



maui bus

ADA PARATRANSIT SERVICE RIDER'S GUIDE



County of Maui
Mayor Michael Victorino

Department of Transportation
Marc Takamori, Director

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maui bus

ADA PARATRANSIT SERVICE
OPERATED BY



**ADA PARATRANSIT SERVICE
CONTACT INFORMATION**

Maui Economic Opportunity, Inc. (MEO)
Telephone (808) 877-7651

ADA Paratransit Service Reservations
8:00 a.m. – 4:00 p.m.
Daily
(Including weekends and holidays)

Customer Service Comments:

County of Maui
Department of Transportation
2145 Kaohu Street, #102
Wailuku, Hawaii, USA 96793

Telephone (808) 270-7511
Facsimile (808) 270-7505
public.transit@mauicounty.gov
www.mauicounty.gov/bus

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This Rider’s Guide is intended to provide the eligible rider with a handy reference to using the paratransit service operated by the Maui Bus.

This Rider’s Guide does not replace County, State, and Federal laws and regulations that govern operations of the paratransit service operated by the Maui Bus.

ADA PARATRANSIT SERVICE INFORMATION

WHAT IS ADA PARATRANSIT SERVICE?

The Maui Bus paratransit service is an advance reservation, curb to curb service for persons with disabilities who are unable to use the regular fixed route Maui Bus service. The County of Maui, Department of Transportation (MDOT) provides ADA paratransit service through the Maui Bus.

Service Area: Paratransit service is available within corridors whose boundaries extend three-fourths of a mile on each side of each fixed Maui Bus route. The corridor shall include an area with three-fourths of a mile radius at the ends of each fixed route, including service to small areas not inside any of the corridors but which are surrounded by corridors.

***Fixed route service is a bus service that has pre-determined routes with specified stops that conform to a timetable.*

CURB to CURB Service: Within the service area, you will be picked up at the nearest and safest point next to the curbside fronting the public street address you requested. You will be dropped off at the nearest and safest point next to the curbside of your destination address within the service area.

The days and hours of paratransit service are the same as the fixed route Maui Bus service. The paratransit service fare is the same as the cost of the fixed route Maui Bus one-way passenger boarding.

The Maui Bus paratransit service is not a taxi and does not provide transportation outside of the service area. Ambulance or emergency type services are not provided either. If you require emergency services, please call 911.

WHO IS ELIGIBLE FOR PARATRANSIT SERVICE?

The Americans with Disabilities Act of 1990 (ADA) requires fixed route bus systems to provide paratransit (curb to curb) service to eligible persons who, because of a disability, are unable to use the regular bus system.

Eligibility for paratransit service is based upon a person's disability and functional capabilities to use the regular bus service. Three categories of persons who are eligible for paratransit service are established by the ADA if they meet one or more of the criteria listed below.

Eligibility Criteria

Category 1

Any person who is unable, because of a disability, to independently board, ride, and/or disembark from a lift or ramp equipped bus. This includes persons who are unable to "navigate" the Maui Bus system without the assistance of another person.

For example, the individual is unable to:

- board or disembark from an accessible bus without assistance;
- maintain balance while seated on a moving bus;
- identify the correct bus or bus stop;
- understand transfer directions needed to complete the trip.

Category 2

Any persons with a disability who is able to use a lift or ramp equipped bus, but for whom any desired trip cannot be made because the fixed route they want to ride is not operated by a lift or ramp equipped bus.

Category 3

Any person with a disability who has a specific impairment-related condition which prevents them from traveling to or from a boarding or alighting location (bus stop).

- a. Only a specific impairment-related condition which prevents the individual from traveling to or from a bus stop is a basis for eligibility under this category. A condition which makes traveling to or from a bus stop difficult, but does not prevent the travel, is not a basis for eligibility under this category.
- b. Architectural barriers not under the control of the County of Maui, and environmental barriers (e.g., distance, terrain, weather) do not alone form a basis for eligibility. However, the interaction of such barriers with an individual's impairment-related condition may form a basis for eligibility if the effect is to prevent the individual from traveling to or from a bus stop.

Long-Term or Temporary Eligibility

A person with a Long-Term or temporary disability will be eligible for paratransit service if the disability results in his/her functional inability to use the Maui Bus system as described in the three eligibility categories.

Personal Care Attendants (PCA)

A personal care attendant (i.e., someone designated or employed specifically to help the eligible person meet their personal needs and without whom the eligible person would not be able to ride) accompanying an eligible person may travel free. The PCA must be registered with MDOT.

Paratransit Service for Out-of-Town Visitors

Persons visiting the Maui Bus area who provide documentation of ADA paratransit eligibility from another area will be eligible for the Maui Bus paratransit service. Persons who do not possess documentation but claim their disability prevents them from using the Maui Bus system can submit a letter stating their disability from their health care professional to become visitor eligible. If the person plans to remain in the area longer than 21 days, they must go through the eligibility process which has been established for residents.

HOW DO I APPLY FOR PARATRANSIT SERVICE?

Applications are available at:
 County of Maui - Department of Transportation
 2145 Kaohu Street, #102
 Wailuku, Hawaii 96793
 Telephone: (808) 270-7511

Mail completed applications to the above address. Your application will be reviewed to determine your eligibility for this service.

Application Process

- To qualify for paratransit service, you must submit a completed application. Completed applications will be reviewed for eligibility of the paratransit service.
- MDOT requires a verification of an applicant's disability from a health care professional designated by the applicant (licensed physician, therapist, social worker, nurse, or certified or registered specialist).
- MDOT will survey where you live to ensure that our vehicles can safely get to your location to pick you up. If our vehicle cannot get to your home, an alternate location will be suggested for pick-up.
- It may be necessary for some applicants to participate in an in-person evaluation to determine eligibility for the paratransit service. Notification will be given if this will be required.
- Individuals are notified in writing as to their eligibility status within 21 days of the submission of a completed application.
- Persons who are denied eligibility for the paratransit service have the right to appeal the decision. A request for appeal must be filed in writing within 60 days from the date of the denial.

IF I AM DETERMINED ELIGIBLE, HOW DO I USE THE PARATRANSIT SERVICE?

- Once you are eligible, you will be issued an ADA paratransit identification card.
- The paratransit service is a shared bus ride, and is by advance reservation only. Reservations may be made up to 14 days in advance; and, must be made at least one day in advance, no later than 4:00 p.m. for next day service. Reservations can be made for one-way or round trip.
- **Reservations can be made through MEO at (808) 877-7651. Please indicate that the reservation is for paratransit service.**
- The reservationist may negotiate a pick-up time that is up to 60 minutes before or after your requested pick-up time.
- There is a 30 minute window from your requested pick-up time. You must be ready at any time during this 30-minute period. If your ride does not arrive after 30 minutes of the scheduled pick-up, please call MEO at 877-7651.
- Paratransit reservations will be scheduled with a minimum one-hour window between trips.
- Please be ready at the pick-up point. Drivers will depart after waiting 5 minutes beyond the scheduled pick-up time or delayed arrival time.
- Pick-Up Delays: Traffic, weather or other delays may result in a late pick-up that is unavoidable. Please wait until the end of the 30 minute window before calling about your scheduled pick-up.
- Appointment Delays: If you are unsure of when your appointment will end or becomes delayed, we can put you on "will call," and you may call MEO when you are ready to be picked up. Your return trip will be worked in with the next available bus.

WHAT ARE THE RESERVATION REQUIREMENTS?

- Passenger name and phone number;
- Date(s) service is needed;
- Pick-up location/street address;
- Destination/street address;
- Appointment time (or preferred arrival time);
- Return time;
- Mobility information; and
- Traveling with a Personal Care Attendant (PCA) (registered with MDOT) companion and/or service animal to assist you in your ride (PCA companion and service animal must board and disembark with you at the same location).

RESERVING MULTIPLE TRIPS

Riders may need to go to several places in one day (doctor/shopping/library etc.). Riders requiring multiple trips must schedule a separate trip for each pick-up location to each drop-off destination. Multiple trips may be scheduled during the same phone call. Reservations will be scheduled with a minimum one-hour window between trips.

WHAT ARE PARATRANSIT SERVICE HOURS?

The days and hours of paratransit service are the same as the fixed-route Maui Bus service.

CAN I CHANGE MY TRIP ON THE DAY OF THE RESERVATION?

No. Routes are determined by the amount of requests received for the day and scheduled by time. Changes may cause other passengers to be delayed for their rides/appointments.

CANCELLATION OF RESERVATIONS

If you have made a reservation and need to cancel, please contact MEO immediately at (808) 877-7651 to avoid any costs for the trip.

- Cancellations should be made at least 2 hours prior to your scheduled pick-up time. Please cancel all trips not needed even if they do not meet the 2 hour cancellation policy.
- Do not wait until the driver arrives to cancel your trip.
- Failing to appear for a scheduled trip without proper notification is considered a “no show.”

A “no show” occurs when:

- You are not at the requested pick-up address and the bus operator cannot locate you; or
- You are at the address where you requested to be picked up, but you are not ready to board the van within 5 minutes of the arrival of an on-time pick-up and has to depart; or
- You have not called to cancel your trip at least 2 hours prior to pick-up to allow for rerouting of the bus to another location.

Riders who show a pattern of "No Shows" may be subject to suspension of the paratransit service.

SUSPENSION/CANCELLATION OF SERVICE

MDOT reserves the right to suspend or cancel service for any individual who:

- no longer meets the eligibility criteria; has moved off-island, has been admitted to long-term care facility, is unwilling to cooperate with agency procedures for the paratransit service;
- lives in an area that is inaccessible or difficult to get to and endangers the safety of staff and other passengers; or
- whose behavior is disruptive, abusive, threatening, or endangers the safety of staff and other passengers.

WHAT IS THE COST OF PARATRANSIT SERVICE?

- The paratransit service fare is the same as the fixed route Maui Bus fare.
- Companion fares are the same as the eligible paratransit rider.
- There is no charge for the Personal Care Attendant or service animal.
- Please bring exact fare. Drivers are not permitted to give change.
- There are no transfers.
- Monthly passes are also available.

BOARDING THE BUS

- Please be prepared to show the bus operator your ADA Paratransit Identification Card.
- Please confirm your destination, appointment time (if applicable) and return pick-up time with the driver.
- For your safety, please fasten your seat belt and remain seated while on the bus. If you need assistance, please ask your bus operator. All Maui Bus vehicles are equipped with seat belts.
- We recommend that riders in wheelchairs also use a personal lap belt in order to help prevent falling or sliding out of the wheelchair seat during transport.

PARATRANSIT IDENTIFICATION CARD EXPIRATION / RENEWAL

Initial permanent eligibility for ADA paratransit service on the Maui Bus is two years. Long-term and temporary eligibility is determined on a case by case basis. If you have a long-term or temporary paratransit identification card that is about to expire, you must apply for a new card. You may apply for a new card up to 60 days before expiration of your current card. Please call the County of Maui, Department of Transportation and a renewal application will be sent to you.

BUS RULES

For your safety and the safety of others:

- Please enter the bus with exact fare or have your pass visible.
- Infants under 2 years old, traveling free must ride on the lap of an accompanying adult.
- Please be alert at all times for sudden or quick stops.
- Please do not change your seats after the bus starts moving and please fasten your seatbelts.
- Shirt and footwear are required.
- Pets must be in an enclosed carrier or cage. Service animals are allowed on the bus.

BAGGAGE RULES

All baggage and personal items must be stored under a passenger's seat or on the passenger's lap, and will not protrude to another seat or interfere with other passengers. Baggage that will not be admitted on board shall include any oversized, dangerous or offensive article that may cause harm or discomfort to any passenger. All items must be free of sand and debris. No baggage may be stored in the aisle or on another seat.

- One (1) Medium-sized suitcase, dufflebag, backpack, carry-on bag, metal-framed child carriers, small metal caddy on wheels, collapsible baby stroller, band instrument, skateboard, soft body board without skegs, beach chair, pet carrier or cage, small cooler, or container with no sharp edges holding a maximum of three (3) golf clubs or detachable fishing poles is allowed.
- Grocery and reusable bags that a passenger can carry in their arms are allowed. Bags filled with bottle and can recyclables are not allowed.

PROHIBITED

- Eating, drinking, smoking, e-cigarettes or loud music.
- Flammable, explosive or toxic material.
- Weapons and dangerous instruments.
- Littering on the bus.
- Obstructing or interfering with the bus driver.

BUS OPERATOR RULES

- Bus operators must assist passengers only when entering and leaving a vehicle.
- Bus operators are not allowed to enter homes and carry grocery bags or other packages.
- Bus operators are not allowed to accept tips or other gifts.
- Bus operators are not allowed to pick-up packages (such as prescriptions or groceries) for you and bring them to you.
- Bus operators are not allowed to take you to a destination that is different from your reservation.
- Bus operators are not allowed to engage in unnecessary conversation with passengers.

LOST AND FOUND

Items found on the Maui Bus ADA paratransit service will be turned in to the MEO Transportation Office. Please call (808) 877-7651.

TITLE VI COMPLAINT

Anyone who believes that he or she has been discriminated against on the basis of race, color and national origin, while using the Maui Bus or its paratransit services may file a Title VI complaint with the County Department of Transportation.