Conroe Connection
ADA Complementary Paratransit Service
Rider’s Guide

Updated November 2019
PROVIDER
Conroe Connection provides Americans with Disabilities Act (ADA) Complementary Paratransit Service within the ¼ mile surrounding area around the fixed route bus service located. To be able to schedule rides, individuals must become eligible for the service. Conroe Connection’s ADA Complementary Paratransit Service is provided in the compliance with the United States Code Title 49, Transportation, Part 37, Transportation for Individuals with Disabilities.

ELIGIBILITY
The ADA define a disability, with respect to an individual, as a physical or mental impairment that substantially limits the ability to conduct one or more major life activities (i.e. caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, work, etc.). ADA Complementary Paratransit Services are eligible are for an individual:

- Who is unable to board, ride, or deboard any vehicle independently on the fixed-route bus system that is readily accessible to and usable by persons with disabilities;
- Who is unable to navigate the fixed route bus system, including transfers;
- Who requires the assistance of a wheelchair lift and one is not available on the fixed-route bus service during the time the individual wishes to travel; and/or
- Who has an impairment-related condition that prevents getting to or leaving a bus stop.

Individuals who believe they are eligible for ADA Complementary Paratransit Service may apply for the service.

APPLICATION
Applicants must complete the ADA Complementary Paratransit Program Eligibility Forms and an information release agreement, as well as have their qualified healthcare professional provide certification on the form provided along with his or her signature on letterhead or a prescription pad. Conroe Connection may contact the qualified medical professional or ask the applicant to complete a functional assessment or in-person interview at no cost to the applicant. All applicants will be notified of a decision in writing.
Incomplete applications for service will not be accepted. If assistance is needed in completing your application for service, call (936) 522-3532.

Determination of eligibility will be made within 21 days from receipt of the completed application. Conroe Connection will review the application and provide notice in a timely manner. If the applicant has not received notice within 21 days from receipt of the completed application, Conroe Connection will provide the individual with ADA Complementary Paratransit Service until a decision is made.

An application for service can be obtained by the following:

- Picking up in person at the Conroe Connection administrative offices at 202 Avenue A, Conroe, Texas 77301
- Calling Conroe Connection at (936) 522-3532 and requesting an application by mail; or

**APPEALS**

Any applicant dissatisfied with the results of an eligibility decision may appeal in writing within 60 working days.

An individual may file an appeal in writing to the Conroe Connection Transit Manager at PO Box 3066, Conroe, Texas 77305.

Upon receipt of the appeal, Conroe Connection staff will contact the applicant within five (5) work days to schedule an appointment to be heard in person and to present information and arguments. The Appeals Board members, who were not involved in the original decision, will conduct the hearing and notify the applicant in writing of the result.

Conroe Connection will provide transportation for the applicant during the appeals process. Reservations for these trips will be made according to normal procedure.

**SERVICE**

Conroe Connection provides origin-to-destination service through the ADA Complementary Paratransit Service to eligible paratransit riders. Service operates Monday to Friday from 7:00 a.m. to 7:00 p.m.
Service is provided over a ¾ mile radius of the fixed-route bus system throughout the City of Conroe. Both the origin and destination of the trip must be within the eligibility area.

There are no restrictions based on a trip purpose for ADA Complementary Paratransit Service.

Paratransit riders must be able to attend to their own needs, safely maneuver their mobility device, if necessary, and count, gather, and place the correct fare in the farebox. If the paratransit rider is unable to perform these tasks, a Personal Care Attendant (PCA) must be present to assist. PCAs must be indicated when scheduling a trip. The scheduled PCA may board without paying a fare.

Paratransit riders are allowed to have a companion(s) ride with you. Companion(s) must pay the same fare as the paratransit rider.

Conroe Connection does provide subscription services for medical and dialysis trips as long as it does not impede any other scheduled trips. Subscription service will be considered a trip that occurs to and from the same places, at the same time, on the same days for a period of 60 days or longer.

Paratransit riders must bring exact change for fares. Drivers will not make change. If a return trip is needed, another one-way fare is required.

All trips to and from all locations are scheduled individually. If a return trip is needed, the paratransit rider should schedule that trip with the original trip. In order to accommodate all paratransit riders, all paratransit riders need to be ready at their scheduled pick-up time. Reservations can be negotiated to accommodate all trips. Pick-up time at the origin will be between 15 to 55 minutes prior to the appointment time. Vans are shared with other passengers and may make multiple stops. Because the trip may not follow the most direct route to your destination, the trip may take longer than expected. Return trips will be provided between 15 to 55 minutes after the office has received notification of pick up, depending on traffic, weather, or other delays. If you finish earlier than your requested time, you will have to wait until your scheduled pick-up time. The only exception is a late pick-up from a doctor’s appointment.

Vehicles wait only five (5) minutes after arrival time. If there is no response (passenger does not come out to the vehicle), the vehicle will leave and will not return. You will then be responsible for your own transportation.
Conroe Connection does not provide assistance over the threshold of any facility, nor do we provide assistance with bags, packages, personal items, or other items. Paratransit riders may only bring as many packages as they can handle themselves. Items cannot occupy another seat or block the aisle.

**Visitors** to Conroe who are certified with their own local paratransit service will be provided service for up to **21 days** in a rolling calendar year for 365 days from the first trip. If individuals are not certified and claim they are eligible, they will be presumed eligible and will be provided service for up to twenty-one (21) days, with documentation of their place of residency and the nature of their disability.

**Weapons or firearms** are prohibited on paratransit vehicles. Smoking, eating, and drinking are not permitted on paratransit vehicles. Paratransit riders exhibiting **violent, disruptive, or illegal behavior** will be suspended from the service.

Customers may travel with a service animal on all public transportation services. Service animals are trained to work or perform tasks for persons with disabilities. Please note that the service animals must be **under control at all times**. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Conroe Connection will allow **wheelchairs** as long as they do not exceed the manufacturer’s stated weight capacity (**800 lbs.**) for the bus ramp.

All paratransit riders **must wear seatbelts at all times** while in a paratransit vehicle. All wheelchairs must be secured while on-board the paratransit vehicle. Paratransit riders may travel with life-support equipment, such as portable oxygen, provided such transport does not violate laws or rules related to transportation of hazardous materials. The safety and use of this equipment is the responsibility of the paratransit rider.

Conroe shall make **reasonable modifications** in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability and ensure equal access to programs, benefits and services. When feasible, riders are encouraged to **request modifications in advance** of the modified service to allow Conroe to meet the request. Conroe will make every effort to communicate with riders effectively and meet all reasonable modifications. To request a modification pursuant to the ADA, or to file a complaint, contact Conroe by calling (936) 522-3536, via email to
transit@cityofconroe.org, or by mail to: Transit Administrator, City of Conroe, P.O. Box 3066, Conroe, TX 77305.

NO SHOW POLICY
Conroe Connection understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of service. Conroe Connection reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider’s account.

Each no-show or late cancellation counts as one no-show or late cancellation. Riders will be subject to suspension after they meet all of the following conditions:

- Have booked at least thirty (30) trips in that same month; and
- Accumulate at least six (6) no shows and/or late cancellations in one calendar month.

A rider will only be subject to suspension if both the minimum number of trips booked and the minimum number of no shows and/or late cancellations are reached during the same calendar month.

Suspensions begin on Mondays. The first violation in a calendar year triggers a written warning. Subsequent violations result in the following suspensions:

- Second violation: one (1) week suspension;
- Third violation: two (2) week suspension; and
- Fourth violation and subsequent violations: three (3) week suspension.

Trips missed by riders for reasons beyond their control (including, but not limited to, operator error, illness, and failure of caregiver to show up) shall not be counted as a missed trip. Riders wishing to dispute specific no-shows or late cancellations must do so within 30 calendar days of receiving a suspension notice. **Riders should contact Conroe Connection at (936) 522-3532, Monday through Friday from 8:00 a.m. to 5:00 p.m., to explain the circumstance, and request the removal of the no-show or late cancellation.**
RESERVATIONS

Reservations can be made up to seven (7) days in advance. Next day reservations can be made prior to 5:00 p.m. the day before. Reservations are taken from 8:00 a.m. to 5:00 p.m., Sunday through Friday. Drivers do not take or make reservations. Passengers are responsible for making their own reservations. To schedule a reservation, call (844) 299-6242.

COMPLAINTS

Complaints or compliments can be filed in person at 202 Avenue A, Conroe, Texas 77301, in writing, by email at Transit@cityofconroe.org, or by calling (936) 522-3532, 8:00 a.m. to 5:00 p.m., Monday through Friday.
ADA Paratransit Orientation

I, _________________________ Hereby understand all information provided within the Conroe Connection ADA Complementary Paratransit Service Rider’s Guide.

Signature: __________________________

Date: ______________