

WARNER ROBINS TRANSIT, LLC
ADA POLICY

1. **ADA Policy:** The Americans with Disabilities Act regulations requires the WARNER ROBINS TRANSIT (WRT), as a public entity that operates a fixed route system, to provide complementary paratransit services to individuals with disabilities (that is, service that is comparable to the level of service provide to individuals without disabilities who use the fixed route system) See 49CFR Sec.37.131(a).

2. **Fare:** Fare for WRT (Paratransit) is as follows:

One Way – \$3.00

Round Trip-\$6.00

Monthly Pass- \$80.00

3. **Holiday Closures:** WRT does not operate fixed-route, paratransit services on the following holidays: New Year's Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, or Christmas Day.

4. **Approved Equipment:** The equipment has a maximum design load of 700 lbs. and the lift platform accommodates a wheelchair measuring 30"x48". Our vehicles are equipped to transport wheelchairs" which does not exceed 800 pound when occupied. An operator may deny transportation if carrying the wheelchair and its occupant would be inconsistent with legitimate safety requirements, as when, for example, the wheelchair is so large it would block an aisle or would interfere with the safe evacuation of passengers in an emergency. ADA specifies that a lift must permit both inboard and outboard facing of wheelchair user. Ambulatory customers may also use the lift upon request.

5. **Oxygen Requirement:** Travel with oxygen equipment is permitted, but the equipment must be small enough so that the operator does not have to assist with the loading and unloading of it. The safety and use of this equipment is the responsibility of the passengers.

6. **Personal Care Attendant:** A personal care attendant (PCA) may ride with you at no charge. A PCA is someone who travel with, and helps, a rider who is unable to travel alone.

Guest and companion may ride with you on WRT. Guest and companions must pay regular fare. A guest is anyone who rides with you who is not designated as your PCA, 949.CFR37 (d).

7. **Service Animals:** You are welcome to travel with your service animal aboard WRT. Only dogs and small miniature horses (24 to 34 inches, 70 to 100 pounds.) are recognized as service animals under titles II and III of the ADA. A service animal is a dog that is individual trained to do the work or perform tasks for a person with a disability. Service animals or working animals are not pets. The work or task a dog has been trained to provide, must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotion support do not qualify as a service animal under the ADA. **All other animals must be in small cage or kennel.**

Remember to inform the WRT reservationist when you are traveling with your service animal. All riders are asked to show consideration to these animals and their owners who have the right to use WRT.

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8. **Suspension of Service:** A rider's privilege may be suspended for violation of the No/Cancellation Policy. When someone no shows for a scheduled ride, it is very expensive and takes away the opportunity that a ride could have been scheduled for someone else. There are consequences when a rider has a behavior pattern of either not being ready or simply not showing up to their scheduled ride.

9. **Notification of Policy:** WT's ADA policy is available on the WRT Website and in the Rider Handbook.

10. **Reasonable Modification:** Effective July 13, 2015, transit providers are required under 49 CFR37.5(i)(3) to make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services.

- **Procedure:** Passengers can request reasonable modifications for all modes (fixed route, general public demand response, and ADA paratransit). Requests should be made at least the day before but flexibility is required for on the spot requests. The transit manager will review all requests and provide the determination. For on-the-spot requests, the driver should contact dispatch. Dispatch will contact the transit manager.

Documentation will be maintained regarding the request and the resulting action taken.

- **Public Information:** The following statement will be posted on the website and the rider guide. Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call us at 478-636-4225 or email support@WRTransit.com. Please submit requests at least the day before the trip.

11. **Paratransit:** Eligibility Requirements: Any individual who is unable, as a result of a physical or mental impairment (including a visual impairment), and without the assistance of another individual (except the operator of a lift or other boarding assistance device), to board, ride or disembark from an accessible vehicle in the fixed-route system. Included in this category are individual with mental or visual impairment who cannot navigate the fixed- route system.

Person who cannot use vehicles without lifts or accommodations: These persons are eligible for paratransit service if accessible fixed-route vehicles are not available on the bus route in which they need to travel, when they need to travel during operational hours of WRT. (WRT fixed-route vehicles are accessible).

Person with specific impairment related conditions that cannot travel to a boarding location or from a disembarking location to their final destination: The condition must prevent the person from using the fixed-route system. Conditions that make getting to the fixed- route bus stop "more difficult" do not grant eligibility. Second, architectural barriers (such as no curb cuts) are not under the control of WRT, and environment barriers (such as distance, terrain, and weather) do not, when considered alone, confer eligibility. If, however, travel to or from a boarding location is impossible when these factors are combined with the person's specific impairment-related condition, conditional paratransit service will be provided to eligibility passengers.

12. **Coverage Area:** Paratransit will pick up riders who live $\frac{3}{4}$ of a mile on either side of the Fixed Route. We provide curb to curb service and door- to- door upon request, if the area can safely accommodate it.

Scheduling: To schedule your ride call: 478-636-4225, Monday through Thursday 9:00am-2:00pm. Please have the following ready: Date of trip, Appointment time/Return time, Exact Address and Entrance, Personal Care Attendant (PCA)/Escort, and if you need a lift to board the vehicle.

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13. **Visitors:** WRT welcomes the opportunity to provide paratransit service to eligible visitors to the Warner Robins area. Visitors are eligible for 21 days of services in a 365- day period beginning with the first day the service is used by the visitor. In advance of your visit to our city, you must send WRT a copy of your Paratransit ID card (front and back) or other equivalent paratransit eligibility documentation issued by the city or town or rehabilitation professional is acceptable proof.

In addition, we need the following information:

1. Your name, address and telephone
2. Whether you will travel with a Personal Care Attendant (PCA), a guest, or both.
3. If you use a service animal
4. If you use a cane, walker, crutches, wheelchair, scooter or other equipment
Note: WRT vehicle cannot accommodate wheelchair or scooter wider than 33.5 inches, longer than 51inches or weighing more than 800 lbs. when occupied.
5. If you need information in large print, Braille or recorded format

14. **Complaint Process:** WRT is committed to providing safe and accessible transportation options for the community. Warner Robins Transit has established a Customer Complaint Policy and customers wishing to file a complaint and /or obtain a copy of the Customer Complaint Policy may contact Spring Rosati at Warner Robins Transit (478) 636-4225, by email (support@WRTransit.com), or in person at Warner Robins Transit, located at 1109 Russell Parkway, Suite B2, Warner Robins.