



F E D E R A L T R A N S I T A D M I N I S T R A T I O N

Fayetteville Area System of Transit

ADA Paratransit Compliance Review

Final Report

April 2016



U.S. Department of Transportation
Federal Transit Administration

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Executive Summary

Objective and Methodology

This report reviews Fayetteville Area System of Transit's (FAST's) complementary paratransit service (FASTTRAC) in the Fayetteville, NC metropolitan area. Its objective is to verify whether FAST is meeting its obligations under the Americans with Disabilities Act (ADA) requirements to provide paratransit as a complement to its fixed route service.

This compliance review included three stages:

1. Preparation: compilation of information covering policies and procedures and interviews with eligible FASTTRAC riders and local disability organizations
2. Site visit: a three-person review team's observation of how FAST handles FASTTRAC trip requests, scheduling and dispatching, examination of eligibility applications and related documents (including appeals), and interviews with FAST employees
3. Analysis and reporting: identification of deficiencies requiring corrective actions and suggestions of effective practices in complementary paratransit service

FAST representatives are committed to operating high quality paratransit service as a complement to its fixed route service. FAST's paratransit service includes the following positive program elements:

Positive Program Elements

- FAST's ADA paratransit eligibility determination process leads to proper and timely decisions.
- FAST meets or exceeds regulatory requirements related to FASTTRAC service area, days and hours of operation, fares, and trip purposes.
- FASTTRAC operates with no trip denials, waiting lists, or trip caps.
- FASTTRAC travel times are comparable to trips made on the fixed route system.
- FAST has a thorough process for tracking and responding to rider complaints about FASTTRAC service.

FAST has the following administrative deficiencies that are easily correctable to bring its program into compliance with 49 CFR Parts 27, 37 and 38:

Administrative Deficiencies

- FAST's letter that denies FASTTRAC eligibility does not include specific reasons for the decision, nor does it notify the applicant of the right to have an in-person appeal hearing.
- FAST does not have a policy to provide complementary paratransit to visitors not already ADA paratransit eligible from another transit agency.
- FAST's definition of missed trip is not complete.
- FAST improperly counts some missed trips as passenger no-shows.

FAST has the following substantive deficiencies that need to be addressed to bring their program into compliance with 49 CFR Parts 27, 37 and 38:

Substantive Deficiencies

- For riders with requested appointment times, FAST does not always offer pickup times that meet their needs.
- FASTTRAC riders experience a substantial number of significantly untimely pickups.
- FAST does not have sufficient telephone capacity to answer calls promptly during all service hours.
- The proportion of significantly untimely drop-offs for trips with requested appointment times is substantial. This includes late and very early drop-offs.
- FAST does not accurately track on-time pickup performance for FASTTRAC.

Please see Section 6 for a discussion of all 16 deficiencies. The Summary Table of Compliance Review Findings (following Section 6) lists all findings. FAST must address all deficiencies within 60 days of receipt of this report.

1 General Information

This chapter provides basic information concerning this FAST compliance review. Information on FAST, the review team, and the dates of the review are presented below.

Grant Recipient:	Fayetteville Area System of Transit (FAST)
City/State:	Fayetteville, North Carolina
Grantee Number:	1112
Executive Official:	Randy Hume, Director
On-site Liaison:	Kelly Blazey, Assistant Director
Report Prepared By:	the Collaborative, Inc.
Dates of Site Visit:	October 19–22, 2015
Review Team Members:	David Chia, the Collaborative, Inc. Ian Kolesinskas, the Collaborative, Inc. Richard Weiner, Nelson\Nygaard Associates

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2 Jurisdiction and Authorities

Public entities that operate fixed route transportation services for the general public are required by the U.S. Department of Transportation (DOT) regulations implementing the Americans with Disabilities Act of 1990 (ADA) to provide complementary paratransit service for persons who, because of their disability, are unable to use the fixed route system. These regulations (49 CFR Parts 27, 37, 38, and 39) include eligibility requirements and service criteria that must be met by complementary paratransit service programs. Section 37.135(d) of the regulations required that complementary paratransit service meet these criteria by January 26, 1997.

The Federal Transit Administration (FTA) is responsible for ensuring compliance with the ADA and the DOT regulations implementing the ADA.

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3 Purpose and Objectives

This chapter discusses the purpose and objectives of an FTA ADA complementary paratransit compliance review and the review process.

3.1 Purpose

Pursuant to 49 CFR §§ 27.19 and 27.123, as part of its oversight efforts, the FTA, through its Office of Civil Rights, conducts periodic reviews of fixed route transit and complementary paratransit services operated by its grantees. Compliance with all applicable requirements of the Americans with Disabilities Act (ADA) of 1990 (42 U.S.C. 12101–12213) including the DOT’s ADA Regulations is a condition of eligibility for receiving Federal financial assistance.

3.2 Objectives

The primary objective of this paratransit review is to verify whether a public operator of a fixed route transit system that benefits from FTA funding is meeting its obligations under the ADA to provide paratransit as a complement to its fixed route service. This review examines the policies, procedures and operations of the transit system’s complementary paratransit service concerning service provision, including origin to destination service; eligibility, including the process used to determine who is eligible for the service; receiving and resolving complaints; and meeting the complementary paratransit service criteria as specified in 49 CFR § 37.131.

The review team will observe dispatch, reservations, and scheduling operations and analyze service statistics, basic service records, and operating documents. To verify the accuracy of the public operator’s reported information and evaluate its methodology, the review team will also conduct its own independent analysis of sample data. In addition, FTA will solicit comments from eligible riders and from local disability organizations.

This report will summarize findings and advisory comments. Findings of deficiency require corrective action and/or additional reporting. Advisory comments are statements detailing recommended or suggested changes to policy or practice to ensure effective practices under the ADA.

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4 Introduction to FAST

The Fayetteville Area System of Transit (FAST) provides fixed route bus and paratransit service in the City of Fayetteville, NC. The City operates FAST, manages all of FAST's employees, and owns its vehicles, and facilities. All FAST personnel are City employees. A transit director leads FAST and reports to the Fayetteville City Manager. The Fayetteville Advisory Committee on Transit comprises a set of Fayetteville residents who advise and monitor FAST service and policies.

FAST's fixed route fleet consists of 27 buses. In FY 2015 (July 2014–June 2015), FAST provided 1,575,292 unlinked passenger trips on its fixed route buses. Its total operating expenditures for fixed route in FY 2015 were \$4,503,691.



For more information on FAST's fixed route and FASTTRAC services, visit www.ridefast.net

4.1 Introduction to Complementary Paratransit Services and Organizational Structure

FAST operates FASTTRAC complementary paratransit service for persons with disabilities who cannot use FAST fixed route bus service. All FASTTRAC activities, including trip reservations and eligibility determinations (including in-person assessments), scheduling, dispatching, and vehicle parking and maintenance take place at the FAST administrative office at 455 Grove Street, Fayetteville.

FAST has a fleet of 18 small buses for FASTTRAC service and uses paratransit software for reservations, scheduling, and dispatch operations.

Table 4.1 presents FASTTRAC ridership for FY 2012–2015. In FY 2015, FAST provided 60,639 FASTTRAC trips. As shown, FASTTRAC ridership increased 10.9 percent from FY 2014 to FY 2015.

Table 4.1 – FASTTRAC Ridership

Fiscal Year	FASTTRAC Trips	Percent Change
FY 2012	53,097	-
FY 2013	53,319	0.4%
FY 2014	54,662	2.5%
FY 2015	60,639	10.9%

In FY 2015, the FASTTRAC operating budget was \$1,515,716.

5 Scope and Methodology

The purpose of this review is to provide FTA with a tool for determining whether a public operator of a fixed route system is in compliance with the complementary paratransit requirements under DOT ADA regulations. However, the deficiencies identified and findings made in this report are by necessity limited to the information available to and the observations made by the review team at the time of the site visit. A lack of findings in a particular review area does not constitute endorsement or approval of an entity's specific policies, procedures or operations; instead, it simply indicates that no deficiencies in the delivery of service were observed at the time of the site visit.

The scope of the review and the methodology employed by the review team is described in greater detail below.

5.1 Scope

The review focused on whether FAST's complementary paratransit service (FASTTRAC) operates according to the service criteria specified in 49 CFR § 37.131 of the DOT ADA regulations, and without capacity constraints prohibited under 49 CFR § 37.131(f). The review examined the FASTTRAC service area, response time, fares, and hours and days of service, as well as FAST policies, standards and procedures for monitoring service provision, including on-time performance, on-board travel time, telephone hold times, and avoiding trip denials and missed trips. The review seeks to ascertain whether service is being provided to eligible individuals within at least the minimum required service area on a next-day basis, during the same hours and days as the fixed route system, for not more than twice the fixed route fare for the same trip; whether there are patterns or practices that result in a substantial number of trip limits, trip denials, untimely pickups, and/or trips of excessive length; policies which cause riders to arrive late to appointments; or long telephone hold times, as defined by FAST's established standards (or typical practices if standards do not exist).

Overall, the complementary paratransit compliance review included the following regulatory requirements:

- Complaint resolution and compliance information (49 CFR §§ 27.13(b) and 27.121(b))
- Nondiscrimination (49 CFR § 37.5)
- Service under contract (49 CFR § 37.23)
- Requirement for comparable complementary paratransit service (49 CFR § 37.121)
- ADA paratransit eligibility: Standards (49 CFR § 37.123)
- ADA paratransit eligibility: Process (49 CFR § 37.125) including whether:
 - Information is made available in accessible formats upon request
 - A decision is made within 21 days or presumptive eligibility is granted pending a decision
 - There is written notification of all decisions
 - All denials or conditional eligibility determinations are completed in writing with specific reasons for the decision
 - There is an administrative appeals process for denials and conditional eligibility determinations
- Reasonable policies for suspending service to eligible riders who establish a pattern or practice of missing trips
- Complementary paratransit service for visitors (49 CFR § 37.127)
- Types of service (49 CFR § 37.129)

- Service criteria for complementary paratransit (49 CFR § 37.131) including:
 - Service area
 - Response time
 - Fares
 - Trip purpose restrictions
 - Hours and days of service
 - Capacity constraints
- Subscription service (49 CFR § 37.133)
- Training requirements (49 CFR § 37.173)

5.2 Methodology

FTA's Office of Civil Rights sent a notification letter to Ms. Kelly Blazey, FAST's Assistant Director, on June 9, 2015, confirming the dates for the site visit and asking FAST to send information to the review team in advance of the site visit (Attachment A).

Before the site visit, the review team examined the following service information:

- FAST's description of how it structures its complementary paratransit service
- Public information describing FAST's complementary paratransit service
- FAST's standards or goals for on-time performance, trip denials, missed trips, complementary paratransit trip length, on-time performance, and telephone hold times, and how it specifies all of these standards or goals in written policies and procedures as well as in any public documents

As requested by FTA, FAST made additional information available during the visit:

- Copies of completed driver manifests for recent months
- Three years of service data, including the number of trips requested
- Records of consumer comments and complaints related to capacity issues, including trip denials, on-time performance, travel time, and telephone access
- Procedures for addressing rider complaints and other incident reports
- FAST's complaint recordkeeping process
- A fleet roster of FASTTRAC vehicles
- A listing of complementary paratransit drivers and their start dates
- Operating budgets, capital spending plans, and cost data

The FAST complementary paratransit service site visit took place from October 19–22, 2015. The visit began with an opening conference, held at 9 a.m. on October 19 at the FAST administrative offices at 455 Grove Street, Fayetteville, NC. Attending the conference were:

- Randy Hume, Director, FAST
- Kelly Blazey, Assistant Director, FAST
- Veronica Feliciano, Paratransit Operations Manager, FAST
- Anita Heard, Equal Opportunity Specialist, FTA (via telephone)
- David Chia, Review Team Leader, the Collaborative, Inc.
- Ian Kolesinskas, Review Team Member, the Collaborative, Inc.
- Richard Weiner, Review Team Member, Nelson\Nygaard Associates

Following the opening conference, the review team met with FAST representatives to discuss the information sent in advance, the on-site materials, FASTTRAC policies and procedures, and the trip records and telephone data for the on-time performance, travel time, and hold time analysis. The review team also discussed various topics with FAST managers, including FASTTRAC policies, FAST's compliance with DOT service criteria, and paratransit coordination with transit agencies in adjoining fixed route service areas.

During the afternoon, a review team member observed a customer service representative (CSR) taking trip requests. One member of the review team began to discuss the eligibility determination process with the Paratransit Operations Manager. Team members began to review paper and electronic data covering the selected sample week (September 14–19, 2015).

On Tuesday, October 20, a review team member observed trip reservations in the morning. A second team member continued to review the eligibility determination process, including a review of sample rider files. A third team member met with FAST's Director to discuss the budget process and resources available to FAST. All team members reviewed additional policies and operations data. In the afternoon, team members interviewed several FAST drivers. They also analyzed on-time performance and trip lengths, and began reviewing telephone hold time data.

On Wednesday, October 21, a team member interviewed the Paratransit Operations Manager about scheduling procedures, subscription service, and potential trip denials and missed trips. Team members analyzed sample week data to determine if missed trips were improperly coded as rider no-shows. Team members gathered further information on the telephone system to analyze hold times and also interviewed additional FAST drivers.

A team member obtained sample complaint records and interviewed a FAST manager to discuss the process for accepting, tracking, and responding to complaints. Another team member looked at GIS data to review compliance with the service criteria. In the afternoon, two team members observed FASTTRAC dispatching.

On Thursday, October 22, the review team continued to analyze and tabulate the various data they had gathered. They prepared for the exit conference, which took place at 2 p.m. at FAST's administrative offices at 455 Grove Street, Fayetteville. Attending the conference were:

- Randy Hume, Director, FAST
- Kelly Blazey, Assistant Director, FAST
- Veronica Feliciano, Paratransit Operations Manager, FAST
- Tony Means, Operations Superintendent, FAST
- John Day, Program Manager for Policy and Technical Assistance, FTA (via telephone)
- David Chia, Review Team Leader, the Collaborative, Inc.
- Ian Kolesinskis, Review Team Member, the Collaborative, Inc.
- Richard Weiner, Review Team Member, Nelson\Nygaard Associates

FTA provided FAST with a draft copy of the report for review and response. A copy of the correspondence received from FAST on February 22, 2016, documenting its response to the draft report, is included as Attachment B.

5.3 Stakeholder Interviews

Before the site visit, the review team interviewed two FASTTRAC riders, one parent of a rider, and two individuals who work with FASTTRAC riders on a range of topics, including eligibility determinations

and various FASTTRAC service issues. Following is a summary of the comments the review team received:

Eligibility. No one reported problems with the eligibility process. One individual said it is “fairly easy.” Another individual noted that FAST requires applicants to attend its orientation class before receiving FASTTRAC eligibility.

Telephone access. Riders reported long hold times on occasion. One said the best time to call is after 7 p.m. Another described hold times as “usually less than five minutes,” and another rider said that FAST is aware of hold times and is working to improve service.

Denials. One rider believed that FASTTRAC had wait lists because when requesting trips, he was told several times to call back later to see if space was available.

Trip negotiation. One individual said that the negotiation window for pickups is -30/+30 minutes. Another rider said he was offered a “generic appointment” with a later callback providing the time he wanted.

On-time performance. One individual estimated that 10–20 percent of drop-offs are late. Other riders mentioned late drop-offs are frequent (“every trip,” “one in three”). There were no complaints about on-time pickups.

Travel times. Riders cited occasional long trips. One individual said that some travel times are 90 minutes for a 20-minute direct trip. Others are aware of circuitous routing, but accept them as part of a shared-ride service.

Drivers. Riders and other individuals said the drivers are courteous and provide assistance as needed. Riders called drivers “kind” and “alert.”

Resolving Complaints. The two interviewees who had experience contacted FAST about FASTTRAC service stated that they were not satisfied with FAST’s response.

Other Comments. One individual (whose step-daughter is a rider) said that the rider has a regular trip (four times each week) but cannot get subscription service.

FTA had not received any written complaints concerning FASTTRAC service.

6 Findings and Advisory Comments

This chapter details the findings for each of the areas pertinent to the regulations found in 49 CFR Parts 27, 37 and 38 outlined in the Scope and Methodology section above. For each area, an overview of the relevant regulations and a discussion of the regulations as they apply to FAST's complementary paratransit system is provided, with corrective actions and a timetable to correct deficiencies for each of the requirements and sub-requirements where necessary.

Findings are expressed in terms of "deficiency" or "no deficiency." Findings of deficiency denote policies or practices found to be not in compliance with DOT ADA regulations or matters for which FTA requires additional reporting to determine whether an ADA compliance issue exists.

Findings of deficiency shall always require corrective action and/or additional reporting, and will always be expressed as:

- A statement concerning the policy or practice in question at the time of the review
- A statement concerning the DOT ADA requirements being violated or potentially being violated
- A statement concerning the required corrective action to resolve the issue

Advisory comments are statements detailing recommended or suggested changes to policies or practices to ensure effective practices under the ADA or otherwise assist the entity in achieving or maintaining compliance.

6.1 Comparable Complementary Paratransit Service

Requirement: Under 49 CFR § 37.121, transit agencies operating a fixed route system must provide complementary paratransit service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.

Discussion: During this compliance review, no deficiencies were found with the requirement for FAST to provide comparable paratransit service. FAST operates FASTTRAC as its ADA complementary paratransit service.

6.2 ADA Paratransit Eligibility Process

Absence of Administrative Burdens

Requirement: Under 49 § CFR 37.125, transit agencies must establish an eligibility process for complementary paratransit. The process may not impose unreasonable administrative burdens on applicants, and, since it is part of the entity's nondiscrimination obligations under § 37.5(d), may not involve "user fees" or application fees to the applicant.

Discussion: During this compliance review, no deficiencies were found with the prohibition against unreasonable administrative burdens in FASTTRAC's eligibility process.

Individuals interested in applying for FASTTRAC may call the FAST office. FAST strives to mail an application (Attachment C) within 24 hours of the call. Individuals may also download an application from the FAST [website](#).

The FASTTRAC eligibility process is based on the submission of a nine-page eligibility application form, including a three-page professional verification form (PVF) and participation in an in-person assessment. Transportation to and from assessments is provided if needed at no charge.

The FAST staff reviews applications to verify that they include a completed and signed application form, a completed PVF with all required signatures, and authorization to contact the designated medical

professional for additional information. Once complete, a CSR contacts the applicant to either fill in missing information, or to schedule an assessment within 7–10 business days.

Upon receipt of a completed application, FAST provides all applicants temporary FASTTRAC eligibility and sends them a temporary identification card along with a letter explaining the remainder of the process. Temporary eligibility extends for up to 21 days while FAST reviews the completed application, and can extend until FAST completes the assessment process. FAST mails eligible applicants an eligibility confirmation letter and photo ID card.

One weekday each week and one Saturday each month, FAST invites a small number of applicants to in-person assessments, which involve observations of each applicant alighting from the vehicle, a group orientation to using FASTTRAC, and individual interviews/assessments. FAST also visits senior centers, rehabilitation centers, and schools to conduct these sessions, which is more convenient for applicants and reduces transportation costs.

6.3 Paratransit Eligibility Standards

Requirements: Under 49 CFR § 37.123(e)(1)–(3), a transit agency’s eligibility processes, application materials and public information must be comprehensive enough to permit the transit agency to determine that the following individuals are ADA paratransit eligible:

Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities

Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities

Any individual with a disability who has a specific impairment-related condition that prevents the individual from traveling to a boarding location or from a disembarking location

Discussion: During this compliance review, no deficiencies were found with FAST’s process to determine that individuals are ADA paratransit eligible. An advisory comment is made concerning in-person interviews.

As mentioned previously, FAST performs in-person assessments and requires applicants to participate in an orientation class. FAST conducts individual interviews with some but not all applicants. As appropriate, the assessment measures an applicant’s ability to use components of the fixed route system and observations of an applicant’s cognitive ability to understand transit functions. After the in-person assessment, FAST’s Operations Manager reviews the full file and makes a determination.

During FY 2015, FAST received 462 applications. Of these applicants, 417 (90.4 percent) received unconditional eligibility and 45 (9.7 percent) were denied eligibility. FAST granted one individual eligibility for a term shorter than the three years it typically grants; FAST places this temporary eligibility determination in the unconditional category.

The review team examined 25 eligibility determination files from the two years before the site visit, including 13 unconditional eligibility files and 12 denials. The review team found these determinations reasonable.

Advisory Comment: An effective practice to ensure that FAST has comprehensive rider information on file is to conduct in-person interviews with all applicants individually.

Accessible Information

Requirement: Under 49 CFR § 37.125(b), transit agencies must make all information about the process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility available in accessible formats, either as a rule or upon request.

Discussion: During this compliance review, deficiencies were found with the requirement to make all information about the eligibility process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility available in accessible formats.

Visitors to the FAST website can obtain information on applying for FASTTRAC eligibility. The website also provides a [link](#) to the City of Fayetteville website under “ADA Compliance” with the following information on alternative communications:

Effective Communication: The City will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Anyone who requires an auxiliary aid or service for effective communications, or a modification of policies or procedures to participate in the City program, service, or activity, should contact the office of Ron McElrath, ADA Coordinator, Voice: 910-433-1696, rmcelrath@ci.fay.nc.us, as soon as possible but no later than 72 hours before the scheduled event.

The website mentions “Relay North Carolina” and provides referral information for users of TTY (“To use this service, dial 711 on your telephone keypad.”)

While the City website provides information on accessible formats, the FAST website does not provide specifics on the availability of eligibility-related information in accessible formats.

All FASTTRAC applications are prepared in large print and are also available in Spanish. The application materials do not indicate that the forms are also available in accessible formats. FAST has not established a procedure to respond to requests for Braille materials. According to the Paratransit Operations Manager, most individuals with vision disabilities who want eligibility for FASTTRAC receive help from the North Carolina Services for the Blind to apply for service.

Corrective Actions and Schedule: Within 60 days of the issuance of the final report, FAST must effectively communicate in print and online the availability of eligibility determination materials and other FASTTRAC materials in alternate formats.

Eligibility Determinations or Presumptive Eligibility Within 21 Days

Requirement: Under 49 CFR § 37.125(c), a transit agency that has not made a written eligibility determination by the 21st day following submission of a complete application must treat the applicant as eligible on the 22nd day and provide service until and unless the transit agency denies the application. Transit agencies that require functional assessments must schedule such assessments within a reasonable period of time (7–10 days). The transit agency’s process must communicate to applicants the right to this presumptive eligibility so they are aware of their rights to schedule and use the service beginning on the 22nd day.

Discussion: During this compliance review, no deficiencies were found with the requirement for FAST to grant presumptive eligibility for applications not processed within 21 days, or to communicate this to applicants. An advisory comment is made concerning granting temporary eligibility to all FASTTRAC applicants.

As discussed above, FAST grants “temporary” FASTTRAC eligibility to all applicants before making a final determination, which may create expectations of eligibility, or confuse those riders applying for temporary ADA paratransit eligibility.

FAST offers in-person interviews to FASTTRAC applicants within 10 days of receiving an application. In some instances, the process takes longer if an applicant cannot participate within this time frame. The review team analyzed the processing dates of 74 recently completed FASTTRAC applications. For all but one, FAST sent determination letters within 21 days of completing in-person assessments.

Advisory Comment: An effective practice is to limit temporary eligibility determinations to individuals whose eligibility is based on a temporary disability. If FAST continues to provide short-term eligibility to all FASTTRAC applicants, an effective practice is to refer to this as “pending,” or “provisional.”

Written Eligibility Determinations Including Specific Reasons for Denials or Temporary or Conditional Eligibility Determinations

Requirements: Under 49 CFR § 37.125(d), determinations of eligibility must be made in writing. The documentation must include the name of the eligible individual, the name of the transit provider, the telephone number of the entity’s paratransit coordinator, an expiration date for eligibility, and any conditions or limitations on the individual’s eligibility including the use of a personal care attendant (PCA). Under § 37.125(e), if applicants are found to be ineligible, the determination must state the specific reasons for the decision (a mere statement that the applicant has been found to be ineligible is not sufficient). If an individual has been determined to be conditionally or temporarily eligible, the determination must state the conditions under which eligibility is granted and the basis for that determination. Information concerning the applicant’s right to appeal under § 37.125(g) must also be provided.

Discussion: During this compliance review, deficiencies were found with FAST’s eligibility denial letters. No deficiencies were found with FAST’s letters granting unconditional eligibility.

At the time of the site visit, FAST was granting unconditional or temporary eligibility and was not using the conditional eligibility category. Out of 93 eligibility determinations made between July 1 and October 14, 2015, FAST categorized 85 as unconditionally eligible and denied eight.

Attachment E presents the letter sent to applicants determined unconditionally eligible for FASTTRAC service. Applicants determined unconditionally eligible also receive a photo ID card that contains the following required information:

- Name of eligible rider
- Name of transit agency
- Telephone number of paratransit coordinator
- Expiration date of eligibility
- Conditions on use of complementary paratransit, including use of PCA

FAST’s letters for individuals denied eligibility do not specify the reasons for the denial (see Attachment F). They include the following language: “The professional verification documentation provided by your physician indicates that you do not meet the limited eligibility requirements for our service.” When denial letters do not specify the reasons for the denial, applicants do not know how to appeal the decision.

While FAST’s letter mentions the right to appeal denials, it incorrectly states, “If you wish to appeal this determination, a written appeal must be filed with the Paratransit Supervisor within 60 days from the date of this letter... Once the appeal is received, a review committee will evaluate your original application and respond to you in writing within 30 days.” This language implies that FAST decides appeals without in-person hearings. Transit agencies can require appeal *requests* in writing, but must offer appellants in-person hearing. (See below.)

Corrective Actions and Schedule: Within 60 days of the issuance of the final report, FAST must revise its eligibility denial letters to include specific reasons for its decision. FAST must also revise appeal-related language in its denial letters to include the right to be heard in person. (FAST may require appeal requests to be in writing.)

Recertification of Eligibility at Reasonable Intervals

Requirement: Under 49 CFR § 37.125(f), transit agencies are permitted to require paratransit riders to recertify eligibility at reasonable intervals. As stated in Appendix D, a reasonable interval would be between one and three years.

Discussion: During this compliance review, no deficiencies were found with the recertification process or with how FAST communicates eligibility recertification to applicants. An advisory comment is made concerning FAST's recertification language.

All FASTTRAC riders are required to recertify every three years, unless they are granted temporary eligibility with an earlier expiration date.

Advisory Comment: The FASTTRAC orientation packet includes the following statement:

You will be required to recertify your *account* every 36 months or sooner *if you have conditional approval*. You are responsible for keeping track of your expiration date. It will be printed on the front of your photo ID. [emphasis added]

Use of the word “account” in this instance is potentially confusing. Further, the word “conditional” has a specific meaning in ADA paratransit eligibility when describing “conditional eligibility,” an eligibility category applied to riders that can use fixed route service for certain trips. More appropriate language would read:

You will be required to recertify your eligibility every 36 months or sooner if you have temporary eligibility. You are responsible for keeping track of your expiration date. It will be printed on the front of your photo ID.

Administrative Appeal Process for Denials or Decisions Granting Conditional or Temporary Eligibility

Requirements: Under 49 CFR § 37.125(g), transit agencies must have a process for administering appeals through which individuals who are denied eligibility can obtain review of the denial. Transit agencies are permitted to require written notice, within 60 days of its written decision denying or limiting eligibility that the applicant wishes to exercise his or her right to an appeal hearing. Transit agencies cannot require the “filing of a written appeal.”

The appeal process must include an opportunity for the applicant to be heard and to present information and arguments, with appropriate separation of function (i.e., a decision by a person not involved with the initial decision to deny eligibility). Appeal decisions must be provided in writing and explain the reasons for denying the appeal. The appeal hearing must be scheduled within a reasonable amount of time, and if a decision has not been made within 30 days of the completion of the appeal process, the appellant must be provided complementary paratransit service from that time until and unless a decision to deny the appeal is issued, as required.

Discussion: During this compliance review, deficiencies were found with FAST's administrative appeals policy. As discussed above, FAST's eligibility denial letters inappropriately require written appeals and do not mention the right to be heard in person. During the site visit, FAST explained its appeal process and provided the review team with a draft document titled, “The City of Fayetteville's Transit Paratransit Plan Update,” which covers FAST's appeal process in Section 3.6, stating, “If an applicant wishes to appeal an eligibility determination, the following process shall be followed:

- A written appeal must be filed within 60 days of the date of the letter notifying an individual that his/her application has been denied. The written appeal shall be delivered to the following address:
FASTTRAC! Eligibility Appeals Committee
City of Fayetteville
433 Hay Street
Fayetteville, NC 28301
- The applicant shall have the opportunity to be heard by the Director of Human Relations and/or the City of Fayetteville – Cumberland County Human Relations Commission.
- A written determination of the appeal, including the reasons for the determination, shall be mailed to the applicant within 30 days of the completion of the appeals process. If a decision is not made within 30 days, the applicant will be determined temporarily eligible until such time as the decision regarding the appeal is made by the Director of Human Relations and/or the City of Fayetteville – Cumberland County Human Relations Commission.

According to policy, appellants receive an in-person hearing with someone not involved with the initial decision to deny eligibility. They then receive a written determination. If the decision takes longer than 30 days, appellants appropriately receive complementary paratransit service.

Transit agencies may require appeal *requests* in writing, but DOT regulations do not permit transit agencies to *require* actual appeals in writing. Agencies may accept written appeals but must inform appellants of their right to an in-person hearing.

During the site visit, FAST's Paratransit Operations Manager stated that in the last six years, no riders appealed their eligibility denials or received a suspension. FAST's current written policy does not identify who would hear an appeal. According to the Paratransit Operations Manager, if FAST were to receive an appeal, the FAST Operations Superintendent and/or the City of Fayetteville Human Rights Coordinator would hear it. The Paratransit Operations Manager, who makes eligibility determinations, does not report to any of these individuals.

Corrective Actions and Schedule: Within 60 days of the issuance of the final report, FAST must provide an approved document that explains its appeal policy, including written appeal requests, and must clarify which individuals hear the appeals.

Complementary Paratransit for Visitors

Requirements: Under 49 CFR § 37.127(d)–(e), complementary paratransit service must be made available to visitors not residing in the jurisdiction(s) served by a transit agency for any combination of 21 days during any 365-day period, beginning with the visitor's first use of the service during the 365-day period. Transit agencies must treat as eligible all visitors who present information that they are eligible for complementary paratransit service in the jurisdiction in which they reside; for those who do not present such documentation, transit agencies may require documentation of the individual's place of residence and, if the individual's disability is not apparent, of his or her disability. In no case may transit agencies require visitors to apply for or receive eligibility certification for their own complementary paratransit service before providing service to eligible visitors.

Discussion: During this compliance review, no deficiencies were found with FAST's eligibility policy for visitors without eligibility in another jurisdiction or with its eligibility policy for visitors who are ADA paratransit eligible in another jurisdiction. An advisory comment is made regarding publicizing visitor policies.

FAST grants visitors that another transit agency certifies as ADA paratransit eligible, up to 21 days of service in a 12-month period, beginning with the first day of travel. Riders requiring more than 21 days of

transportation must complete FAST's standard application process to continue. Visitors are required to provide proof of eligibility from their home agency.

According to the Paratransit Operations Manager, FAST has not received requests from visitors not already certified by another transit agency. FAST has no written policy to address this situation, but if this were to occur, FAST would interview individuals on the phone, and if they describe a disability or use a mobility device, FAST would grant them visitor eligibility. FAST would not ask them to produce proof of residency or documentation of disability.

Advisory Comment: An effective practice is to promote on websites and other public materials transit agency policies regarding visitor eligibility for those not already certified by another transit agency. FAST may require proof of residence for those with apparent disabilities. For visitors without apparent disabilities, FAST may require documentation of disability.

6.4 Types of Service

Requirement: Under 49 CFR § 37.129(a), transit agencies must provide complementary paratransit service on an origin-to-destination-basis. Transit agencies may determine, through their local planning process, whether to establish either door-to-door or curb-to-curb service as the basic mode of complementary paratransit service. Where the local planning process establishes curb-to-curb service as the basic complementary paratransit service mode, however, provision must still be made to ensure that the service available to each passenger actually gets the passenger from his or her point of origin to his or her destination point. To meet this origin-to-destination requirement, service may need to be provided to some individuals, or at some locations, in a way that goes beyond curb-to-curb service.

Discussion: During this compliance review, no deficiencies were found with the requirement to provide origin-to-destination service to ADA paratransit eligible riders.

The FASTTRAC orientation packet (page 17) states:

Please advise the call-taker if you will require additional assistance from your door to the vehicle, or if you will need to use the ambulatory lift of the vehicle. Drivers are not allowed to enter a client's home and may not lose sight of their vehicle.

The orientation packet also discusses "Reasonable Modification" (pages 21–22), citing the March 2015 Federal Register notice and provides an example relating to complementary paratransit.

All drivers the review team interviewed indicated that they offer assistance as needed, even when their manifests do not contain any specific instructions regarding rider assistance.

6.5 Service Criteria for Complementary Paratransit

Requirement: As codified in 42 U.S.C. 12143, the ADA directed the Secretary of Transportation to issue regulations that establish minimum service criteria for determining the level of service provided by paratransit as a complement to fixed route service. These criteria are contained in 49 CFR § 37.131 and include service area, response time, fares, and hours and days of service, and prohibit restrictions on trip purpose and capacity constraints that limit the availability of service to eligible individuals. The review team assessed FAST's complementary paratransit system using these criteria as described in this section.

Service Area

Requirement: Under 49 CFR § 37.131(a)(1), all public entities operating a fixed route transit system must provide complementary paratransit service that covers, at a minimum, all areas within a 3/4-mile radius of all of its bus routes, and within a "core service area" that includes any small areas that may be more than 3/4 mile from a bus route, but are otherwise surrounded by served corridors. This includes any

areas that cross political boundaries or taxing jurisdictions, but are within a 3/4-mile radius of a fixed route, unless the transit agency does not have the legal authority to operate in those areas. For transit agencies operating a light rail or rapid rail transit service, the complementary paratransit service area must also include a 3/4-mile radius around each station, with service provided from points within the service area of one station to points within the service area of another.

Discussion: During this compliance review, no deficiencies were found with the requirement to provide complementary paratransit service within 3/4 mile of fixed route bus service area. An advisory comment is made concerning the public service area map.

In coordination with the City's mapping system, FAST uses a 2014 ArcGIS map that places a 3/4-mile buffer around its fixed routes to define the FASTTRAC service area. The CSRs refer to a service area map posted on the wall of their office.

FASTTRAC CSRs taking calls from riders requesting trips use their knowledge or consult corresponding fixed route schedules to note when the service area changes over the course of the day.

There is a discrepancy between the map CSRs use and the map published on FAST's [website](#). The CSR map accounts for the small areas not within 3/4-mile of fixed routes, but still within the FASTTRAC service area, which FAST calls the "glove of service." The map on the website does not include these small areas within the FASTTRAC service area, even though FASTTRAC service is available to these locations.

Advisory Comment: To avoid confusion regarding the availability of service within a core service area, an effective practice is to ensure that complementary paratransit service area maps are consistent.

Response Time

Requirement: Under 49 CFR § 37.131(b), transit agencies must schedule and provide complementary paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day, including during times comparable to normal business hours on a day when the offices are not open before a service day. Reservations may be taken by reservation agents or by mechanical means. Under 49 CFR § 37.131(b)(2), while transit agencies may negotiate the pickup time with a caller prior to a trip being scheduled, they cannot require a rider to schedule trips to begin more than one hour before or after the rider's desired departure time. Any greater deviation would exceed the bounds of comparability. Negotiations should take into account riders' practical constraints. Transit agencies must have policies and procedures in place to ensure that schedulers and dispatchers do not adjust a rider's negotiated pickup time or pickup window without the rider's consent.

Under 49 CFR § 37.131(b)(4), if transit agencies propose to change their reservations system, they must comply with the public participation requirements equivalent to those of § 37.137 (b)–(c). Transit agencies may permit reservations to be made up to 14 days in advance of an eligible individual's desired trips, subject to the same trip negotiation requirements as next-day trips required under § 37.131(b)(2).

Discussion: During this compliance review no deficiencies were found with response time requirements. An advisory comment is made regarding pickup times to riders who request drop-off times.

When accepting FASTTRAC reservations, FAST distinguishes between next day trips and trips 2–14 days in advance:

- Next day trip reservations: riders can call between 8 a.m. and 4:30 p.m. Monday-Friday and leave voice messages during the same time period on Sunday
- Reserving trips 2-14 days in advance: riders can call between 8 a.m. and 10:30 p.m. Monday-Saturday

FASTTRAC CSRs accept the trip requests until 4:30 p.m., Monday through Saturday. After 4:30 p.m., FAST fixed route dispatchers accept trip requests. FAST provides trips to riders who leave voice messages on Sundays for Monday trips without negotiation or callbacks.

The FASTTRAC orientation packet states riders may make two reservations per call and should either call back immediately, or after 6:30 p.m. if they need to make additional trip reservations. However, the Paratransit Operations Manager said that FAST does not enforce this policy. Team members observed CSRs accepting requests for more than two trips during single calls.

When scheduling constraints prevent FAST from accommodating riders with specific drop-off (appointment) times, CSRs are instructed to schedule the pickup two hours before the appointment, regardless of the actual travel time.

A review team member listened in on a reservations call where a rider requested a medical trip and indicated her appointment time. The CSR could not find a suitable pickup time and instead offered a pickup two hours before the appointment, much earlier than what she preferred. She stated that with such an early pickup, her doctor's office would not be open when she arrived and she would have to wait in the cold for an hour. Not being able to properly negotiate trip requests is likely tied to capacity constraints. (See Section 6.6.)

Advisory Comment: It is an effective practice for FAST to offer pickup times to riders with appointments that result in scheduled drop-offs that are no more than 30 minutes before the requested appointment times.

Fares

Requirement: Under 49 CFR § 37.131(c), complementary paratransit fares must be no more than twice the fixed route fares for the same trip at the same time of day on the fixed route system, excluding discounts. Transit agencies must allow eligible riders to travel with at least one companion (with additional companions accommodated on a space-available basis). If personal care attendants (PCAs) accompany riders, transit agencies must provide service to one companion in addition to the PCA. Companions may be charged the same fare as the eligible rider; no fare may be charged for a PCA.

Discussion: During this compliance review, no deficiencies were found with this requirement.

The full cash fare for FAST fixed route bus service is \$1.25. The fare for FASTTRAC is \$2.00, less than twice the fixed route fare. FASTTRAC's orientation packet states that PCAs ride for free and companions pay the same rate as other FASTTRAC riders.

No Trip Purpose Restrictions

Requirement: Under 49 CFR § 37.131(d), there can be no restrictions or priorities based on trip purpose. When a user reserves a trip, the entity will need to know the origin, destination, time of travel, and how many people are traveling. The entity does not need to know why the person is traveling, and should not even ask.

Discussion: During this compliance review, a deficiency was found with FAST's written materials covering trip purpose. No deficiencies were found with FAST's trip reservations practices with respect to trip purpose.

FASTTRAC's orientation material (page 4) states:

ADA laws require that Transit agencies keep records of trip types to make sure we do not prioritize trips by purpose.

The DOT ADA regulations do not require such recordkeeping. Asking for such information is not appropriate.

During reservations observations, the review team confirmed that CSRs did not ask riders for their trip purpose.

Corrective Actions and Schedule: Within 60 days of the issuance of the final report, FAST must revise its orientation material to remove incorrect language regarding the need to collect trip purpose information.

Hours and Days of Service

Requirement: Section 37.131(e) of the DOT ADA regulations requires that the complementary paratransit service be available during the same hours and days as the fixed route service. This means that if a trip can be taken between two points on a transit agency's fixed route system at a specific time of day, it must also be able to be taken on complementary paratransit. It also means that the service area may change depending upon the time of day or day of the week, when certain routes or areas may not be served. This requirement applies on a route-by-route basis. For example, an area that has fixed route bus service on weekdays but not weekends must have complementary paratransit service (provide trips) on weekdays but not necessarily on weekends; an area that has bus service from 5 a.m. until 9 p.m. must have complementary paratransit service, at minimum, from 5 a.m. until 9 p.m.

Discussion: During this compliance review no deficiencies were found with this requirement. FASTTRAC operates during the same days and hours as FAST's fixed route service.

From Monday to Friday, the earliest FAST bus routes begin at 5:30 a.m. (Routes 6, 9, 14, 18), with the last route (Route 8) ending at 11:20 p.m. On Saturdays, the first route (Route 19) begins at 7 a.m., and the last route (Route 8) ends at 11:20 p.m. There is no service on Sunday.

When a bus route ends service for the day, FASTTRAC also stops operating within the respective 3/4-mile corridor associated with that route and CSRs do not schedule trips within these corridors. CSRs use their knowledge of route schedules and do not rely upon the paratransit software for this information.

If a CSR mistakenly books a reservation to/from a location when the fixed route service is not running, FASTTRAC honors the ride request. However, dispatchers call the riders to explain the error and why they cannot make that same reservation again.

6.6 Absence of Capacity Constraints

Requirement: Under 49 CFR § 37.131(f), transit agencies may not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following: restrictions on the number of trips an individual will be provided; waiting lists for access to the service; or any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons. Such patterns or practices include, but are not limited to: substantial numbers of significantly untimely pickups for initial or return trips, substantial numbers of trip denials or missed trips, or substantial numbers of trips with excessive trip lengths.

No Restrictions on the Number of Trips Provided to ADA Paratransit Eligible Individuals

Requirement: Under 49 CFR § 37.131(f)(1), transit agencies may not impose restrictions on the number of trips provided to ADA paratransit eligible riders.

Discussion: No deficiencies were found with this requirement. There is no mention of trip caps on FAST's website or in any written material. During reservations observations, review team members did not see CSRs placing limits on the number of trips.

No Waiting List for Access to the Service

Requirement: Under 49 CFR § 37.131(f)(2), transit agencies are prohibited from establishing policies or engaging in practices and/or procedures that establish waiting list(s) for accessing the service.¹

Discussion: No deficiencies were found with this requirement.

In its reservations observations, the review team confirmed that CSRs accepted all trip requests and did not place any trips onto a waiting list.

The FASTTRAC orientation packet, “Helpful Hints” (page 14) states:

PEAK TIMES are from 5:30 AM - 9:00 AM and again from 2:00 PM - 5:30 PM.

The first week of each month fills up quickly...do not wait too long to book for the first of the month!

While FASTTRAC has not had any denials since FY 2014, the language noted above implies that riders may not make trip reservations at certain times. While it is acceptable to explain that riders may not receive ideal pickup times when requesting trips, it is not appropriate to imply that certain days or times are full.

No Substantial Numbers of Significantly Untimely Pickups for Initial or Return Trips

Requirement: Under 49 CFR § 37.131(f)(3)(i)(a), transit agencies must provide complementary paratransit service without any substantial numbers of significantly untimely pickups for initial or return trips.

Discussion: During this compliance review, deficiencies were found with FASTTRAC’s on-time pickup performance, contributing to substantial numbers of significantly untimely pickups.

In materials sent to the review team before the site visit, FAST describes the FASTTRAC pickup window and on-time performance standard:

On-time performance is defined as the number of trips arriving within the 30-minute window given to customers at the time of booking. The 30-minute window means that the vehicle will arrive no earlier than 15 minutes before nor 15 minutes later than the scheduled pick-up time. The FASTTRAC! goal for on-time performance is 95%. Currently, FASTTRAC! is operating at an on-time performance rate of 90.09%.

The pickup window for most FASTTRAC trips is 15 minutes before to 15 minutes after the negotiated pickup time (-15/+15). According to FAST, if riders cannot receive a pickup until a certain time (e.g., after the end of a workday or class), CSRs book the trip so that the 30-minute window begins after the “no earlier” time. The effective pickup window is 0–30 minutes (0/+30) and the negotiated pickup time is at the beginning of the window rather than in the middle.

FAST provided the review team reports generated by its paratransit software for on-time pickup performance, as well as reports titled “Monthly Trip Counts.” Table 6.1 summarizes data from the paratransit software and shows on-time performance is significantly worse than FAST’s 90 percent standard. Between January and June 2015, monthly on-time performance (including in the window or early) ranged from 67.8–73.7 percent and overall reported pickup performance was 70.7 percent.

¹ Under § 37.133(c), waiting lists may only be established for participation in subscription service that may be offered as part of the transit agency’s complementary paratransit system.

Table 6.1 – Reported On-time Pickup Performance: January–June 2015

	Jan	Feb	Mar	Apr	May	Jun	Total
Trips	2,269	2,062	2,702	2,382	2,409	2,397	14,221
On-time*	73.1%	73.7%	68.4%	69.8%	72.1%	67.8%	70.7%

* Early or within the window

The number of trips in the on-time pickup reports is lower than the number of trips in the monthly trip reports, which implies that the on-time pickup reports are incomplete.

The review team conducted independent analysis of on-time performance for pickups, using reconciled data drawn from the paratransit software for the September sample week. The analysis used a 277-trip sample, representing approximately one-third of all trips coded as “completed.” Table 6.2 presents the results of the analysis.

Table 6.2 – FASTTRAC On-time Pickup Performance: September Sample Week

Pickups	Number	Percent
Total trips in sample	277	100%
Early (window -15/+15)		
1–15 minutes early	21	7.6%
>15 minutes early	3	1.1%
In window (-15/+15)	157	56.7%
All early/in window	181	65.3%
All late (window -15/+15)	96	34.7%
1–15 minutes late	54	19.5%
16–30 minutes late	32	11.6%
>30 minutes late	10	3.6%

In this analysis, 56.7 percent of trips are in the (-15/+15) pickup window. If we also consider as on time the pickups made before the beginning of the window, on-time performance increases to 65.3 percent. Late trips comprise 34.7 percent of the sample. This performance represents substantial number of significantly untimely trips. Because FAST changes the pickup window for riders who cannot be picked up before a specific time, some of the sample trips in the 1-15 minutes late row of Table 6-1 may actually be on time. However, the review team could not determine which pickup window applied to specific trips. Classifying all 54 trips as within the window would improve on-time performance to 84.5 percent, still below FAST’s standard.

FAST’s software-generated on-time pickup performance reports are not reliable and do not match results from the sample analysis. Based on interviews with the Paratransit Operations Manager and the Transit Director, the major constraint with FASTTRAC operations is a shortage of drivers. At the time of the site visit, most drivers were working 12-hour shifts on as many as 12 vehicle runs during peak operations. To avoid these long shifts and to improve on-time performance, the Paratransit Operations Manager stated that FASTTRAC should have as many as 15 vehicle runs during peak operations. In August 2015, FASTTRAC had as many as 14 drivers available. City policies delay the hiring of replacement drivers, including drivers on medical leave. FAST has sufficient vehicles.

Corrective Actions and Schedule: Within 60 days of receiving the final report, FAST must develop a plan to improve its on-time performance and reduce the substantial number of untimely trips. FAST must also modify its reporting methods to more accurately measure on-time performance.

No Substantial Numbers of Trip Denials or Missed Trips

Requirements: Under 49 CFR § 37.131(f)(3)(i)(b), transit agencies must provide complementary paratransit service without substantial numbers of trip denials or transit agency missed trips. A denial occurs whenever a transit agency is unable to provide a trip on a next-day basis as requested by an eligible passenger between points within the complementary paratransit service area, at a time when the fixed route system is operating, subject to the limitations on trip time negotiation. Under 49 CFR § 37.131(b), transit agencies may negotiate pickup times with a passenger, but cannot require the passenger to schedule a trip to begin more than one hour before or after his or her desired departure time. If the trip cannot be arranged within this timeframe, a denial has occurred whether or not the passenger accepts a departure time of more than one hour earlier or later. In addition, when a denied trip makes a subsequent requested trip impossible, as could occur in the case of an individual taking a round trip to and from a specific location, two trips have been denied.

Discussion: During this compliance review, deficiencies were found with FAST's definition and tracking of missed trips. No deficiencies were found with the number of trip denials or with how FAST records trip denials. (See Section 6.8.)

The FASTTRAC orientation packet (page 14) defines a trip denial: "A denial is recorded when the call-taker has nothing to offer you within the negotiation limits." FAST managers understand that a denial occurs even if a rider accepts a trip offer that is outside of the negotiation limits.

In material provided to the review team before the site visit, FAST wrote:

It is the goal of FASTTRAC! to log zero service denials. We have shown consistent improvement over the past four years.

- FY 2012 - 10
- FY 2013 - 8
- FY 2014 - 5
- FY 2015 - 0

At the time of the site visit, FASTTRAC had not recorded any trip denials in FY 2016.

FAST's definition of a missed trip is included in the draft Paratransit Plan Update:

Missed Trip: Trips that are not completed because the vehicle arrived more than 15 minutes after the schedule pick-up time, and the client either refused service or did not show, will be considered a "missed trip."

This definition is incomplete. A complete definition includes the following components:

- Vehicle arrives and leaves before the start of the pickup window without picking up the rider (excluding the rider's refusing service).
- Vehicle arrives before or during the pickup window, waits less than five minutes within the window, and does not pick up the rider (excluding the rider's refusing service).

In FY 2015, FASTTRAC recorded two missed trips (FAST's terminology is "no fault no show"). During the first 4 months of FY 2016 (July-October 2015), FASTTRAC recorded one missed trip. (See Section 6.8 for a discussion of how FAST codes no-shows and missed trips.)

Corrective Actions and Schedule: Within 60 days of receiving the final report, FAST must revise its definition of missed trip to include:

- Vehicle arrives and leaves before the start of the pickup window without picking up the rider (excluding the rider's refusing service).

- Vehicle arrives before or during the pickup window, waits less than five minutes within the window, and does not pick up the rider (excluding the rider's refusing service).

No Substantial Numbers of Trips With Excessive Trip Lengths

Requirement: Under 49 CFR § 37.131(f)(3)(i)(c), transit agencies must provide complementary paratransit service without substantial numbers of trips with excessive trip lengths. Comparability is based on the length of time required to make a similar trip between the same two points using the fixed route system, including time spent traveling to and from a boarding point and waiting for the fixed route vehicle to arrive. FTA recommends basing complementary paratransit travel time on the comparable fixed route travel time, plus 20–30 minutes to allow for a reasonable estimate of time spent walking to and from a bus stop, waiting for the bus to arrive, and making any necessary transfers from one vehicle to another.

Discussion: During this compliance review, no deficiencies were found with this requirement. Advisory comments are offered regarding FAST's standards and its oversight of long trips.

FAST's pre-site visit materials stated its standard for FASTTRAC trip lengths:

On-Board Time

FAST fixed route service operates on a one-hour (60 minute) schedule. The standard for maximum on-board time for FASTTRAC! is set at 90 minutes. Any trips exceeding 90 minutes are considered to be excessively long. The goal of FASTTRAC! is to have zero trips that exceed the 90 minute on-board standard. We use default scheduling parameters in Novus 2.1.22.2 to alert us when trips are not within tolerance.

FAST does not regularly analyze trip lengths.

Use of an absolute trip length standard is not appropriate, since it cannot account for variability in comparable fixed route travel times. FAST's 90-minute standard is not appropriate for comparing short trips taken on the fixed route systems.

The review team conducted an independent analysis of FASTTRAC trip lengths for the 26 longest trips (75 minutes or longer) from the September sample week because shorter trips are less likely to show more than a 20-minute difference between fixed route and complementary paratransit.

Using day of trip, requested pickup time (or requested drop-off time), and origin and destination addresses, the review team compared FASTTRAC trip lengths to the respective fixed route trip lengths. The team used FAST's online trip planner (www.ridefast.net). See Table 6.3.

Table 6.3 – Comparison of FASTTRAC and Equivalent Fixed Route Trip Lengths

Trip Length	Number	Percent
FASTTRAC faster than or same length as fixed route	21	80.8%
FASTTRAC 1-20 minutes longer	3	11.5%
FASTTRAC > 20 minutes longer	1	3.8%
FASTTRAC trips with no available fixed route alternative	1	3.8%
Total	26	100%

As shown in the table, of the 26 trips analyzed, only one had a travel time that was more than 20 minutes longer than its comparable fixed route trip. Based on this analysis, the number of trips with excessive trip lengths is not substantial.

In the review team's analysis of FASTTRAC trip lengths, the one paratransit trip that was more than 20 minutes greater than its comparable fixed route trip had a length of 90 minutes, so FASTTRAC's standard would not have caught this. Indeed, as presented in Table 6.4, in four of the five sampled trips longer than 90 minutes, the paratransit trip was shorter than the comparable fixed route trip.

Table 6.4 – All Sampled Trips Longer than 90 minutes

Trip	Paratransit Length	Fixed Route Length	Faster Service
1	1:39	1:49	FASTTRAC
2	1:35	2:32	FASTTRAC
3	1:41	2:38	FASTTRAC
4	1:32	2:38	FASTTRAC
5	1:40	1:30	Fixed Route

Advisory Comments: It is an effective practice to establish trip length standards that reflect comparability such as “at least X percent of complementary paratransit trips shall have travel times equal to or less than comparable fixed route travel times.” It is also an effective practice to analyze trip lengths trips on a regular basis.

No Operational Patterns or Practices Limiting the Availability of Service to ADA Paratransit Eligible Individuals – Telephone Hold Times

Requirement: Under 49 CFR § 37.131(f), transit agencies may not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any operational patterns or practices that significantly limit availability of service to ADA paratransit eligible people. Examples of such operational patterns or practices include insufficient capacity to take reservations, long telephone hold times, and untimely drop-offs for appointments.

Discussion: During this compliance review, deficiencies were found with FAST’s telephone hold times.

FAST has two telephone lines to handle FASTTRAC calls via a single telephone number (910-433-1232), from which callers may select:

- Trip reservations
- Where’s my ride?

FAST’s standard for an acceptable hold time is no more than one minute. FAST’s goal is to answer at least 90 percent of calls within this time, 95 percent within two minutes, and 100 percent within three minutes. These standards are very high and may not be achievable.

FAST began using a new telephone system in July 2015, which allowed it to better monitor calls and hold times. This system reports telephone performance in 30-minute intervals.

The review team analyzed the distribution of telephone hold times and maximum time for a call to be answered for the September sample week. Table 6.5 presents the results of this analysis.

Table 6.5 – Telephone Performance: September Sample Week

Date	Calls Answered within			
	1 minute	2 minutes	3 minutes	5 minutes
9/14, Monday	69%	80%	83%	94%
9/15, Tuesday	50%	54%	65%	70%
9/16, Wednesday	79%	85%	91%	96%
9/17, Thursday	68%	74%	77%	85%
9/18, Friday	81%	85%	86%	97%
9/19, Saturday	68%	73%	83%	88%

FAST’s reported performance is well short of its standard. During the sample week, FAST came closest to meeting its one-minute standard of 90 percent on one day (Friday – 81 percent). For the three-minute standard of 100 percent, the best daily performance was Wednesday – 91 percent).

Table 6.6 summarizes hold times in 30-minute intervals for all days of the sample week and shows that a significant portion of callers are on hold for at least three minutes between the hours of 1 and 4 p.m., with 45 percent of calls on hold at least three minutes between 1 and 3 p.m.

At the time of the site visit, either one or two CSRs were simultaneously taking trip requests and assisting with “Where’s my ride” calls. According to the Paratransit Operations Manager, the call-taking operation was short two FTEs due to staff turnover. The review team observed that the CSRs were efficient and courteous. The staff shortage appears to be the primary reason for lengthy hold times, particularly during the afternoon.

The telephone reports also confirm the impressions of riders interviewed before the site visit who said that telephone hold times are a significant problem for those attempting to book rides.

Table 6.6 – Telephone Hold Times by Time of Day: September Sample Week

Time of Day	Total Calls (6 days)	Calls Answered within	
		3 minutes	5 minutes
8:00 a.m.	28	96%	100%
8:30	28	100%	100%
9:00	22	95%	100%
9:30	17	94%	94%
10:00	31	94%	97%
10:30	17	100%	100%
11:00	20	85%	95%
11:30	31	87%	90%
12:00 noon	24	92%	92%
12:30 p.m.	20	100%	100%
1:00	35	54%	71%
1:30	32	50%	75%
2:00	28	64%	82%
2:30	38	53%	84%
3:00	52	71%	71%
3:30	32	66%	69%
4:00	40	85%	87%
4:30	25	92%	100%
5:00	7	100%	100%
5:30	9	100%	100%
6:00	8	100%	100%
6:30	9	89%	100%
7:00	4	75%	100%
7:30	17	88%	100%
8:00	3	100%	100%
8:30	9	89%	89%
9:00	1	100%	100%
9:30	3	67%	100%
10:00	0	-	-
Total	590	81%	88%

Corrective Actions and Schedule: Within 60 days of the issuance of the final report, FAST must develop a plan to improve its FASTTRAC telephone performance, particularly reducing hold times during the afternoon.

No Operational Patterns or Practices Limiting the Availability of Service to ADA Paratransit Eligible Individuals – Untimely Drop-offs for Appointments

Requirement: Under 49 CFR § 37.131(f), transit agencies may not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any operational patterns or practices that significantly limit availability of service to ADA paratransit eligible people. Examples of such operational patterns or practices include insufficient capacity to take reservations, long telephone hold times, and untimely drop-offs for appointments.

Discussion: During this compliance review, deficiencies were found with FASTTRAC’s on-time drop-off performance, which leads to substantial numbers of significantly untimely drop-offs.

FAST has no defined drop-off window for FASTTRAC trips—other than before requested drop-off time. Its performance standard is for 90 percent of trips with a requested drop-off (appointment) time to arrive on time.

FAST provided drop-off performance reports generated by its paratransit software, which are summarized in Table 6.7. As shown, on-time drop-off performance for the six-month timeframe (January–June 2015), was close to FAST’s 90 percent standard. Monthly performance ranged from 87.8–90.6 percent. For the six months, overall reported pickup performance was 89.4 percent.

Table 6.7 – Reported On-time Drop-off Performance for FASTTRAC: January–June 2015

	Jan	Feb	Mar	Apr	May	Jun	Total
Trips with Appointments	2,474	2,113	2,911	2,722	2,499	2,415	17,396
On-Time Performance	89.9%	89.1%	87.8%	88.8%	90.6%	90.6%	89.4%

The review team independently analyzed on-time drop-off performance using the same September sample used for the on-time pickup performance. Of those 277 trips, 160 had a requested drop-off time. (See Table 6.8.) As shown, one quarter of all trips with a requested drop-off time (25.6 percent) arrived late. While a much smaller proportion arrived more than 15 minutes late (6.9 percent), the overall proportion of late trips constitutes a capacity constraint.

Furthermore, 21.9 percent of trips with a requested drop-off time arrived more 30 minutes early. This represents a high proportion of untimely (very early) drop-offs and reflects FAST’s practice of instructing CSRs to schedule pickups some trips when capacity is limited up to two hours before the appointment, regardless of the actual travel time. (See discussion of Response Time in Section 6.5.) Very early drop-offs are a potential concern for riders with early morning appointments, since they may take place before a facility opens.

**Table 6.8 – On-Time Drop-Off Performance for FASTTRAC Trips with Appointment Times
September Sample Week**

	Number	Percent
Sample Size	160	100%
> 30 minutes late	3	1.9%
16–30 minutes late	8	5.0%
1–15 minutes late	30	18.8%
All late	41	25.6%
0–15 minutes early	36	22.5%
16–30 minutes early	32	20.0%
>30 minutes early	35	21.9%
>60 minutes early	4	2.5%

Corrective Actions and Schedule: Within 60 days of the issuance of the final report, FAST must develop a plan to reduce the high proportion of late drop-offs. FAST must also develop a plan to reduce the high proportion of very early drop-offs.

6.7 Subscription Service

Requirement: Under 49 CFR § 37.133, transit agencies are permitted (but not required) to provide subscription service (pre-arranged trips at a particular time not requiring individual trip reservations for each trip). If provided, however, subscription service may not comprise more than 50 percent of the available trips at any given time unless the system is experiencing no capacity constraints.

Discussion: During this compliance review, deficiencies were found with this requirement.

FAST offers subscription service for FASTTRAC. FAST managers said that they intend to formalize their subscription policies in FAST's Paratransit Plan Update. In practice, a rider can get subscription service for traveling the same day and time with the same origin and destination at least once per week. According to the draft Plan Update:

FASTTRAC! makes every effort not to exceed a subscription rate of 51% during any hour block of time. Peak times are typically 5:30 – 9:00 AM and 2:00 – 5:30 PM, Monday thru Friday. If the current subscription rate is too high during the time requested, the Paratransit Supervisor will contact the applicant by phone to see if an alternate time may be acceptable. If the applicant does not accept an alternate time schedule, he/she may be placed on a waiting list.

As discussed earlier in this section, FASTTRAC service has capacity constraints resulting in poor pickup and drop-off performance. Because FASTTRAC is experiencing capacity constraints, FAST must lower subscription service to less than 50 percent of total trips in the periods when these constraints are present, or resolve the capacity constraints.

Based on an analysis of trips from the September sample, approximately 30 percent of FASTTRAC's overall trips are subscription trips. FAST indicated that based on a previous analysis of June 2014 trips, subscription trips exceed 50 percent of all trips on weekdays 7–9 a.m. and 2–4 p.m.

Corrective Actions and Schedule: Within 60 days of the issuance of the final report, FAST must further analyze FASTTRAC performance to identify hours when capacity constraints occur and limit subscription service to no more than 50 percent of all trips.

6.8 Reasonable Policies for Proposed Service Suspensions for Missing Scheduled Trips and the Right to Appeal

Requirements: Section 37.125(h) of the DOT ADA regulations states that transit agencies “may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.” FTA has permitted transit agencies to regard late cancellations as no-shows if and only if they have the same operational effect on the system as a no-show, generally within less than 1–2 hours of the scheduled trip time. If riders do not show up for the outgoing portions of round trips, transit agencies cannot automatically assume that the return trip is not needed.

Under 49 CFR § 37.125(h)(1), trips missed by riders for reasons beyond their control, including trips missed due to operator or transit agency error, must not form a transit agency’s basis for determining that such a pattern or practice exists. The transit agency’s policies must therefore distinguish between no-shows that are within the rider’s control and those that are not, and propose sanctions only on the basis of the former. In order to establish whether a rider has engaged in a pattern or practice of missing scheduled trips, the transit agency must also account for a passenger’s frequency of use. The appeal process required under § 37.125(g) must be available to an individual on whom sanctions have been imposed, and the sanction must be stayed pending the outcome of the appeal.

Discussion: During this compliance review, deficiencies were found with this requirement. FAST does not properly distinguish between rider no-shows and carrier-missed trips. In addition, FAST’s cancellation policy is incorrect.

The FASTTRAC orientation package (pages 23–25) includes the following categories of rider behavior that result in a no-show:

- Not coming the vehicle within five minutes after its arrival within the pickup window (including canceling at the door)
- Canceling a scheduled trip less than two hours from the appointment time
- Canceling a scheduled trip when the vehicle is on the way

The third category is not appropriate, as a rider has no way of knowing when a vehicle is on the way. In practice, FAST’s intent for this category is likely covered by the second category.

In addition, riders wishing to cancel a very early trip within the permitted two hours have no way to reach FAST by telephone because dispatchers are not on duty before 5:30 and no voice messaging exists overnight. In practice, the Paratransit Operations Manager said that FAST does not charge the rider with a late cancellation in such a situation.

The draft Paratransit Plan Update includes:

A proposed threshold for a service suspension: “Rider has booked at least eight trips in a calendar month and has a no-show/late cancellation rate of at least 25 percent.”

Suspension level tiers for repeated instances of excessive no-shows:

- | | |
|------------------------|--|
| • First Incident | Initial Warning Letter |
| • Second Incident | Final Warning Letter |
| • Third Incident | 7-day suspension from service or \$10 penalty |
| • Fourth Incident | 14-day suspension from service or \$15 penalty |
| • Fifth Incident | 30-day suspension from service or \$20 penalty |
| • Additional Incidents | 30-day suspension from service or \$25 penalty |

The monetary penalty is not mandatory. A rider may choose to pay the penalty in place of the service suspension.

The draft Plan Update also states:

Only no-shows that are under the rider's control may be counted against the rider. No-shows caused by reasons beyond the rider's control (e.g., scheduling problems, late pickups, and operational problems on the part of the transit provider or a family emergency or sudden turn for the worse in a variable medical condition) or operator error must not be counted against the rider.

FAST's threshold for service suspensions and suspension durations are appropriate.

As of the time of the site visit, FAST was not suspending riders for excessive no-shows. FAST plans to present the entire draft Plan Update for public comment and subsequently begin enforcing the policy.

Verifying No-Shows

To verify the accuracy of FAST's no-show coding process, the review team analyzed a sample of 22 scheduled trips from the sample week that dispatchers coded as no-shows. They reviewed the reconciled data and confirmed that 17 scheduled trips were rider no-shows and three were miscoded because the vehicle arrived after the end of the window; these were actually missed trips. Two additional trips did not have sufficient information to confirm them as no-shows. If one assumes that the two trips without sufficient documentation were missed trips rather than no-shows, this would yield a total of five missed trips during the sample week, compared to over 943 completed trips plus no-shows. This proportion of missed trips (0.53 percent) does not constitute a capacity constraint.

Corrective Actions and Schedule: Within 60 days of the issuance of the final report, FAST must begin to review all trips coded as no-shows to confirm that they are no-shows rather than missed trips. This prevents FAST from improperly charging riders with no-shows and late cancellations when they are either missed trips or there is not enough documentation to verify as them as either no-shows or late cancellations.

FAST must also formalize its procedures for cancelling early morning trips. FAST may continue to follow its current procedures or provide another means for early-morning riders to cancel a trip without penalty.

FAST must also revise its policies to eliminate "canceling a scheduled trip when the vehicle is on the way" as a potential reason for a no-show.

6.9 Complaint Resolution and Compliance Information

Requirements: Under 49 CFR § 27.13(b), transit agencies must have administrative procedures in place that incorporate appropriate due process standards and provide for the prompt and equitable resolution of complaints.

Under 49 CFR § 27.13(a), the transit agencies must designate at least one person to coordinate its efforts to comply with the Part 27 nondiscrimination requirements.

Under 49 CFR § 27.13(b), the transit agency must adopt procedures that incorporate appropriate due process standards and provide for the prompt and equitable resolution of complaints. This includes sufficiently advertising to the public, the process for filing a complaint, including the name, address, telephone number, and email address of the aforementioned coordinator. Public advertising includes the agency's website. The complaint procedures must be accessible to and usable by individuals with disabilities. Finally, transit agencies must promptly communicate its response to the complaint allegations, including its reasons for the response, to the complainant by a means that will result in documentation of the response.

Under 49 CFR § 27.121(b), transit agencies must keep all complaints of noncompliance on file for one year and a record of all such complaints (which may be in summary form) for five years.

Discussion: During this compliance review, deficiencies were found in FAST's procedures for resolving complaints. No deficiencies were found with how FAST maintains complaint records.

The Paratransit Operations Manager is responsible for coordinating all FASTTRAC complaints. The FAST website has a "Contact Us" [page](#), with a "Comments, Compliments or Concerns" section. This page includes a reference to the ADA. It applies to all FAST services, not only FASTTRAC:

Fayetteville Area System of Transit strives to provide safe, efficient, reliable, courteous service to everyone in our community. If you have a comment, compliment or concern that you would like to share, we want to hear from you. Please fill out the form on the main "Contact Us" page. Please make sure that you provide detailed information, such as time of day, route number, bus number and/or driver name so that we can respond to your comment, compliment or concern accordingly.

Any person who wishes to file a complaint against the City of Fayetteville for an alleged violation(s) of provisions of the Americans with Disabilities Act may do so by contacting the City's ADA Coordinator at (910) 433-1696, or by visiting the Fayetteville-Cumberland County Human Relations Department at 433 Hay Street.

Forms on which to file your complaint will be provided, or if necessary your complaint will be heard verbally. A record of your complaint and the action taken will be maintained in the ADA Coordinator's office. The designated ADA Coordinator will contact you regarding your complaint within 10 business days of being filed.

This narrative omits the required email address for the ADA Coordinator. The email address can be provided using an individual's name or title, such as "ADA_Coordinator@agency.gov." In addition, the narrative does not provide an address for sending complaints via mail.

Telephone callers put on hold also hear instructions on filing complaints. The FAST receptionist receives complaint calls and enters the information into "City Works," a citywide software program. FAST previously used Excel software and was migrating past complaint records (going back several years) into the new system at the time of the site visit. City Works allows the Paratransit Operations Manager to track complaints, including the number of complaints (valid and not valid), call date, resolution, and how long it takes to address and close the complaint. In addition, the software allows complaint files to include video and audio recordings. The Paratransit Operations Manager said that FAST uses the video footage for corrective training purposes. All FASTTRAC vehicles have video cameras that hold footage for at least 72 hours.

The Paratransit Operations Manager opens the City Works page in the morning and leaves it open all day so that she is immediately notified if a complaint is received and logged.

The Paratransit Operations Manager also receives a copy of all FASTTRAC-related complaints and assigns new complaints to the supervisor responsible for gathering video and audio recordings, or photos if needed. FAST procedures require that the investigators collect and analyze all relevant information, and assign fault, before closing a complaint. FAST enhances the effectiveness of an investigation by creating a list of standardized questions.

FASTTRAC protocol requires that every complainant receives a follow-up telephone call explaining how the complaint was resolved. At the time of the site visit, the Paratransit Operations Manager made most of these calls.

The review team examined 21 ADA-related complaints from July through September 2015, of which almost all resolved within two days, including contact with the complainant. FAST responded to and resolved all complaints within six days. Each complaint file included a detailed narrative of the

complaint, the result of the investigation, and the response sent to the complainant. The City Council receives this information on a monthly basis.

Corrective Actions and Schedule: Within 60 days of the issuance of the final report, FAST must revise its public information for filing complaints to include the ADA Coordinator's email and postal address.

6.10 Nondiscrimination

Requirement: Under 49 CFR § 37.5, transit agencies are prohibited from discriminating against an individual with a disability in connection with the provision of transportation service, or deny any individual with a disability the opportunity to use the transportation services it provides to the general public. Discriminatory practices include and are not limited to requiring the use of alternate transportation services, requiring persons with disabilities to be accompanied by an attendant, imposing user fees or special charges upon people with disabilities and requiring people with disabilities to use designated priority seating.

Discussion: During this compliance review, no deficiencies were found with this requirement.

FAST has a one-page "Rider Rules of Conduct & Exclusion Policy" that applies to fixed route and FASTTRAC services. The rules include a range of prohibited behaviors.

The FASTTRAC orientation packet (pages 21–22) includes a section on "Reasonable Modification." This section paraphrases the DOT requirements.

FAST has no requirement for FASTTRAC riders to be accompanied by an attendant, no user fees or special charges for people with disabilities, and no requirement for people with disabilities to use designated priority seating. Under North Carolina law, all FASTTRAC riders are required to wear seatbelts.

6.11 Training Requirements

Requirement: Under 49 CFR § 173, each public or private entity which operates a fixed route or demand responsive system shall ensure that personnel are trained to proficiency, as appropriate to their duties, so that they operate vehicles and equipment safely and properly assist and treat individuals with disabilities who use the service in a respectful and courteous way, with appropriate attention to the difference among individuals with disabilities.

Discussion: During this compliance review, no deficiencies were found with the requirement to train personnel to proficiency in their duties for FASTTRAC. An advisory comment is made concerning FASTTRAC CSR training.

Both fixed route and FASTTRAC drivers receive 22 days of training upon hiring, with five days in the classroom and the balance on the road with a senior trainer. In addition to annual refresher trainings, FAST holds monthly meetings during which instructors may discuss paratransit issues or other issues that come up. One such specialized session (Safety Sunday) took place in October 2015 on safely transporting riders with disabilities. FAST also conducts post-accident remedial training for at-fault accidents. The review team examined a database confirming completion of required driver training.

The review team interviewed FAST's training manager and reviewed the driver training manual, "USDOT Transportation Safety Institute: Vehicle Operations, Emergency Management, Customer Relations: Participant's Manual." This document includes a 51-page section on providing service to elderly and disabled customers, including a section on the ADA. Although the manual is primarily directed toward fixed route drivers, it is thorough with regard to ADA topics. However, it does not contain the most recent updates in FTA's ADA Circular.

Based on interactions and interviews during the site visit, FAST staff and managers appear to understand DOT's Reasonable Modification requirements and many other ADA topics. In addition, interviews with FASTTRAC operators confirmed they understand ADA requirements and the basis for reasonable modifications, as well as the definition of pickup windows.

At the time of the site visit, there were two full-time CSRs and neither had completed all of the training FAST provides. Due to staffing shortages, FAST had to place them into their positions immediately upon hiring. As a result, they were learning "on-the-job." The Paratransit Operations Supervisor anticipated that this situation would improve once they hired additional staff to relieve current CSRs. During their observations, review team members did not specifically see CSRs perform incorrect procedures. However, the CSRs' limited experience and incomplete training on paratransit software likely has slowed the reservations process, which contributes to longer telephone hold times.

Advisory Comment: It is an effective practice to provide comprehensive training in paratransit software for all employees involved in the trip reservations, scheduling, and dispatching process.

6.12 Service Under Contract with a Private Entity

Requirement: Under 49 CFR § 37.23, transit agencies must ensure that any private entity with which it has entered into a contract or other arrangement to provide complementary paratransit service meets all the obligations of the DOT ADA regulations, including those for service provision and vehicle acquisition, that the transit agency would be required to meet, if it provided the service directly.

Transit agencies must have policies and procedures in place to monitor contractors' performance and ensure that contractors meet the requirements. Transit agencies are not permitted to neglect monitoring or to limit their monitoring to the terms and conditions of contract or other arrangements with the private entity or entities.

Discussion: FAST does not contract with or have an agreement with a private public entity to provide complementary paratransit service on its behalf.

6.13 Service Provided by Another Public Entity

Requirement: 49 CFR Part 37 applies to any public entity that provides designated public transportation or intercity or commuter rail transportation. Under 49 CFR § 37.21(b), for entities receiving Federal financial assistance from the Department of Transportation, compliance with the applicable requirements of 49 CFR Part 37 is a condition of § 504 of the Rehabilitation Act of 1973 and of receiving financial assistance. Where a transit agency relies on another public entity to provide complementary paratransit service on its behalf, the transit agency remains responsible for meeting the requirements of 49 CFR Part 37. In other words, a transit agency must ensure that the service provided on its behalf meets all of the requirements that the transit agency would be required to meet, if the transit agency provided the service directly.

Transit agencies must have policies and procedures in place to monitor the performance of such service to ensure that these requirements are met; transit agencies are not permitted to defer to the public entity operating the service.

Discussion: FAST does not contract with or have an agreement with another public entity to provide complementary paratransit service on its behalf.

6.14 Coordination of Service

Requirement: Under 49 CFR § 37.139(g), public transit operators were required to address efforts to coordinate service with other fixed route operators with overlapping or contiguous service areas or jurisdictions when developing their complementary paratransit plans. Coordination is an ongoing process; while these efforts are likely to have evolved over time, it is expected that such transit agencies will have a mechanism in place to ensure that complementary paratransit riders have an ability to make interjurisdictional trips on a comparable basis to individuals using the fixed route system.

Discussion: During this compliance review, no deficiencies were found with this requirement. At the time of the site visit, no transit agencies had overlapping or contiguous service areas with FAST's complementary paratransit service area.

Summary Table of Compliance Review Findings

Item	Part 27 or 37 or 38 Requirement	Reference	Site Visit Finding deficiency/no deficiency or advisory comment	Finding(s) of Deficiency	Response Days/Date
1	Comparable complementary paratransit service	37.121	No deficiencies		
2	Absence of administrative burden	37.125 & 37.5	No deficiencies		
3	ADA paratransit eligibility standards	37.123(e) (1)-(3)	No deficiencies 1 advisory comment		
4	Accessible information	37.125(b)	1 deficiency	The availability of accessible information is not sufficiently described in public information, eligibility application materials, or rider guides	60/6-1-16
5	Eligibility determinations within 21 days	37.125(c)	No deficiencies 1 advisory comment		
6	Written eligibility determinations including specific reasons for denials or temporary or conditional eligibility	37.125(d)(e)	2 deficiencies	Letter that denies eligibility does not include specific reasons for the decision Letter that denies eligibility does not notify the applicant of the right to have an in-person appeal hearing	60/6-1-16 60/6-1-16
7	Recertification of eligibility at reasonable intervals	35.125(f)	No deficiencies 1 advisory comment		
8	Administrative appeals process for denials and conditional eligibility	37.125(g)	1 deficiency	Letter that denies eligibility does not identify who hears appeals	60/6-1-16

Item	Part 27 or 37 or 38 Requirement	Reference	Site Visit Finding deficiency/no deficiency or advisory comment	Finding(s) of Deficiency	Response Days/Date
9	Complementary paratransit for visitors	37.127	No deficiencies 1 advisory comment		
10	Types of service	37.129	No deficiencies		
11	Service area	37.131(a)	No deficiencies 1 advisory comment		
12	Response time	37.131(b)	No deficiencies 1 advisory comment		
13	Fares	37.131(c)	No deficiencies		
14	No trip purpose restrictions	37.131(d)	1 deficiency	Written policy improperly states that FAST must ask riders for their trip purpose	60/6-1-16
15	Hours and days of service	37.131(e)	No deficiencies		
16	Absence of capacity constraints	37.131(f)	(See items 17-22 below)		
17	No restrictions on the number of trips provided to an individual	37.131(f)(1)	No deficiencies		
18	No waiting list for access to the service	37.131(f)(2)	No deficiencies		

Item	Part 27 or 37 or 38 Requirement	Reference	Site Visit Finding deficiency/no deficiency or advisory comment	Finding(s) of Deficiency	Response Days/Date
19	No substantial numbers of significantly untimely pickups for initial or return trips	37.131(f) (3)(i)(a)	2 deficiencies	Substantial number of untimely pickups Inaccurate reporting of pickup performance	60/6-1-16 60/6-1-16
20	No substantial numbers of trip denials or missed trips	37.131(f) (3)(i)(b) 37.131(3)(1)(b)	1 deficiency	Definition of missed trips is incomplete	60/6-1-16
21	No substantial numbers of trips with excessive trip lengths	37.131(f) (3)(i)(c)	No deficiencies 2 advisory comments		
22a	No operational patterns or practices significantly limiting service availability (telephone hold times)	37.131(f)	1 deficiency	Poor hold time performance, particularly in the afternoon	60/6-1-16
22b	No operational patterns or practices significantly limiting service availability (untimely drop-offs)	37.131(f)	2 deficiencies	High proportion of late drop-offs High proportion of very early drop-offs	60/6-1-16 60/6-1-16
23	Subscription Service	37.133	1 deficiency	Subscription trips in excess of 50 percent of total trips during certain hours on certain days when capacity constraints are present	

Item	Part 27 or 37 or 38 Requirement	Reference	Site Visit Finding deficiency/no deficiency or advisory comment	Finding(s) of Deficiency	Response Days/Date
24	No-show, late cancel and reasonable service suspension & appeal policies	37.125(h) (1)-(3)	3 deficiencies	Improperly including “canceling a scheduled trip when the vehicle is on the way” as a potential type of rider behavior that may result in a no-show Not properly verifying no-shows to identify mis-coding of actual missed trips No means for rider to cancel an early morning trip at least two hours in advance unless calls the night before	60/6-1-16 60/6-1-16 60/6-1-16
25	Complaint Resolution & Compliance Information	27.13(b) & 27.121	1 deficiency	Email and mailing addresses for submitting complaints are not included in public information	60/6-1-16
26	Nondiscrimination	37.5	No deficiencies		
27	Training	37.173	No deficiencies 1 advisory comment		
28	Service under contract with a private entity	37.23	Not applicable		
29	Service provided by another public entity	37.21(b)	Not applicable		
30	Coordination of service	37.139(g)	No deficiencies		

Attachment A

FTA Notification Letter to Fayetteville Area System of Transit



U.S. Department
Of Transportation
**Federal Transit
Administration**

Headquarters

East Building, 5th Floor, TCR
1200 New Jersey Ave., SE
Washington, D.C. 20590

July 9, 2015

Ms. Kelly Blazey
Assistant Director
Fayetteville Area System of Transit
455 Grove Street
Fayetteville, NC 28301-0998

Dear Ms. Blazey:

The Federal Transit Administration (FTA) is responsible for ensuring compliance with the Americans with Disabilities Act of 1990 (ADA) and the Department of Transportation's (DOT) implementing regulations at 49 CFR Parts 27, 37, 38 and 39 as they apply to public transportation. As part of its ongoing oversight efforts, FTA through its Office of Civil Rights conducts a number of on-site ADA compliance reviews of grant recipients. The Fayetteville Area System of Transit (FAST) has been selected for a review of its FASTTRAC! paratransit service to take place during the week of October 19-22, 2015.

The purpose of this review will be to determine whether FAST is meeting its obligations to provide paratransit service as a complement to its fixed route bus service in accordance with the service criteria and eligibility requirements contained in Subpart F of 49 CFR Part 37, and other related requirements contained in 49 CFR Parts 27, 37 and 38.

The review process includes data collection prior to the site visit, an opening conference, an on-site analysis of the FASTTRAC! complementary paratransit service, and an exit conference. The entire on-site portion of the review will be completed within four days. FTA has engaged the services of the Collaborative, Inc. (the Collaborative) of Boston, MA to conduct this compliance review. The Collaborative team and FTA representatives will participate in the opening and exit conferences, with FTA participating by telephone.

We request an opening conference at **9 a.m. on Monday, October 19, 2015**, to introduce the Collaborative team and FTA representatives to FAST, including you or your designee, the FAST director of paratransit, the ADA coordinator, and other key staff. During the opening conference, the review team members will present an overview of the on-site activities.

Because review team members will spend considerable time on site during the week, please provide them with temporary identification and a workspace within or near the FASTTRAC! offices for the duration of their visit. Please let us know if you will designate a member of your staff to serve as FAST's liaison with the review team and will coordinate the site visit and address questions that may arise during the visit.

So that we may properly prepare for the site visit, we request that you provide the information described in Enclosures 1 and 2. Enclosure 1 consists of items that must be received within 30 calendar days of the date of this letter. These materials should be forwarded to:

David Chia
Senior Associate
the Collaborative, Inc.
122 South Street
Boston, MA 02111
617-338-0018 x17
dc@thecollaborative.com

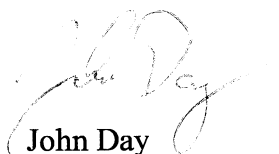
Enclosure 2 consists of items that the Collaborative team will review on-site beginning on October 19, 2015 after the opening conference.

We request the exit conference be scheduled for **2 p.m. on Thursday, October 22, 2015**, to afford an opportunity for the reviewers to discuss their observations with you and your agency. We request that you or your designee, the FAST director of paratransit, the ADA coordinator, and other key staff attend the exit conference. The FTA Office of Civil Rights will make findings and will provide them to you in a draft report. You will have an opportunity to correct any factual errors before FTA finalizes the report. The Draft and Final Reports, when issued to FAST, will be considered public documents subject to release under the Freedom of Information Act, upon request.

FAST and FASTTRAC! representatives are welcome to accompany the review team during the on-site activities, if you so choose. If you have any questions or concerns prior to the opening conference, please contact Anita Heard, Program Manager for this compliance review, at 202-493-0318 or at her e-mail address: anita.heard@dot.gov

Thank you in advance for your assistance and cooperation as we undertake this process. We look forward to working with FAST and FASTTRAC! staff.

Sincerely,



John Day
ADA Team Leader

cc: Randy Hume, Director, Fayetteville Area System of Transit
Yvette G. Taylor, FTA Region IV Administrator
Carlos Gonzalez, FTA Region IV Civil Rights Office

Enclosure 1

The following information must be submitted to the Collaborative within 30 calendar days from the date of this letter.

1. A description of how complementary paratransit service is structured and provided, including:
 - How trip requests/reservations are handled (by contractors?) and the address(es) where reservations are taken
 - How trips are scheduled (by contractors?) and the address(es) where scheduling is done
 - How dispatching is handled (by contractors?) and the address(es) of the central dispatch offices

Note that the Collaborative may contact you in advance to discuss this first question.

2. A copy any current operator contracts and any joint operating agreements for complementary paratransit with other public entities
3. A copy of the complementary paratransit operator manual, and copies of all rider guides, service brochures, or other documents that explain to the public and eligible riders how trips are requested and how service is provided
4. A description of the complementary paratransit service standards, including:
 - How is “on-time” performance defined and what is the goal for the percentage of trips to be provided within the standards?
 - What standards have been set regarding acceptable numbers or percentages of ADA trip denials?
 - What travel time is considered comparable to fixed route and what travel time is considered too long? What are the goals for the percentages of trips to be provided within the standards?
5. Telephone call-handling performance standards for calls to reservation and dispatch: What are the standards for hold time (and/or call pickup) and abandoned calls? What are the goals for the percentages of calls to be handled within these standards?
6. Samples of driver manifests (described in Item #1 of Enclosure 2) and samples of records, reports, or tabulations of the complementary paratransit information (described in Item #2 of Enclosure 2)
7. Capital and operating budget and expenditures for complementary paratransit service for the four most recent fiscal years, including the current fiscal year
8. The number of complementary paratransit trips scheduled and provided, and trips denied for the four most recent fiscal years, including the current fiscal year
9. Three copies of the fixed route system map

Enclosure 2

We request that the following information and/or assistance be available at the beginning of the on-site visit:

1. Copies of completed driver manifests for the most recent six-month period
2. The following complementary paratransit data, by month, for the last six months (paper copies as well as in electronic format, if available):
 - Trips requested
 - Trips scheduled
 - Trips denied
 - Canceled trips
 - Passenger no-shows
 - Carrier missed trips
 - Trips provided
 - An itemization of trips requested, scheduled, and provided
 - A listing of trips denied each month showing customer's name, origin, requested destination, day and time, and if the person was ambulatory or used a wheelchair
 - On-time performance information
 - A listing of trips longer than 60 minutes showing the customer name, origin, destination, day and time, if the customer was ambulatory or used a wheelchair, and the total time on-board
 - A listing of passenger no-shows and carrier missed trips for last month with negotiated pickup times and actual vehicle arrival and departure times
 - Telephone call management records (if available) showing hold times by hourly or half-hourly periods and day, total call volume, calls answered and abandoned
3. A list of complaints from the past year related to the ADA paratransit eligibility process, provision of complementary paratransit service or other complaints of discrimination. Provision of service complaints should include all complaints related to trip denials, missed trips, wait lists, trip caps, trip restrictions or limits, on-time performance, lengthy trips, phone capacity issues, etc. showing the customer's name, trip origin, date and type of complaint, and transit agency resolution (any corrective actions requested and taken)
4. The following ADA paratransit eligibility information:
 - Copy of a blank application form
 - Copies of eligibility guidelines and policies and any assessment or interview forms
 - Sample letters of all types of determination (unconditional, conditional, temporary, trip eligible (if applicable) and
 - Other letters related to receipt of applications, incomplete applications, eligibility appeals and other eligibility issues
 - Total number of ADA paratransit eligible individuals
 - Access to eligibility files and appeals records

Fayetteville Area System of Transit: Complementary Paratransit Compliance Review

- For the most recent 12 months:
 - Number of applications received
 - Number of completed applications considered and processed
 - Number of applications determined incomplete
 - Number of people determined unconditional eligible
 - Number of people determined conditionally eligible
 - Number of people determined temporarily eligible
 - Number of people determined ineligible
- 5. Any documentation, policies, procedures and correspondence related to service suspensions for missing scheduled trips (i.e., passenger no-shows and/or late cancellations)
- 6. Work shift assignments for reservationists (call-takers), schedulers, dispatchers, and drivers
- 7. Access to personnel records showing hire and termination dates for reservationists (call-takers), schedulers, dispatchers, drivers, and road supervisors
- 8. Current complementary paratransit fleet roster with vehicle type, make and model year and odometer reading, (designating whether the vehicles are accessible or inaccessible), numbers of accessible and inaccessible spares. For each accessible vehicle, please include the design load of the lift or ramp
- 9. Run structure (vehicles in service by hour of day)
- 10. Access to the most recent six months of daily vehicle pullout records showing late pullouts and closed runs
- 11. Vehicle availability reports for most recent six months
- 12. Copies of pre-trip vehicle inspection and preventative maintenance form(s)
- 13. Assistance with viewing and capturing parameters used in the scheduling software
- 14. Assistance with viewing and collecting data on vehicle run structures and peak pullout requirements
- 15. Subscription trips by hour
- 16. Training curricula for each type of complementary paratransit employee
- 17. Procedures for providing information and communication in accessible formats

Attachment B
FAST Response to Draft Report (pending)

Attachment C
FASTTRAC Application



Transit Rider's A.D.A Choice!

ADA ELIGIBILITY APPLICATION

Please complete this application as thoroughly as possible, and to the best of your ability. In order to be considered complete, **every question** on the application must be answered. If you have any questions, please call (910) 433-1232.

Purpose: To provide an opportunity for you to describe limitations you may have which prevent you from using FAST bus service. The more information you provide, the better our ADA staff will understand your abilities.

Return the completed application to:

FAST

455 Grove Street

Fayetteville, NC 28301

PLEASE PRINT

General Information

Name _____

Street Address _____

City _____ State _____ Zip code _____

Home phone _____ Work phone _____

Date of Birth (Month/Day/Year) _____

Emergency contact: Please list the name of the person or agency that we may contact in the event of an emergency:

Name _____ Phone number _____

Address _____

City _____ State _____ Zip code _____

Relationship _____

Medical care: Please list the name of the physician, health care professional or rehabilitation counselor who may be contacted by FAST Staff if verification is required:

Name _____ Phone number _____

Address _____

City _____ State _____ Zip code _____

Information regarding your current use of the FAST bus service

Do you currently use the FAST bus at all?

☐ Yes ☐ No

When was the last time you used the FAST bus service?

Can you get to a bus stop by yourself? Check One.

☐ Yes ☐ No ☐ Sometimes

Describe your disability and explain how it prevents you from using the FAST regular bus service. Be specific.

Is this condition temporary? Check one.

☐ Yes, until (date) _____

☐ No

YOUR FUNCTIONAL ABILITY and MOBILITY INFORMATION

Do you use any of the following mobility aids? Check all that apply.

- _____ Wheelchair
- _____ Cane
- _____ White cane
- _____ Crutches
- _____ Walker
- _____ Service animal
- _____ Hearing aid
- _____ Prosthesis
- _____ Other (please specify) _____

Do you need someone to help you when you travel outside of the home?

☐ Yes ☐ No ☐ Sometimes

If you need someone to help you, what do they do for you?

Can you walk up and down three 12-inch steps without help?

☐ Yes ☐ No ☐ Sometimes

Can you cross the street when a curb cut is available?

☐ Yes ☐ No ☐ Sometimes

Are you able to identify the correct bus?

☐ Yes ☐ No ☐ Sometimes

Can you wait at least 10 minutes at a bus stop that does not have a seat and a shelter?

☐ Yes ☐ No ☐ Sometimes

What barriers in your surroundings make it difficult for you to use the bus? Check all that apply.

- ☐ Lack of curb cuts
- ☐ No sidewalks
- ☐ Steep hills
- ☐ Busy streets I must cross
- ☐ Sidewalks are in poor condition (holes, etc.)
- ☐ Other (please specify) _____

Are you able to read, hear, understand and/or process information, schedules or directions that are needed to make necessary decisions during a trip?

☐ Yes ☐ No ☐ Sometimes

INFORMATION ABOUT ACCESSIBLE FAST BUS SERVICE

Traveling by FAST bus is a good alternative for those who are able to ride the bus. Even if you cannot ride the bus by yourself, you may want to consider using the bus if someone will be available to assist you. FAST offers special fare incentives to ADA riders using the bus in the form of a reduced fare.

YOUR CURRENT TRAVEL

List your four most frequent destinations and how you get there now:

Destination address (Street address)	How often? (Daily, weekly, monthly, etc.)	Transportation mode now? (Friend's car, bus, etc.)
---	--	---

1. _____

2. _____

3. _____

4. _____

Now, please review the entire application to make sure all questions have been answered to the best of your ability. Once you return your completed application to us, you will receive a call from the Para-Transit Supervisor to set up an interview. All applicants must be interviewed before they are considered for ADA services.

ACKNOWLEDGMENT

I, the Applicant, understand that the purpose of this application form is to determine my eligibility for the ADA service. I agree to immediately notify the Fayetteville Area System of Transit (FAST) of any changes in disability status and understand that this may affect my eligibility to use the service. Persons in violation will receive in writing a notification that service will be suspended. I also agree to release the information contained herein, which will be treated confidentially. I understand further that FAST reserves the right to request additional information at its discretion.

Signature of Applicant

Date

Printed Name of Applicant

Signature of Preparer, Parent or Legal Guardian (if other than Applicant) Date

Printed Name of Preparer, Parent or Legal Guardian

OFFICE USE ONLY

Date Application Received: _____

Approved _____ Denied _____ Date _____ By _____

Which bus route(s) serve the applicant's neighborhood and where is the closest stop?



PROFESSIONAL VERIFICATION FORM (PVF) FOR ADA

NOTE: The next three pages of this document must be completed by a physician, health care professional, or licensed rehabilitation counselor.

Applicant's Name:

The Americans with Disabilities Act of 1990 (ADA) is a Civil Rights bill which bans discrimination against people who are functionally unable to ride the current fixed route bus service. Services must be provided to those who are unable to use fixed route bus services. The applicant has indicated that you can provide information regarding his/her abilities to use ADA services. In order to be considered, **every question** on the PVF must be answered. The information you provide will enable us to make an appropriate determination for each trip request. All information will be kept confidential.

Please mail/fax the completed form to:

FAST
455 Grove Street
Fayetteville, NC 28301
Fax: 910-433-1064

How do you know the applicant?

Medical diagnosis of condition(s) causing disability:

Is this condition temporary?

☐ No ☐ Yes/Please provide an end date _____

Is the applicant able to (check all that apply):

Walk or travel 200 feet without assistance?	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Walk or travel ¼ mile without assistance?	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Walk or travel ¾ mile without assistance?	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Climb three 12-inch steps without assistance?	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Wait outside without support for 10 minutes or more?	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Does the applicant use any mobility aids?	<input type="checkbox"/> No	<input type="checkbox"/> Yes

If yes, please list and explain to what extent:

Does the applicant have a hearing disability? ☐ No ☐ Yes

Does the applicant have a cognitive disability? ☐ No ☐ Yes

If yes, can the applicant (check all that apply):

Give address and phone numbers upon request?	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Recognize a destination or landmark?	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Deal with an unexpected change in routine?	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Ask for, understand, and follow directions?	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Safely and effectively travel through crowded and/complex facilities?	<input type="checkbox"/> No	<input type="checkbox"/> Yes

Please identify any other conditions that limit the applicant's ability to use the FAST bus:

NOTE: It is important that **all parts** of this form are completed. If not, the applicant's certification process will be delayed.

Print Name and Title:

Signature: _____ Date: _____

Clinic/Agency Name:

City: _____ State: _____ Zip Code: _____

Professional License, Registration or Certification Number: _____

Attachment D
FASTTRAC Orientation Material



Paratransit Services as Provided by the
Americans with Disabilities Act of 1990

www.ridefast.net

FASTTRAC!

910-433-1232 (1ADA)

455 Grove St.

Fayetteville, NC 28301

FAST (Fixed Route) Information Center

910-433-1747

147 Old Wilmington Rd.

Fayetteville, NC 28301

HOURS OF OPERATION

Monday-Friday	5AM-10:30PM
Saturday	7AM-10:30PM
Sunday	CLOSED
New Year's Day	CLOSED
4 th of July	CLOSED
Thanksgiving Day	CLOSED
Christmas Day	CLOSED

FAST administrative offices are closed
on all federal holidays.

WHAT IS ADA PARATRANSIT SERVICE?

The Americans with Disabilities Act (ADA) is a federal civil rights law for people with disabilities. ADA paratransit services are designed to help customers who cannot use the fixed route system due to a disability. As part of the ADA of 1990, the United States Department of Transportation requires that public transit systems provide paratransit services that are complementary to our fixed route service.

Complementary paratransit service is an extension of the fixed route service and is considered origin to destination service. We service all areas within the City of Fayetteville, as long as they are within $\frac{3}{4}$ mile from a city bus route or within the “glove” of service. Service for the FASTTRAC! is equal to the hours,

days, and locations serviced by our fixed routes.

FASTTRAC! does not prioritize trips. We are not medical transportation, a taxi service, or stretcher service.

FASTTRAC! does not operate as an ambulance service.

QUALIFYING FOR THE FASTTRAC!

All FAST vehicles are handicap accessible. This means that not all persons with a disability may qualify for the FASTTRAC! Eligibility for FASTTRAC! is determined by your physician's verification of your limited accessibility to our fixed route. There are two categories of disabilities that may qualify you for the FASTTRAC! The

two categories of disabilities are physical and mental impairment.

1. **Physical Impairment:** Physiological disorder; a specific physical impairment to your mobility which makes accessibility to the fixed route a hardship.

2. **Mental Impairment:** Psychological disorder; such as mental retardation, autism, and dementia; cannot navigate independently.

Eligibility

Eligibility determinations will be made based on the information obtained during the in-person assessment and will be supported with the professional verification form filled out by your licensed healthcare professional. You will receive an eligibility decision within

21 days of receipt of both parts of the eligibility application. Temporary service privileges will remain until an eligibility decision is made. Upon approval you will be issued a welcome letter and photo ID card. If you require a replacement ID card, you must pay \$2.00 for the 1st replacement, \$3.00 for the 2nd replacement, and \$5.00 for any additional replacements thereafter.

Recertification

You will be required to recertify your account every 36 months or sooner if you have conditional approval. You are responsible for keeping track of your expiration date. It will be printed on the front of your photo ID.



The phone number for FASTTRAC! Is
(910) 433-1232 (1ADA)

This number will place you in a queue and you should never receive a “busy” signal when calling. If you get a “busy” signal, you may have dialed the wrong phone number.

Calls are answered in the order they are received. Please do not hang up or you will lose your place in the queue.

Please listen closely to the recording and have your ID card number ready. You will need this number in order to schedule a trip.

(Calls may be recorded for quality control or training)



Listen to the recording then press:

1	English
2	Spanish

1	Dispatch	<ul style="list-style-type: none">• Will-Call Pick-Up• Vehicle Status• Cancel Same Day Trip
2	Reservations	<ul style="list-style-type: none">• Schedule a Trip• Cancel a Future Trip• Check Address for Service Area• Update Client Info
3	Administration	<ul style="list-style-type: none">• Customer Concerns• Compliments• Purchase Bus Passes
4	ADA Supervisor	ADA Eligibility Questions

FARE INFORMATION

One-Way Service is \$2.00. Drivers and fare boxes do not give change. Please pay as you board.

10-Ride Pass- \$17.50

20-Ride Pass- \$35.00

There is no expiration date for FASTTRAC! passes.



Passes are non-refundable and cannot be exchanged. All sales are final.

You can purchase passes at
the following locations using the
specified form of payment:

FAST Information Center

147 Old Wilmington Rd

M-F (5AM-10PM) / Cash Only

Saturday (7AM-10PM) / Cash Only

FAST Main Office - 455 Grove St

M-F (8:30AM-4:30PM)

Exact Change/Credit Card

IGA Carlie C's

Cedar Creek Rd – Bordeaux

Reilly Rd - Eutaw Shopping Center

Monday-Sunday (During store hours)

Cash/Credit

There is no fee charged for regular mail delivery, which can take up to 10 days. We offer expedited delivery of passes via our “Priority Mail” option at an additional cost of \$5.75. This option provides delivery in 1 to 3 business days and includes a tracking number.

Please plan accordingly. You will need to have cash to pay for your trips until your pass has arrived.



HOW TO SCHEDULE A TRIP

You may book an appointment by calling 910-433-1232. Select your preferred language option from the first menu, and select “Option 2” from the operations menu. Booking hours are between 8:00 AM and 4:30 PM for next day appointments. You can make two bookings per call. If you have multiple bookings, you may hang up and call back to re-enter the queue; or call after 6:30PM and a dispatcher will assist you.

Please limit your conversation to the information needed to successfully negotiate your trip. All calls should last no longer than 1 ½ minutes. All clients are to provide the exact street address of their pick-up and drop-off locations. (For example: 1550 Skibo Rd; not the

Wal-Mart on Skibo). Guessing an address is not recommended.

If you do not have the exact street address the dispatcher/call-taker will inform you that you need to call back when you have the correct information. Remember, it could be you on the other line trying to get through.

Trip Negotiation: It is sometimes difficult to lock in a specific pick-up time due to availability. The call-taker may then initiate the negotiation process. We can offer up to two hours before your appointment.

Refusal: A refusal of your pick-up occurs when the call-taker offers you a pick-up/drop-off within the negotiation limits and you REFUSE it.

Denial: A denial is recorded when the call-taker has nothing to offer you within the negotiation limits.



HELPFUL HINTS

PEAK TIMES are from 5:30 AM - 9:00 AM and again from 2:00 PM - 5:30 PM.

The first week of each month fills up quickly...do not wait too long to book for the first of the month!



Please have the following items ready **before** you call to book your appointment:

1. Client Name and FASTTRAC! ID Number
2. Date of trip—NO SAME DAY SERVICE!
3. Appointment time, desired pick-up time, or will-call
4. Exact street address of pick-up and drop-off locations (ex. 123 Main Street, “Wal-Mart on Skibo Road” is not acceptable)
5. Return trip information
6. What you will take on your trip (wheelchair, lift, cart, PCA, COM)?
7. Phone number where you can be reached.

NOTE – When you call on Sunday to make a reservation, you will be required to leave a message. Any messages received after 4:30PM will not be processed. Be sure to leave all of the information listed in the previous section. Failure to leave return trip info will result in not being scheduled for a return trip. If you have not received a call back by 6:00 PM that day, your reservation is not confirmed and you will need to call back during normal booking hours. Detailed pick-up information will not be left on a voicemail or communicated to anyone other than the customer. If you are not available when the FASTTRAC! representative calls with your next-day confirmation, you will be required to call during normal business hours to get your pick-up window.

BOOKING GUIDELINES

1. Please be sure to have address information readily available. You will be booked to the address YOU provide. If the address is incorrect, you will have the choice of getting off the vehicle at the address that you provided, or you may choose to return home and re-book your trip for another day. You will be required to pay for your trip home and you will be dropped-off as the driver's schedule allows.

2. Please advise the call-taker if you will require additional assistance from your door to the vehicle, or if you will need to use the ambulatory lift of the vehicle. Drivers are not allowed to enter a client's home and may not lose sight of their vehicle.

3. Please ensure that you give the call-taker specific pick-up instructions. For locations with multiple access points, you will be required to provide a building number or entrance. For example, when booking a trip to FTCC, you would say, “2201 Hull Rd. Continuing Ed Bldg.”

4. Please be prepared to tell the call-taker if you will travel with a personal care attendant (PCA). A PCA is anyone that assists in the performance of at least one major life function such as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and work. You must reserve a seat for your PCA at the time of your booking. You will NOT be able to add your PCA to your trip on the day of travel. PCA’s will travel free of charge.

5. Companions may travel with you and you must reserve a seat for your companion at the time of your booking. You will NOT be able to add your companion to your trip on the day of travel. Companions will pay \$2.00 per one-way trip.

6. Please notify the call-taker, during the booking process, if you will have a shopping cart on your trip. Limit your packages to what you can safely carry. Packages should not spill over into other seats. There is no charge for taking a cart; however, if you choose not to take a cart and your bags spill over into additional seats, you will be required to pay for the extra seat as it is required on the fixed route. If you do not tell the call-taker that you will have a cart (or additional bags) at the time you book

the trip, you may have to wait for another bus to come back for you as time and demand allows.

7. Please provide your own child seat if you will need it. FAST does not supply any type of safety seats. You are responsible for the securement of the child seat and for the child throughout the ride.

8. A minimum of one hour is required between trips. Drivers will not wait for you to “run in” for quick errands.

9. Please annotate the 30-minute pick-up window provided by the call-taker to assist you in remembering the times to be ready for your trips.

REASONABLE MODIFICATION

“Reasonable” means fair and sensible, not extreme or excessive, possessing sound judgment. “Modification” means the act or process of changing parts of something.

We are required to make **reasonable modifications**, to make fair and sensible changes using sound judgment to our policies, practices and procedures; to avoid discrimination and ensure that our system is accessible to individuals with disabilities.

If you are requesting a Reasonable Modification, you must be able to describe what they **NEED** to use the service.

The entire reasonable modification policy can be found at <http://www.gpo.gov/fdsys/pkg/FR-2015-03-13/pdf/2015-05646.pdf>

Examples of a reasonable modification:

It is reasonable for a bus driver to pull-up ahead/after a designated stop if there is an illegally parked car in the way.

However, it is not reasonable to ask the bus driver to take you to another location because you gave the incorrect address during your booking.

It is reasonable to allow a person with a medical condition, such as diabetes, to eat something (such as a hard candy or a chocolate bar) to avoid adverse health conditions. However, it is not reasonable to consume a meal while on the bus because you didn't have time to eat your meal before the bus arrived.

WHAT TO EXPECT THE DAY OF YOUR TRIP

1. You can expect to receive courteous and respectful assistance from the drivers during the use of lifts, ramps, securement devices, mobility aids and lap/shoulder belts.

2. Please ensure that you understand the provider's pick-up window so that you are ready to board the vehicle when it arrives. Passengers will be advised to expect our driver within a 30-minute **pick-up window**. That is, our drivers may arrive up to 15 minutes before and 15 minutes after your scheduled pick-up time. Upon arrival, the driver will signal with the horn to notify you of arrival. You must present yourself for boarding

within five minutes of our arrival or the driver will leave and not return. You will then be entered as a **No-Show**.

Definitions

A **pick-up window** is 15 minutes before and 15 minutes after your scheduled reservation time.

Vehicle wait time starts when the vehicle arrives (within the 30-minute pick up window) and lasts for 5 minutes. This time is not factored into the driver's route and is a courtesy we extend to our customers.

Late cancellations are logged when a customer calls to cancel a scheduled ride less than two hours from the appointment time.

A **No-Show** is logged when a driver arrives at a pick-up address and the customer does NOT present himself/herself for boarding. Also, a no-show is logged when the driver is on the way to a customer and the customer calls to cancel. Your account may be suspended based on a pattern/practice of abuse of the system. A no-show policy will be adopted by the end of this year and will be published at least 30 days before it goes into effect.

3. Please ensure you are able to see the vehicle pull-up to your pick-up address. You are not expected to stand outside.

4. Please ensure the address of your residence is clearly visible from the street.

5. Please ensure the pick-up area at your residence is safe and easy to access. We do not enter driveways or park under canopies without prior approval from the FAST Safety Coordinator.

6. Be prepared for the driver to make stops ahead of yours. This is a shared-ride service.

7. All passengers will wear seatbelts and all mobility devices will be properly secured.

8. Personal hygiene must meet acceptable standards for the comfort and welfare of all passengers and operators.

9. You are expected to follow the rider's rules of conduct. (Page 34)

10. Please do not distract the driver during the ride and refrain from engaging others in unsolicited conversation.

11. At all times, treat the driver and fellow passengers with respect. Seriously disruptive behavior may result in a loss of your transportation service.



SERVING CUSTOMERS WHO USE SERVICE ANIMALS

While some service animals wear special collars or harnesses, others do not. Drivers cannot require seeing identification for a service animal. If you are riding with a passenger that has a service animal, never touch or talk to the animal without asking the owner's permission.

The Department of Justice (DOJ) now states that the dog must be, "Individually

trained to do work or perform tasks for the benefit of an individual with a disability; including a physical, sensory, psychiatric, intellectual, or other mental disability.” Animals that simply provide emotional support, well-being, comfort, or companionship are not considered service animals under the regulations.

Example of work or tasks as defined in the new regulations includes:

- Assisting individuals who are blind or have low vision with navigation and other tasks.
- Alerting individuals who are deaf or hard of hearing to the presence of people or sounds.
- Providing non-violent protection or rescue work.
- Pulling a wheelchair.

- Assisting an individual during a seizure.
- Alerting individuals to the presence of allergens.
- Retrieving items such as medicine or the telephone.
- Providing physical support and assistance with balance and stability to individuals with mobility disabilities.
- Helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.



SERVING CUSTOMERS USING LIFE SUPPORT EQUIPMENT

We transport riders who use portable medical equipment such as portable oxygen.

- Drivers are not trained to administer oxygen or operate any other means of life support equipment.
- We may keep you on board for a maximum time of 90 minutes, so please ensure you have sufficient oxygen for the duration of your trip. You will not be given priority drop-off due to your failure to plan for your trip accordingly.

Frequently Requested Addresses

Common Destinations	Street Address
Blue Street Senior Center	739 Blue Street
Cape Fear Valley Hospital	1638 Owen Drive
Cross Creek Mall	419 Cross Creek Mall
Eutaw Shopping Center	823 Elm Street
FKC-Avon	1315 Avon Street
FKC-North	130 North Longview
FKC-South	526 Ramsey Street
FKC-West	6959 Nexus Court
FTCC	2201 Hull Road
Gilmore Center	1600 Purdue Drive
HealthPlex	1930 Skibo Road
High Smith Rainey Hospital	150 Robeson Street
Information Center	147 Old Wilmington Road
Kmart	1931 Skibo Road

Market Fair Mall	1912 Skibo Road
Medical Arts Building	101 Robeson Street
Methodist College	5400 Ramsey Street
Southeast Rehab	1638 Owen Drive
Tallywood Shopping Center	3100 Raeford Road
VA Hospital	2300 Ramsey Street
Walmart Raeford Road	7701 S. Raeford Road
Walmart Ramsey Street	4601 Ramsey Street
Walmart Skibo Road	1550 Skibo Road
Westwood Shopping Center	400 Westwood Shopping Center
Library Cliffdale Road	6882 Cliffdale Rd
Main Library Downtown	300 Maiden Lane
Library Bordeaux Center	3711 Village Dr.

Rider's Rules of Conduct and Security

For Your Safety & Security:

NO Fighting, instigating fights or threatening acts of violence against FAST employees and/or passengers.

NO Possession, distribution, and/or being under the influence of narcotics, illegal drugs, and/or drug paraphernalia.

NO Weapons (pistols, rifles, knives or swords) or other objects which are dangerous in nature.

NO EATING or DRINKING (ONLY water-in a clear container with a screw-top lid will be permitted).

NO SMOKING, CHEWING TOBACCO, or carrying lighted tobacco (including electronic cigarettes) onto FAST vehicles or on City of Fayetteville property.

NO Indecent, profane, boisterous, unreasonably loud, demeaning, or disrespectful behavior.

NO Physical or sexual contact with FAST employees or passengers.

NO Playing of audio devices without the use of personal earphones/headsets.

NO Standing in front of the Standee Line (yellow or white line on the floor of the vehicle near driver's seat).

NO Animals allowed on vehicles or inside facilities-except for authorized service animals.

NO Large articles, packages, baggage, non-collapsible strollers or baby buggies which block vehicle aisles/walkways.

NO LOITERING, Soliciting for contributions, distributing of any materials on FAST properties.

NO Children under 5 years of age unless closely accompanied by an older responsible guardian.

NO Roller-skating, roller-blading, skateboarding or sitting on hand-rails at transfer points or inside FAST

NO Hanging out, reaching out, or putting anything out of FAST vehicle windows.

NO Refusal to pay a fare or refusal to show appropriate fare media/I.D. to a FAST representative, when requested.

NO Misuse of fare media, including counterfeit or stolen fare media.

NO Obstructing or interfering with the safe operation of FAST vehicles.

NO Motorized bikes, gasoline/fuel combustion-type vehicles, or oversized wheelchairs which exceeded guidelines.

NO Drunken behavior which may endanger FAST employees and/or passengers.

NO Boarding vehicles and/or entering facilities without proper clothing (must wear shoes & shirt at all times)

NO Stealing or willfully damaging, defacing or destroying City property.

NO Indecent exposure

VIOLETIONS OF THESE RULES MAY
RESULT IN PERSON(S) BEING
EXCLUDED FROM USE OF
FAST SERVICES PERMANENTLY
AND MAY INCLUDE CRIMINAL
CHARGES & ARREST BY LOCAL,
STATE, AND/OR FEDERAL LAW
ENFORCEMENT AUTHORITIES.

Copies of the entire policy, including
exclusion & appeal procedures, are
available at:

FAST Administrative Offices
455 Grove Street
Fayetteville, NC 28301

or

FAST Information Center
147 Old Wilmington Road
Fayetteville, NC 28301

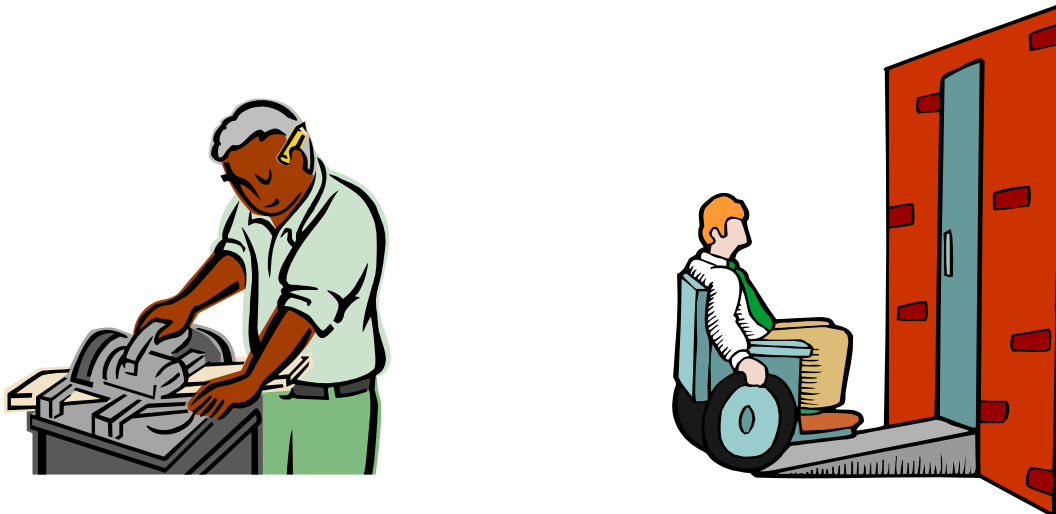
Cumberland County Coordinating Council on Older Adults, Inc.

339 Devers Street
Fayetteville, North Carolina 28303

Senior Information Line: **910-321-2888**

Do you need help making your home
more accessible?

Call the senior information line, for more
information.



RURAL RESIDENTS....DO YOU NEED A RIDE?

The Community Transportation Program
offers transportation to rural residents of
Cumberland County.

910-678-7675

5:00 am - 8:00 pm Monday thru Friday

** Prior to receiving transportation, the
client must be confirmed as an eligible
rural resident and that the trip requested
is an allowable expense using grant
funds. **

The Community Transportation Program
also offers transportation to medical
appointments for residents of
Cumberland County who are 60+ years
of age or disabled.

910-678-7619

DSS Medical Transportation

If you are not eligible for FASTTRAC! service, you may be eligible for transportation assistance from the Department of Social Services.

910-677-2526 or 910-677-2533

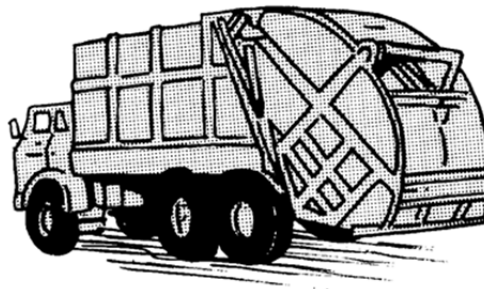
Ask for information on adult transportation.

Weekly Trash Collection

Anyone who is unable, because of a physical disability, to roll the household waste container to the curb may receive (upon approval of the Environmental Services Director or designee) backdoor service at no cost. This service is provided as long as there is no one else living in the home that can push the cart curbside.

Additional documentation (including but not limited to a doctor's certificate) may be required for approval. This service covers household waste only and is limited to one container per week. Yard waste which is generated should be placed at the curb for normal weekly curbside collection.

For further information contact:
City of Fayetteville Call Center
910-433-1FAY (1329)



PASSENGER SAFETY LAW

Effective June 1, 2007

§ 20-137.1. Child restraint systems required.

(a) Every driver who is transporting one or more passengers of less than 16 years of age shall have all such passengers properly secured in a child passenger restraint system or seat belt which meets federal standards applicable at the time of its manufacture.

(a1) A child less than eight years of age and less than 80 pounds in weight shall be properly secured in a weight-appropriate child passenger restraint system. In vehicles equipped with an active passenger-side front air bag, if the vehicle has a rear seat, a child less than five years of age and less than 40

pounds in weight shall be properly secured in a rear seat, unless the child restraint system is designed for use with air bags. If no seating position equipped with a lap and shoulder belt to properly secure the weight-appropriate child passenger restraint system is available, a child less than eight years of age and between 40 and 80 pounds may be restrained by a properly fitted lap belt only.

(b) The provisions of this section shall not apply: (i) to ambulances or other emergency vehicles; (ii) if all seating positions equipped with child passenger restraint systems or seat belts are occupied; or (iii) to vehicles which are not required by federal law or regulation to be equipped with seat belts.

(c) Any driver found responsible for a violation of this section may be punished by a penalty not to exceed twenty-five dollars (\$25.00), even when more than one child less than 16 years of age was not properly secured in a restraint system. No driver charged under this section for failure to have a child under eight years of age properly secured in a restraint system shall be convicted if he produces at the time of his trial proof satisfactory to the court that he has subsequently acquired an approved child passenger restraint system for a vehicle in which the child is normally transported.

(d) A violation of this section shall have all of the following consequences:

(1) Two drivers' license points shall be assessed pursuant to G.S. 20-16.

(2) No insurance points shall be assessed.

(3) The violation shall not constitute negligence per se or contributory negligence per se.

(4) The violation shall not be evidence of negligence or contributory negligence.



FAYETTEVILLE AREA SYSTEM OF
TRANSIT
455 GROVE STREET
FAYETTEVILLE, NORTH CAROLINA
28301

Transit Department Supplemental
Administrative Policies/Procedures
Manual

Subject: Safety – Seat Belt Use and
Wheelchair Securement

Section: 3.03 Safety

Effective Date: November 17, 2009

Directive:

To establish guidelines and procedures, in order to facilitate full compliance with all Federal, State, and Local laws and to ensure the safety of our customers and our employees.

Procedure:

While operating FAST owned/operated vehicles, FAST employees shall be responsible for the proper use of all safety-seat belt and wheelchair securement systems/devices and in accordance with the following vehicle operation guidelines:

I. While operating the following FAST owned/operated vehicle types:

- 1) Passenger car/truck/SUV
- 2) FASTTRAC! / ADA Paratransit Van/Cut-A-Way Van/LTV

ALL vehicle occupants must have his/her safety-seat belt fastened **BEFORE** vehicle movement/operation is permitted.

ALL wheelchairs and mobility devices must be properly secured, using the four (4) point tie-down system, **BEFORE** vehicle movement/operation is permitted.

ALL vehicle occupants, wheelchairs, and mobility devices **must remain secured and restrained** during all vehicle movement/operation.

In addition, children under the age of four (4) and/or under forty (40) pounds must be properly secured in accordance with the manufacturer's instructions in a child restraint system that meets federal motor carrier vehicle safety standards. The provision for and securement of child safety seats and/or equipment shall be the responsibility of the child(s) guardian, parent or companion.

CHECK ON LEARNING

1. How many days can you be booked for at one time?

- a. 7 days
- b. 10 business days
- c. 14 calendar days
- d. 1 day per phone call

2. Can you schedule a same day appointment?

- a. Yes
- b. No

3. What is the cut-off time for making appointments for the next day?

- a. 4:30 p.m.
- b. 5:00 p.m.
- c. 6:00 p.m.
- d. No cut-off time

4. Does FAST provide child seats or other mobility aids?

- a. Yes
- b. No

5. Can you call to schedule an appointment if you do NOT have the correct address?

- a. Yes, the reservationist is familiar with most common addresses
- b. No, it is the client's responsibility to provide accurate pick-up and drop-off information

6. Is it possible that you will have to ride to other pick-ups before you are dropped off at your destination?

- a. Yes, this is a shared ride service
- b. No, this is a personal car service

7. When should you advise FAST of phone number, address, and other changes to your client record?

- a. When you get around to it
- b. As soon as the information changes
- c. Only when you need to book an appointment
- d. When you are waiting for your van to arrive (Tip: It will never arrive because the van will go to your old address)

Attachment E
FASTTRAC Letter for Unconditional Eligibility



Transit Riders' A.D.A. Choice!

Applicant's Name:

ID#:

Renewal Date:

Personal Care Attendant: Yes No On Occasion

Congratulations! You have been certified to use **FASTTRAC!** Please see the enclosed guide for more information about our system.

If you would like to book a trip, call (910) 433-1232 (1ADA) to speak with a reservationist. **Next day** appointments can be made Monday thru Friday between 8:00 AM – 4:30 PM. You may schedule two appointments per call. Sunday calls for next day appointments are handled by a recording service.

You can continue to schedule appointments **for up to 14 days in advance**, by calling (910) 433-1232 (1ADA) Monday thru Saturday between 4:30 PM – 10:30 PM to speak with a dispatcher.

If you are unable to keep a scheduled trip, please call the dispatcher at least 2 hours before your scheduled pick-up time. If a cancellation is not made at least 2 hours before your scheduled pick-up time, you will be considered a "no-show". Continued failure to make scheduled trips may result in suspension of your FASTTRAC! privileges.

Our program currently serves an area that is within $\frac{3}{4}$ mile of our fixed route bus service. If you live outside of this area, you may still qualify for our program; however, you will have to meet the FASTTRAC! vehicle at a location that is within the area covered.

A one-way trip is \$2.00. You can purchase this on the FASTTRAC! vehicle using exact change. We also offer discounted passes for multiple trips. You can purchase these at the following locations:

Location	Address	Hours	Payment Type Accepted
FAST Administrative Office	455 Grove Street	Monday-Friday 9:00 AM – 4:30 PM	Exact Change, Debit Card, Credit Card *
FAST Transfer Center	147 Old Wilmington Road	Monday – Saturday 6:00 AM – 10:00 PM	Cash (exact change not required)
Carlie C's Stores	Cedar Creek Road Reilly Road Eutaw Shopping Center Bordeaux Shopping Center	Monday – Sunday at the service desk	Cash, Debit Card, Credit Card

*You may also purchase a pass over the phone, using a credit card, by calling (910) 433-1743 during normal business hours.

Attachment F
FASTTRAC Letter for Determination of Not Eligible



Transit Riders' A.D.A. Choice!

Date:

To:

From: Veronica Feliciano
Interim Paratransit Supervisor
455 Grove Street
Fayetteville, NC 28301

RE: FASTTRAC! Letter of Ineligibility

Dear

Your application for paratransit service has been reviewed. Based on the information provided, you are currently ineligible for service. The professional verification document, provided by your physician, indicates that you do not meet the limited eligibility requirements for our service. You are welcome to reapply in the future should your situation change.

If you wish to appeal this determination, a written appeal must be filed with the Paratransit Supervisor within 60 days from the date of this letter. The appeal shall be submitted to:

FASTTRAC!
Attn: Appeal Review Committee
455 Grove Street
Fayetteville, NC 28301

Once the appeal is received, a review committee will evaluate your original application and respond to you in writing within 30 days.

Sincerely,

Veronica Feliciano
Interim Paratransit Supervisor