

MAT Paratransit for Persons with Disabilities



Who is Eligible

- ADA Paratransit Eligible per Americans with Disabilities Act
- Persons with disabilities who cannot ride MATBUS Fixed Routes independently
- There are no age restrictions (except for dependent children under age 7)



Types of Eligibility

- *Fully eligible* – permanently disabled and unable to travel independently
- *Conditionally eligible* – can take certain trips
- *Seasonally eligible* – usually anyone using a wheelchair is eligible when ice or snow is present
- *Temporarily eligible* – surgery, accident

Conditionally Eligible

- Based on your mobility
- Compared to using MATBUS Fixed Route
- Sample conditions:
 - Distance to bus stop of more than 1 block
 - Temperature below 32 or above 80
 - Bus is not accessible
 - Non-routine trips (needs travel training)

How to Apply

- Fill out an application – available through the Transit Office or matbus.com
- Provide name of medical professional to verify disability
- No cost for processing application
- Takes approximately three weeks



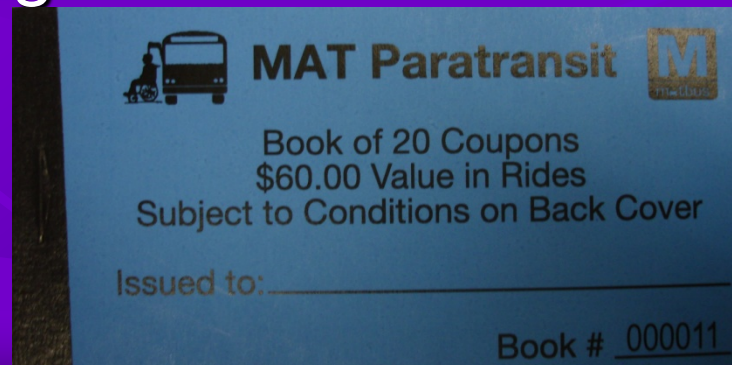
Special User Card

- When certified as eligible, you will receive a Special User Card
- Valid for 3 years
- Any conditions will be printed on the card
- Phone number to call for booking a ride is printed on the card

SPECIAL USER CARD METROPOLITAN AREA TRANSIT				
Name:			I.D. #	
Issued:	Expires: 4/1/2019	Travel with Personal Care Attendant:	Yes	No
This card entitles the individual named to ride the Fargo and Moorhead transit services selected below:				
x MAT Fixed Route Service for Half-fare..232-7500				
x MAT Paratransit Service (Disabled only)..235-4464				

Cost to Ride

- Eligible Passenger \$3.00 each way
- Guest \$3.00 each way
- Personal Care Attendant FREE
- Children under age 7 FREE
 - With Eligible Passenger
- Coupon Book \$60 (20 rides)
- For cash payment, exact fare required. No change is given.



Hours of Service

- Monday-Friday 6 am to 11:15 pm
- Saturday 7 am to 11:15 pm
- Sunday 7 am to 5 pm
- *No Major Holiday Service*

Where You Can Travel

- Fargo, ND
- West Fargo, ND
- Moorhead, MN
- Dilworth, MN
- No restrictions on trip purpose

Scheduling a Ride

- Call Reservationist at (701) 235-4464
- Office hours 8 am to 4:30 pm, Monday-Friday
- Call from 1 day to 1 week in advance
- Answering machine on Sunday and holidays for next-day service only
- No same day rides

Schedule a Ride

- Tell Reservationist what time you need to arrive
- Computer assists in selecting trips
- May be on the vehicle up to an hour
- Shared ride service
- No will-calls after 2pm



Information Ready

- Name of each eligible passenger
- If PCA or guest will accompany passenger
- Pick-up and destination address (specify door)
- Time you need to arrive at destination
- Return time
- If driver assistance is required between building and bus
- Telephone number



Subscription Reservation

- For rides regularly at the same time, place and day
- Automatically books rides without calling
- Restricted to only 50% of rides provided at that time per Federal regulation
- Waiting lists established
- Must cancel for vacations, sick, etc.

Return Rides

- Make your return ride reservation at the same time as you reserve your pick-up
- For returns from medical trips prior to 2:00 p.m., you may call when you are ready and the next available vehicle will be sent.
- You may call if you are done early. A driver will be sent to you when available.

Canceling Rides & Penalties

- Must cancel trip 2 HOURS before your pick-up time **2 Hours**
- If less than 2 hours, ride is considered a “late cancel”
- Suspension from service may occur if:
 - 3 or more no shows or late cancels in 30-days; and
 - No shows/late cancels are 10% or more of your total rides
 - First suspension is one-week
 - Continuous violations can result in longer suspensions
- Exceptions
 - Vehicle arrived more than 15 minutes late
 - Reason for no show is due to disability

Rider Responsibilities

- As a shared ride service it is important for riders to understand the impact their behavior has on others and service delivery.
- Disruptive behavior includes, but is not limited to, a rider not being ready when driver arrives, expecting the driver to wait more than 5 minutes or to return at another time, making multiple reservations then cancelling / rescheduling them, not having a ticket ready, or expecting the driver to change destination

No Shows

- If you do not show for your original pick-up, your return trip will stay on the schedule.
- If you do not cancel your return ride and you are not there when the driver arrives, it will be counted as a no show.
- Multiple no shows can result in suspension
- There is no charge for a no show.

Pick Up Procedures

15 MIN.

- 15 Minute Window
 - When you schedule a pick up time, the bus may arrive 15 minutes before or after your request time.
 - This allows for time to load passengers, and deal with traffic congestion, trains, weather, etc.
- Be ready at the door
- Driver will sound horn and wait 5 minutes
- May request driver assistance from door to bus

Driver Assistance

- Request driver assistance when you book your ride
- Driver will come to the door and help you to the bus
- Driver will only help through main door
- Building must be wheelchair accessible (if passenger is in a wheelchair)
- Driver will assist with either two grocery size bags or one small collapsible cart.
- Guests and PCA's are expected to assist



Wheelchair Securements

- Drivers utilize a lift for loading passengers using a wheelchair
- 4 securements attach the chair to the floor
- Seat belts are required on MAT Paratransit
- ADA approved mobility devices will be accommodated



Trip Denial

- May not be able to deliver to some areas due to snow. Drivers are not allowed to shovel snow to your door.
- May deny a ride if passenger is disorderly or a safety threat (including under the influence of illegal drugs or alcohol)
- May deny a ride for disorderly conduct, threats to safety of others, under the influence of illegal drugs or alcohol

Personal Care Attendant

- A PCA may be needed to assist you on the ride or at your destination
- Examples: open doors, carry packages, push wheelchair, attend your appointment, etc.
- Medical professional must verify need for PCA
- PCA rides free as a mobility aid
- Special User Card must indicate YES to PCA
- MAT Paratransit does not provide PCAs
- PCAs may be required if rider cannot be left alone with strangers while the driver assists others

Taking a Guest

- Each passenger may have 1 person accompany them as a guest. More guests can ride if space is available, however, they cannot displace other ADA paratransit eligible individuals.
- Beginning and ending destination of the guests must be the same as the eligible passenger
- Guests must pay a fare to ride