



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

Hillsborough Area Regional Transit Authority
Paratransit Compliance Review Final Report
April 2015

Federal Transit Administration



U.S. Department of Transportation
Federal Transit Administration

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Executive Summary

Objective and Methodology

This report reviews Hillsborough Area Regional Transit Authority's (HART's) complementary paratransit service (HARTPlus) in the Tampa, Florida metropolitan area. Its objective is to verify whether HART 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 HARTPlus riders and local disability organizations
2. Site visit: a three-person review team's observation of how HART handles HARTPlus trip requests, scheduling and dispatching, examination of eligibility applications and related documents (including appeals), and interviews with HART employees
3. Analysis and reporting: identification of deficiencies requiring corrective actions and suggestions of effective practices in complementary paratransit service

HART representatives are committed to operating high quality HARTPlus paratransit service as a complement to its fixed route service. The review team also observed that:

Positive Program Elements

- HART meets or exceeds regulatory requirements related to the HARTPlus service area, days and hours of operation, response time, and trip purposes.
- HARTPlus operates with no trip denials, waiting lists, or trip caps.
- HARTPlus travel times are comparable to trips made on the fixed route system.
- HART provides thorough training to its HARTPlus employees and includes individuals with disabilities in its training programs.

The review identified the following administrative deficiencies that HART can correct immediately to comply with 49 CFR Parts 27, 37 and 38:

Administrative Deficiencies

- HARTPlus fares are more than twice the in-town trolley (Route 96) fares within the in-town trolley's service area.
- HART informs people who are found ineligible for HARTPlus service that they have a right to appeal the decision, but does not provide appeal information to people granted conditional or temporary eligibility.
- HART's letters denying ADA paratransit eligibility do not include sufficient detail explaining the reason for HART's decision.
- HART does not adequately document or date the results of HARTPlus complaint responses to complainants.

The review identified the following substantive deficiencies that HART must correct to comply with 49 CFR Parts 27, 37 and 38:

Substantive Deficiencies

- HART's 60-minute pickup window establishes unreasonably long wait times for service.
- HART is not using its paratransit software to incorporate riders' appointment times; the number of untimely drop-offs for trips with rider appointment times is substantial.
- The number of significantly untimely pickups for initial or return trips is substantial.
- HARTPlus riders experience excessively long telephone hold times at certain times of the day.

Please see Section 6 for a discussion of all 25 deficiencies. The Summary Table of Compliance Review Findings (following Section 6) lists all findings. HART must address all deficiencies within 60 days of receipt of this report.

1 General Information

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

Grant Recipient:	Hillsborough Area Regional Transit Authority (HART)
City/State:	Tampa, Florida
Grantee Number:	4041
Executive Official:	Katharine Eagan, Chief Executive Officer
On-site Liaison:	Vasti Amaro, Interim Director of Paratransit
Report Prepared By:	the Collaborative, Inc.
Dates of Site Visit:	October 6–10, 2014
Review Team Members:	Russell Thatcher, TranSystems Corp. Caroline Ferris, TranSystems Corp. David Chia, the Collaborative, Inc.

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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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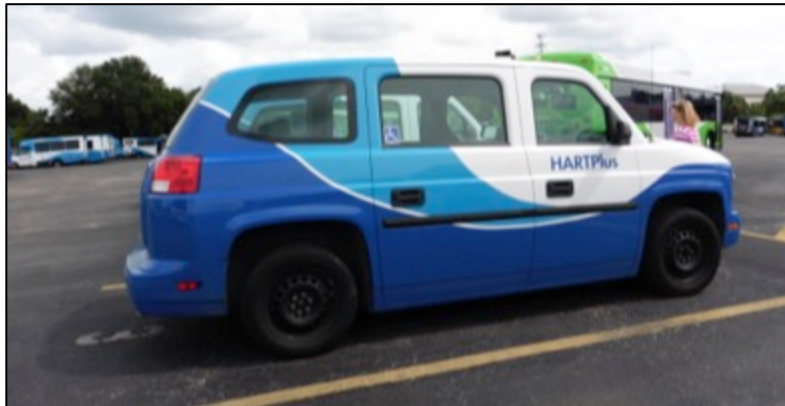
4 Introduction to HART

Hillsborough Area Regional Transit Authority (HART) is the public agency in the metropolitan Tampa area responsible for providing public transportation services. HART was created in 1979 to plan, finance, acquire, construct, operate and maintain mass transit facilities and supply transportation assistance in Hillsborough County, Florida. HART provides the following transportation services:

- Local and express fixed route bus service, including Bus Rapid Transit (BRT), streetcar service (the TECO Line Streetcar System), and rubber-tired In-Town Trolley service
- Vanpool and guaranteed ride home services
- HARTFlex on-demand van service in several communities
- HARTPlus complementary paratransit service

HART operates 29 local bus routes, 12 express, limited express and BRT routes, one In-Town Trolley route, five HARTFlex routes, and 2.7 miles of TECO Line Streetcar Service. HART's fleet includes 175 local and express fixed route buses, 12 BRT buses, 48 HARTPlus vans, eight HARTFlex vans, three trolleys, and ten streetcars. In FY 2013, HART provided 14.6 million unlinked passenger trips on all modes of service.

All HART vehicles, including buses, vans, streetcars, and trolleys are accessible. HART also provides free travel training to teach riders how to use the fixed route transit system. Training is available in both English and Spanish.



For more information on HART services, go to www.gohart.com

4.1 Introduction to Complementary Paratransit Services and Organizational Structure

HART's complementary paratransit service is known as HARTPlus. HART operates all aspects of the service in house. This includes eligibility determinations, trip reservations, scheduling, dispatch, vehicle operations, and vehicle maintenance. HARTPlus reservationists also handle fixed route customer service calls. HART's call center is located in HART's Marion Transit Center at 1211 N. Marion Street in downtown Tampa, where employees that make ADA paratransit eligibility determinations are also located. HARTPlus schedulers and dispatchers are located at HART's main garage and administrative offices at 4305 E. 21st Avenue in Tampa.

The HARTPlus fleet includes 35 lift-equipped vans and minibuses and 13 ramp-equipped MV-1 minivans. Vehicles are also equipped with mobile data terminals (MDTs) and automatic vehicle location (AVL) technology.

HART uses paratransit software for reservations, scheduling, and dispatch operations.

At the time of the site visit, HART had granted ADA paratransit eligibility to 2,706 individuals. In FY 2013, HART provided 124,442 one-way trips on the HARTPlus service. The FY 2013 budget for HARTPlus service was \$4,819,020 and the FY 2014 budget is \$5,320,805.

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 HART's complementary paratransit service (HARTPlus) 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 HARTPlus service area, response time, fares, and hours and days of service, as well as its 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 the transit agency'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 Katharine Eagan, HART's Chief Executive Officer, on August 27, 2014, confirming the dates for the site visit and asking HART to send information to the review team in advance of the site visit (Attachment A).

Prior to the site visit, the review team examined the following service information:

- HART's description of how it structures its complementary paratransit service
- Public information describing HART's complementary paratransit service
- HART'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, HART made additional information available during the visit:

- Copies of completed driver manifests for recent months
- Thirty-six months 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
- HART's complaint recordkeeping process
- A fleet roster of HARTPlus vehicles
- A listing of complementary paratransit drivers and their start dates
- Operating budgets, capital spending plans, and cost data

The HART complementary paratransit service site visit took place from October 6–10, 2014. The site visit began with an opening conference, held at 9 a.m. on October 6, 2014, at the HART administrative offices at 4305 E. 21st Avenue, Tampa, Florida. Attending the conference were:

- Katharine Eagan, Interim CEO, HART
- Ruth Reyes Burckard, Interim COO, HART
- Vasti Amaro, Interim Director of Paratransit, HART
- Lori Martinez, Manager of Customer Service and Paratransit, HART
- Tom Ball, Van Transportation Manager, HART
- William Mozal, Paratransit Scheduler, HART
- Cindy Jennings, Project Coordinator III, HART

- Alan Tuchman, HARTFlex Scheduler I, HART
- Donna Pasley, Administrative Assistant, Van Operations, HART
- Carlos Gonzalez, FTA Region IV Civil Rights Officer (via telephone)
- Russell Thatcher – Review Team Leader, TranSystems
- Caroline Ferris – Review Team Member, TranSystems Corp.
- David Chia – Review Team Member, the Collaborative

Following the opening conference, the review team met with HART representatives to discuss the information sent in advance, the on-site information and material, HARTPlus policies and procedures, and the trip records and data that would be needed for the on-time performance and travel time analysis.

For the remainder of the morning, the review team discussed HART's planning and budgeting process, recent budgets and expenditures, and the complaint handling process. The review team also examined recent complaint data and individual complaint files.

During the afternoon, the review team gathered information on the telephone system. Some members of the review team also began observing how reservationists negotiate trip requests with callers and enter the information in the paratransit software. This examination sought to identify any calls that result in trip caps, waiting lists, or unsuccessful negotiations as well as any patterns or practices of denying a significant number of trip requests.

On Tuesday, October 7, 2014, the review team again observed trip reservations during the peak morning call time and began reviewing the process used to determine ADA paratransit eligibility. The team also gathered data needed to analyze on-time performance, on-board travel times, and no-shows for a sample week (August 24–30, 2014), and observed the HARTPlus dispatch operation.

In the morning on Wednesday, October 8, 2014, the review team continued analyzing on-time performance, travel times and no-shows. The review team also reviewed 35 randomly selected ADA paratransit eligibility application files, letters of determination, the appeals process, no-show suspension policies, and visitor policies. In the afternoon, the review team traveled to the HART garage at 4305 E. 21st Avenue to interview ten HARTPlus drivers and collect the following information:

- Vehicle fleet composition
- Daily vehicle pullout records and driver availability
- Daily vehicle availability records
- Driver training materials

On Thursday, October 9, 2014, the review team completed its analysis of on-time performance, travel times and no-shows. The review team obtained and reviewed the HARTPlus driver roster and driver termination records for the past 12 months, and calculated annual driver turnover. The team also made additional observations of the HARTPlus dispatch process.

On Friday, October 10, 2014, the review team continued to analyze and tabulate the various data they had gathered. They posed additional questions to HART staff and prepared for the exit conference, which took place at 2 p.m. at HART's administrative offices at 4305 E. 21st Avenue. Attending the conference were:

- Katharine Eagan, Interim CEO, HART
- Ruth Reyes Burckard, Interim COO, HART
- Vasti Amaro, Interim Director of Paratransit, HART
- Lori Martinez, Manager of Customer Service and Paratransit, HART
- Olga Roberts, Paratransit Eligibility Coordinator, HART

- Tom Ball, Van Transportation Manager, HART
- William Mozal, Paratransit Scheduler, HART
- Alan Tuchman, HARTFlex Scheduler I, HART
- Donna Pasley, Administrative Assistant, Van Operations, HART
- John Day, FTA ADA Team Leader (via telephone)
- Carlos Gonzalez, FTA Region IV Civil Rights Officer (via telephone)
- Russell Thatcher – Review Team Leader, TranSystems
- Caroline Ferris – Review Team Member, TranSystems Corp.
- David Chia – Review Team Member, the Collaborative
- Bill Schwartz – Project Manager, the Collaborative (via telephone)

FTA provided HART with a draft copy of the report for review and response. A copy of HART's response to the draft report is included as Attachment B.

5.3 Stakeholder Interviews

Before the site visit, the review team interviewed five HARTPlus riders and three local disability organization representatives (one of whom also used the service) on a range of topics, from eligibility determinations to various service issues. Following is a summary of comments received:

- **Eligibility:** Seven of the eight respondents said eligibility determinations seem fair and accurate. One rider offered no opinion, saying she had applied so long ago she couldn't remember. Six of the eight respondents also said determinations are timely. Four said they received letters of determination about a week after their interviews. One person said determinations are timely, but said you can wait up to three weeks to get an interview appointment. One person was not sure about the length of time since she had applied several years ago.
Telephone access: Five of the eight respondents said that telephone hold times were an issue, with hold times of 15 minutes or more for some calls. Four indicated long holds to place trip reservations as well as to check on the status of rides. One person indicated reservation hold times are okay, but said she sometimes waits up to ten minutes to get information about the status of a late ride. Two people indicated that long hold times only occur at certain times of the day, such as early in the morning. Four people mentioned that some of their calls have been "dropped" and two specifically mentioned that if you are in the queue at 5 p.m., the queue is cleared and your call is cut off.
- **Denials:** All eight respondents said HART schedules all their trips with no denials.
- **Trip negotiation:** Six of the eight respondents said that the trip negotiation process and times given are okay. Two said that HART offers very early pickups if you provide appointment times. Both said they sometimes request pickup times for "going" trips if the trips are very short.
- **On-time performance:** Seven of the eight respondents stated they felt that HART's 60-minute pickup window was too long. Four of the seven said that pickups are "mostly" or "usually" on time within that long window. Four people said drop-off performance is a problem, with two saying drop-offs are sometimes too early, one saying on-time drop-off performance is "poor," and one saying drop-offs are often late. One person who mainly uses the service to return from work each day at 4 p.m. said her pickups arrive more than 30 minutes past the scheduled time "about half the time." She said her office closes at 5 p.m. and she is often still waiting after everyone has left.

- **Travel times:** Respondents provided mixed comments on on-board travel times. Three people said travel times were “okay” or “mostly okay.” Two others said their ride times are okay but have heard others say they sometimes ride for 60 to 90 minutes. A sixth person said her main trip is a 25 minute direct ride and she typically rides for 45 minutes and occasionally rides up to 90 minutes (but that is rare). The seventh person said she has a subscription trip with a group and that rides are always long (60–90 minutes). The eighth person said travel times are mostly okay, but sometimes “quite a bit out-of-the-way.”
- **Drivers:** Respondents provided mixed feedback on driver assistance and performance. Two people said drivers are professional and provide appropriate assistance. Three people said most drivers are okay, but some will not leave the van to assist to or from the door. One said her experience with the drivers is good, but she has heard others say some drivers don’t come to the door. Another said it is “50/50” with half the drivers performing well while the other half “don’t get out of the vehicle to come to the door and then complain about their jobs.” A rider who is blind noted a particular issue when drivers do not announce their arrivals to her, sometimes leading to HART charging her for a no-show—even when she is waiting for the vehicle to arrive. After inquiring why this happens, one driver informed her he was instructed not to go to the door.
- **Vehicles:** Five of the respondents said the vehicles are clean and in good repair. One person said most vehicles are fine, but the lifts sometimes don’t work and the drivers then have to use the manual back-up system. A seventh person said most vans are okay but there are some older vehicles that often break down. The eighth person said vehicles are mostly okay, but the air conditioning doesn’t always work, which is a problem during the summer.
- **Other Comments:** Respondents also provided the following additional comments:
 - Two people commented about errors in trip coding that led to incorrect no-show charges that they then had to dispute.
 - One person reported that some drivers complain that HART does not evenly distribute the trip runs.
 - One person said she (and others) doesn’t always know where to wait at places with multiple entrances.
 - Two people said that HART used to allow “will calls,” but doesn’t anymore. They said if they run late at an appointment, they worry they may have to find another way home because HARTPlus may not return at a later time.
 - One person said the drivers don’t always wait the required five minutes before leaving and recording a no-show.
 - One person said it would be nice if dispatch called when vans were running late, particularly since they ask you to wait for up to an hour.

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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 HART'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 HART to provide comparable paratransit service with the HARTPlus 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, a deficiency was found with respect to the prohibition against unreasonable administrative burdens in HART's ADA paratransit eligibility determination process.

Applicants must complete a two-part application form, which is available online and via telephone by calling the HART Customer Service number. (See Attachment C.) The first part (five pages) requests general information as well as information about functional abilities, current travel, type of disability, and mobility aids used. A professional familiar with the applicant must complete the one-page, second part of the application. HART accepts verifications from a wide array of professionals, including physicians, certified nurses, licensed therapists, and other certified or licensed health care providers. With one exception, questions in the application form are appropriate and pertinent. HART requires applicants to provide their Social Security Number (SSN) on pages 1 and 4 of the application and does not offer applicants the option of providing an alternative form of identification.

HART employees review applications for completeness and return them when there are major omissions, such as an incomplete professional verification section. HART obtains any other (minor) information during in-person interviews. Once an application is complete, HART contacts applicants and schedules in-person interviews, with free transportation via HARTPlus to and from HART's Marion Transit Center.

HART photographs all applicants at the time of the interviews, which HART uses for the rider IDs it encloses with letters determining applicants eligible for HARTPlus service.

Corrective Action Schedule: Within 60 days of the issuance of the final report, HART must revise its application form to cease collecting Social Security Numbers and provide alternate identifying information.

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 the comprehensiveness of HART's eligibility process, type of eligibility, application materials, and public information communicating the eligibility process.

Two advisory comments are made regarding the wording of questions in the application form. Another advisory comment is made regarding the identification of potential travel barriers for applicants determined conditionally eligible.

Page 2 of the HARTPlus Paratransit Rider's Guide (Rider's Guide (see Attachment D) explains eligibility for the service. The cover letter to the application form also explains the eligibility criteria. Both accurately paraphrase the DOT ADA regulations. The review team also determined through interviews that HART employees have an accurate understanding of the regulatory criteria for ADA paratransit eligibility.

The review team discussed with HART two questions in Section 2 of the application form. Question 4 asks applicants "How far can you walk?" but only provides possible responses up to three blocks (1/4 mile). Question 6 asks if there are barriers that prevent travel in the community, but only asks about barriers "to the closest bus stop." As written, these questions do not capture issues that applicants face traveling between points within the complementary paratransit service area.

The review team also discussed the question in Section 3 of the application form regarding the need for personal care attendants (PCAs). Question 5 asks "Are you able to travel alone?" Decisions regarding the need for PCAs are based partly on answers to this question. Some applicants may be capable of traveling alone, but still need the assistance of PCAs.

Based on FY 2014 records, HART receives approximately 114 applications per month. Twenty-six percent of applicants submit incomplete applications, typically without professional verifications, or fail to complete the process by not appearing for scheduled in-person interviews. HART makes approximately 85 determinations per month based on completed applications and interviews.

Table 6.1 shows the types of eligibility determinations made in FY 2014, with 633 applicants (62 percent) unconditionally eligible, 262 applicants (25.7 percent) conditionally eligible, 90 applicants (8.8 percent) eligible on a temporary basis, and 36 applicants (3.5 percent) determined not eligible.

Table 6.1 – HART Eligibility Decisions: FY 2014

Category	Number	Percent
Unconditionally eligible	633	62.0%
Conditionally eligible	262	25.7%
Temporarily eligible	90	8.8%
Not eligible	36	3.5%
Total	1,021	100%

The review team examined a sample of 35 eligibility determination files to assess the reasonableness of HART's decisions. This included ten determinations that resulted in unconditional eligibility, ten determinations that resulted in conditional eligibility, four determinations that resulted in temporary eligibility, and 11 determinations of not eligible. The review team agreed with the types of eligibility granted in all 35 cases.

Based on an examination of the ten sample files for unconditionally eligible applicants, the review team agreed with the determinations that these applicants could not reasonably be expected to use fixed route transit service under any conditions.

The review team noted, however, that the specific conditions set for applicants found conditionally eligible did not identify all of the situations that prevent fixed route travel. In all ten cases where HART granted conditional eligibility, riders were granted eligibility for "Trips that require one or more transfers on fixed route transportation." In eight of the ten cases, the files indicated that applicants could not walk significant distances to and from the bus stops. In five cases, barriers in the pedestrian environment, such as a lack of sidewalks or wide and busy intersections, prevented applicants from using fixed route travel.

HART does not currently apply the aforementioned trip conditions. Therefore, the absence of detailed conditions in riders' files is not limiting access to service. Were HART to implement trip eligibility solely based on the conditions currently on file, HART would incorrectly deny trips for many riders.

Advisory Comments: HART should revise Questions 4 and 6 in Section 2 of its ADA paratransit application form to obtain information on issues travelers face throughout the complementary paratransit service area. Question 4 should ask about ability to travel various distances up to 3/4 mile (rather than the current 1/4 mile). Question 6 should ask about barriers encountered when traveling to and from bus stops (rather than the closest bus stop).

HART should revise Question 5 in Section 3 of its application form to ask more specifically about the need for assistance when traveling or at destinations.

Before implementing conditional eligibility, HART should examine the completeness of eligibility conditions for riders granted conditional eligibility. Such conditions should be thorough and reflect all of the barriers that might prevent travel by fixed route transit.

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, no deficiencies were found with the requirement to provide eligibility information in accessible formats upon request, or with how HART communicates the availability of materials in accessible formats to potential applicants.

Section 1 of the HARTPlus application form includes the question, “Do you need information or materials given to you in any of the following formats?” Applicants can select large print, audio, braille, or other. Based on applicants’ responses, HART uses appropriate formats to communicate with applicants and riders. HART has public information and application materials readily available in large print and on disk (the standard Rider’s Guide is in large print). Applicants can also download applications from HART’s website.

HART also works closely with local disability organizations, including the Lighthouse for the Blind, to provide any needed assistance with the application process.

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, deficiencies were found with how HART communicates presumptive eligibility to applicants if eligibility determinations are not made within 21 days of the receipt of completed applications.

No deficiencies were found with HART’s timeliness in determining ADA paratransit eligibility.

HART includes a detailed “Application Tracking Sheet” in each eligibility file. (See Attachment E.) The form includes the date when HART first receives an application, the return date if incomplete, the interview appointment date, and any issues encountered scheduling or completing the interview (such as applicant no-shows or cancellations). HART also records as “the 21-day deadline,” the 21st day after receipt of a completed application. HART uses this form to help ensure the staff schedules interviews and makes determinations within 21 days of completing applications. Since HART requires all applicants to participate in in-person interviews, the application process is not completed until after interviews. HART could begin the 21-day period on the date of the interview, but instead tries to make all determinations within 21 days of receiving completed paper applications.

To determine the timeliness of eligibility decisions, the review team examined 34 randomly selected application files from January 2013 to September 2014, noting the date stamps on application forms, dates and information on the Application Tracking Sheet, and the dates of determination letters. Table 6.2 summarizes the application processing times from these 34 files. On average, HART scheduled interviews within 12 days of receiving completed application forms, with a range from zero to 21 days. On average, HART made decisions within one day of completed interviews, ranging from zero to seven days. Total processing time from receiving completed paper applications to decisions averaged 12 days, with a range from one to 21 days.

While in some cases, it took HART a considerable time (more than ten days) to offer interview appointments, HART still made eligibility decisions within 21 days.

While HART's application cover letter communicates the 21-day processing time, the letter does not communicate an applicant's right to receive service beginning on the 22nd day when processing times exceed 21 days.

Corrective Action Schedule: Within 60 days of the issuance of the final report, HART must revise its public information on eligibility, including the HARTPlus application form cover letter, to inform applicants of their right to receive service beginning on the 22nd day when processing times exceed 21 days.

Table 6.2 – Processing Times for 34 Eligibility Determinations

Completed Application	Interview Date	# of Days to Interview	Date of Decision	Interview to Decision	Total Days
1/9/13	1/16/13	7	1/16/13	0	7
4/11/13	4/18/13	7	4/19/13	1	8
5/3/13	5/8/13	5	5/10/13	2	7
7/9/13	7/22/13	13	7/23	1	14
3/27/13	4/4/13	7	4/5/13	1	8
6/11/13	6/27/13	16	6/28/13	1	17
3/22/13	3/29/13	7	4/1/13	3	10
1/18/13	1/31/13	13	1/31/13	0	13
5/3/13	5/14/13	11	5/14/13	0	11
3/22/13	3/28/13	6	3/28/13	0	6
9/4/14	9/4/13; 9/18/13*	0	9/19/13	1	1
8/28/14	9/6/14	19	9/17/14	1	20
5/23/14	6/5/14	13	6/5/14	0	13
7/16/14	7/18/14; 8/5/14*	2	8/5/14	0	2
8/27/14	9/9/14	13	9/10/14	1	14
7/21/14	8/8/14	18	8/8/14	0	18
4/15/14	4/23/14	8	4/23/14	0	8
8/26/14	9/12/14	17	9/15/14	3	20
3/18/14	3/27/14	9	3/27/14	0	9
9/2/14	9/8/14	6	9/9/14	1	7
5/9/14	5/16/14	7	5/16/14	0	7
9/12/14	9/16/14	4	9/17/14	1	5
9/12/14	9/25/14	13	9/26/14	1	14
2/14/14	2/28/14	14	2/28/14	0	14
9/10/14	9/23/14	13	9/23/14	0	13
5/10/13	5/20/13	10	5/21/13	1	11
9/10/14	9/25/14	15	9/26/14	1	16
9/8/14	9/22/14; 9/29/14*	14	9/30/14	1	15
9/5/14	9/19/14	14	9/22/14	3	17
8/5/14	8/26/14	21	8/26/14	0	21
8/5/14	8/26/14	21	8/26/14	0	21
7/17/14	8/6/14	20	8/6/14	0	20
6/27/14	7/18/14	21	7/18/14	0	21
5/19/14	6/2/14	14	6/9/14	7	21
Range	NA	0–21	NA	0–7	1–21
Average	NA	12	NA	1	12

* Interviews scheduled on first date shown; applicants did not appear on first date and were rescheduled for second date.

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 the requirement to inform applicants whose eligibility is limited of their right to appeal, and the specific reasons they were found not eligible. Deficiencies were also found with how HART communicates eligibility to travel with PCAs.

No deficiencies were found with the requirement to communicate determinations of eligibility in writing or to inform applicants found not eligible of their right to appeal.

HART prepares ADA paratransit eligibility determination letters—which include applicant's names—on agency letterhead. Letters also include HART's telephone number, the name of the paratransit eligibility coordinator, the eligibility expiration date, and a list of any conditions of eligibility.

Letters informing applicants they have been determined not eligible contain information about the appeal process and how to appeal. However, letters granting applicants conditional or temporary eligibility do not contain information about the right to appeal. (Sample determination letters finding applicants conditionally eligible and temporarily eligible are provided as Attachment F.)

Letters to applicants who travel with PCAs state that they can use the HARTPlus service "...with a Personal Care Attendant (PCA) to assist with boarding and alighting the vehicle for trips as needed..." (A sample letter granting eligibility with a PCA is provided as Attachment G.) Letters granting eligibility with PCAs must not limit PCA's assistance to boarding and alighting vehicles.

HART inappropriately finds some applicants ineligible to travel with a PCA. HART may not limit a rider's use of a PCA if the rider indicated the need for a PCA when applying for HARTPlus service.

The review team examined ten letters to applicants found not eligible. All ten letters contained the same reason for the decision that "The information contained in your application, professional verification and information you provided during your interview with HART staff does not indicate that you are prevented from using the fixed route system." (A sample letter eligibility denial letter is provided as Attachment H).

Corrective Action and Schedule: Within 60 days of the issuance of the final report:

- HART must revise the letters it sends to conditionally or temporarily eligible applicants to include information about their right to appeal and how to request appeals.
- HART must no longer deny applicants who indicate the need, the right to travel with a PCA and must revise its letters and process to note that eligible riders will be traveling with a PCA at his or her discretion.
- HART must revise the letters it sends to applicants determined to be not eligible to explain the specific reasons for the denial, citing the key pieces of information or observations that led to the decision.

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 HART communicates recertification of eligibility to applicants.

HART grants ADA paratransit eligibility to individuals determined unconditionally or conditionally eligible for three to five years. HART grants longer-term eligibility (four or five years) to applicants whose functional abilities are not likely to change, and bases temporary eligibility on the expected length of the disability or health condition.

HART notifies riders of the need to reapply 60 days before their eligibility is set to expire.

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 the requirement for the appeal process to include appropriate separation of function.

No deficiencies were found with how HART accepts appeal requests or how it communicates appeal decisions.

The review team discussed the appeal process with HART’s Manager of Customer Service and Paratransit. HART asks applicants to request appeals in writing. (See sample letter in Attachment H.) Applicants do not need to explain the reasons for their appeals in writing; they only need to make the request in writing.

HART uses a two-level appeal process. The Manager of Customer Service and Paratransit hears first-level appeals. She supervises the employees who conduct eligibility interviews and make initial determinations and sometimes consults with them during the determination process.

Appellants can request second-level appeals if first-level appeals uphold initial determinations. The Director of Van Operations or HART’s Chief Operating Officer hears second-level appeals.

The Manager of Customer Service and Paratransit, who makes first-level appeal decisions, reports to the Chief Operating Officer. This reporting relationship represents an inappropriate separation of function. Appendix D of the DOT ADA regulations explains that, in order to have appropriate separation of function, people involved in deciding appeals should not be involved in the initial decision as a member of the same office, or a supervisor or subordinate of the original decisionmaker.

HART communicates appeal decisions in writing, summarizing information reviewed and describing specific reasons for the decision.

The Manager of Customer Service and Paratransit noted that HART received only one appeal request in the past year; HART overturned its original decision and granted eligibility.

Corrective Action Schedule: Within 60 days of the issuance of the final report, HART must revise its appeal process to include appropriate separation of function (i.e., a decision by a person not involved with the initial decision to deny eligibility or in the same office where initial determinations are made).

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 review, deficiencies were found with HART’s requirements for visitors who have not been determined ADA paratransit eligible by other transit agencies. Deficiencies were also found with the amount of time HART requires to process visitor requests.

HART provides service to visitors for 21 days out of any 365-day period. Visitors must present documentation of ADA paratransit eligibility from another transit agency. If visitors do not have documentation from another transit agency, HART requires that they complete the HARTPlus application form and go through the HART eligibility determination process.

As explained in the Rider’s Guide, HART asks visitors to provide documentation of ADA paratransit eligibility at least two weeks prior to needing service. In practice HART has accommodated visitors on less notice, such as a week, but do ask for at least one week’s notice.

Granting visitor eligibility should be a fairly simple and quick process; as stated in Appendix D to 49 CFR § 37.127, service must be provided to visitors on the same basis—under all the same conditions, service criteria, etc.—as local residents, without distinction. Individuals should be able to contact the host agency to learn what is required and then be able to easily meet the requirements. Upon receipt of any required documentation, transit agencies should be able to quickly enter necessary information into any databases or systems to permit visitors to place trip requests. FTA envisions this taking place in one or two days.

Corrective Action Schedule: Within 60 days of the issuance of the final report, HART must revise its visitor policy to provide complementary paratransit for visitors without eligibility from another transit agency. HART may require documentation from visitors of their residence, and of disability for those whose disability is not apparent. HART must extend visitor status and service without requiring any documentation if individuals indicate an apparent disability.

HART must also process requests for visitor service in less than a week.

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 or with how HART communicates its origin-to-destination service policies.

One advisory comment is made regarding service monitoring to ensure that drivers are complying with HART policies.

HART clearly communicates its type of service policy in its public information. Page 1 of the Rider's Guide refers to the HARTPlus service as "door-to-door public transit service." Page 5 of the Rider's Guide explains, "Operators will assist you to and from the threshold of a building. Operators must maintain physical sight of the vehicle at all times, and they are not permitted to enter beyond the threshold or ground level of any building." If riders need assistance within buildings, the Rider's Guide advises them to separately arrange for this assistance.

According to Page 6 of the Rider's Guide:

Door-to-door service DOES NOT include any of the following:

- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs
- Entering beyond the door threshold
- Locking/unlocking doors or activating/deactivating house alarms
- Loading/unloading personal items

The review team interviewed ten HARTPlus drivers to find out how they assist riders. All ten drivers were familiar with HART's rider assistance policies and indicated that they assist riders to and from the door when needed. Two of the drivers claimed a small group of drivers do not get out of the vehicles to assist. This corroborates assertions riders during pre-visit interviews. The review team discussed this with HARTPlus managers who stated that once they hire additional road supervisors, they plan to more actively monitor driver performance.

Advisory Comment: An effective practice is to directly observe service delivery to ensure compliance with rider assistance policies and to provide refresher training or take appropriate disciplinary actions when employees do not follow agency policies.

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 HART'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 to eligible individuals to and from origins and destinations within the service area or with how HART communicates the service area.

Page 2 of the Rider's Guide defines the service area as being within 3/4 mile on either side of local bus routes. HART provided a map of the HARTPlus service area (see Attachment I), which includes all areas within 3/4 mile of local fixed routes. The map also shows that HARTPlus service is available in areas of HARTFlex on-demand service.

The review team also examined the complementary paratransit service area polygons programmed into HART's scheduling software and found all polygons programmed to correctly reflect the 3/4-mile service area around non-commuter fixed route bus routes, and around each TECO Streetcar station.

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 how HART schedules next-day service during normal business hours or with how reservationists negotiate trip requests.

According to Pages 3-4 of the Rider's Guide:

Trip reservations can be scheduled from one day and up to three days in advance. Customer Service Representatives are available seven days a week from 8:00 a.m. to 5:00 p.m. to schedule paratransit trips. Reservations must be made at least the day before a scheduled trip before 5:00 p.m. daily. HARTPlus does NOT offer same day service. Same day changes to a pick-up or drop-off time and address cannot be made so be sure to have the correct information when scheduling a paratransit trip.

For cancellations and inquiries, Customer Service Representatives are available Monday - Friday from 6:00 a.m. to 8:00 p.m., and on weekends and holidays from 8:00 a.m. to 5:00 p.m. For after-hours cancellations, call (813) 384-6418.

According to the Rider's Guide, reservationists may negotiate pickup times up to 60 minutes before or after the requested pickup times. The review team observed HART customer service representatives (CSRs) for a combined nine hours on Monday afternoon and Tuesday morning. These observations included requests for 81 HARTPlus trips. In each case, CSRs negotiated appropriately with riders and considered riders' travel needs. CSRs explored other options for riders whose travel plans required different pickup times.

For 60 of the 81 trip requests, CSRs assigned trips to a vehicle run during the call. For the other 21 trip requests, the CSRs confirmed the trip request without negotiation. They entered these trips into the paratransit software as "unscheduled." It then became the scheduler's responsibility to assign these trips to vehicle runs.

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, deficiencies were found with HARTPlus fares. No deficiencies were found with how HART communicates fare information.

The HARTPlus adult (4 years and older) fare is \$4 and the comparable fixed route fare is \$2. PCAs and companies ride free.

The regular, one-way fare for the in-town trolley (Route 96) is \$0.25. HART does not charge lower fares for HARTPlus trips made within 3/4-mile of this route. To comply with the § 37.131(c) requirements, the fare for complementary paratransit trips that have an origin and destination within 3/4-mile of the in-town trolley cannot exceed \$0.50: twice the trolley's fare of \$0.25. Alternatively, HART may undertake an analysis to determine which trips a typical fixed route rider would take using the in-town trolley and which trips they would take via other fixed routes with a \$2 fare, and use that information to establish a comparable fare zone surrounding the trolley route.

Corrective Action and Schedule: Within 60 days of the issuance of the final report, HART must conduct an analysis of the other fixed route services it provides within 3/4 mile of the in-town trolley to determine which trips typical fixed route users would take via the Streetcar and which trips they would take via services that charge the full \$2 fare. For trips using only the in-town trolley, HART must either adjust its fare structure so that the fare for comparable HARTPlus trips that begin and end within 3/4-mile of the streetcar line is no more than twice the fare of the in-town trolley, or undertake an analysis to determine which trips a typical fixed route rider would take using the in-town trolley vs. other fixed routes with a \$2 fare, and use that information to establish a comparable fare zone surrounding the trolley route.

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, no deficiencies were found with the prohibition against imposing restrictions or priorities based on trip purpose. The review team observed that HART reservationists do not ask riders to provide information about the purpose of their trip.

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 the hours and days of HARTPlus service. The review team confirmed that HART's paratransit software incorporates parameters that allow for pickups starting at 4 a.m. and ending at 1:30 a.m. Monday through Friday, from 5 a.m. until midnight on Saturdays, and from 6 a.m. until 10:30 p.m. on Sundays. The review team confirmed that HART's website and published bus schedules accurately link HARTPlus service hours to HART fixed route service hours throughout the service area, including the TECO Line Streetcar System.

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: During this compliance review, no deficiencies were found with the number of complementary paratransit trips HART provides to ADA paratransit eligible riders.

HART has no policies that limit the number of HARTPlus trips. During its observations, the review team confirmed that reservationists did not limit the number of trips per rider.

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

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.

Discussion: During this compliance review, no deficiencies were found with the prohibition against waiting lists for non-subscription complementary paratransit service. The review team also observed that HART reservationists accepted all trip requests.

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 HART's definition of an on-time pickup. Deficiencies were also found for on-time pickup performance for HARTPlus service. In addition, HART has no on-time pickup performance standards.

HART has an on-time pickup window of 30 minutes prior to the negotiated pickup time to 30 minutes after the negotiated time (-30/+30). In FTA's experience, pickup windows of more than 30 minutes establish unreasonably long wait times for service. As such, HART's 60-minute window can lead to unreasonably long wait times for HARTPlus service.

Table 6.3 summarizes HART's reported performance for on-time pickups for the first nine months of 2014; on-time pickups include both in-window pickups and early pickups. As presented, monthly on-time pickup performance—using HART's 60-minute window—ranged from 86.4 percent (September) to 95.5 percent (July).

Table 6.3 – Monthly On-Time Pickup Performance: January–September 2014

Month	Percent
January	91.9%
February	90.9%
March	91.3%
April	90.3%
May	90.9%
June	95.0%
July	95.5%
August	90.4%
September	86.4%

To independently verify on-time pickup performance, the review team analyzed paper manifests for the August sample week, selected every 14th trip (including trips transferred between vehicle runs), and produced a 195-trip sample. Data included negotiated and actual pickup times. Table 6.4 summarizes the results of the analysis, showing 71.8 percent of pickups within HART's very large window (-30/+30). In addition, given the size of HART's window, 11.3 percent of trips were late, representing a substantial rate of untimely pickups. Finally, slightly over 6 percent of trips were more than 15 minutes late, another indication of a potential capacity constraint.

Table 6.4 – On-Time Pickup Performance for HARTPlus Trips: August 24–30, 2014

Pickups	Percent
All early	16.9%
1–15 minutes early	14.9%
>15 minutes early	2.0%
In window (-30/+30)	71.8%
All late	11.3%
1–15 minutes late	5.1%
16–30 minutes late	4.1%
>30 minutes late	2.1%

Total sample: 195 trips

Corrective Action Schedule: Within 60 days of the issuance of the final report, HART must establish a pickup window that leads to a more reasonable wait time for service. HART must also establish a standard for on-time performance. HART must then carefully monitor on-time pickup performance to reduce the number of untimely pickups.

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 HART's written definition of a missed trip. No deficiencies were found with the number of trip denials or missed trips.

HART does not deny any HARTPlus trip requests. As discussed above, the review team observed CSRs accommodating all trip requests.

HART defines a missed trip as: a HARTPlus vehicle arriving after the end of the pickup window and not transporting a rider; or transporting a rider more than 60 minutes after the end of the pickup window, which is 90 minutes after the negotiated pickup time. HART may choose to use this definition in its service provider contracts (for example, to assess incentive or penalty payments), but HART's missed trip definition does not account for instances when:

- The vehicle arrives and leaves before the beginning of the pickup window without picking up the rider.
- The vehicle arrives and leaves without picking up the rider and fails to wait a full five minutes within the pickup window.

In practice, HART applies a more thorough missed trip definition when reviewing no-shows for possible service suspensions. (See Section 6.8.)

Using its own definition of missed trips, according to its own reports, HART's missed trip rate is 0.3 percent. Using FTA's definition of missed trips, the review team's analysis of missed trip coding still yielded a relatively low missed trip rate of 0.54 percent. (See Section 6.8.)

Corrective Action Schedule: Within 60 days of the issuance of the final report, HART must revise its definition of a missed trip to include all off the following components:

- The vehicle arrives and leaves before the beginning of the pickup window without picking up the rider.
- The vehicle arrives and leaves without picking up the rider and fails to wait a full five minutes within the pickup window.
- The vehicle arrives after the end of the pickup window and departs without picking up the rider.
- The vehicle does not arrive at the pickup location.

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 limiting the availability of HARTPlus service due to an operational pattern of trips with excessive trip lengths or with HART's ride time standard.

HART's ride time standard is for HARTPlus trips to be comparable to similar fixed route trips. To operationalize this standard, HART uses graduated travel time parameter settings that set different maximums based on the length of the trip. The settings allow a maximum of 30 minutes on board for the shortest trips and up to two hours for the longest trips. HART established these settings to correlate to comparable fixed route travel times. HART does not use a global maximum travel time parameter setting.

According to HART records, the mean on-board trip travel time during FY2014 was 37 minutes. This was longer than the trips the review team examined from the August sample week; trips during that week were 26 minutes on average.

The review team obtained a list of August 2014 HARTPlus trips exceeding 90 minutes. All told, out of 2,468 total trips, 142 trips (5.4 percent) exceeded 90 minutes. The review team also analyzed a 30-trip sample from this set of long trips to identify any trips exceeding the comparable fixed route time by 20 minutes. Using Google Maps² to determine travel times for comparable fixed route trips, the analysis showed that seven out of 30 (23 percent) trips from this sample were excessively long. When applied to the total trips, approximately 1 percent of HARTPlus trips exceed comparable fixed route trips by more than 20 minutes.

The review team also analyzed the sample of long trips for patterns. The analysis did not identify individuals who consistently experience trips that exceeded fixed route travel times by more than 20 minutes.

² Google Maps estimates walking speeds of three MPH (20 minutes/mile).

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 patterns of long telephone wait times at certain hours of the day that may limit the availability of HARTPlus service.

HART has 12 telephone lines to handle customer calls and provides all riders (including fixed route) a single telephone number (813-254-4278) with an initial phone tree for English or Spanish calls. Callers may then choose:

- Fixed route schedule information
- HARTPlus or HARTFlex reservations
- General information
- Detours and special events

Other telephone lines are for internal use (e.g., dispatch, interoffice calls, etc.).

HART accepts HARTPlus trip requests (one to three days in advance) from 8 a.m. to 5 p.m., seven days a week and takes cancellation calls on weekdays between 6 a.m. and 8 p.m.

When all on-duty reservationists are busy, calls divert into a queue, indefinitely. A wall-mounted display indicates the number of waiting calls. In addition, a supervisor can monitor each CSR.

HART's standard is to answer all calls within 90 seconds; there is no standard for abandoned calls. HART's monitoring system and telephone reports do not measure any hold times beyond 60 seconds, making it impossible to determine whether they are meeting their own standard. In addition, HART's reports summarize telephone hold statistics on a monthly basis, which can mask particular days or hours when telephone wait times are excessive. Reports for the month of August 2014 indicated that HART was answering 78 percent of calls within 60 seconds.

During the site visit, HART generated a customized report showing hold times up to 90 seconds over two, two-hour periods (Thursday October 9, from 3 to 5 p.m. and Friday, October 10 from 8 to 10 a.m.). As shown in Table 6.5, HART met its standard of answering all calls within 90 seconds during two out of four hours for its Spanish calls, but did not meet its standard for its non-Spanish calls.

Table 6.5 – Telephone Performance October 9–10, 2014

Date	Time	Percent of Calls Answered Within 90 Seconds	
		Non-Spanish Calls	Spanish Calls
10/9/14	3–4 p.m.	63%	83%
10/9/14	4–5 p.m.	41%	33%
10/10/14	8–9 a.m.	81%	100%
10/10/14	9–10 a.m.	98%	100%

Corrective Action Schedule: Within 60 days of the issuance of the final report, HART must be able to demonstrate that it is answering reservations calls promptly during all reservations hours. This is particularly important during the afternoon period, especially 3–5 p.m. To eliminate this capacity constraint, HART should collect and carefully analyze hourly telephone performance data and adjust resources during hours when performance falls below the standard.

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, the following deficiencies were found with HART's operational practices related to untimely drop-offs for appointments:

- HART does not have a written on-time drop-off performance standard for HARTPlus trips.
- The proportion of late drop-offs is high.
- The proportion of very early drop-offs is high.

HART generates monthly drop-off performance reports that compare requested rider appointment times with actual drop-off times. Table 6.6 presents HARTPlus drop-off performance for the first nine months of 2014. The 195-trip pickup performance sample contained 50 trips with requested drop-off times (25.6 percent), which represents a comparatively low proportion. In FTA's experience, approximately 40 percent of all trips have requested drop-off times. The sample contained trips to school, training, medical appointments, etc., that in practice are tied to specific start times but do not include appointment times. In addition, the review team observed that HARTPlus dispatchers use display terminals that do not indicate rider drop-off times.

Table 6.6 – Monthly On-Time Drop-off Performance: January–September 2014

Month	Percent
January	95.1%
February	92.6%
March	93.9%
April	92.7%
May	92.1%
June	96.3%
July	96.7%
August	91.9%
September	87.5%

Table 6.7 presents the review team's analysis of HARTPlus drop-off performance using the same 195-trip drop-off performance sample. Of the 50 trips with requested drop-off times, 18 percent were late, representing a high proportion of untimely (late) drop-offs.

In addition, 48 percent of the trips with requested drop-off times had actual drop-offs more than 30 minutes early, which represents a high proportion of untimely (very early) drop-offs. Extremely early drop-offs are a potential concern for riders with early morning appointments, since such drop-offs may take place before a facility opens.

Table 6.7 – On-Time Drop-off Performance for HARTPlus Trips: August 24–30, 2014

Drop-offs	Percent
All on time	82.0%
0–15 minutes early	12.0%
16–30 minutes early	22.0%
31–60 minutes early	36.0%
60+ minutes early	12.0%
>30 minutes early	48.0%
All late	18.0%
>30 minutes late	2.0%
16–30 minutes late	2.0%
1–15 minutes late	14.0%

Total sample: 50 trips

Corrective Action Schedule: Within 60 days of the issuance of the final report, HART must establish standards for the proportion of late drop-offs and very early drop-offs. HART must reduce the high proportion of late drop offs and 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, no deficiencies were found with HART’s provision of subscription trips. An advisory comment is made regarding monitoring subscription service on an hourly basis.

HART allows subscription service for HARTPlus riders who travel at the same time and day between the same origin and destination at least two times per week, and do so for at least two weeks. HART requests that subscription riders continue the subscription pattern for at least 30 days after beginning the subscription service. According to the Rider’s Guide, if a frequently cancels subscription trips, HART may cancel that rider’s subscription service.

At the time of the site visit, 23 percent of HARTPlus trips were subscriptions with no single hour containing more than 44 percent subscription service.

Advisory Comment: Because this review identified capacity constraints, including untimely pickups and untimely drop-offs, an effective practice is to carefully monitor subscription service on an hourly basis to ensure that the subscription service rate does not exceed more than 50 percent of all service during the hours that capacity constraints occur.

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 HART's policies and practices as follows:

- HART's no-show suspension policy does not consider the proportion of no-shows relative to the rider's frequency of travel.
- HART's suspensions are excessively long.
- HART does not adequately consider issues beyond the rider's control.
- HART does not explain a rider's right to appeal a service suspension.
- HART does not have a service suspension appeal process.

Pages 10–11 of the Rider's Guide explain HART's no-show suspension policy, defining a no-show as when a rider fails to board the vehicle after the driver waited five minutes within the pickup window. HART also considers late cancellations as no-shows and defines late cancellations as trips cancelled less than two hours before the scheduled pickup time. At the time of the site visit, HART was not counting late cancellations when deciding whether to suspend riders for violating its no-show policy.

If riders are no-shows for going trips, HART does not automatically cancel subsequent trips on that day. The Rider's Guide advises riders to call and cancel any subsequent trips they do not plan to take to avoid additional no-shows. This is consistent with U.S. DOT policy.

HART suspends riders who accumulate four or more no-shows or late cancellations within a 30-day period. The initial suspension is for 30 days. HART imposes a 60-day suspension if riders accumulate four or more additional no-shows in the next 60 days. HART suspends service for up to one year if more than two suspensions occur within a six-month period. FTA considers service suspensions beyond 30 days as excessive.

HART does not consider a rider's rate of no-shows in proportion to their use of HARTPlus service. Four no-shows in a 30-day period may reflect a small percentage of trips a frequent rider takes and may not reflect a pattern or practice of missing scheduled trips. For example, a rider who requests 50 trips in one month and has four no-shows has a no-show rate of 8 percent. Were this percentage comparable to the systemwide average of HARTPlus no-shows, it would not represent to abuse of the service.

HART's policy of suspending riders for 30 days for the first violation of the policy is also excessive. In FTA's experience, initial suspensions are typically for one week, second suspensions are typically for two weeks, and third suspensions are typically for three weeks. Fourth and subsequent suspensions should not exceed 30-days.

Each Monday, HART generates reports listing no-shows and late cancellations for the prior 30 days. For any riders with three or more no-shows, HART investigates the trip details, checking that the driver arrived within the pickup window and waited five minutes before leaving, confirming that a dispatcher contacted the rider, and reviews other information that confirms the no-show. HART also reviews phone

recordings to determine whether the rider called to cancel the trip and then removes any no-shows recorded in error.

To verify the accuracy of HART's no-show coding, the review team met with HART CSRs to analyze a sample of 51 scheduled trips (12 different riders) that dispatchers initially coded as no-shows. This process:

- Confirmed 15 trips as rider no-shows
- Reclassified 32 trips as late cancellations or cancellations at the door, which HART was not counting towards potential service suspensions
- Changed four no-show trips into missed trips

Based on the four no-shows that HART changed to missed trips, the review team calculated that HART's missed trip rate (reported above at 0.3 percent) is likely 8 percent higher or 0.54 percent (adjusted).

HART accumulates verified no-shows for each rider. After riders accumulate three verified no-shows, HART places alerts in a rider's file. The paratransit software is programmed to produce the following "pop-up" message on the reservationist's screen:

IMPORTANT INFO

No Show Warning! Client has 3 No Shows, one more & can be suspended. If there are any questions, please contact [HART staff]

HART sends suspension letters to riders who accumulate four or more no-shows in 30 days. (See Attachment J.) HART places an alert in a rider's file so reservationists can also inform them of the proposed suspension. The suspension letter lists all of the no-shows recorded during the past 30 days, noting that HART reviewed phone records and confirmed that rider did not cancel these trips. The letter invites riders to call HART to provide documentation that they cancelled the trip in advance.

Neither HART's Rider's Guide nor its no-show suspension letters explain that HART will excuse any no-shows due to circumstances beyond a rider's control or that they may call HART to provide such information. In addition, HART's suspensions letters do not indicate that riders have a right to appeal a proposed suspension or how to file an appeal.

Corrective Action Schedule: Upon receipt of the final report, HART must cease suspending riders under its existing no-show policy and reinstate service to riders currently under suspension. Within 60 days of receiving the final report, HART must modify its no-show suspension policies and documents as follows:

- Before proposing service suspensions, HART must review riders' trip records to consider their rate of no-shows in relation to their level of HARTPlus use.
- HART must revise its no-show suspension policy to establish reasonable periods of suspension for first and subsequent suspensions.
- HART must revise its no-show suspension letters to inform riders that HART does not count events beyond the rider's control as no-shows and invite them to call HART to report such instances. HART must also revise its Rider's Guide to explain this policy.
- HART must revise its no-show suspension letters to explain a rider's right to appeal the suspensions and how to request one.
- HART must establish a no-show suspension appeal process consistent with § 37.125(g). (See above.)

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 § 27.121(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 with how HART documents the prompt and equitable resolution of complaints.

Those wishing to complain or comment can contact customer service, write (postal or email), walk-in, or use a [link](#) on HART's website. The website link offers a pull-down menu option for "Comments/Complaints." Completing this form generates an email.

When HART's Customer Concerns Department receives HARTPlus-related complaints, employees enter the complaint information into a database, send a system-generated complaint-acknowledgement letter to the complainant, and forward the complaints to a supervisor. They keep the hard copy and electronic complaint files for an indefinite period. HART's goal is to respond within 14 days.

HART provided the review team with reports from August of 2013 that showed that HART received 23 HARTPlus complaints. The report showed that HART responded to three complaints. Further, because the responses were undated, the review team could not determine if HART promptly resolves complaints.

Corrective Action and Schedule: Within 60 days of the issuance of the final report, HART must implement procedures to document and date responses to the complaints.

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, deficiencies were found with prohibitions against eating or drinking while aboard HARTPlus vehicles and with HART's policy regarding the accommodation of mobility devices.

HART's "Rules of Conduct" on page 17 of the Rider's Guide prohibits eating or drinking on HARTPlus vehicles. Violation of this policy is subject to penalties, including suspension from service. This policy may prevent riders with certain medical conditions from using the service or risking service suspensions, and is therefore discriminatory. For example, riders with diabetes may need to eat for medical reasons while riding HARTPlus, particularly when making long trips.

The "Using Wheelchairs or Mobility Devices" section (page 9) of the Rider's Guide states,

HARTPlus will make every attempt to accommodate standard wheelchairs, scooters and other mobility devices. These devices are defined as not to exceed 48" in length, 30" in width and 600 pounds in total weight. Mobility devices larger than these standards may be denied service aboard HARTPlus vehicles. For our riders' safety, HARTPlus cannot transport riders with broken mobility devices or devices without working brakes. Please be sure that wheelchairs or other mobility devices are clean, safe and in good working condition before traveling with HARTPlus.

When transit agencies have a vehicle and equipment that meets or exceeds the 49 CFR Part 38 design standards, and the vehicle and equipment can safely accommodate a wheelchair, disability nondiscrimination laws require the agency to transport the device and its user. In addition, if a wheelchair or its attachments extend beyond the 30 x 48 inch footprint found in the Part 38 design standards but fits

onto the lift and into the vehicle's wheelchair securement area, the transportation provider must accommodate the wheelchair.

The review team inspected the vehicles HART uses for HARTPlus service and noted that the lifts on the new CNG minibuses can accommodate wheelchairs up to 33 inches wide, 50 inches long, and weighing up to 800 pounds. The securement areas and systems on these vehicles can accommodate two mobility devices up to 31 inches wide and 63 inches long.

The older diesel minibuses have the same lifts as the CNG vehicles and can accommodate wheelchairs up to the same limits. The securement areas and systems on the diesel vehicles can accommodate two mobility devices up to 33 inches wide and 63 inches long.

The MV-1 minivans have ramps that accommodate wheelchairs up to 30 inches wide and 800 pounds, and have no length limit. The securement areas and systems on the MV-1s accommodate one mobility device up to 34 inches wide and 56 inches long.

Because all HARTPlus vehicles can accommodate wheelchair/passenger combinations that exceed the Part 38 standards, HART must revise its current wheelchair and mobility device policy. Furthermore, HART cannot require that wheelchairs be equipped with brakes, footrests, or any other specific equipment. Neither can HART deny service to a rider based on the general condition of a "broken mobility device." Unless it can identify a specific safety hazard (to the driver or other passengers), HART must provide service to a rider regardless of the condition of the mobility device.

Corrective Action and Schedule: Within 60 days of the issuance of the final report:

- HART must revise its policies to ensure that riders with certain medical conditions are not subject to adverse action should they need to eat or drink while riding HARTPlus
- HART must revise its wheelchair and mobility device policies to provide service to riders using devices as long as its vehicles can accommodate them
- HART must revise its policies so that it serves riders with mobility devices without regard to the condition of the mobility device, unless it can demonstrate a specific safety hazard associated with the mobility device

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.

The review team examined HART's driver and CSR training materials and interviewed ten HARTPlus drivers, asking a variety of questions, including drivers' opinions about the adequacy of initial and refresher training.

HART provides new drivers with four full weeks of training, two weeks in the classroom and two weeks of road practice. The curriculum includes understanding the ADA, wheelchairs, lift and securement use, and sensitivity to riders. Drivers learn to use all vehicle equipment, including the data terminals. Drivers also meet with representatives of agencies serving people with disabilities.

During the review team's observations of HARTPlus calls, including trip requests and confirmations, "where's my ride?" queries, and other HARTPlus calls, CSRs properly responded to callers and were respectful and courteous.

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: HART directly provides all aspects of HARTPlus service, including eligibility determinations. Therefore, this requirement does not apply.

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: HART directly provides all aspects of HARTPlus service, including eligibility determinations. Therefore, this requirement does not apply.

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: No other public transit agencies operate fixed route services contiguous with HARTPlus service. Although four other transit agencies (Pinellas County Transit to the west, Pasco County Transit to the north, Lakeland Transit to the east, and Sarasota County Transit to the south) provide services that surround HART's service area, none of HART's non-commuter fixed route services link to the other agencies' non-commuter fixed route services. HART works with adjacent service providers to assist any

complementary paratransit riders traveling to and from HART's service area on commuter buses. HART also helps HARTPlus riders to access complementary paratransit services in adjacent service areas when they travel by commuter bus to those areas.

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	1 deficiency	HART requires applicants to provide Social Security Numbers	
3	ADA paratransit eligibility standards	37.123(e)(1)-(3)	No deficiencies 3 advisory comments		
4	Accessible information	37.125(b)	No deficiencies		
5	Eligibility determinations within 21 days	37.125(c)	1 deficiency	HART does not inform applicants of their right to receive service beginning on the 22nd day when eligibility determinations are not made within 21 days of the completion of all required parts of the process.	60
6	Written eligibility determinations including specific reasons for denials or temporary or conditional eligibility	37.125(d)(e)	3 deficiencies	HART does not inform applicants granted only conditional or temporary eligibility of their right to appeal or how to request appeals. HART inappropriately finds some applicants ineligible to travel with a PCA. HART does not provide specific reasons for decisions to deny eligibility.	60
7	Recertification of eligibility at reasonable intervals	35.125(f)	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*
8	Administrative appeals process for denials and conditional eligibility	37.125(g)	1 deficiency	The appeal process does not have appropriate separation of function between those making initial determinations and those hearing appeals.	60
9	Complementary paratransit for visitors	37.127	2 deficiencies	HART only grants visitor eligibility to people who present documentation of ADA paratransit eligibility from another transit agency. HART must process requests for visitor service in less than a week.	60
10	Types of service	37.129	No deficiencies 1 advisory comment		
11	Service area	37.131(a)	No deficiencies		
12	Response time	37.131(b)	No deficiencies		
13	Fares	37.131(c)	1 deficiency	HARTPlus fares are more than twice the in-town trolley (Route 96) fares within the in-town trolley's service area.	60
14	No trip purpose restrictions	37.131(d)	No deficiencies		
15	Hours and days of service	37.131(e)	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*
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		
19	No substantial numbers of significantly untimely pickups for initial or return trips	37.131(f)(3)(i)(a)	3 deficiencies	HART's 60-minute pickup window is unreasonably long. HART has no on-time pickup on-time performance standards. HART's on-pick up performance results in a substantial number of untimely pickups.	60
20	No substantial numbers of trip denials or missed trips	37.131(f)(3)(i)(b) 37.131(3)(1)(b)	1 deficiency	HART's definition of a missed trip omits certain elements of FTA's definition of a missed trip.	60
21	No substantial numbers of trips with excessive trip lengths	37.131(f)(3)(i)(c)	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*
22a	No operational patterns or practices significantly limiting service availability (telephone hold times)	37.131(f)	1 deficiency	At certain hours of the day, HART has excessively long telephone hold times.	60
22b	No operational patterns or practices significantly limiting service availability (untimely drop-offs)	37.131(f)	3 deficiencies	HART does not have a written on-time drop-off performance standard for HARTPlus trips. The proportion of late drop-offs is high. The proportion of very early drop-offs is high.	60
23	Subscription Service	37.133	No deficiencies 1 advisory comment		
24	No-show, late cancel and reasonable service suspension & appeal policies	37.125(h) (1)-(3)	5 deficiencies	HART's no-show suspension policy does not consider the proportion of no-shows relative to the rider's frequency of travel. HART's suspensions are excessively long. HART does not adequately consider issues beyond the rider's control. HART does not explain a rider's right to appeal a service suspension.	See discussion of corrective actions in Section 6.8
25	Complaint Resolution & Compliance Information	27.13(b) & 27.121	1 deficiency	HART does not adequately document and date its responses to complaints.	60

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*
26	Non-discrimination	37.5	3 deficiencies	<p>HART prohibits eating and drinking on HARTPlus vehicles without consideration for certain medical conditions.</p> <p>HART policy prohibits riders from HARTPlus service who use mobility devices more than 30 inches wide, 48 inches long, or weighing more than 600 pounds when occupied even though it has vehicles that can accommodate larger mobility devices.</p> <p>HART refuses service to riders who use mobility devices without brakes or that are not “clean, safe, or in good working condition.”</p>	60
27	Training	37.173	No deficiencies		
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		

* To be inserted at publication of final report

Attachment A

FTA Notification Letter to Hillsborough Area Regional Transit Authority



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

Headquarters

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

August 27, 2014

Ms. Katharine Eagan
Chief Executive Officer
Hillsborough Area Regional Transit Authority
1201 East Seventh Avenue
Tampa, FL 33605

Dear Ms. Eagan:

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 Hillsborough Area Regional Transit Authority (HART) has been selected for a review of its HARTPlus complementary paratransit service to take place during the week of October 6–10, 2014.

The purpose of this review will be to determine whether HART 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 on-site visit, an opening conference, an on-site analysis of the HARTPlus complementary paratransit service, and an exit conference. The entire on-site portion of the review will be completed within five days. FTA has engaged the services of the Collaborative, Inc. (the Collaborative) with TranSystems Corporation (TranSystems), both 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 6, 2014**, to introduce the Collaborative team and FTA representatives to HART, including you or your designee, the HART director of van operations, 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 HARTPlus offices for the duration of their visit. Please let us know if you will designate a member of your staff to serve as HART's liaison with the review team and will coordinate the on-site review and address questions that may arise during the visit.

So that we may properly prepare for the on-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 21 calendar days of the date of this letter. These materials should be forwarded to:

Russell Thatcher
TranSystems, Inc.
38 Chauncy Street, Suite 200
Boston, MA 02111
857-453-5509
rhthatcher@tranystems.com

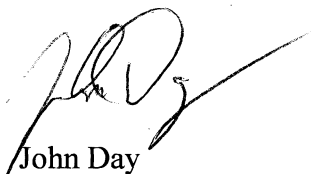
Enclosure 2 consists of items that the Collaborative team will review on-site beginning on October 6, 2014, after the opening conference.

We request the exit conference be scheduled for **2 p.m. on Friday, October 10, 2014**, to afford an opportunity for the reviewers to discuss their observations with you and your agency. We request that you or your designee, the HART director of van operations, 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 comment on the draft before FTA finalizes the report. The Final Report, when issued to HART, will be considered a public document subject to release under the Freedom of Information Act, upon request.

HART and HARTPlus 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 HART and HARTPlus staff.

Sincerely,



John Day
ADA Team Leader

cc: Yvette G. Taylor, FTA Region IV Administrator
Carlos Gonzalez, FTA Region IV Civil Rights Officer
Vasti Amaro, Director of Van Operations

Enclosure 1

The following information must be submitted to Transystems within 21 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 the contractors?) and the address(es) where reservations are taken
 - How trips are scheduled (by the contractors?) and the address(es) where scheduling is done
 - How dispatching is handled (by the 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 of the 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

Hillsborough Area Regional Transit Authority: 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
HART Response to Draft Report

From: Ruthie Reyes Burckard [<mailto:ReyesBurckardR@gohart.org>]

Sent: Friday, February 13, 2015 5:27 PM

To: Heard, Anita (FTA)

Cc: Vasti Amaro; Katharine Eagan

Subject: Response to HART Paratransit Compliance Review Draft Report

Good Afternoon Ms. Heard,

After reviewing the Hillsborough Area Regional Transit Authority Paratransit Compliance Review Draft Report for any factual misstatements or omissions please note that the below two items need to be corrected.

Item #37

Reference 37.131 (c)

Fares

The regular, one-way fare for the TECO Line Streetcar System is \$0.25. HART does not charge lower fares for HARTPlus trips made within 3/4-mile of the streetcar lines. The HARTPlus fare in the TECO Line area is currently more than twice the corresponding streetcar fare.

Actual

The regular, one-way fare for the TECO Line Streetcar System is \$2.50 and the fare within \leq mile of the TECO Line Streetcar for the HARTPlus service is \$4.00 This is less than double the system fare amount.

Additionally, HART runs a rubber tired Trolley route at the current fare \$0.25. However, during the audit it was confirmed by the auditors that there were no trips identified that had a pickup point of origin and drop-off destination that resided within \leq mile of the Trolley route.

Item #24

Reference 37.125(h)

(1)- (3 No Show

On pages 16–17 of the Rider's Guide explain HART's no-show suspension policy, defining a no-show as when a rider fails to board the vehicle after the driver waited five minutes within the pickup window. HART also considers late cancellations as no-shows and defines late cancellations as trips cancelled less than two hours before the scheduled pickup time. At the time of the site visit, HART was not counting late cancellations when deciding whether to suspend riders for violating its no-show policy.

Actual

On Pg. 36 of the Hillsborough Area Regional Transit Authority Paratransit Compliance Review Draft Report the wrong page information for suspension of N/S is listed as pages 16-17 should note that the no-show policy is noted on pages 10-11.

Please advise if you require any further discussion or clarification on these two items.

Thank You,

Ruthie Reyes Burckard

Attachment C
Eligibility Application



Mail Original Application:
Envíe por Correo la Aplicación Original:
HARTPlus Paratransit Program
1201 E. 7th Avenue
Tampa, FL 33605

Dear Applicant:

Thank you for inquiring about HARTPlus Paratransit Program. Enclosed is the application you requested. HART provides door-to-door shared-ride van service to individuals in accordance with the Americans with Disabilities Act of 1990 (ADA) guidelines, who are prevented from using HART regular bus service because of their disability. Please keep in mind that per ADA regulations, HART is only able to provide paratransit service within the area of service as determined by a $\frac{3}{4}$ of a mile radius to all local fixed bus routes.

This paratransit service is available to individuals whose disabilities prevent them from getting to a bus stop or using the HART regular buses. An ADA compliant accessible vehicle will pick you up from in front of your point of origin and drop you off in front of your destination. The fare for HARTPlus is \$4.00 per each one-way trip.

To enable us to accurately determine your eligibility for this service, please fill out the enclosed application form as thoroughly as possible. The questions in each section of this application are meant to determine the specific limitations you may have using HART regular bus service. They may also determine when and under what circumstances you may be able to use the regular bus service or when you will need to utilize HARTPlus Paratransit service. **We do not accept copies or faxes. If any sections are faxed or left blank, the application will not be processed.**

Part of the application process also includes an in-person interview to be conducted at the Marion Transit Center (1211 N. Marion Street, Tampa, FL 33602). You will be scheduled for the interview and notified by mail or phone. HART provides eligibility determination in writing 21 days of the completed application process, which includes the in-person interview.

All information provided in the application is kept confidential. If you have questions about the application or HARTPlus Paratransit Program or eligibility, please call: **(813) 384-6445 or (813) 384-6305.**

Mail your original completed application to:

HARTPlus Paratransit Program
1201 E. 7th Avenue
Tampa, FL 33605

Sincerely,
HARTPlus Paratransit Department

Nota: Para español volteé la página.



Mail Original Application:
Envíe por Correo la Aplicación Original:
HARTPlus Paratransit Program
1201 E. 7th Avenue
Tampa, FL 33605

Estimado Solicitante:

Gracias por preguntar sobre el Programa de Paratransito HARTPlus. Adjunto encontrará la aplicación que solicitó. HART provee servicio de transportación de puerta a puerta de viajes compartidos en minibus de acuerdo a las pautas del Acta de Americanos Discapacitados del 1990 (ADA) a aquellos individuos que no pueden utilizar el servicio de autobuses regulares de HART debido a su incapacidad. Tenga en cuenta que por las regulaciones del ADA, HART solamente puede proveer servicio de paratransito en el area de servicio determinada por un $\frac{3}{4}$ de un radio de milla de las rutas locales de autobuses.

Este servicio de paratransito está disponible para individuos los cuales sus incapacidades les impide llegar a una parada de autobuses o utilizar el servicio regular de autobuses de HART. Un vehículo certificado por el ADA lo recogerá frente a su punto de origen y lo dejará frente a su destinación. La tarifa de HARTPlus es \$4.00 por cada viaje de una ida.

Para permitirnos determinar con exactitud su elegibilidad para este servicio, por favor complete la aplicación adjunta lo más completa posible. Las preguntas en cada sección de esta aplicación están destinadas a determinar las limitaciones específicas que usted pueda tener al usar el servicio regular de autobuses de HART. También podrán determinar cuando y bajo qué circunstancias usted podría utilizar el servicio regular de autobús o cuándo usted necesitará utilizar el servicio de paratransito HARTPlus. **No aceptamos copias o faxes. Si envía su solicitud por fax o la deja en blanco, la solicitud no será procesada.**

Parte del proceso de la aplicación incluye una entrevista en persona conducida en el Marion Transit Center (1201 N. Marion Street, Tampa, FL 33602). Usted será citado para la entrevista y notificado por correo o por teléfono. HART proveerá la determinación de elegibilidad por escrito dentro de un periodo de 21 días de completar el proceso de la aplicación, el cual incluye la entrevista en persona.

Toda la información provista en la aplicación se mantendrá confidencial. Si usted tiene preguntas sobre la aplicación, el programa de paratransito HARTPlus o elegibilidad, por favor llame al: **813-384-6445 o 813-384-6305.**

Envíe por correo su aplicación original a:

HARTPlus Paratransit Program
1201 E. 7th Avenue
Tampa, FL 33605

Atentamente,
Departamento de Paratransito HARTPlus



Mail Original Application:
Envíe por Correo la Aplicación Original:
HARTPlus Paratransit Program
1201 E. 7th Avenue
Tampa, FL 33605

SECTION 1: GENERAL INFORMATION
SECCIÓN 1: INFORMACIÓN GENERAL

☐ **Mr.** ☐ **Mrs.** ☐ **Ms.** ☐ **Male** ☐ **Female**
Sr. Sra. Srta. Masculino Femenino

Last Name: _____
Apellido:

First Name: _____ **MI:** _____
Nombre: Inicial:

Street Address: _____
Dirección:

Apt./Building: _____
Número de Apartamento/Edificio

City: _____
Ciudad:

State: _____
Estado:

Zip Code: _____
Código Postal:

Social Security #: _____
de Seguro Social:

Birthdate: _____ **Phone:** _____
Fecha de Nacimiento: Teléfono:

Please list the name and telephone number of two (2) persons to call in case of an emergency:
Favor de listar los nombres y números telefónicos de dos (2) personas a llamar en caso de emergencia:

Name: _____
Nombre:

Home Phone: _____
Teléfono del Hogar:

Relationship: _____
Relación:

Work Phone: _____
Teléfono del Trabajo:

Name: _____
Nombre:

Home Phone: _____
Teléfono del Hogar:

Relationship: _____
Relación:

Work Phone: _____
Teléfono del Trabajo:

Do you need information and materials given to you in any of the following formats?:
¿Necesita usted información y materiales en los siguientes formatos?:

☐ **Large Print** ☐ **Audio** ☐ **Braille** ☐ **Others**
Letras Grandes Audio Escritura en relieve Otros

The person who assisted you filling out this application is a: ☐ **Friend** ☐ **Relative** ☐ **Professional**
La persona que le ayudó a llenar esta aplicación es: Amigo Familiar Profesional

Name: _____ **Phone:** _____
Nombre: Teléfono:

Address: _____
Dirección:

City: _____ **State:** _____ **Zip Code:** _____
Ciudad: Estado: Código Postal:

If professional, list agency: _____
Si fue un profesional, liste la agencia:

SECTION 2: APPLICANT'S ABILITY TO USE REGULAR BUS SYSTEM
SECCIÓN 2: ABILIDAD DEL SOLICITANTE PARA USAR EL SISTEMA REGULAR DE AUTOBUSES

1. Do you currently use regular bus service at all? ☐ **Yes** ☐ **No**
¿Usa usted actualmente el servicios regular de autobuses? Si No

2. Can you get on and off a regular bus?
¿Puede usted subirse y bajarse de un autobús regular?

☐ **Yes** ☐ **No** ☐ **Sometimes** ☐ **I don't know, I have never tried**
Si No En ocasiones No sé, nunca he tratado

Note: All buses are fully accessible with wheelchair lifts, many also have a kneeler which lowers the height of the steps to the curb.

Nota: Todos los autobuses están equipados para acomodar personas con sillas de ruedas y también tienen sistemas hidráulicos para los escalones en las curvas.



Mail Original Application:
Envíe por Correo la Aplicación Original:
HARTPlus Paratransit Program
1201 E. 7th Avenue
Tampa, FL 33605

3. If you are able to get on and off regular buses, can you get to a seat or wheelchair position by yourself and ride the bus?

Si usted pudiese entrar y salir de los autobuses regulares, ¿podría usted sentarse o acomodar su silla de ruedas por si mismo(a)?

- ☐ **Yes** ☐ **No** ☐ **Sometimes** ☐ **I don't know, I have never tried**
Si No En ocasiones No sé, nunca he tratado

4. How far can you walk? _____

¿Cuán lejos puede caminar?

Get to the curb in front of my home:

Llegar a la curva al frente de mi hogar:

Travel up to three (3) blocks to a bus stop (1/4 mile):

Caminar tres (3) bloques hasta una parada de autobús (1/4 de milla):

Check one:

- ☐ **Can** ☐ **Cannot**
Puedo No Puedo
☐ **Can** ☐ **Cannot**
Puedo No Puedo

5. How long can you wait for a regular local bus?

¿Cuánto tiempo puede usted esperar en la parada por el autobús local?

- ☐ **Five (5) minutes** ☐ **Ten (10) minutes** ☐ **More than ten (10) minutes**
Cinco (5) minutos Diez (10) minutos Más de diez (10) minutos

6. What are the barriers that might prevent you getting to the closest bus stop? (describe: sidewalks, roadway traffic norms, traffic signals, curbs, terrain, business, etc...)

¿Cuáles son las barreras, si alguna, que le prohíben llegar a la parada más cercana? (describa: las aceras, las normas de tráfico de la calle, las señales de tráfico, las curvas de las calles, el terreno, los negocios adyacentes, etc...)

7. Please read the following statements and check those which best describe your ability to use regular bus service. You may select more than one:

Favor de leer las siguientes declaraciones y marque las que mejor describan su habilidad para usar el servicio regular de autobús. Puede seleccionar más de una:

☐ **I have a temporary disability which prevents me from getting to the bus stop or using the service. I will need shared-ride van service only until I recover.**

Tengo una incapacidad temporal que me impide llegar a la parada del autobús o utilizar el servicio. Necesitaría utilizar el servicio de viajes compartido en minibus hasta que me recupere solamente.

☐ **I cannot get to the bus stop.**

No puedo llegar a la parada del autobús.

☐ **I have a cognitive disability which prevents me from remembering and understanding all I have to do to find my way to and from the bus stop and to ride the bus.**

Tengo una incapacidad cognoscitiva la cual me impide recordar y entender todo lo que tengo que hacer para encontrar la parada y usar el autobús.

☐ **I have a visual disability which prevents me from finding my way to and from the bus stop.**

Tengo una incapacidad visual la cual me impide encontrar la parada del autobús.

☐ **I have a severe medical condition. My condition results in an impairment which makes it impossible for me to use regular bus service.**

Tengo una condición médica severa. Mi condición resulta en un impedimento el cual hace imposible el utilizar el servicio regular de autobús.

☐ **I have an episodic disability. I can use the bus on those days when I am feeling well, but on bad days, I can't make it to the bus stop, or even get on the bus.**

Tengo una incapacidad por episodios. Puedo utilizar el autobús en ocasiones, cuando me siento bien, pero en mis días malos, no puedo llegar a la parada del autobús, ni siquiera usar el autobús.



Mail Original Application:
Envíe por Correo la Aplicación Original:
HARTPlus Paratransit Program
1201 E. 7th Avenue
Tampa, FL 33605

SECTION 3: INFORMATION ABOUT YOUR DISABILITY AND MOBILITY EQUIPMENT
SECCIÓN 3: INFORMACIÓN SOBRE SU INCAPACIDAD Y EQUIPO DE MOBILIDAD

1. **Explain your disability:** _____
Explique su incapacidad:
2. **Currently how do you get to your destinations?**
Actualmente, ¿cómo llega usted a sus destinos?
- ☐ **Car** ☐ **Cab** ☐ **Bus** ☐ **Other:** _____
Carro Taxi Autobús Otro:
3. **What type or types of disabilities prevent you from using regular bus services? (check all that apply)**
¿Qué tipo o tipos de incapacidades le impiden usar el servicio regular de autobús? (marque todas las que apliquen)
- ☐ **Mobility disability** ☐ **Visual impairment / blindness**
Impedimento físico Impedimento visual / ceguera
- ☐ **Developmental disability** ☐ **Cognitive / mental illness**
Impedimento de desarrollo mental Enfermedad cognoscitiva / mental
- ☐ **Health-related condition** ☐ **Oxygen** ☐ **Seizures**
Condición relacionada con la salud Oxígeno Ataques
- ☐ **Other:** _____
Otros:
4. **Is your disability:** ☐ **Permanent** ☐ **Temporary** ☐ **I don't know** ☐ **Episodic**
Es su incapacidad: Permanente Temporal No sé Por episodios
- If temporary, how many months?** _____
Si es temporal, ¿cuántos meses?
5. **Are you able to travel alone?** ☐ **Yes** ☐ **No**
¿Puede usted viajar solo(a)? Si No
6. **Please indicate below if you use any of the following mobility aids or equipment:**
Favor de indicar abajo si usted utiliza cualquiera de los siguientes equipos de movilidad:
- ☐ **Cane** ☐ **Long white cane** ☐ **Crutches**
Bastón Bastón blanco largo Muletas
- ☐ **Walker** ☐ **Manual wheelchair** ☐ **Powered wheelchair**
Andador Silla de ruedas manual Silla de ruedas eléctrica
- ☐ **Power scooter** ☐ **Service animal (describe):** _____
Triciclo eléctrico Animal de servicio o guía (describa):
- ☐ **Other:** _____
Otro:

Note: Wheelchairs that are larger than 30 inches wide by 48 inches long, 600 pounds when occupied will not be transported.

Nota: Sillas de rueda de más de 30 pulgadas de ancho por 48 pulgadas de largo y que sobrepasen las 600 libras de peso con la silla ocupada no podrán ser transportadas.



Mail Original Application:
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HARTPlus Paratransit Program
1201 E. 7th Avenue
Tampa, FL 33605

HARTPlus Paratransit Program Medical Release Form (Applicant must fill-out)

Programa de Paratransito HARTPlus Autorización de Publicar Información Médica (Solicitante tiene que completar)

Applicant's Name: _____	Social Security #: _____	Date of Birth: _____	
Nombre del Solicitante:	# de Seguro Social:	Fecha de Nacimiento:	
Applicant's Address: _____	City: _____	State: _____	Zip Code: _____
Dirección del Solicitante:	Ciudad:	Estado:	Código Postal:
Doctor's Name: _____	Phone: _____	Fax: _____	
Nombre del Médico:	Teléfono:	Fax:	
Doctor's Address: _____	City: _____	State: _____	Zip Code: _____
Dirección del Médico:	Ciudad:	Estado:	Código Postal:

Note: The above applicant is responsible for any charges.

Nota: El solicitante es responsable de cualquier cargo.

I hereby authorize the release of the following information or records. (Please check, you may select more than one)

Por este medio autorizo la publicación de la siguiente información o archivos. (Favor de marcar, puede seleccionar más de uno)

☐ **Intake, psychological, psychiatric evaluations**

Admisión, psicológico, psiquiátrico

☐ **Treatment notes and summaries**

Notas o resúmenes de tratamientos

☐ **Medical history record**

Archivo de historial médico

☐ **Other (please specify):** _____

Otro (favor de especificar):

This information may not be disclosed to any further party or agency. I understand that I have the right to inspect the information which will be released through this authorization and such inspection will be noted in writing, in the file of the person about whom the information is being released, obtained, or exchanged. I understand that this consent is subject to revocation at any time by sending written notice to the HARTPlus Paratransit Program. This release expires three (3) years from the current date.

Esta información no podrá ser divulgada a ninguna otra entidad o agencia. Entiendo que tengo el derecho de inspeccionar la información que será publicada a través de esta autorización y tal inspección será anotada por escrito en la carpeta de la persona la cual la información está siendo publicada, obtenida o intercambiada. Entiendo que este consentimiento está sujeto a revocación en cualquier momento enviando una nota por escrito al Programa de Paratransito HARTPlus. Esta autorización de publicar expira tres (3) años después de la fecha actual.

(Please print name): _____ **(Applicant)** has applied for enrollment in HARTPlus Paratransit Program. This program provides transportation for individuals with disabilities as well as travel training. The information requested is necessary to complete the application process to determine if the individual qualifies for the program. The information will be treated confidential and will remain in the HARTPlus Paratransit Department.

(Favor de imprimir el nombre):

(Solicitante) ha aplicado para ingresar en el Programa de Paratransito HARTPlus. Este programa provee transportación a individuos con incapacidades así como también entrenamiento de viaje. La información solicitada es necesaria para completar el proceso de aplicación para determinar si el individuo califica para el programa. La información será tratada como confidencial y se mantendrá en el Departamento de Paratransito HARTPlus.

Signature of Applicant: _____

Firma del Solicitante:

Signature of Parent or Guardian: _____

Firma del Padre o Tutor:

HARTPlus Paratransit Representative: _____

Representante de Paratransito HARTPlus:

Date: _____

Fecha:

Date: _____

Fecha:

Date: _____

Fecha:



Mail Original Application:
Envíe por Correo la Aplicación Original:
HARTPlus Paratransit Program
1201 E. 7th Avenue
Tampa, FL 33605

APPLICANT'S CERTIFICATION
Certificación del Solicitante

In compliance with the Americans with Disabilities Act of 1990 (ADA), HART provides paratransit service to anyone with a disability, who qualifies and who cannot use the regular bus system and who is traveling within $\frac{3}{4}$ mile of a local fixed bus route. This shared-ride van service is intended only for those trips that the person cannot make on regular bus system. This application is intended to determine when and under what circumstances the applicant can use shared-ride van service. I understand that the purpose of this application is to determine if there are times when I cannot use the regular bus system provided and will need to use the shared-ride van system. I understand that all of the information concerning my disability and discussed in this application will be kept confidential and shared only with professionals that will be involved in the determination of my eligibility. I certify that, to the best of my knowledge, all of the information in this application is true and correct. I authorize any professional-organization and/or agency listed in this application and on the professional verification form to release information relating to my disability to the HARTPlus Paratransit Program representative to perform eligibility determinations.

Siguiendo lo estipulado por el Acta de Americanos Discapacitados del 1990 (ADA), HART provee servicios de paratransito a cualquier persona con una incapacidad, quienes califican y no pueden usar el sistema regular de autobuses y quienes viajan en un radio de $\frac{3}{4}$ de milla de la ruta del autobús regular. Los servicios de viajes compartidos en minibus están provisto para esos viajes que las personas no pueden hacer utilizando el servicios regular de autobuses. Esta aplicación está provista para determinar cuándo y bajo qué circunstancias el solicitante puede utilizar los servicios de viajes compartidos en minibus. Entiendo que el propósito de esta aplicación es el determinar si hay ocaciones en las que no puedo utilizar el sistema regular de autobuses y necesitaría utilizar el servicio de viajes compartido en minibus. Entiendo que toda la información concerniente a mi incapacidad y discutida en esta aplicacion se mantendrá confidencial y será compartida solamente con profecionales que estarán determinando mi elegibilidad. Certifico que, en lo mejor de mi conocimiento, toda la información es cierta y correcta. Autorizo a cualquier profecional/organización y/o agencia listada en esta aplicación y en la forma de verificación por un profecional a publicar información relacionada a mi incapacidad al representante del Programa de Paratransito HARTPlus para hacer determinaciones de elegibilidad.

Applicant's Signature: _____
Firma del Solicitante:

Date: _____
Fecha:



Mail Original Application:
Envíe por Correo la Aplicación Original:
HARTPlus Paratransit Program
1201 E. 7th Avenue
Tampa, FL 33605

PROFESSIONAL VERIFICATION FORM

Forma de Verificación por un Profesional

This form must be completed by Verified Health Professional:

Esta forma deberá ser completada por un profesional de la salud certificado:

Examples: Physician, Certified Nurses, Licensed Therapist etc...

For your convenience enclosed you will find a Medical Release Form which will expedite the process of your application. Please advise the healthcare provider this form must be completed promptly to help determine your eligibility for the HARTPlus Paratransit Program. In accordance with federally mandated ADA laws, HART provides paratransit (door-to-door shared-ride van) services in specially-equipped vans to persons whose disability prevents them from using a regular bus system. Only professionals who have knowledge of the applicants' functional ability or limitations to use the regular bus system should complete this form. Please assist us in determining these individuals that, by reason of their disability are truly unable to use the regular bus system. You may use the reverse side of this form for specifics.

Applicant's Name: _____ I have treated the
applicant for the past: _____ **Year/s Month/s Week/s.**

To ensure a prompt determination on this application, please answer all of the following questions:

1.) What is the applicant's Diagnosis and Disability? (Please be specific):

2.) Keeping in mind that all buses are 100% ADA accessible. In your professional opinion, why can the applicant not use regular bus transportation? (Please be specific):

3.) Any other conditions from the applicant's disability that HART should be aware of?

☐ Yes ☐ No If yes, please describe: _____

4.) Is this disability temporary? ☐ Yes ☐ No If yes, how long? _____

5.) On sensory or cognitive impairments, is the applicant able to?

☐ Yes ☐ No Communicate addresses, destinations and telephone numbers upon request.

☐ Yes ☐ No Ask for, understand and follow directions.

☐ Yes ☐ No Recognize a destination or landmark.

☐ Yes ☐ No Deal with unexpected situations or changes in routine.

☐ Yes ☐ No Safely and effectively travel through crowded and or complex facilities.

Name (Print): _____ **Title:** _____ **Medical License No.:** _____

Office Address: _____

Phone: _____

Signature: _____

Date: _____

Medical Stamp Below: (Optional)

Attachment D
HARTPlus Rider's Guide



HARTPlus

Paratransit Rider's Guide

Effective September 2013



HARTinfo Line (813) 254-4278

TDD (813) 626-9158

www.goHART.org

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WELCOME TO HARTPlus

HARTPlus paratransit service is a door-to-door public transportation service for people with disabilities who are unable to use HART buses. HARTPlus is a shared-ride service operated with accessible ADA compliant vehicles. Riders who are unable to access vans by using steps can use the wheelchair lift/ramp. HART also offers free travel training to persons with disabilities who are capable of riding accessible bus services.

TRAVEL TRAINING

HART offers Travel Training to people with disabilities wishing to ride public buses to reach a wide variety of destinations. Riding the bus gives you the freedom to set your own schedule without having to make reservations or worry about the availability of rides. HART's Travel Training Program is available free to anyone who wants to use accessible fixed-route bus transportation.

With this free Travel Training program, you will receive step-by-step instructions on using the transit guide, reading a passenger schedule and riding the bus. You will also be provided with route schedules, a transit guide and informational brochures. If you are interested in more information regarding the Travel Training Program, please call our Travel Training office at (813) 384-6307. Training for bus services does not make you ineligible for Paratransit services.

HARTPlus SERVICE AREA

Federal regulations define the ADA paratransit service area as being within 3/4 of a mile on either side of a local bus route. Express service is not included in the paratransit service area.

HARTPlus ELIGIBILITY CRITERIA

HARTPlus service is available for people with physical, cognitive, visual or other disabilities that prevent them from using HART's fixed route bus services. A disability in and of itself does not imply eligibility for HARTPlus services.

To use HARTPlus services, submit an application to HART. Applications are available by contacting Customer Service at (813) 254-4278 or online at www.goHART.org. Applications can also be picked up at Marion Transit Center. Telephone assistance in completing applications is available upon request.

A functional ability assessment is also required as part of the eligibility determination process. Free transportation to and from the evaluation appointment can be provided upon request. For information about eligibility evaluations, please call HART Customer Service at (813) 254-4278.

HARTPlus SERVICE HOURS

Service hours mirror the local fixed route bus serving your point of origin and destination. HARTPlus service is not available on days, times or locations when the corresponding local fixed route service is not operating.

Service may be available in your area during the following hours:

Monday - Friday 4:00 a.m. - 1:30 a.m.
Saturday 5:00 a.m. - 12:00 midnight
Sunday 6:00 a.m. - 10:30 p.m.

Holiday service hours may follow a Saturday or Sunday schedule. Contact Customer Service for specific service hour information.

RESERVATIONS - SCHEDULING TRIPS

Trip reservations can be scheduled from one day and up to three days in advance. Customer Service Representatives are available seven days a week from 8:00 a.m. to 5:00 p.m. to schedule paratransit trips. Reservations must be made at least the day before a scheduled trip before 5:00 p.m. daily. HARTPlus does NOT offer same day service. Same day changes to a pick-up or drop-off time and address cannot be made so be sure to have the correct information when scheduling a paratransit trip.

For cancellations and inquires, Customer Service Representatives are available Monday - Friday from 6:00 a.m. to 8:00 p.m., and on weekends and holidays from 8:00 a.m. to 5:00 p.m. For after-hours cancellations, call (813) 384-6418.

To make a trip reservation, call HART Customer Service at (813) 254-4278.

Be prepared to provide the following information:

1. First and last name
2. Date of travel
3. The time you would like to be picked up OR the time you need to reach your destination.
4. Complete pick-up address, including an apartment number, suite number, gate or security code, building identification, zip code and telephone number. **Note:** Same day changes to a pickup time or address cannot be made, so make sure the trip information is correct.
5. Complete destination address, including building, suite or apartment number, zip code and telephone number. **Note:** Same day changes to a return time or address cannot be made, so make sure the trip information is correct.
6. If a personal care attendant (PCA), service animal and/or companion or child will accompany the rider.
7. Inform the customer service representative if you are traveling with a service animal, an assistive device, such as a wheelchair, scooter, walker, cane, oxygen tank, etc.

CONFIRMING TRIPS

Trips will be confirmed at the time you schedule your reservation(s). Please confirm dates, times and addresses before ending the call to ensure the accuracy of your scheduled trip.

RIDING HARTPlus

Certified program participants are required to present their HARTPlus ID and Pay Exact Fare or a valid HART Coupon when boarding vehicles.

HARTPlus VEHICLE TYPES

HARTPlus uses a variety of branded vehicle types including lift-equipped vans and mini-vans with ramps that meet the Federal ADA Regulations. Rides will be scheduled in a vehicle to best meet service needs.

ON BOARD RIDE TIME

Travel time on HARTPlus is comparable to the amount of time it would take to make the same trip using our fixed route bus with connections. The average trip length can be 60 minutes or more, and a trip may exceed or fall below that average depending on the circumstances.

TRIP PICK UP POINTS – WHERE TO WAIT FOR YOUR RIDE

Operators will assist you to and from the threshold of a building. Operators must maintain physical sight of the vehicle at all times, and they are not permitted to enter beyond the threshold or ground level of any building. If a rider will need assistance exiting the pick-up location, a

companion or personal care attendant should travel with the rider to assist.

Door-to-door service DOES NOT include any of the following:

- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs
- Entering beyond the door threshold
- Locking/unlocking doors or activating/deactivating house alarms
- Loading/unloading personal items

If a rider cannot be left unattended (as a result of his or her age, disability or impairment), a companion or personal care attendant is required to receive the passenger upon the vehicle's arrival.

Apartments/Office Complexes

When scheduling your trip, please provide Customer Service with a specific building name and number within the complex. The operator will pick up the rider at that specific building. If a rider's building is located within a gated community and requires special entry, provide Customer Service with an entry code or notify the security office to arrange entry for the Paratransit vehicle before pick-up time. If the rider does not arrange entry, and the vehicle is unable to enter the pick-up area, the rider will be considered a No-Show. (See NO-SHOWS)

Nursing Homes

Riders with pick-ups at nursing homes should meet the operator in front of the main lobby. Operators are not permitted to go to rooms to pick up riders. Operators cannot assist riders in and out of a nursing home. Nursing home staff should be ready to assist the individual out, if necessary. Riders will be dropped off in front of the main lobby of the nursing home.

Adult Program/Day Care Centers

Riders attending adult programs or day care centers should be ready when paratransit vehicles arrive. Operators cannot assist riders in or out of adult program/day care centers. Center staff must be ready to assist the individual out of the center, if necessary. If the adult/day care center requires special entry, center staff should arrange entry for the paratransit vehicle before pick-up time. If the rider does not arrange entry, and the vehicle is unable to enter the pick-up area, the rider will be considered a No-Show.

Hospitals

Unless otherwise requested by the patron, the default drop-off location at all hospitals will be at the main entrance of the facility. The patron may request another drop off location if there is a safe place at an entrance nearer to the office he/she is going to. Please keep in mind that, unless a specific pick-up location is requested, the pick-up location for the return trip will default to the main hospital entrance.

Shopping Malls

When scheduling a trip to a shopping mall, the patron must specify the exact store entrance nearest to the street where he/she wishes to be dropped off and picked up (for example “Macy’s East side entrance” or “food court entrance”). The default drop-off and pick-up locations will be at the street entrance nearest to the food court. Should the patron wish to be picked up for his/her return trip at any entrance other than the default location, the patron must request the pick-up location nearest to the street when scheduling a trip.

VEHICLE ARRIVAL - 5 MINUTE RULE/ WINDOW TIME

Paratransit operators will wait 5 minutes for a rider to board the vehicle when arriving within the 30-minute ready-time window. If a rider does not board the vehicle within the 5-minute wait time, the operator will mark the rider as a No-Show and will depart the location. HART is not required to call the rider when the vehicle arrives or before leaving the pick-up location; riders are expected to be ready to board the vehicle upon its arrival. When your vehicle arrives, you are required to present your HARTPlus ID and the exact fare or a valid coupon. Please note: The operator cannot take you to your requested destination without the required fare.

VEHICLE IS LATE - NEXT STEP

If the vehicle has not arrived by the end of your 30-minute pick-up window, please call Customer Service at (813) 254-4278.

USING WHEELCHAIRS OR OTHER MOBILITY DEVICES

HARTPlus will make every attempt to accommodate standard wheelchairs, scooters and other mobility devices. These devices are defined as not to exceed 48" in length, 30" in width and 600 pounds in total weight. Mobility devices larger than these standards may be denied service aboard HARTPlus vehicles. For our riders' safety, HARTPlus cannot transport riders with broken mobility devices or devices without working brakes. Please be sure that wheelchairs or other mobility devices are clean, safe and in good working condition before traveling with HARTPlus.

Securement on Boarding

Operators will make all attempts to secure standard wheelchairs and scooters. If a wheelchair or scooter exceeds the normal size, the operator may ask the rider to transfer to a seat, as it may be difficult to safely secure the passenger within the mobility device. It is the rider's choice to transfer or remain in his or her mobility device.

SUBSCRIPTION TRIPS

A subscription trip is defined as travel that will be repeated at the same times and days of the week for a specific purpose (work, education, medical treatment, etc.). This trip must be made a minimum of twice a week for a minimum of 30 days. Patrons are required to book this trip for a two-week period before it is eligible to become a

subscription trip. Any changes in frequency or time to a subscription trip will result in an additional week call-in period for those modifications to become a subscription. No more than two changes can be made within a 30-day period. Frequent cancellations could result in termination of a subscription.

NEGOTIATED TRIP TIMES

Occasionally, the exact time you wish to travel may not be available. In that case, Customer Service may offer you other choices that may be up to one hour earlier or one hour later than the time you wish to travel. If you need to arrive at your destination by a specific time, tell the Customer Service Representative; they will attempt to give you a pick-up time that will get you to your destination on time. If your travel time is more flexible, you may be offered a negotiated trip time.

NO-SHOWS

A No-Show occurs when you fail to board the HARTPlus vehicle within five minutes after it arrives within the pick-up window or if you violate HART policies and as a result you are not transported. Trips that are not canceled at least two or more hours before your scheduled time will be considered a No-Show.

If you receive a No-Show on your trip leaving from home and have a return trip that you will not need, be sure to cancel the return trip or you will receive an additional No-Show. If you No-Show your trip going home and

alternative transportation is not available, contact Customer Service who **may** be able to reschedule your return trip. Pickup is based upon vehicle availability and may take up to 2 hours to dispatch to your destination.

NO-SHOW - SUSPENSION OF SERVICES

When you accumulate a total of four No-Shows within a 30-day period, you will receive a written Notice of Service Suspension, and a 30-day service suspension will be imposed. A second suspension (four more no-shows) in a six-month period may result in an additional van service suspension of 60 days. If more than two suspensions occur in a six-month period, van service will be cancelled for up to one year.

NO-SHOW SUSPENSION APPEAL PROCESS

A rider who disputes the basis for a suspension of service, termination of service or loss of subscription privileges can call or write the office of HARTPlus Certification at:

Phone Number: (813) 384-6445

Mailing Address: HARTPlus - Certifications
1201 E. 7th Avenue
Tampa, FL 33605

TRAVELING WITH PCA'S/GUESTS/ SERVICE ANIMALS

Personal Care Attendant

A personal care attendant can accompany a registered HARTPlus rider at no additional charge. Your file must

indicate that you are eligible to have a personal care attendant travel with you, and you must reserve space for the attendant when scheduling your trip.

Guests

One guest is welcome to ride with you at the regular HARTPlus fare per trip. You must reserve space for your guest, whether adult or child, when scheduling your trip. Seating for more than one guest is on a "space available" basis when scheduling your trips. Children age 4 and under must be accompanied by a paying adult. Florida law requires that all children under the age of four or weighing less than 50 pounds must be properly restrained in a child safety seat. HART DOES NOT PROVIDE CHILD SAFETY SEATS.

Service Animals

Guide dogs and other service animals are allowed to accompany you if this need is indicated in your file. When scheduling a trip, please inform Customer Service if a service animal will be accompanying you on the trip.

Small non-service animals are allowed on all transit vehicles. Pets must be contained in secure, clean, hand-held, and leak-proof cages. The cage/carrier must be small enough to fit on owner's lap. During times when the transit system is likely to be crowded, passengers are asked not to transport pets.

TRAVELING WITH PACKAGES - TWO PACKAGE LIMIT

Carry-on packages are limited to 2 bags or similar-sized packages that can be carried by the patron onboard HARTPlus vehicles. Operators do not assist riders with personal belongings. Patrons can keep travel carts loaded if the cart fits fully between the seat next to the passenger and the seatback in front of that seat. Patrons must fold grocery carts if the cart cannot fit between the seat and the seatback in front of it and secure their carry-on items to keep aisles and exits clear on the van. Patrons must fold their own strollers or grocery carts when required.

TRAVELING WITH OXYGEN TANKS

If a patron requires the use of oxygen, it must be identified, inspected and evaluated at the certification interview. Any change in the size or number of oxygen storage container(s) identified during the certification process must be reported to HART prior to making a trip reservation. Any change in patron status regarding the use of oxygen must be reported to HART immediately.

HARTPlus FARES

For the most up-to-date information on HARTPlus fares, call Customer Service at (813) 254-4278 or refer to the most current HART Route Schedule Book. You can also go to HART's website at www.goHART.org for the latest fare information.

All eligible riders, regardless of age, must pay exact fare when boarding. Operators cannot give change. HARTPlus fare coupons can be purchased online at www.goHART.org or at HART Transit Centers.

Please note: Operators are not allowed to accept tips or gratuities.

CERTIFICATION EXPIRATION

Eligible riders are certified for services for a period of up to 3 or 5 years. The eligibility period will depend on the participant's specific disability and, if temporary, its duration.

RECERTIFICATION PROCESS

Recertification for services will be required of each HARTPlus participant prior to expiration of his or her current eligibility period. HART will notify participants of the recertification requirement at least 60 days prior to the expiration of their eligibility period. Recertifying riders will complete an in-person assessment to identify their potentials, rather than limitations in their ability to use accessible bus service.

Here is a summary of the certification process:

1. Call Customer Service for an application at (813) 254-4278. You can also go to www.goHART.org to print the application.
2. Once paperwork is received, complete and correct, we will contact you to set up an appointment at the assessment center.

3. At the assessment we will evaluate your abilities in using transit services.
4. After the assessment, HART will notify you if you were approved for or denied service and whether your service will be conditional, unconditional or temporary.

CONDITIONAL ELIGIBILITY

Eligibility for HARTPlus may be on a "conditional" basis, meaning service will only be provided for those trips in which ADA paratransit eligibility standards have been met. Riders will be required to use HART's bus services, or find alternative transportation, for trips that are not deemed ADA paratransit eligible. If you change your address, lose your HARTPlus ID, or your disability needs change, call the Eligibility Coordinator at (813) 384-6305.

ELIGIBILITY DETERMINATION APPEAL PROCESS

If the applicant disagrees with the eligibility that has been granted by HART, the applicant has sixty (60) days from the date of receipt to file an appeal. The appeal must be received in writing within sixty (60) days. The calculation of the time period will begin five (5) days after the initial determination letter is mailed to the applicant. The applicant will have the opportunity to be heard in person by the appeals committee, and to present additional information and arguments regarding his or her disability and inability to use the regular fixed-route bus service. The appeals committee will consist of the following:

- Operations Appeals Officer
- A person with a disability who uses HART's paratransit service
- A representative of HART's paratransit department
- A professional specializing in cognitive, mental or physical impairments
- Two additional professionals, if needed

Depending on the nature of the disability, two professionals will be available to participate in the appeals process. To maintain fairness to all, neither professional can be the person who provided verification for the applicant. If a decision is not made within 30 days of the completion of the appeals process, the applicant will be considered "presumptively eligible," and HART will provide service to the applicant until a decision by the appeals committee is issued. The decision of the appeals committee will be final, and the applicant will be notified in writing and by phone (if possible) within seven (7) days of the appeals committee's decision.

VISITORS ON HARTPlus SERVICE

Out-of-town visitors who are ADA eligible can use HARTPlus services. Visitors must contact the HARTPlus Services Certification Office Monday through Friday, 8 a.m. to 5 p.m., at (813) 384-6305, no later than two weeks before service is required. Once this is done, advance reservations can be made up to 3 days in advance.

RULES OF CONDUCT

Riders are asked to follow these rules of conduct to ensure the safety and comfort of all riders and the operator:

- No loud conversations on cell phones
- No eating, drinking or smoking on board
- No riding under the influence of alcohol or illegal drugs
- No abusive, threatening or obscene language or actions
- No discharge of bodily fluids or open wounds
- No deliberate fare evasion
- No physical abuse of another rider, or the operator
- No operating or tampering with any equipment while onboard a HARTPlus vehicle
- No radios, MP3 players, compact disc players or other sound generating equipment are to be played aboard the vehicles
- For safety reasons, please limit unnecessary conversation with operators when the vehicle is in motion

Riders who violate the rules of conduct are subject to penalties, up to and including suspension of service.

Note: Riders who engage in physical abuse or cause physical injury to another rider or operator may be subject to immediate and permanent suspension, and possible criminal prosecution.

HARTPlus OPERATOR ASSISTANCE

At the request of the patron, a HARTPlus Operator may assist the patron from the outside door of their pick-up

location to the outside door of their destination. HARTPlus Operators may not lock or unlock doors, lift or carry a patron, search for a patron in a building, carry or load bags or personal belongings, call the patron at home, or perform any other assistance that should be undertaken by a personal care attendant.

HELPFUL HARTPlus TELEPHONE NUMBERS

We hope this guide answers some of your questions. If you need further information, please do not hesitate to contact us. We are here to provide safe, reliable, dependable and efficient public transportation to persons with disabilities.

Customer Service	(813) 254-4278
Telephone Device for the Deaf (TDD)	(813) 626-9158
After-hours Trip Cancellation	(813) 384-6418
Travel Training Program.	(813) 384-6307
HARTPlus Eligibility	(813) 384-6305
HART Lost and Found	(813) 384-6301

HARTPlus PHYSICAL ADDRESS

Hillsborough Area Regional Transit Authority
Marion Transit Center
1211 N. Marion Street
Tampa, Florida 33602

HART WEB ADDRESS

www.goHART.org



HARTPlus

Guía del usuario del servicio paratransito

Efectivo setiembre del 2013



HARTinfo Line (813) 254-4278

TDD (813) 626-9158

www.goHART.org

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BIENVENIDOS A HARTPlus

El servicio de paratransito HARTPlus es un servicio de transporte a domicilio público para personas incapacitadas que no puedan usar el sistema regular de autobuses de HART. HARTPlus es un servicio de viaje compartido, operado con vehículos que satisfacen la accesibilidad del ADA. Los pasajeros que no pueden ascender a los vehículos con escalones pueden utilizar el ascensor para sillas de ruedas/rampa. HART también ofrece entrenamiento gratuito de viaje a personas con incapacidades que son capaces de utilizar los servicios de autobuses accesibles.

ENTRENAMIENTO DE VIAJE

HART ofrece entrenamiento de viaje a personas con incapacidades que deseen viajar en los autobuses públicos para llegar a una amplia variedad de destinos. Viajar en el autobús le da la libertad para fijar su propio horario sin tener que hacer reservas o preocuparse por la disponibilidad de viajes. El Programa de Entrenamiento de Viaje de HART es gratuito para cualquier persona que quiera utilizar el transporte en autobús accesible de ruta fija.

Con este programa gratuito de entrenamiento de viaje, usted recibirá instrucciones paso a paso sobre el uso de la guía de tránsito, la lectura de horarios del pasajero y el viaje en autobús. Además será proveído con los horarios de ruta, una guía de tránsito y folletos informativos. Si usted está interesado en obtener más información sobre el Programa de Entrenamiento de Viaje, por favor llame a nuestra oficina de entrenamiento de viaje al (813) 384-6307. Entrenamiento para los servicios del autobús no le hacen elegibles para los servicios de paratransito.

ÁREA DE SERVICIO DE HARTPlus

Las regulaciones federales definen el área de servicio de transporte ADA dentro de 3/4 de milla a cada lado de una ruta de autobús local. El servicio Expreso no está incluido en el área de servicio de transporte paratránsito.

CRITERIOS DE ELEGIBILIDAD DE HARTPLUS

El servicio HARTPlus está disponible para personas con incapacidades físicas, cognoscitivas, visuales u otras incapacidades que les impidan utilizar los servicios de autobús de ruta fija de HART. Una incapacidad en sí misma no implica elegibilidad para los servicios HARTPlus.

Para utilizar los servicios HARTPlus, presente una solicitud a HART. Las solicitudes están disponibles contactando Servicio al Cliente de HART al (813) 254-4278 o en línea en www.goHART.org. Las solicitudes también se pueden recoger en el Centro de Tránsito de Marion. Asistencia telefónica para llenar las solicitudes están disponibles para el solicitante.

Una evaluación de la capacidad funcional también es requerida como parte del proceso de determinación de elegibilidad. Transporte gratuito desde y hacia la cita de evaluación se pueden proporcionar al solicitante. Para obtener información sobre las evaluaciones de elegibilidad, por favor llame a Servicio al Cliente de HART al (813) 254-4278.

HORARIOS DE SERVICIO DE HARTPlus

Los horarios de servicio reflejan la ruta fija de autobús local que sirve a su punto de origen y destino. El servicio

HARTPlus no está disponible en días, horas o lugares cuando el servicio de ruta fija de autobús local correspondiente no está funcionando.

El servicio puede estar disponible en su área durante las siguientes horas:

Lunes - Viernes 4:00 a.m. - 1:30 a.m.
Sábado 5:00 a.m. - 12:00 medianoche
Domingo 6:00 a.m. - 10:30 p.m.

Horarios de servicio durante los días festivos pueden seguir el horario de sábado o de domingo. Contacte al Servicio al Cliente para obtener información sobre horarios de servicio específico.

RESERVACIONES - PLANIFICACIÓN DE VIAJES

Reservaciones de viaje pueden ser programadas de un día y hasta tres días de antelación. Representantes de Servicio al Cliente están disponibles los siete días de la semana, de 8:00 a.m. a 5:00 p.m. para programar viajes de paratransito. Las reservaciones deben hacerse al menos con un día de anticipación del viaje programado antes de las 5:00 p.m. diariamente. HARTPlus NO ofrece servicio en el mismo día. Cambios de horario de recogida, bajada o dirección no se pueden hacer en el mismo día, así que asegúrese de tener la información correcta al programar un viaje de transporte paratransito.

En caso de cancelación y preguntas, los representantes de Servicio al Cliente están disponibles de lunes - viernes de 6:00 a.m. a 8:00 p.m., y los fines de semana y días festivos

de 8:00 a.m. - 5:00 p.m. Para cancelaciones después de horas laborables, llame al (813) 384 -6418.

Para hacer una reservación de viaje, llame al Servicio al Cliente de HART al (813) 254-4278.

Esté preparado para proporcionar la siguiente información:

1. Nombre y apellido
2. Fecha de viaje
3. El tiempo que le gustaría ser recogido o la hora que necesita llegar a su destino.
4. Complete la dirección de recogida, incluyendo un número de apartamento, número de oficina, código de reja de seguridad, identificación del edificio, código postal y número de teléfono. Nota: Cambios de hora o dirección no se pueden hacer en el mismo día, así que asegúrese de tener la información de viaje correcta.
5. Complete la dirección de su destino, incluyendo el número de edificio, apartamento, código postal y número de teléfono. Nota: Cambios de hora o dirección no se pueden hacer en el mismo día, así que asegúrese de tener la información de viaje correcta.
6. Si un asistente de cuidado personal (PCA), animal de servicio y/o acompañante o niños acompañarán al pasajero.
7. Informe al representante de Servicio al Cliente, si usted viaja con un animal de servicio, un aparato de movilidad, tales como una silla de ruedas, escúter, andador, bastón, tanque de oxígeno, etc.

CONFIRMACIÓN DE VIAJES

Los viajes serán confirmados en el momento que haga su reservación(es). Favor de confirmar las fechas, horarios y direcciones antes de terminar la llamada para asegurar la precisión en la programación de su viaje.

VIAJANDO EN HARTPlus

Los participantes certificados del programa son requerido que presenten su identificación HARTPlus y que paguen la tarifa exacta o un Cupón de HART válido al abordar los vehículos.

TIPOS DE VEHICULOS DE HARTPlus

HARTPlus utiliza una variedad de tipos de vehículos marcados, incluyendo camionetas equipadas con ascensor (levantamiento) y mini-vans con rampas que cumplen con las regulaciones federales ADA. Viajes serán programadas en un vehículo, con el fin de satisfacer mejor las necesidades de servicio.

TIEMPO DE VIAJE

El tiempo de viaje en HARTPlus es comparable a la cantidad de tiempo que se tardaría en hacer el mismo viaje con nuestro autobús de ruta fija de conexiones. La duración promedio de los viajes puede ser de 60 minutos o más, y un viaje puede exceder o caer por debajo de ese promedio, según las circunstancias.

PUNTOS DE RECOGIDA - DONDE ESPERA PARA SU VIAJE

Los operadores le asistirán a hacia a y desde la entrada de un edificio. Los operadores deben mantener vista física del

vehículo en todo momento, y no se les permite entrar más allá de la entrada o nivel del suelo de cualquier edificio. Si un pasajero necesitarán asistencia para salir del lugar de recogida, un compañero o asistente de cuidado personal debe viajar con el pasajero para ayudarlo.

Servicio de puerta a puerta Servicio a domicilio no incluye ninguno de lo siguiente:

- Ayudar a los pasajeros en las rampas de movilidad inseguras o muy inclinadas o escaleras
- Entrando más allá de la entrada de la puerta
- Asistencia a los pasajeros en rampas de movilidad inseguras o abruptamente inclinadas o escaleras
- Abrir y cerrar puertas o activación/desactivación de alarmas
- Cargar/descargar de objetos personales

Si un pasajero no puede quedar desatendido (a consecuencia de su edad, discapacidad o deterioro), se requiere que un compañero o asistente de cuidado personal reciba al pasajero a la llegada del vehículo.

Complejos de Apartamentos/Oficinas

Cuando planifique su viaje, por favor proporcione al Servicio al Cliente con el nombre específico del edificio y el número dentro del complejo. El operador recogerá al pasajero en ese edificio específico. Si el edificio del pasajero está ubicado dentro de una comunidad cerrada y requiere una entrada especial, provea al Servicio al Cliente con un código de entrada o notifique a la oficina de seguridad para organizar la entrada de paratránsito vehículo antes de hora de

recogida. Si el pasajero no organiza la entrada, y el vehículo no puede entrar en la zona de recogida, el pasajero será considerado como Ausente. (Refiera a AUSENCIAS)

Residencias de Ancianos

Los pasajeros con recogidas en los hogares de ancianos deben esperar al operador al frente de la entrada principal. Los operadores no están autorizados para ir a las habitaciones para recoger pasajeros. Los operadores no pueden ayudar a pasajeros entrando y saliendo de un hogar de ancianos. El personal de la residencia de ancianos debería estar listo para asistir al individuo, si es necesario. Los pasajeros serán dejados en frente de la entrada principal de la residencia de ancianos.

Programa para Adultos/Guarderías adulto

Pasajeros que asisten a programas para adultos o guarderías para adultos deben estar listos a la llegada del vehículo de paratrásito. Los operadores no pueden asistir a pasajeros dentro o fuera del centro de programa para adultos/guarderías para adultos. Personal del Centro debe estar preparada para ayudar a la persona salir del centro, si es necesario. Si el centro de cuidado de adultos requiere entrada especial, el personal del centro debe organizar la entrada para el vehículo de paratrásito antes del horario de recogida. Si el pasajero no organiza la entrada, y el vehículo es incapaz de entrar en la zona de recogida el pasajero será considerado ausente.

Hospitales

A menos que se indique lo contrario pidió por el cliente, el lugar de dejada predeterminado en todos los hospitales será

en la entrada principal de la instalación. El cliente podrá solicitar otro lugar de vuelta si no hay un lugar seguro en una entrada más cerca a la oficina a la cual va. Por favor tenga presente que, a menos que un lugar de recogida específica se solicite, el lugar de recogida para el viaje de regreso será predeterminado a la entrada principal del hospital.

Centros Comerciales

Cuando se planifica un viaje a un centro comercial, el cliente debe especificar la entrada exacta de la tienda más cercana a la calle donde desea ser dejado y recogido (por ejemplo "Entrada de Macy's lado este " o "entrada al área, donde venden comidas"). La ubicación predeterminada de dejada y recogida será en la entrada de la calle más cercana al área, donde venden comidas. Si el cliente desea ser recogido para su viaje de regreso en cualquier entrada que no sea la ubicación por defecto, el patrono debe solicitar el lugar de recogida más cercana a la calle al momento de programar un viaje.

LLEGADA DEL VEHÍCULO – REGLA DEL TIEMPO DE ESPERA DE 5 MINUTOS

Los operadores del paratransito esperarán 5 minutos para que un pasajero aborde el vehículo mientras llegue dentro del tiempo de estar listo estipulado de 30 minutos. Si un pasajero no aborda el vehículo dentro del tiempo de espera de 5 minutos, el operador marcará el pasajero como ausente y partirá del lugar. HART no está obligado a llamar al pasajero cuando el vehículo llega o antes de salir del lugar de entrega, se espera que los pasajeros estén listos para abordar el vehículo a su llegada. Cuando llegue su vehículo,

usted está obligado a presentar su identificación HARTPlus y la tarifa exacta o un cupón válido. Por favor tenga en cuenta: El operador no puede llevarle a su destino solicitado sin la tarifa requerida.

VEHÍCULO ATRASADO - SIGUIENTE PASO

Si el vehículo no ha llegado hacia el final de su ventana de recogida de 30 minutos, por favor llame a Servicio al Cliente al (813)-254-4278.

LA UTILIZACIÓN DE SILLAS DE RUEDAS U OTROS APARATOS DE MOVILIDAD

HARTPlus hará todo lo posible para acomodar las sillas de ruedas estándar, escúter motos y otros aparatos de movilidad. Estos aparatos se definen como no exceder 48' de longitud, 30' de ancho y 600 libras de peso total. Aparatos de movilidad más grandes de estas normas pueden ser negadas el servicio a bordo de vehículos HARTPlus. Para la seguridad de nuestros pasajeros, HARTPlus no puede transportar pasajeros con aparatos de movilidad rotos o sin frenos funcionales. Por favor, asegúrese de que usan sillas de ruedas y otros aparatos de movilidad limpios, seguros y en buenas condiciones de funcionamiento antes de viajar con HARTPlus.

Aseguramiento de Embarque

Los operadores harán todos los esfuerzos para asegurar las sillas de ruedas estándares y motos y escúteres. Si una silla de ruedas o moto excede el tamaño normal, el operador puede pedirle al pasajero que se transfiera a un asiento, ya que puede ser difícil garantizar seguridad al pasajero dentro del dispositivo de movilidad. Es la opción del pasajero de

trasladarse o permanecer en su dispositivo de movilidad.

SUSCRIPCIÓN DE VIAJES

Una repetición de viaje se define como viajes que se repetirán en los mismos horarios y días de la semana con un objetivo específico (trabajo, educación, tratamiento médico, etc.). Este viaje se realizará con un mínimo de dos veces por semana durante un mínimo de 30 días. Los clientes están obligados a reservar este viaje durante un período de dos semanas antes de que sea elegible para convertirse en un viaje de suscripción. Cualquier cambios en la frecuencia o el tiempo de la suscripción de viaje resultará en una semana adicional de llamada para que esas modificaciones se conviertan en una suscripción. No más de dos cambios se pueden realizar en un plazo de 30 días. Frecuentes cancelaciones podrían resultar en la terminación de la suscripción.

TIEMPOS NEGOCIADOS DE VIAJE

De vez en cuando, el tiempo exacto que desea viajar puede no estar disponible. En este caso, el Servicio al Cliente puede ofrecerle otras opciones que pueden ser hasta una hora antes o una hora más tarde de la hora en que desea viajar. Si usted necesita llegar a su destino a un tiempo específico, díglele al representante de Servicio al Cliente, intentarán darle un horario de recogida que le llevará a su destino a tiempo. Si su tiempo de viaje es más flexible, se le puede ofrecer un tiempo de viaje negociado.

AUSENCIAS

Una Ausencia produce cuando usted no a bordo del vehículo HARTPlus dentro de los cinco minutos después de

que llegue dentro del tiempo estipulado de recogida o si usted viola las pólizas de HART y como resultado no es transportado. Los viajes que no se anulan al menos dos o más horas antes de su tiempo previsto se considerarán un Ausente.

Si usted recibe una Ausencia en su viaje saliendo desde casa y tiene un viaje de regreso que no será necesario, asegúrese de cancelar el viaje de vuelta o recibirá una ausencia adicional. Si ausente en su viaje a casa y otras alternativas de transporte no está disponible, póngase en contacto con el Servicio al cliente que puede ser capaz de reprogramar su viaje de regreso. La recogida se basa en la disponibilidad de vehículos y puede tomar hasta 2 horas para despachar a su destino.

AUSENCIA - SUSPENSIÓN DE SERVICIOS

Cuando usted acumula un total de cuatro ausencias en un plazo de 30 días, usted recibirá un aviso por escrito de la suspensión de servicio, y se impondrá una suspensión de 30 días de servicio. Una segunda suspensión (cuatro ausencias adicionales) en un período de seis meses puede resultar en una suspensión de servicio de transporte adicional de 60 días. Si más de dos suspensiones ocurren en un período de seis meses, el servicio de transporte será cancelado hasta por un año.

PROCESO DE APELACIÓN POR SUSPENSIÓN POR AUSENCIA

Un pasajero que cuestiona la base de una suspensión del servicio, terminación de servicio o la pérdida de privilegios

de suscripción puede llamar o escribir a oficina de certificaciones de HARTPlus en:

Teléfono: (813)-384-6445

Dirección Postal: HARTPlus - Certificaciones
1201 E. 7th Avenue
Tampa, FL 33605

VIAJANDO CON ASISTENTES DE CUIDADO PERSONAL/ ACOMPAÑANTES/ANIMALES DE SERVICIO

ASISTENTE DE CUIDADO PERSONAL

Un asistente de cuidado personal puede acompañar a un pasajero HARTPlus registrado sin costo adicional. Su archivo debe indicar que usted es elegible para tener un asistente de cuidado personal que viaje con usted, y usted debe reservar espacio para el asistente al planificar su viaje.

ACOMPAÑANTES

Un acompañante está invitado a viajar con usted por en la tarifa HARTPlus regular por viaje. Usted debe reservar espacio para su acompañante, ya sea adulto o niño, al momento de planificar su viaje. Capacidad para más de un acompañante depende en el "espacio disponible" al programar planificar sus viajes. Niños de 4 años o menos deben estar acompañados por un adulto. La ley de la Florida requiere que todos los niños menores de cuatro años o que pesen menos de 50 libras deben estar debidamente asegurados en un asiento de seguridad infantil. HART NO PROPORCIONA ASIENTOS DE SEGURIDAD INFANTIL.

ANIMALES DE SERVICIO

Perros guía y otros animales de servicio pueden acompañarle si esta necesidad está indicada en el archivo. Cuando planifique un viaje, por favor informe al Servicio al Cliente si un animal de servicio le acompañará en el viaje.

Animales pequeños que no sean de servicio son permitidos en todos los vehículos de tránsito. La mascota debe estar dentro de una jaula segura, limpia, portátil e impermeable. La jaula/portador debe ser lo suficientemente pequeña como para caber en el regazo del dueño. Durante los periodos en que el sistema de tránsito es probable estará lleno de gente, se les pide a los pasajeros que no transporte animales domésticos mascotas.

VIAJANDO CON PAQUETES - LIMITE DE DOS PAQUETES

Equipaje de mano se limita a 2 bolsas o paquetes de tamaño similar que pueda ser llevada por el cliente a bordo HARTPlus vehículos. Los operadores no asisten a los pasajeros con sus pertenencias personales. Los clientes pueden guardar los carritos de compras cargados si el carrito se ajusta totalmente entre el asiento al lado del pasajero y el respaldo del asiento en frente de ese asiento. Los clientes deben doblar los carritos de compras si no caben entre el asiento y el respaldo del asiento en frente y asegurar su equipaje de mano para mantener los pasillos y salidas despejados en la camioneta. Los clientes deben doblar sus propios cochecitos o carritos de compras cuando sea necesario.

VIAJANDO CON TANQUES DE OXÍGENO

Si un cliente requiere el uso de oxígeno, debe ser identificado, inspeccionado y evaluado en la entrevista de certificación. Cualquier cambio en el tamaño o el número de contenedor(es) de almacenaje de oxígeno identificados durante el proceso de certificación debe notificarse a HART antes de hacer una reservación de viaje. Cualquier cambio en el estado del cliente con respecto al uso de oxígeno debe notificarse inmediatamente a HART.

TARIFAS DE HARTPLUS

Para la información más actualizada sobre las tarifas HARTPlus, llame al Servicio al Cliente al (813) 254-4278 o consulte la ruta más actual del Libro de Programación HART. También puede ir al sitio web de HART en www.goHART.org para última información sobre las tarifas.

Todos los pasajeros elegibles, sin importar la edad, deben pagar la tarifa exacta al abordar. Los operadores no pueden dar cambio. Los cupones de tarifas HARTPlus se pueden adquirirse en línea en www.goHART.org o en los Centros de Tránsito HART.

Por favor tenga en cuenta: A los operadores no se les permite aceptar propinas.

EXPIRACIÓN DE CERTIFICACIÓN

Los pasajeros elegibles están certificados para servicios durante un período de hasta 3 o 5 años. El período de elegibilidad dependerá de la discapacidad específica del participante y, si es temporal y su duración.

PROCESO DE RECERTIFICACIÓN

Recertificación para servicios requerirá de cada participante de HARTPlus antes del vencimiento de su actual período de elegibilidad. HART notificará a los participantes sobre los requisitos de recertificación al menos 60 días antes de la expiración de su período de elegibilidad. Los pasajeros con recertificación completarán una evaluación en persona para identificar sus potenciales, en lugar de limitaciones en sus capacidades para utilizar el servicio de autobús accesible.

Aquí está un resumen del proceso de certificación:

1. Llame a Servicio al Cliente para obtener una solicitud al (813) 254-4278. También puede ir a www.goHART.org para imprimir la solicitud.
2. Una vez recibida la documentación, completa y correcta, nos pondremos en contacto con usted para establecer una cita en el centro de evaluación.
3. En la cita evaluaremos sus habilidades en el uso de servicios de tránsito.
4. Después de la evaluación, HART le notificará de su aprobación o negación de servicio y si fue aprobado para o negado el servicio y si su servicio será temporal, condicional o incondicional.

ELEGIBILIDAD CONDICIONAL

Elegibilidad para HARTPlus puede ser sobre una base 'condicional', significado que el servicio sólo se proporcionará para esos viajes en los que se han cumplido los estándares de elegibilidad de paratransito ADA. Los pasajeros tendrán que utilizar servicios de transporte en autobús de HART, o

buscar otras alternativas de transporte, por los viajes que no se consideran elegibles al paratránsito del ADA. Si usted cambia su dirección, pierde su identificación de HARTPlus, o su discapacidad cambia, llame al Coordinador de Elegibilidad al (813) 384-6305.

PROCESO DE APELACIÓN PARA DETERMINACIÓN DE ELIGIBILIDAD

Si el solicitante no está de acuerdo con la elegibilidad concedida por HART, el solicitante tiene sesenta días desde la fecha de recepción para presentar una apelación. La apelación debe ser recibida por escrito dentro de los sesenta días. El cálculo del período de tiempo comenzará cinco días después de la primera carta de determinación es enviada a la solicitante. El solicitante tendrá la oportunidad de ser escuchado en persona por el Comité de Apelaciones y presentar información adicional y argumentos con respecto a su discapacidad o incapacidad para utilizar el servicio regular de autobús de ruta fija. El comité de apelación estará compuesto de los siguientes:

- Oficial de Operación de Apelaciones
- Una persona con una discapacidad que utiliza el servicio de paratránsito de HART
- Un representante del Departamento de Paratránsito de HART
- Un profesional que se especializa en daños cognoscitivos, mentales o físicos
- Dos profesionales adicionales, si es necesario

Dependiendo de la naturaleza de la discapacidad, dos profesionales estarán disponibles para participar en el proceso

de apelación. Para mantener la imparcialidad a todos, ningún profesional puede ser la persona que proporcionó la verificación al solicitante. Si no se obtiene una decisión. Si una decisión no se hace dentro de 30 días después de la finalización del proceso de apelaciones, el solicitante será considerado 'presuntamente elegible', y HART proporcionará servicio al solicitante hasta que se emita una decisión tomada por el comité de apelaciones. La decisión del comité de apelaciones será definitiva, y el solicitante será notificado por escrito y por teléfono (si es posible) dentro de siete días de la decisión del comité de apelaciones.

VISITANTES EN EL SERVICIO DE HARTPlus

Los visitantes que vienen fuera de la ciudad que son elegibles de ADA pueden utilizar los servicios de HARTPlus. Los visitantes deben contactar a la Oficina de Servicios de Certificación HARTPlus de lunes a viernes de 8 a.m. a 5 p.m., al (813) 384-6305, a más tardar, dos semanas antes de que el servicio es necesario. Una vez que esto se hace, las reservas anticipadas se pueden hacer hasta con 3 días de anticipación.

NORMAS DE CONDUCTA

A los pasajeros se les pide que sigan estas normas de conducta para garantizar la seguridad y comodidad de todos los pasajeros y el operador:

- No converse en voz alta cuando use los teléfonos celulares
- No comer, beber o fumar a bordo
- No montar bajo la influencia del alcohol o drogas ilegales

- Ningún lenguaje o acciones abusivas, amenazadoras u obscenas
- Ninguna descarga de fluidos corporales o heridas abiertas
- Ninguna evasión de la tarifa deliberada
- No abusar físicamente de otro pasajero, o el operado
- No operar o manipular cualquier equipo mientras a bordo de un vehículo HARTPlus
- Ningún radios, jugadores reproductores de MP3, unidades de discos compactos o otro equipos generadores de sonido pueden ser utilizados mientras a bordo de los vehículos
- Por motivos de seguridad, por favor limite la conversación innecesaria con los operadores cuando el vehículo está en movimiento

Los pasajeros que violen las reglas normas de conducta están sujetos a sanciones, incluso hasta de suspensión del servicio.

Nota: Los pasajeros que participen en el abuso maltrato físico o causen daño físico a otro pasajero o operador pueden ser sujeto a suspensión inmediata y permanente y posible procesamiento penal.

ASISTENCIA DEL OPERADOR DE HARTPlus

A petición del cliente, un operador de HARTPlus puede ayudar al pasajero de la puerta exterior de su lugar de recogida a la puerta de su destino. Los operadores HARTPlus no puede cerrar o abrir puertas, levantar o llevar a un

pasajero, buscar a un pasajero en un edificio, llevar o cargar bolsas de pertenencias personales, llamar al pasajero a la casa, o realizar cualquier otro tipo de asistencia que debe realizarse por un asistente de cuidado personal.

NÚMEROS DE TELÉFONO ÚTILES DE HARTPlus

Esperamos que esta guía responda algunas de sus preguntas. Si necesita más información, por favor no dude en contactarnos. No dude en ponerse en contacto con nosotros. Estamos aquí para proporcionar transporte público seguro, confiable, fiable y eficiente a las personas con discapacidades.

Servicio al Cliente	(813) 254-4278
Módulo Telefónico para Sordos (TDD)	(813) 626-9158
Cancelación de Viaje Nocturno	(813) 384-6418
Programa de Entrenamiento para Viajar . . .	(813) 384-6307
Elegibilidad HARTPlus	(813) 384-6305
HART Objetos Perdidos y Recuperados . . .	(813) 384-6301

DIRECCIÓN FÍSICA DE HARTPLUS

Hillsborough Area Regional Transit Authority
Marion Transit Center
1211 N. Marion Street
Tampa, Florida 33602

SITIO WEB DE HART

www.goHART.org



Hillsborough Area Regional Transit Authority

www.goHART.org

Attachment E
Application Tracking Sheet



Hillsborough Area Regional Transit Authority

4305 East 21st Avenue • Tampa, Florida 33605-2311

(813) 623-5835 • www.goHART.org

Application Tracking Sheet

Client's Name: _____

Date Received: _____

21 Day Deadline: _____

21 Day Letter Sent: _____

Application Incomplete Sent: _____

Missing/Incomplete Professional Verification Form (PVF) Sent: _____

Sent back to Applicant or Doctor (date): _____

Interview Appointment (Date): _____

Time: _____

____ Trip booked

____ Transportation (provided by client)

Client

____ Was a No Show

____ Cancelled interview

____ Rescheduled interview to (date) _____ on (date) _____

New 21 day deadline: _____

Attachment F

Sample Conditional and Temporary Eligibility Determination Letters



Hillsborough Area Regional Transit Authority

1201 E. 7th Avenue • Tampa, Florida 33605

(813) 384-6600 • fax (813) 384-6284 • www.goHART.org

Cond.
No PCA
⊗ No appeal
info...

Date

Mr. Name

Address

Tampa, FL 336xx

RE: HART Certification # xxxx

Dear Mr. Last Name:

This letter is to inform you on your recent request for Certification of Paratransit Eligibility. Your application was **approved** on a **Conditional** basis with an expiration date of **September 10, 2017**. You should also note that this approval allows you to use HART's Van Service only when you are unable, for impairment-related reason, to use regular bus service. ***You are expected to utilize the regular bus system to the fullest extent possible, unless trips that is not accessible due to natural and/or manmade barriers.*** You are eligible for Paratransit service when one or more of the following condition exists:

- **Trips that require one or more transfers on fixed route transportation.**

As a conditionally certified customer, all trips will be approved on a trip by trip basis. All conditional customers have the ability to appeal any decision made on the disapproval of a requested trip. See the appeals process detailed in the Paratransit Rider's Guide referenced in this letter on the next page.

You are eligible and encouraged to participate in HART's Travel Training Program. You may contact the HARTinfo Line at (813) 254-4278, for further information.

Approval for HART's van services will be given **only** if your trip meets the above criteria and the $\frac{3}{4}$ mile criteria.

We have enclosed your HARTPlus paratransit service photo ID card, which was made using the photo taken during your face to face interview. Please note that there is a \$5 charge for replacement of lost or damaged cards. You will be required to show your photo ID card whenever you travel with HARTPlus paratransit service. Your HARTPlus paratransit ID card can also be used to receive the discounted fare on the fixed route system. Payment of fare is required at boarding for HART's van service. You may use a HARTPlus Coupon or pay cash fare. An application for purchasing a HARTPlus Coupon Book by mail has been included for your convenience.

All customers have the ability to appeal any eligibility decision made by HART. If you wish to appeal this decision, please write to: HARTPlus, 1201 E. 7th Ave., Tampa, Florida 33605. Your request for an appeal must be received within sixty (60) days of the date of this notification. A copy of HART's appeals process is located inside the Paratransit Rider's Guide.

Sincerely,

Olga Roberts

Olga Roberts
Paratransit Eligibility Coordinator

Enclosures: HART Paratransit Service Identification Card
HART Fare Card Program – Mail Order Form



Hillsborough Area Regional Transit Authority
1201 E. 7th Avenue • Tampa, Florida 33605
(813) 384-6600 • fax (813) 384-6284 • www.goHART.org

Ter - dnc.
me PCA
⑥ Appl.

Date

Mr. Name
Address
Tampa, FL 336xx

RE: HART Certification # xxxx

Dear Ms. Last Name:

This letter is to inform you on your recent request for Certification of Paratransit Eligibility. Your application was **approved** on a **Temporary - Unconditional** basis for **1 year**. Your eligibility will end on **August 16, 2015**. You should also note that this approval allows you to use HART's Paratransit Service only when you are unable, for impairment-related reason, to use regular bus service.

Please be advised that HARTPlus paratransit service is provided within a service area limited to three-fourths of a mile on either side of HART local bus routes, as set forth in the Americans with Disabilities Act of 1990, Federal Register, Section 37.131.

We have enclosed your HARTPlus paratransit service photo ID card, which was made using the photo taken during your face to face interview. Please note that there is a \$5 charge for replacement of lost or damaged cards. You will be required to show your photo ID card whenever you travel with HARTPlus paratransit service. Your HARTPlus paratransit ID card can also be used to receive the discounted fare on the fixed route system. Payment of fare is required at boarding for HART's paratransit service. You may use a HARTPlus Coupon or pay cash fare. An application for purchasing a HARTPlus Coupon Book by mail has been included for your convenience.

Please note the following: Sunshine Line, a service provided for Hillsborough County Residents, provides door-to-door transportation and bus passes for elderly, low income, disabled persons, who do not have or cannot afford their own transportation. Information regarding eligibility requirements and services provided can be obtained by calling, Sunshine Line at (813) 272-7272.

Sincerely,

Olga Roberts

Olga Roberts
Paratransit Eligibility Coordinator

Enclosures: HART Paratransit Service Identification Card
HART Fare Card Program – Mail Order Form

Attachment G

Sample Eligibility Determination Letter Noting PCA



Hillsborough Area Regional Transit Authority

1201 E. 7th Avenue • Tampa, Florida 33605

(813) 384-6600 • fax (813) 384-6284 • www.goHART.org

UNC
w/ PCA
only driver

DATE

Name

Address

Tampa, FL 336XX

RE: HART Certification # XXXX

Dear Mrs. :

This letter is to inform you on your recent request for Certification of Paratransit Eligibility. Your application was **approved** with **Unconditional** eligibility for HARTPlus paratransit services with a **Personal Care Attendant (PCA)** to assist with boarding and alighting the vehicle for trips as needed with an expiration date of **September 10, 2017**.

Please be advised that HARTPlus paratransit service is provided within a service area limited to three-fourths of a mile on either side of HART local bus routes, as set forth in the Americans with Disabilities Act of 1990, Federal Register, Section 37.131.

We have enclosed your HARTPlus paratransit service photo ID card, which was made using the photo taken during your face to face interview. Please note that there is a \$5 charge for replacement of lost or damaged cards. You will be required to show your photo ID card whenever you travel with HARTPlus paratransit service. Your HARTPlus paratransit ID card can also be used to receive the discounted fare on the fixed route system. Payment of fare is required at boarding for HART's paratransit service. You may use a HARTPlus Coupon or pay cash fare. An application for purchasing a HARTPlus Coupon Book by mail has been included for your convenience.

Sincerely,

Olga Roberts

Olga Roberts

Paratransit Eligibility Coordinator

Enclosures: HART Paratransit Service Identification Card
HART Fare Card Program – Mail Order Form

Attachment H
Sample Not Eligible Letter

Not Eligible
Should attend

Date

Name
Address
Tampa, FL 336

RE: ADA Certification

Dear Mr. :

We have received your application for certification of ADA paratransit eligibility. HART has determined that you are **not eligible** for ADA paratransit service. This determination is based on the following factor(s).

- The information contained in your application, professional verification and information you provided during your interview with HART staff does not indicate that you are **prevented** from using the fixed route system.



Federal law restricts eligibility for ADA paratransit service to persons who cannot, due to a disability, utilize fixed route transit service. This determination applies only to your eligibility for HART Paratransit Service. You may, however, be eligible for a reduced fare rate when using HART buses.

If you do not agree with the decision that has been made, you have the right to appeal this determination. Any request for an appeal must be made in writing and mailed to this office within (60) sixty days of this letter. If you appeal the determination, you will be given an opportunity to be heard and to present information and arguments. After your hearing, HART, through certified mail will provide you with a final determination on your eligibility. The letter will contain a detailed explanation for the decision rendered.

Please note the following: The Sunshine Line Program, a service provided for Hillsborough County Residents, provides door-to-door transportation and bus passes for elderly, low income & disabled persons. Who do not have or cannot afford their own transportation. Information regarding eligibility requirements and services provided can be obtained by calling, Sunshine Line at (813) 272-7272.

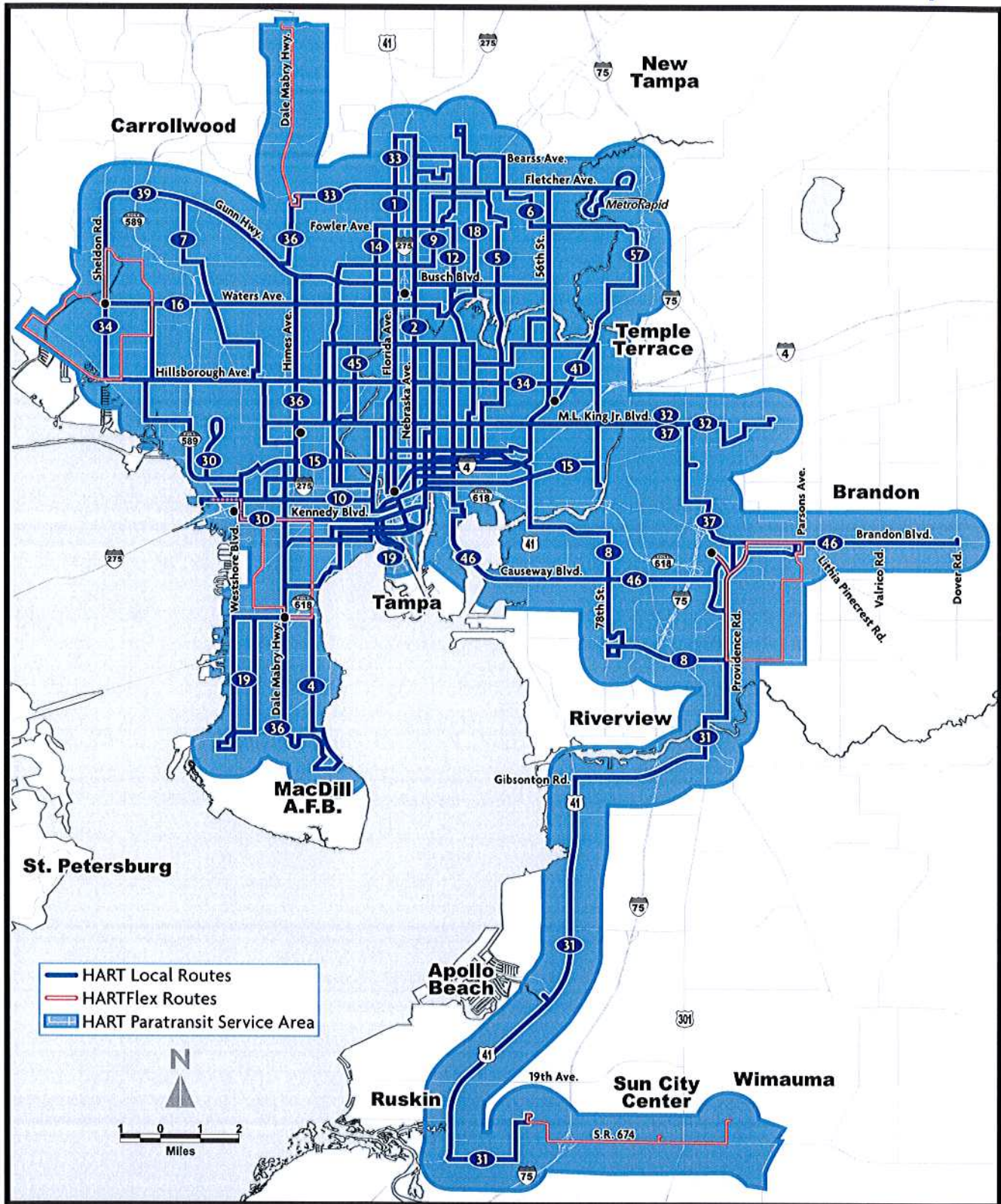
Sincerely,

Olga Roberts

Olga Roberts
Paratransit Eligibility Coordinator

Attachment I
HARTPlus Service Area Map

HARTPlus Service Area Map



HARTinfo Line (813) 254-HART • TDD (813) 626-9158

www.goHART.org

Attachment J
No-show Suspension Letter



Hillsborough Area Regional Transit Authority

1201 E. 7th Avenue • Tampa, Florida 33605
(813) 384-6600 • fax (813) 384-6284 • www.goHART.org

No-show
Sup. Letter

Date

Name

Address

Tampa, FL 336XX

Dear Ms. Last Name:

HART's records show that you have received four or more no shows within a thirty-day period. The dates and scheduled times of these trips are as follows:

Date						
Time						

I have completed a preliminary investigation and can find no record through our recorded telephone lines of these trips being cancelled. If you have documentation of the cancellation of these trips, please call me at (813) 384-6305 within 10 days of the date of this letter.

HART has a responsibility to the community to protect transportation resources and follow all ADA Federal Regulations. ADA Regulations are very specific with regards to no shows. A second suspension, four more no shows in a six month period, may result in an additional van service suspension of 60 days (pg. 10 & 11 of Paratransit Rider's Guide). If you have a subscription, please be advised that it will be cancelled.

Your suspension dates are October 19, 2014 thru November 17, 2014.

If you have any questions or need any additional information, please contact me directly.

Sincerely,

Olga Roberts
Paratransit Eligibility Coordinator