alternative for persons who can actually travel by fixed-route buses for the general public. Nor is it a taxi, private car service, agency van, or ambulette.

Customer trips are grouped together whenever possible, and pickup times are assigned to be within sixty minutes of your request. Travel times tend to be longer than by private automobile – more comparable to the time the trip would take by transit bus – and will vary depending on other customer stops that may have been scheduled for along the way.

Personal assistance is limited, and a fair amount of independence is needed for those traveling alone.

There is a significant first-come-first-served component to the program and no guarantee that HART will be able to honor all travel requests. Trips not qualifying for protection under the ADA will be screened to ensure that priority is given to essential travel purposes.

This User's Guide contains detailed information about using HART's paratransit program, its policies, and procedures. Service will be operated in accordance with the material presented in this User's Guide, so please read it carefully now and save it for future reference.

Your use of this program will imply your acceptance of the policies described herein.

Who is Eligible?

You are eligible to enroll in HART's paratransit program if you meet any one of the following two conditions:

- **You have a disability or impairment-related condition that prevents you from using regularly-scheduled, fixed-route public bus services for the general public when available within $\frac{3}{4}$ of a mile, or you cannot access such services without assistance;**

OR

- **You are a resident of the Town of Huntington, at least 60 years of age, and unable to provide your own transportation (i.e., you do not drive).**

Eligibility is determined based on information that is certified in your enrollment application. Advanced age, in and of itself, is not considered to be a disabling condition for these purposes.

Persons possessing a valid Certificate of Eligibility for ADA Paratransit Service (i.e., an ADA Paratransit Eligible ID card) issued by another transit agency, including residents of and visitors to the Town of Huntington, are eligible to receive 21 days of paratransit service within a one-year period, commencing with the date of the first trip, without having to enroll in HART's paratransit program. Enrollment in this program is required in order to receive additional service.

Enrollment Levels

Two enrollment levels exist, one for each of the eligibility conditions defined in the section entitled '*Who is Eligible?*' These enrollment levels are not equal. Access

to HART paratransit service, and the standards that apply to the delivery of that service, will depend, at least in part, on the level at which you are enrolled.

- **ADA Paratransit Eligible** - [*Higher priority enrollment. Service standards are governed by federal law.*] This enrollment level is reserved for people who have a verified disability or impairment-related condition that prevents them from being able to use regular bus service for at least some of their trips or access a regular bus route without assistance. Determinations regarding ADA paratransit eligibility are strictly based on guidelines contained within the Americans with Disabilities Act. (Refer to the section entitled '*About the ADA and Your Rights to Paratransit*' for more information).
- **Town Eligible** - [*Lower priority enrollment. Service offered on an elective basis.*] This enrollment level is for persons who were found to be eligible for paratransit under local Town of Huntington policies but not under ADA guidelines. Persons enrolled at this level are transportation-disadvantaged senior citizen residents who do not qualify, or did not apply, for disability-based ADA enrollment.

How to Enroll

Enrollment is by application and must be completed before service can be supplied (unless a Certificate of Eligibility for ADA Paratransit Service, issued by another transit agency, is presented).

Applications are available:

- By Mail: HART Paratransit Program
144 East Second Street, Huntington Station, NY 11746-1431
- In Person: At HART: 144 East 2nd Street, Huntington Station, NY 11746
At the Huntington Senior Citizens Center (Nutrition Office):
423 Park Avenue, Huntington, NY 11743.
- By Telephone: (631) 427-8287

- By Fax: (631) 427-2421
- By TDD: 1-800-662-1220 (via the New York Relay Center)

Detailed instructions for completing and submitting the application are included with it. If you need help with the application, assistance will be provided upon request by telephoning HART or in person at HART's offices and at the Town of Huntington Senior Citizens Center (Nutrition Office).

If you are actually qualified for the disability-based ADA enrollment category, it is in your best interests, and HART strongly recommends, that you resist any temptation to skip the disability verification required of an ADA enrollment in favor of the easier-to-apply-for, but relatively limited, Town Eligible category. Your enrollment status could substantially affect your access to paratransit service. For example, the failure to verify a disability that could prevent you from using regular buses might lead HART to deny paratransit trip requests because there would be no basis upon which to conclude that you could not use regular buses, even as far as $\frac{3}{4}$ of a mile away. Not seeking an ADA enrollment would also deny you legal protections that might otherwise apply.

HART will notify you in writing of its enrollment decision, typically within a couple of weeks of receiving your completed application. If you were found not to be eligible for the enrollment category for which you applied, the reasons for that finding will also be stated in writing. Refer to the section entitled '*Appealing an Unfavorable Ruling*' for details on how to appeal a negative enrollment finding. If the review of your completed application is not concluded within 21 days of receipt, you will be considered to be eligible at the level of service currently available to customers in the enrollment category for which you did apply until such time as a determination is made.

Your disability status or ability to use regularly-scheduled, fixed-route buses for the general public may change; therefore, you may request a change in enrollment status at any time by submitting an updated enrollment application.

ID Cards

A Certificate of Eligibility for ADA Paratransit Service (i.e., an ADA Paratransit Eligible ID card) will be issued to each customer enrolled at the ADA Paratransit Eligible level. This card provides proof of eligibility for ADA paratransit should you wish to use such services in other communities throughout the nation that offer them. Your ID card indicates whether or not any conditions have been placed on your eligibility, the expiration date of your enrollment, and whether or not you have been approved to be accompanied by a Personal Care Attendant (refer to the section entitled '*Personal Travel Assistance*' for more information).

ID cards are not issued to Town Eligible customers because their non-ADA

eligibility to use paratransit is not recognized elsewhere.

About the ADA and Your Rights to Paratransit

NOTE: This section applies to ADA Paratransit Eligible customers only.

Enrollment as an ADA Paratransit Eligible customer means that you have verified a disability or impairment-related condition that could prevent you from being able to use regular bus services for the general public for at least some, but not necessarily all, trips.

The ADA does not intend, nor does it require, that paratransit be operated as a comprehensive system of transportation for individuals with disabilities. Rather, the ADA mandates paratransit solely to complement the existing network of regularly-scheduled bus routes for the general public.

The ADA establishes the right of individuals to receive paratransit only under very specific conditions, namely when they are prevented by their disabilities from using available, regularly-scheduled, fixed-route buses for the general public. Only so-called 'ADA-qualifying' trips are protected under this law.

For these purposes, **an ADA-qualifying trip is defined as any trip you wish to make that meets both of the following two conditions:**

- **Regular bus service is AVAILABLE at the time of travel**, which means, for these purposes, that the origin and destination of the trip are both within $\frac{3}{4}$ of a mile of a regularly-scheduled HART or Suffolk County Transit bus route.

AND

- **Regular bus service is UNUSABLE**, which means that you are prevented from making the trip by the regular bus network because of your disabilities or impairment-related condition.

Under the ADA, HART is not required to operate paratransit in areas where regular bus service for the general public is further than $\frac{3}{4}$ of a mile away (straight line distance); at times when regular bus service for the general public is not available; or for trips that the traveler can actually manage by regular bus (even with difficulty).

Having been enrolled as an ADA Paratransit Eligible customer does not imply that you cannot ever use regularly-scheduled, fixed-route buses; nor does it necessarily entitle you to receive paratransit for every trip that you might request. Each travel request will be evaluated on a trip-by-trip basis to determine if it is ADA-qualifying.

Requests for ADA-qualifying trips are considered on a first-come-first-served basis without regard to trip purpose. Travel requests placed by ADA Paratransit Eligible customers for rides that are not ADA-qualifying will be accepted but are

scheduled on a space-available basis with priority given to essential trips. ADA service standards do not apply to trips that are not ADA-qualifying.

While the ADA requires the Town of Huntington to provide adequate paratransit capacity for ADA-qualifying trips, there is no guarantee that every trip request can be accommodated.

Wheelchairs and Scooters

HART requires that wheelchairs and scooters be secured to the best of the driver's ability using its on-board securement systems, which are designed to accommodate a wide range of wheelchairs and scooters.

Under the Town's mandatory securement policy, drivers may refuse service to riders who refuse to have their wheelchairs secured, and may recommend that riders transfer to a vehicle seat.

Hours of Service

Monday - Friday **6:55 a.m. – 7:00 p.m.**
Saturday **9 a.m. – 6:55 p.m.**

Service is not available on Sundays or on the following observed holidays: New Year's Day, Martin Luther King Jr.'s Birthday, Lincoln's Birthday, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, and Christmas.

Saturday hours are operated on Election Day, the day after Thanksgiving, and on Christmas Eve day.

Trip Purposes

Trips may be requested for any purpose. However, requests are accepted on a first-come-first-served, space-available basis with priority given to essential trips.

Note to ADA Paratransit Eligible customers: No trip purpose priority will be placed on your ADA-qualifying trip requests, nor are you required to identify the purpose of such a trip. ADA-qualifying trips will be considered for scheduling on a first-come-first-served basis. Refer to the section entitled '*About the ADA and Your Rights to Paratransit*' for the definition of an ADA-qualifying trip.

Service Area

You may request to be picked up and/or dropped off at any address within the Town of Huntington. However, because of HART's ADA obligations, paratransit is generally more available to and from sites that are within $\frac{3}{4}$ of a mile (straight line distance) of a regularly-scheduled HART or Suffolk County Transit bus route, and less available in other areas of Town.

HART provides paratransit service within the Town of Huntington only (so-called 'intra-town' trips). Suffolk County Accessible Transportation (SCAT) provides ADA paratransit trips that enter or leave the Town of Huntington but are within Suffolk County (so-called 'inter-town' trips). The Able-Ride program provides paratransit in Nassau County. These and other regional providers are listed in the section entitled '*Other Transportation-Related Resources*'.

Note to ADA Paratransit Eligible customers: Refer to the section entitled ‘*About the ADA and Your Rights to Paratransit*’ for details on how service area and proximity to regular buses are used to determine whether or not your trips are ADA-qualifying. A map of the paratransit ‘core service area’ for the Town of Huntington will be provided to you upon request.

One-Way Fares

The fare for each ride is payable upon boarding. If you are making a round trip, two one-way fares are collected – first when you board for your outbound ride and again when you board for your return ride.

Fares must be paid in cash, exact fare only. Drivers cannot make change. The fare for each person in your party should be paid individually. HART accepts one-dollar bills and coins.

Enrolled Customer	\$4.00
Traveling Companion	\$4.00
Personal Care Attendant (PCA)	No Charge

Refer to the section entitled ‘*Traveling Companions*’ for more information on traveling with a companion, and the section entitled ‘*Personal Travel Assistance*’ for more information on traveling with a Personal Care Attendant (PCA).

Shared Ride Service

HART will attempt to make your trips reasonably direct and quick. However, paratransit is a form of public transportation – not a taxi or private car service – and your trips will be combined with those of other customers whenever possible. This may affect the pickup times that are assigned to your trips as well as your in-vehicle travel times.

Because of the shared-ride nature of the service, travel times tend to be longer than by private automobile and will vary depending on other customer stops that may have been scheduled for along the way – more comparable to the time the trip would take by transit bus. Your promptness and readiness to travel as scheduled will be appreciated.

Requesting a Trip

All trip requests must be made ahead of time. Same-day travel requests are not permitted.

Trip requests may be placed up to 14 days in advance but no later than the day prior to the day on which you want to travel.

Call **427-8287** [1-800-662-1220 via the TDD via the NY Relay Center], **Monday through Saturday**, from **8:30 a.m. to 4:30 p.m.** Sunday and holiday voice-mail requests may be placed during these same hours for next day travel only.

A limit of two round-trip requests will be accepted per call in order to give all customers a fair chance at receiving service.

When you call to request a ride, please be ready to tell the operator:

- Your name,
- The addresses where you want to be picked up and dropped off. (If a location has more than one entrance, please specify which one you plan to use.)
- When you want to be picked up (including day, date, and time for each trip).
- If you are flexible as to when you want to travel.
- If you anticipate using a mobility aide (e.g., wheelchair, walker, service animal, etc.).
- If you will be traveling with a Personal Care Attendant or any Traveling Companions.
- The telephone number where you may be reached at your destination.

Paratransit is an increasingly popular service and not all trip times may be available when you call. HART cannot guarantee that it will be able to honor all requests for rides. If two requests of equivalent priority cannot both be scheduled, the one that was placed first will be selected. Therefore, the earlier you call, the greater the likelihood your request will be accommodated.

Please request only those trips you actually intend to make. Once your trip is confirmed, others seeking to travel may be denied their request, so please tell us right away about any changes in your travel plans. Refer to the sections entitled '*Canceling Your Reservation*', '*Late Cancellation Policy*', and '*No-Call / No-Show Policy*' for more information.

Note to ADA Paratransit Eligible customers: ADA-qualifying trip requests are considered on a first-come-first-served basis without regard to trip purpose. Refer to the section entitled '*About the ADA and Your Rights to Paratransit*' for the definition of an ADA-qualifying trip.

Pickup Times

Just as users of the regular bus network – which runs generally on an hourly basis – may have to catch a bus as much as an hour earlier or later than they

would prefer, so too must paratransit users sometimes modify their preferred timelines to what is available.

HART assigns pickup times in accordance with guidelines that require pickups for ADA-qualifying trips to be scheduled to occur within sixty minutes of the time requested by the customer. There are no such regulatory bounds on the assignment of pickup times to non-ADA trips.

While HART will attempt to assign pickup times that are fairly close to your request, there may be occasions when it will be necessary for HART to schedule your trip as much as an hour earlier or later than what you asked for (even more perhaps for non-ADA trips).

Some customers assume incorrectly that if they are the first caller for a particular date, the exact pickup time that they request will be assigned to them, and all other customer trips will be fitted in around theirs. Rather, the first arriving request will merely be the first considered for scheduling. The assignment of actual pickup times for this and all subsequent requests will be determined based on total customer demand and in accordance with the service standards that are applicable to the type of trip that was requested (i.e., ADA vs. non-ADA).

If it is important that you be somewhere by a particular time (e.g., a medical appointment), request an earlier pickup and be prepared to arrive early at your destination. If it is important that you not be picked up before a particular time (e.g., after a medical appointment is concluded), request a later pickup and be prepared to wait for your ride. If you cannot arrive early, depart late, or wait, paratransit would not be an appropriate travel mode for you.

If you are flexible as to when you would like to travel, be sure to indicate this

when you place your trip request. However, you must still provide HART with a specific range of time (two hours or more) during which you are willing to be picked up. If you'd like a return trip as well, you must also specify how long you want to spend at your destination in terms of a range of time of an hour or more. For example, you may request to be picked up between 8:00 a.m. and noon and be allowed an hour or two at your destination before being picked up for the return trip.

Please note that, like HART's regularly-scheduled, fixed-route buses that this service is intended to complement, paratransit vehicles must be finished with their tours by 7 p.m. Consequently, the latest pickup times will be scheduled to occur early enough such that HART can be confident that the last drop-off will be made and the vehicle will be returning to the yard by 7 p.m.

If HART is unable to schedule your pickup to occur within the guidelines indicated herein, your trip will be denied. If you decline a trip with a pickup time that was assigned in accordance with these guidelines, it will be recorded as a cancellation on your part.

Being Ready to Go

HART's paratransit service policy provides for a 20-minute pickup window during which you must be ready and available to board the vehicle – from 10 minutes before until 10 minutes after the estimated pickup time you are given when your trip is confirmed.

A vehicle arriving to pick you up within this 20-minute period will be considered to be on time and may not wait for you if you are unready.

Therefore, please be ready to go at least 10 minutes ahead of the confirmed pickup time, and expect the bus to arrive any time within the next 20 minutes.

The 20-minute window is necessary because it is possible for your vehicle to arrive somewhat earlier or later than had been originally estimated since some riders require more time than others to board or alight, weather and traffic conditions are changeable, some addresses may be difficult to find, trips may be canceled late, and other unforeseen circumstances may occur.

Whenever possible, please wait for the arriving vehicle at the curb or pavement edge and have your fare ready. This will speed boarding and help us to keep on schedule. Please note that it is up to you to keep an eye out for the bus or van. Drivers are on very tight schedules and are not expected to summon passengers (i.e., go into a facility to fetch you). HART will, however, make reasonable accommodations for individuals who cannot visually determine when their vehicle has arrived because of a disability or impairment-related condition.

Other customers may be waiting to be dropped off or picked up by the vehicles that are assigned to your trips, and paratransit schedules are necessarily full. Therefore, it is often not possible for drivers to wait for customers who are not

ready to travel as scheduled or to return for those who've missed their rides. In such cases, you will likely have to make other transportation arrangements (e.g., calling a cab).

If you are unavailable or unready to board a vehicle that arrives on time, it will be recorded as a 'no-call / no-show'. (Refer to the section entitled '*No-Call / No- Show Policy*' for more information).

Confirming Your Trip

HART will carefully review your trip request after it is placed and will call you back, typically within a couple of days, with its determination as to if and when your trip(s) can be accommodated.

If HART was able to schedule your request, you will be told the estimated pickup time(s) that were assigned to your trip(s). This call will confirm your trip(s), and HART will not contact you again before your travel date unless there is a scheduling change that significantly affects your pickup times. Because trips are usually confirmed well ahead of the actual travel date, HART strongly recommends that you record this information on a calendar.

If HART was unable to schedule your request in accordance with applicable service standards or within the range of flexibility you indicated when placing your request, you will be told that your request was denied. Denied requests are placed on a waiting list. HART will not contact you again unless your trip(s) become available because of a cancellation, etc. Customers are typically advised of trip denials well ahead of the travel date, affording them the opportunity to secure alternate transportation or revise their travel plans.

A message left with an individual or answering machine at the daytime telephone number you provided to this program will be recorded as a completed confirmation. HART will generally try again to confirm a trip when there is no answer, but if HART is still unable to contact you or leave a message, the burden will be on you to call HART to confirm your trip. HART reserves the right to reassign a trip that could not be confirmed by 4:30 p.m. on the business day

(Monday through Saturday) prior to the travel date you requested.

Canceling Your Trip

Call 427-8287 as soon as possible to let HART know if you will not be traveling with us. With enough notification, many times a canceled ride can be offered to another customer who would not otherwise be able to travel.

Cancellations received before noon on the service day prior to your requested travel date will be considered to be on time. Cancellations received after this time will be recorded as late. For example, call by noon on Friday to cancel a Saturday trip, or call by noon on Saturday to cancel a Monday trip. Note that there are penalties for repeated 'late cancellations' and for 'no-call / no-shows'. Refer to the sections entitled '*Late Cancellation Policy*' and '*No-Call / No-Show Policy*' for more information.

Driver Assistance

Driver assistance is limited. Their role is primarily to drive the vehicle and make sure that customers can enter, ride, and exit. HART operates paratransit on a curb-to-curb basis. Please do not ask the driver for door-to-door service.

Drivers will assist individuals with disabilities who need such assistance with boarding and alighting the vehicle. Typically, this means providing a steady hand between the curb or pavement edge and the vehicle, assisting customers on and off the bus lift, carrying one or two small parcels (e.g., a handbag or an assistive device) on or off the vehicle so that the customer's hands are free to hold onto the grab rails, etc. Drivers will also operate on-board accessibility equipment (e.g., wheelchair lifts, wheelchair securement devices, etc.) and assist as needed with the use of vehicle safety features.

Drivers are not authorized to leave the bus unattended to escort you or carry items for you beyond the curb or pavement edge. Nor are they expected to load or unload numerous or heavy packages onto or off of the vehicle.

If you need more assistance than the driver is authorized to provide, please arrange for someone to help you. Refer to the sections entitled '*Personal Travel Assistance*' and '*Traveling Companions*' for information on traveling with others.

Personal Travel Assistance

Under most circumstances, you may travel with someone else who can provide any extra help you need. Disabled persons may travel with a leashed service animal as needed. Some travelers ride alone but arrange for someone to help them to or from the vehicle or at their destination.

Note that other persons who are not scheduled to travel by paratransit under

their own eligibility may not travel in your place or without you but on your behalf.

Refer to the sections entitled '*Personal Care Attendant (PCA)*' and '*Traveling Companions*' for more information on traveling with others.

Personal Care Attendant (PCA)

NOTE: This section applies to ADA Paratransit Eligible customers only.

If you require the assistance of another person to access/use paratransit or at your destination, you are entitled to be accompanied when you travel, at no additional charge, by someone who can give you the extra help you need. This other person is referred to as your 'Personal Care Attendant' (PCA).

To qualify for this accommodation however, you must already have been found to be 'PCA Eligible' at the time of your trip and your attendant must have the same origin and destination as you do.

Your eligibility to travel with a PCA at no additional charge is indicated on your Certificate of Eligibility for ADA Paratransit Service (i.e., ADA Paratransit Eligible ID card) and was determined based on information from your original application or on any subsequent statements you may have submitted.

If your ability level changes or you believe that your PCA eligibility status is incorrect, you may request a change at any time by providing HART with a written statement certifying your need for a Personal Care Attendant and detailing specifically how this person helps you.

Traveling Companions

Other persons with whom you may wish to travel, who are not themselves enrolled in HART's paratransit program, so-called 'Traveling Companions', are welcome to accompany you under the following conditions: a) there are available seating locations on the vehicle, b) there will be no resultant loss of service to any enrolled customer, and c) there will be no infringement on the rights of any ADA Paratransit Eligible customer.

Your Traveling Companions must pay a fare for each trip and have the same origin and destination as you. Refer to the section entitled '*One-Way Fares*' for more information on fares.

Note to ADA Paratransit Eligible customers: You are entitled to be accompanied by one Traveling Companion when making an ADA-qualifying trip. This Traveling Companion is in addition to any Personal Care Attendant that you may also be traveling with. Additional companions will be subject to the conditions above. Refer to the section entitled '*About the ADA and Your Rights to Paratransit*' for the definition of an ADA-qualifying trip and the section entitled '*Personal Care Attendant (PCA)*' for information regarding Personal Care Attendants.

Bringing Items with You

Packages and any other items you may wish to bring with you must be limited to the size and number that you, any Personal Care Attendant, and/or any Traveling Companions with whom you are traveling can safely carry and store at your feet or on your laps. Aisles must remain unobstructed for safe movement within the vehicle.

Because it is likely that other customers are waiting, sometimes under uncomfortable circumstances, drivers cannot wait for you to make multiple trips to load packages onto the vehicle and then off again at your destination. Portable, personal oxygen is permitted. Small pets only may be brought on board if they are completely enclosed in a suitable carrier. Passengers may not travel with items that might reasonably pose a threat to safety or security.

Refer to the sections entitled '*Driver Assistance*' and '*Personal Travel Assistance*' for information about how you may be assisted by others while using paratransit.

Subscription Service

Subscription service allows customers to make a series of repeating trips without having to request each trip individually. The requested series of trips must be regular (i.e., between the same origins and destinations, on the same days of the week, and at the same times) and not less than once-per-week.

A limited number of subscriptions are available so that HART can maintain adequate paratransit availability for all eligible customers and to comply with ADA guidelines, which do not require HART to offer paratransit subscriptions and actually limit the degree to which HART's paratransit capacity may be subscribed. Subscription service may not be available during all time periods. Visitors who have not enrolled in HART's paratransit program are not eligible for subscription service.

Subscriptions are offered by application – on a space-available, first-come-first-served basis – and for certain trip purposes only. A waiting list is maintained. Currently, applications will only be considered for the following trip purposes, maximum travel frequencies, and trip categories:

<u>Trip purpose</u>	<u>Max. travel frequency (days per week)</u>	<u>Trip categories</u>
Employment and job training	5	ADA-qualifying only
College study	5	ADA-qualifying only
TOH adult daycare at the Village Green center	5	Both ADA & Non-ADA
TOH Sr. Citizens/Nutrition center	3	ADA-qualifying only
Prescribed medical therapy/treatment	3	ADA-qualifying only
Supermarket (choice not guaranteed)	1	ADA-qualifying only

All requests made by Town Eligible customers are categorized as non-ADA trips. Requests by ADA Paratransit Eligible customers may be classified as either non-ADA trips or ADA-qualifying trips depending on the availability of regularly-scheduled, fixed-route buses for the general public and the customer’s ability to use regular bus services to make the requested series of trips. Refer to the section entitled ‘*About the ADA and Your Rights to Paratransit*’ for the definition of an ADA-qualifying trip.

Subscription applications are available:

- By Mail / In Person: HART Paratransit Program
144 East 2nd Street,
Huntington Station, NY 11746-1431
- By Telephone: (631) 427-8287
- By Fax: (631) 427-2421
- By TDD: 1-800-662-1220 (via the New York Relay Center)

Return completed subscription applications to: HART Paratransit Program, 144 East 2nd Street, Huntington Station, NY 11746-1431.

The availability of other transportation – both public and private – for your requested trips will be considered when reviewing your subscription application. Please understand that it would be inappropriate for HART to guarantee paratransit service over an extended period of time for a person who could actually travel by other means and run the risk of not being able to transport other eligible customers who lack such travel alternatives.

Trips that are approved for subscription service will be guaranteed and scheduled automatically throughout the term of the subscription.

Subscription terms are determined according to need, but a maximum of six months will apply. Subscriptions may be renewed if there is continuing need.

If you would like to change your subscription travel days, times, frequency, origin, destination, or trip purpose, please submit a new application as far in advance as possible. Your new application will be considered in accordance with the policies and procedures described herein. Changes could affect the eligibility of your trips for subscription service as well as the availability of subscription paratransit for your modified series of trips. Note that the granting of a subscription is a commitment to provide a specific series of trips that is defined in time and place rather than a general commitment to provide transportation for a particular purpose, to or from any other location, or at any other time.

It typically takes at least a couple of weeks to start up or modify a subscription because it is necessary to give other customers – whose pickup times and other service conditions may be affected by the new subscription – ample time to prepare for the change in routine.

If HART determines that it cannot approve your subscription in part or in whole, you will be advised of the decision in writing. This does not necessarily mean that HART will be unable to supply the trips, only that HART cannot guarantee that it will be able to schedule the trips on an automatic, subscription basis over an extended period of time without jeopardizing the availability of paratransit service for others. **In fact, trips that are unavailable by subscription may be requested individually in the usual manner.** Refer to the section entitled '*Requesting a Trip*' for more information.

Subscription trips that you will not be taking must be canceled in the usual manner. The 'Late Cancellation Policy' and 'No-Call / No-Show Policy' will apply

to subscription trips.

HART will consider a subscription to have been vacated and will cancel subscriptions under which no trips were actually taken within a 60-day period. Customers wishing to resume subscription travel must re-apply for the service.

Miscellaneous Restrictions

Smoking, eating, drinking, using audio equipment without headphones, and loud or unruly behavior are not permitted aboard HART vehicles.

Late Cancellation Policy

Late cancellations are disruptive to the efficient delivery of service to all customers. Publicly operated paratransit may not be an appropriate travel mode for individuals who often cannot travel as scheduled or do not cancel their trips in a timely manner.

Late cancellations that are due to circumstances beyond the customer's control and that prevent him or her from traveling (e.g., illness, severe weather, etc.) or that negate the purpose of the trip (e.g., doctor canceling an appointment) may be waived provided that such occurrences are isolated, infrequent events.

If, for example, you are very often too ill on your travel date to ride, and this results in frequent same-day cancellations, HART reserves the right to implement its Late Cancellation Policy regardless of the reason for such late cancellations.

HART will issue written notification following each late cancellation. (Refer to the section entitled '*Canceling Your Trip*' for the definition of a late cancellation.) There will be no penalty for the first incident occurring more than 30 days since any previous late cancellation for which a notification was issued. A second incident occurring within 30 days of the first will result in a written warning and a reminder that subsequent late cancellations may result in a service suspension. A third incident within 30 days of the first may result in written notification of a 30-day eligibility suspension.

No-Call / No-Show Policy

HART will issue written notification following each no-call / no-show. There will be no penalty for the first incident occurring more than 90 days since any previous no-call / no-show. A second incident occurring within 90 days of the first will result in a written warning and a reminder that subsequent no call / no shows may result in a service suspension. A third incident within 90 days of the first may result in written notification of a 30-day eligibility suspension.

No call / no shows are exceedingly disruptive to the efficient delivery of service to all customers. They introduce substantial delay and wasted travel. No call / no shows occur most often when a customer takes an alternate ride home but neglects to cancel his or her paratransit trip or forgets to record his or her trip information. Even a late cancellation is less disruptive than sending a vehicle for someone who isn't there and making other riders wait.

Appealing an Unfavorable Ruling

The following appeals process is available to applicants who are denied eligibility, to applicants granted eligibility at a lower level than they believe is appropriate (i.e., Town Eligible rather than ADA Paratransit Eligible), to customers upon whom sanctions have been imposed because of a pattern or practice of late cancellations or no-call / no-shows, and to customers upon whom sanctions have been imposed because of their failure to abide by established policies and procedures.

Forward a letter to HART requesting an appeal within 60 days of its determination of ineligibility, reduced eligibility, or sanction. Include in the letter any information and arguments relating to the appeal and mail it to: Paratransit Coordinator, HART Paratransit Program, 144 East Second Street, Huntington Station, NY 11746-1431.

HART will reconsider its decision in light of any new information presented. If necessary, the complainant may be asked to provide additional information or be interviewed by Town of Huntington personnel. HART will notify the complainant of its decision in writing within 14 days of receiving the request for appeal. The reasons for its decision will be provided.

If the complainant is still not satisfied, he or she may request a hearing before an appeals board to be comprised of senior Town of Huntington officials who were not involved in either the initial determination or any subsequent review. Forward a letter to HART (using the address appearing earlier in this section) requesting

such a hearing within 30 days of HART's response to the initial appeal. A hearing will be convened within 30 days of receiving the hearing request. The complainant will be given the opportunity to be heard and to present information and arguments in support of his or her case. The decision of this board will be final.

Contacting HART

HART customer service representatives are available to assist you Mondays through Fridays between the hours of 8:30 a.m. and 4:30 p.m. Materials in accessible formats will be made available to individuals with disabilities upon request.

HART encourages customer comments. Your feedback helps us to best plan how to provide necessary transportation services within the Town of Huntington. Use the information listed above to contact us.

- By Mail / In Person: HART Paratransit Program
144 East Second Street
Huntington Station, NY 11746-1431
- By Telephone: (631) 427-8287
- By Fax: (631) 427-2421
- By TDD: 1-800-662-1220 (via the New York Relay Center)
- Web: <http://HuntingtonNY.gov/HART>

Other Transportation-Related Resources

HART's paratransit program offers basic local mobility during established hours of service, and we understand that this one program is unlikely to satisfy your entire travel needs. Therefore, we encourage you to be aware of other alternatives that may be of benefit to you. Trips that are not available through HART's paratransit program may be available from other providers including family, friends, and caring neighbors; other public transportation agencies; social service and not-for-profit organizations; outreach programs operated by local houses of worship; and private taxi and ambulette companies.

Local taxi companies are listed in the Verizon Yellow Pages under the heading

'*Taxicab Svce.*' Local ambulette companies are listed in the Verizon Yellow Pages under the heading '*Ambulette Svce.*'

The following agencies operate public transportation:

TOWN OF HUNTINGTON:

- **Huntington Area Rapid Transit (HART)** – *Regularly-scheduled bus services*
- **HART Paratransit Program** – *Paratransit*

144 East Second Street, Huntington Station, NY 11746-1431

Voice: (631) 427-8287

TDD: (800) 662-1220 [New York Relay Center]

Fax: (631) 427-2421

Web: www.HuntingtonNY.gov/HART

SUFFOLK COUNTY:

- **Suffolk County Transit** – *Regularly-scheduled bus services*
- **Suffolk County Accessible Transportation (SCAT)** – *Paratransit*

335 Yaphank Avenue, Yaphank, NY 11980-9744

Voice: (631) 852-5200 – Transit information

TTY: (631) 853-5658

Web: www.sct-bus.org

Paratransit eligibility and registration information:

Voice: (631) 853-8337

TTY: (631) 853-5658

Paratransit reservations:

Voice: (631) 491-6500

TTY: (631) 491-5400

SCAT provides ADA paratransit throughout Suffolk County as a complement to Suffolk County Transit’s regularly-scheduled public bus services. Under a coordination agreement with the Town of Huntington, SCAT provides all ADA-qualifying paratransit trips that enter or leave the Town of Huntington, and HART provides all paratransit trips between locations within the Town of Huntington. SCAT does not provide trips that are not ADA-qualifying (refer to the section entitled ‘*About the ADA and Your Rights to Paratransit*’ for the definition of an ADA-qualifying trip). Customers found to be ADA Paratransit Eligible by HART are eligible to use SCAT services without enrollment, as a visitor, for an initial limited period of time. Contact SCAT for more information.

NASSAU COUNTY

- **Nassau-Inter County Express (NICE) Bus**

- Regularly-scheduled bus services*

- 700 Commercial Avenue, Garden City, NY 11530
Voice: (516) 336-6600 – Transit information Center
Web: www.nicebus.com/

- Able-Ride Program – Paratransit*

- 947 Stewart Avenue, Garden City, NY 11530
Voice: (516) 228-4000
Web: www.nicebus.com/Able-Ride/

Able-Ride provides paratransit throughout Nassau County as a complement to NICE Bus regularly-scheduled public bus services. Customers found to be ADA Paratransit Eligible by HART are eligible to use Able-Ride without enrollment, as a visitor, for an initial limited period of time. Contact Able-Ride for more information.

- **City of Long Beach Buses**

- Regularly-scheduled bus services, Paratransit*

- 1 West Chester Street, Long Beach, NY 11561
Voice: (516) 431-4445
Web: www.longbeachny.gov/transportation

The City of Long Beach provides ADA paratransit within the City of Long Beach as a complement to its regularly-scheduled public bus services. Customers found to be ADA Paratransit Eligible by HART are eligible to use paratransit services provided by the City of Long Beach without enrollment, as a visitor, for an initial limited period of time. Contact the City of Long Beach for more information.

REGIONAL:

- **MTA Long Island Rail Road**

- Voice: (631) 231-LIRR
TDD: (718) 558-3022
Web: www.mta.info/lirr

- **MTA Metro-North Railroad**

- Voice: (800) METRO-INFO
TDD: (800) 724-3322
Web: www.mta.info/mnr

- **MTA New York City Transit – Buses, Subways**

Voice: (718) 330-1234 *Travel information*
(718) 596-8585 *Travel information for people with disabilities*
TTY: (718) 596-8273
Web: www.mta.info/nyct

- **Access-A-Ride Program – Paratransit [NYC]**

Voice: (877) 337-2017 *Toll Free* or (718) 694-3581
TTY: (718) 596-8273
Web: www.new.mta.info/accessibility/paratransit

The following government offices may be able to help you in identifying social service agencies, not-for-profit organizations, and outreach programs that may be of assistance to you:

- **Town of Huntington, Services for People with Disabilities**

423 Park Ave, Huntington, NY 11743
Voice: (631) 351-3068
TTY: (631) 351-3237

- **Town of Huntington, Division of Senior Citizens Services**

123 Park Avenue, Huntington, NY 11743
Voice: (631) 351-3253

- **Suffolk County, Office of Division of People with Disabilities**

Building 158, William J. Lindsay County Complex, Veterans Memorial Highway,
P.O. Box 6100, Hauppauge, NY 11788-0099
Voice: (631) 853-8333
TTY: (631) 853-5658
Web: www.suffolkcountyny.gov/Elected-Officials/County-Executive/People-With-Disabilities

- **Suffolk County, Office of the Aging**

H. Lee Dennison Building, 100 Veterans Memorial Highway

Hauppauge, NY 11788-0099

Voice: (631) 853-8200

Web: www.suffolkcountyny.gov/aging

• **Nassau County, Office for the Physically Challenged**

Voice: (516) 227-7399

Web: www.nassaucountyny.gov/1744/Physically-Challenged

• **Nassau County, Office of Human Services for the Aging**

Voice: (516) 227-8900

Web: www.nassaucountyny.gov/1438/Aging