

ADA Complementary Paratransit Policies and Procedures

for

Brunswick Transit Services



Adopted

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Introduction

On September 6, 1991, the US Department of Transportation (USDOT) published final regulations implementing certain provisions of the Americans with Disabilities Act of 1990. These regulations, [49 CFR \(Code of Federal Regulations\) Part 37, Subpart F](#), require public entities operating fixed route transportation service for the general public also provide complementary paratransit service to persons unable to use the fixed route system.

Western Maine Transportation Services (WMTS) has been operating public transit services in Androscoggin, Franklin and Oxford counties since 1976, and since 2016 in the town of Brunswick, Cumberland County. WMTS receives federal financial assistance through grants sponsored by the USDOT, Federal Transit Administration (FTA) to maintain public mass transportation. As a recipient of FTA grant programs and the agent for public transit service in Brunswick, WMTS has the responsibility to comply with all FTA regulations and mandates.

The **Brunswick Link**, formerly the Brunswick Explorer, is a public-private partnership with funding provided by the Federal Transit Administration, the Maine Department of Transportation, the Town of Brunswick, and other local partners. The Brunswick Explorer was established in 2010 as a flex route system and became a fixed route service known as the **Brunswick Link** in November 2021.

To operate public fixed route transit service in Brunswick WMTS must comply with [49 CFR Part 37, Subpart F](#), with the provision of ADA Complementary Paratransit service. For the purpose of this policy, **Brunswick Link** includes any and all transit operators that provide fixed route and ADA Complementary Paratransit service in Brunswick.

The **Brunswick Link** [ADA Complementary Paratransit Policies and Procedures](#) is intended to serve as a guideline for all entities involved with Complementary Paratransit. These policies and procedures establish criteria for administering Complementary Paratransit service in conjunction with the FTA regulations, thereby protecting the rights of individuals.

American with Disabilities Act

In 1990, the Americans with Disabilities Act (ADA) was signed into law. As a major piece of civil rights legislation, the ADA protects all peoples' rights without regard to their physical and/or cognitive disabilities. The ADA specifies that all people have a right to be able to use available public transportation.

In crafting the ADA, Congress recognized that even when a fixed route transit system is fully accessible, there will be some individuals whose disabilities prevent them from using the system. Congress therefore created a "safety net" to ensure that these individuals have transportation available to them on the same basis as individuals using fixed route systems.

The ADA requires that individuals not able to independently ride public buses be provided with an equivalent, complementary service for their transportation needs.

ADA Paratransit

This complementary service is called ADA Paratransit. Paratransit means comparable transportation service required by the ADA for individuals with disabilities who are unable to use fixed route transportation systems. ADA Paratransit is provided to persons who, because of their disabilities, are unable to independently ride a fixed route bus, get on or off a fixed route bus, or get to or from a fixed route bus stop. ADA Paratransit must be provided to origins and destinations within $\frac{3}{4}$ of a mile of the fixed route bus service area and during the same service hours as fixed route bus service. The maximum fare a public transportation provider may charge for standard ADA Paratransit service is twice the adult one-way fixed route bus fare (see Appendix C for **Brunswick Link** fixed route fare schedule).

Brunswick Link ADA Paratransit a service area map – Appendix A

Curb to Curb is the General Rule of Service

Brunswick Link's ADA Paratransit service is curb-to-curb. However, assistance to and from the vehicle would be provided to persons with disabilities as needed. Assistance will only be provided to the first exterior door and not 'through' the first door. Assistance will be provided as long as the driver can maintain effective continuing control of the vehicle which includes not leaving the vehicle unattended or out of observation.

Access to Information

All information about **Brunswick Link** ADA Paratransit service, materials necessary to apply for ADA eligibility, and notices and determinations concerning eligibility, are available on the **Brunswick Link** website www.brunswicklink.org.

Eligibility for ADA Paratransit

Eligibility for complementary ADA Paratransit is directly related to the functional ability of individuals with disabilities to use fixed route transit services. Eligibility is not based on a diagnosis or type of disability. Individuals with the same diagnosis or disability can have very different functional abilities to use fixed route services. Similarly, eligibility is not based on the type of mobility aids that individuals use. Use of a wheelchair does not imply automatic eligibility, for example, since many individuals who use wheelchairs are able to use fixed route services for many or all of their trips. Nor is ADA Paratransit eligibility based on age, income, or whether or not individuals can drive or have access to private automobile transportation.

Brunswick Link provides ADA Paratransit service to persons whose temporary or permanent disabilities prevent their independent use of fixed route transit. To determine eligibility for ADA Paratransit service, individuals must complete an application for **Brunswick Link** ADA Paratransit Service and document that because of their disability they are unable to use the fixed route bus system for one (or more) of the following three reasons:

- 1) Inability to navigate the transit system independently
- 2) Lack of accessible vehicles, stations, or bus stops
- 3) Inability to reach a boarding point or final destination

1. Inability to Navigate the Transit System Independently

This category includes individuals who, because of their disabilities, cannot independently navigate and use accessible fixed route services. In determining eligibility under this category, it is assumed that basic required assistance (e.g. help with using vehicle lifts or ramps) will be provided by the bus driver. *(FTA C 4710.1, page 9-2)*

2. Lack of Accessible Vehicles, Stations, or Bus Stops

Individuals are eligible for complementary ADA Paratransit service under this eligibility category if accessible vehicles are not being used to provide service on the bus route they wish to use, if a boarding or disembarking location is inaccessible, or if bus stations are not yet accessible. The determination of eligibility under this category is specific to the routes, stops, or stations that individuals need to use. As fixed route systems become more accessible, eligibility under this category will continue to become less common. *(FTA C 4710.1, page 9-3)*

3. Inability to Reach a Boarding Point or Final Destination

Under this eligibility category, individuals are eligible for ADA Paratransit only if their disability (specific impairment-related condition) prevents them from traveling to and from fixed route transit stops and stations. Individuals are not eligible for ADA Paratransit if getting to or from fixed route stops and stations is only more difficult or inconvenient.

Some judgment is required to distinguish between situations in which travel is prevented, and situations in which it is merely made more difficult. In FTA's view, a case of "prevented travel" can be made not only where travel is literally impossible (e.g. someone cannot find the bus stop, someone cannot push a wheelchair through the foot of snow or up a steep hill) but also where the difficulties are so substantial that a reasonable person with the impairment-related condition in question would be deterred from making the trip. *(FTA C 4710.1, page 9-5)*

Eligibility is based on the independent ability of individuals to use the fixed route system. Eligibility is not based on the availability of other individuals, including Personal Care Attendants, family, or friends who may be traveling with the passenger with a disability. *(FTA C 4710.1, page 9-7)*

Eligibility must also be based on an individual's "most limiting condition", whether related to the environment or the variable nature of a disability. Determinations of eligibility for **Brunswick Link** ADA Paratransit service consider each applicant's ability to travel to any origins and destinations in the complementary ADA Paratransit service area under all conditions *(FTA C 4710.0, page 9-7)*. The "most limiting condition" concept applies to disabilities that may cause changes in functional ability from day to day. Determinations must consider the inherent variability of some disabilities. Basing a determination on an applicant's "good day" is not appropriate. *FTA C 4710.0, page 9-8)*

Application for Brunswick Link ADA Paratransit

The ADA Paratransit certification application process includes submission of a written application and may include an in-person interview. All applicants must specify whether or not they travel with a Personal Care Attendant. The application for **Brunswick Link** ADA Paratransit service is available in Appendix D and through the **Brunswick Link** website: www.brunswicklink.org.

The following information needs to be included on the application for **Brunswick Link** ADA Paratransit:

- Your phone numbers (home, cell, work, emergency)
- Your street and mailing addresses
- Your physician, physician assistant or nurse practitioner's contact information (name, phone, email, fax)
- Statement from a Qualified Physician (see Appendix E for definition) regarding disability
- Mobility devices that are used, including power and manual wheelchairs, scooters, walkers, canes, etc.
- Visual Acuity or Field of Vision statement from a vision care provider, if vision is impaired
- Diagnosis statement from mental health care provider, if applicant has a psychiatric condition

Assessing Abilities to Use Fixed Route Transit Services

Brunswick Link requires written documentation from a Qualified Physician (see Appendix E for definition) to assist in determining the functional abilities of applicants to ride the **Brunswick Link** fixed route transit service. The eligibility process is not a medical determination of a disability; it is a determination about an applicant's functional ability to use the **Brunswick Link** fixed route transit services.

The Qualified Physician should use the following list of tasks as a guide to determining eligibility. Applicants must be able to perform tasks independently, with the exception of transit personnel providing assistance with boarding, disembarking, and operation of lifts, ramps and securement systems.

Physical Functional Skills List (to be used by Qualified Physician to determine eligibility)

Physical functional abilities needed to perform tasks required to use fixed route transit system:

- Walking speed
- Endurance
- Coordination
- Strength
- Balance
- Gait
- Range of motion
- Dexterity

Cognitive Functional Skills List (to be used by Qualified Physician to determine eligibility)

Cognitive functional abilities needed to perform tasks required to use fixed route transit system:

- Orientation to person, place and time
- Judgment and safety skills
- Problem solving
- Coping skills
- Short and long-term memory
- Concentration (attention to task)
- Ability to seek and act on directions
- Ability to process information
- Ability to communicate needs

- Consistency
- Behavioral skills

Sensory Functional Skills List (to be used by Qualified Physician to determine eligibility)

- Sensory functional abilities needed to perform tasks required to use fixed route transit system:
- Orientation to place
- Directional wayfinding
- Ability to detect changes on surfaces
- Ability to detect environmental cues (hearing)
- Proficiency in using mobility aid

Applicants are not eligible to utilize **Brunswick Link** ADA Paratransit service while their application is being reviewed.

Applicants will receive written notification of the eligibility determination within 21 days of completing the application process. Approved applicants will receive a letter certifying eligibility and a **Brunswick Link** ADA Paratransit service identification card. If you disagree with the decision, you have a right to appeal. In the event that the eligibility process takes longer than 21 days, the applicant will be granted eligibility from the 22nd day through such time as a determination is made.

Visitor Paratransit Service

Paratransit service may be provided to ADA eligible persons who are not currently certified within the **Brunswick Link** service area. All visitors are required to provide a minimum amount of information to WMTS to determine eligibility to utilize the **Brunswick Link** ADA Complementary Paratransit service. Visitors must provide the following:

- Proof of address at legal residence
- Documentation of a valid ADA certification from another transit provider

Visitors are eligible for service for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service. A letter will be issued to the visitor containing a visitor ID number and information regarding the limitations of their eligibility and service provision.

Information on how to become eligible for **Brunswick Link** ADA Paratransit service in the **Brunswick Link** service area is also included in the letter.

Visitors returning to the region whose visitor eligibility has expired must reapply for visitor eligibility. Those planning to return to the region within the year, frequently visit the region, or stay in the region over 21 days are encouraged to submit an application for **Brunswick Link** ADA Paratransit services.

Recertification Process

It is required that all ADA paratransit riders submit an application for recertification every three years.

At the appropriate time (typically 90 days prior to expiration of current eligibility), ADA riders will be sent recertification materials to verify continuing eligibility. The packet provides detailed instructions

on the recertification process. An updated statement from a Qualified Physician (see Appendix E for definition) regarding disability is required for recertification.

Applicants will receive written notification of the eligibility determination within 21 days of submitting the complete recertification application. Approved applicants will receive a letter certifying eligibility and a **Brunswick Link** ADA Paratransit service identification card. If you disagree with the decision, you have a right to appeal.

Administrative Appeal Process for a Denied Application

Brunswick Link has developed an Administrative Appeal Process for those individuals who have been denied ADA eligibility, been given conditional eligibility or temporary eligibility status, or has had their ADA Paratransit service suspended. All individuals must have an opportunity to be heard in person and to present additional information and arguments regarding their disability and ability to use the fixed route service.

Filing an Appeal

Individuals requesting an appeal of the initial eligibility decision must do so within 60 days from the date eligibility was denied. The appeal must be in writing and sent to **Brunswick Link**. **Brunswick Link** will review the application and the applicant's letter of appeal to verify the initial determination.

Brunswick Link may require an in-person interview to assist in determining functional abilities of applicants to ride the fixed route transit service.

If the applicant is granted **Brunswick Link** ADA Paratransit certification resulting from a review of the appeal, a letter of apology must be sent to the applicant. If, after further review, **Brunswick Link** still cannot certify the applicant due to the information presented on the application, **Brunswick Link** must make a written statement as to why the individual was denied **Brunswick Link** ADA Paratransit certification. The statement, along with the application and the individual's written request for an appeal must be sent to the **Brunswick Link** ADA Advisory Committee. The statement must include all pertinent dates and supporting documentation related to the applicant's ADA Paratransit certification request.

A hearing will be set by the **Brunswick Link** ADA Advisory Committee within 30 days of receipt of the applicant's request for an appeal.

Brunswick Link ADA Advisory Committee

The ADA Advisory Committee, a subcommittee of the **Brunswick Link** Advisory Committee, advises **Brunswick Link** on ADA policies related to the **Brunswick Link** fixed route transit system and Complementary Paratransit for people with disabilities.

There will be a "separation of function" between those involved with the initial eligibility determination and those selected to hear the appeal. The ADA Advisory Committee is comprised of a minimum of three to a maximum of five members. The ADA Advisory Committee will include at least one individual who has been certified to ride the **Brunswick Link** ADA Paratransit service.

The ADA Advisory Committee will possess, either individually or collectively, certain skills and

knowledge. Among these are:

- A working knowledge of the FTA ADA Complementary Paratransit regulations, particularly the regulatory definition of ADA paratransit eligibility and the appeal process;
- An understanding of different types of disabilities and the functional capabilities characteristic of each;
- A knowledge of the fixed route system and the skills needed to understand and use it; and
- An understanding of the **Brunswick Link** ADA Paratransit service and the policies and procedures related to the service.

Paratransit Ride Fares

- The standard **Brunswick Link** ADA Paratransit ride fare is twice the adult one-way fixed route bus fare and is subject to change, as determined by the fares of the fixed route system (see Appendix C for the **Brunswick Link** Fixed Route Fare Schedule).
- ADA riders may travel with a Personal Care Attendant at no charge. PCAs may ride free of charge from the ADA rider's pick-up location to the ADA rider's drop off location.
- ADA riders may travel with a Companion at the same fare as for the ADA rider. Companions must travel from the ADA rider's pick-up location to the ADA rider's drop off location.
- ADA Paratransit fares must be paid each time you board a vehicle.
- Riders may travel with a Service Animal at no additional charge. Please inform **Brunswick Link** Passenger Relations when traveling with a Service Animal.

Fixed Route Hours of Operation - See Appendix B

Personal Care Attendant

A Personal Care Attendant (PCA) is someone designated or employed specifically to help an eligible ADA Paratransit rider meet his or her personal needs. A PCA typically assists with one or more daily life activities such as providing personal care, performing manual tasks, or providing assistance with mobility or communication. PCA assistance is not always needed during a complementary ADA Paratransit trip itself; because of the nature of typical PCA functions, it is most likely the services provided by a PCA would be required throughout the day at the passenger's destination. The need to travel with a PCA is established during the ADA certification application process.

If a rider has a documented need for a PCA they may travel **with one PCA** on each scheduled trip. PCAs may ride free of charge from the ADA rider's pick-up location to the ADA rider's drop off location.

Riders should inform **Brunswick Link** Passenger Relations when they will be traveling with a PCA. **Brunswick Link** Passenger Relations will also ask the ADA Paratransit rider if they will be traveling alone. The PCA must have the same pick-up and drop-off location as the rider.

NOTE: Contact **Brunswick Link** Passenger Relations if the application for **Brunswick Link** ADA Paratransit service has already been processed, and it is later determined that the rider must travel with a PCA. In addition, if the **Brunswick Link** ADA Paratransit rider no longer has a need to travel with a PCA, please notify WMTS immediately.

Companions

A Companion is a friend, relative or other person, who accompanies a rider on a trip. One companion may travel with a **Brunswick Link** ADA Paratransit rider regardless of whether the ADA rider has a PCA. Companions travel at the same fare as for the ADA rider.

Additional companions may accompany the ADA Paratransit rider provided that space is available for them on the **Brunswick Link** ADA Paratransit vehicle carrying the ADA paratransit rider.

Brunswick Link ADA Paratransit riders should inform **Brunswick Link** Passenger Relations when they call to schedule a trip that they will be traveling with one or more companions. The Passenger Relations representative will also ask the rider if they will be traveling alone. The companion(s) must have the same pick-up and drop-off location as the ADA Paratransit rider.

Service Animals

Service Animals means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. ([49 CFR §37.3](#))

Service Animals may travel on **Brunswick Link** ADA Paratransit vehicles to provide assistance to individuals with disabilities.

Owners of Service Animals must inform **Brunswick Link** Passenger Relations when scheduling a **Brunswick Link** ADA Paratransit trip that a Service Animal will accompany them sufficiently prepared for the transportation. When scheduling the trip, **Brunswick Link** Passenger Relations will ensure that there is space for Service Animals on **Brunswick Link** ADA Paratransit vehicles.

A Service Animal must be under the control of its handler at all times. A Service Animal must have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the Service Animal's safe, effective performance of work or tasks, in which case the Service Animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).

If a Service Animal misbehaves (such as soiling the vehicle or continued repeated growling at or harassing riders, the driver or other Service Animals), the rider and the Service Animal will be returned to the rider's residence. The driver will report the Service Animal's behavior to **Brunswick Link** Passenger Relations, who will attempt to contact the rider to determine the steps necessary to prevent future occurrences. If a Service Animal misbehaves, the owner of the Service Animal is responsible for its actions and all costs associated with its actions.

Service Animals should generally remain on the floor of the bus in a "down" or "sit" position. Service Animals may not block the aisle of the vehicle.

Owners must have control of their Service Animals at all times via voice or signals.

Mobility Devices

Riders may use wheelchairs, canes, walkers and other mobility devices on **Brunswick Link** ADA Paratransit service. **Brunswick Link** ADA Paratransit follows the federal statute for ADA Wheelchair Transportation as follows:

[49 CFR Part 37.165](#) – Lift and Securement requires that:

- All wheelchairs and their users will be transported in **Brunswick Link** ADA Paratransit accessible vehicles.
- **Brunswick Link** ADA Paratransit will only permit wheelchairs and their users to ride in designated securement locations in the vehicle, where such locations exist.

All individuals being transported in a wheelchair are required to use the vehicle's securement system to ensure that the wheelchair remains within the securement area. Seat belts and shoulder harnesses shall not be used in lieu of the vehicle's securement device which secures the wheelchair or mobility aid to the vehicle.

Brunswick Link ADA Paratransit requires that all individuals allow their wheelchairs to be secured.

Brunswick Link ADA Paratransit may not deny transportation to a wheelchair or its user on the grounds that the device cannot be secured or restrained satisfactorily by the vehicle's securement system.

Brunswick Link ADA Paratransit may recommend to a user of a wheelchair that the individual transfer to a vehicle seat. **Brunswick Link** ADA Paratransit may not require the individual to transfer.

Where necessary or upon request, **Brunswick Link** ADA Paratransit personnel must assist individuals with disabilities with the use of securement systems, ramps and lifts. If it is necessary for the personnel to leave their seats to provide this assistance, they shall do so.

Brunswick Link ADA Paratransit must permit individuals with disabilities who do not use wheelchairs, including standees, to use a vehicle's lift or ramp to enter the vehicle. If **Brunswick Link** ADA Paratransit chooses not to allow such individuals to use such a lift, **Brunswick Link** ADA Paratransit must clearly notify consumers of this fact by signage on the exterior of the vehicle (adjacent to and of equivalent size with the accessibility symbol).

With respect to wheelchair/occupant combinations that are larger or heavier than those to which the design standards for vehicles and equipment of [49 CFR Part 38](#) refer, **Brunswick Link** ADA Paratransit must carry the wheelchair and occupant if the lift and vehicle can accommodate the wheelchair and occupant. **Brunswick Link** ADA Paratransit may decline to carry a wheelchair/occupant if the combined weight exceeds that of the lift specifications or if carriage of the wheelchair is demonstrated to be inconsistent with legitimate safety requirements.

Wheelchair Lifts

The sole purpose of the wheelchair lift is for wheelchair or ambulatory riders who cannot walk up the vehicle steps. Lifts are not for moving large packages on or off the vehicle.

Oxygen Tanks

Riders may travel with oxygen tanks when using **Brunswick Link** ADA Paratransit service. For safety reasons, oxygen tanks must be secured to the rider's mobility device or themselves to prevent the tank from falling, striking another object, or becoming dislodged and becoming a projectile.

Rider Safety

Brunswick Link ADA Paratransit riders who use a mobility device and are transferable are strongly encouraged to transfer to a seat of the ADA Paratransit vehicle.

Riders who are transferable are able to move from his or her mobility device to the seat of the vehicle, and back with a minimum of assistance. A minimum of assistance is defined as a driver extending an arm or stabilizing the mobility device while the rider moves in and out of the device. Drivers are prohibited from lifting or carrying riders.

Riders using 3 wheel scooters are strongly encouraged to transfer out of their scooter into the seat of the paratransit vehicle whenever possible. Scooters cannot always be adequately secured and may present a significant safety hazard to the occupant, the driver and other riders if individuals are transported seated in the device.

Brunswick Link ADA Paratransit service will operate in compliance with the State of Maine's Use of Safety Seat Belts law ([29-A M.R.S. § 2081](#)), which requires:

- When a child who weighs less than 40 pounds is being transported in a motor vehicle that is required by the United States Department of Transportation to be equipped with safety seat belts, the operator must have the child properly secured in accordance with the manufacturer's instructions in a child safety seat.
- A child who weighs at least 40 pounds but less than 80 pounds and who is less than 8 years of age must be properly secured in a federally approved child restraint system. Nonprofit, municipal or contracted transportation service providers are exempt from this paragraph until February 1, 2005, except that the operator shall ensure that the child is properly secured in a seat belt.
- A child who is less than 18 years of age and at least 8 years of age or who is less than 18 years of age and more than 4 feet, 9 inches in height must be properly secured in a seat belt.
- When a person 18 years of age or older is a passenger in a vehicle that is required by the USDOT to be equipped with seat belts, the passenger must be properly secured in a seat belt.

Service Expectation

Brunswick Link ADA Paratransit riders should expect the following services:

- Where appropriate, riders are to be escorted to and from the paratransit vehicle by the driver.
- All vehicles are accessible.
- Drivers will assist riders with seat belts, lifts, ramps and securement devices.
- Vehicles will arrive within 30 minutes of the scheduled pick-up time.
- Riders may be onboard a **Brunswick Link** ADA Paratransit vehicle for up to an hour for all trips. This approximates the amount of time riders would likely spend onboard a fixed-route bus

vehicle for the same trip.

- Travel time will vary day-to-day depending on how other trips are scheduled.
- Riders cannot request to travel alone on a vehicle. ADA Paratransit scheduling is based on a shared ride system. Riders should expect to share vehicles with other riders, companions, Personal Care Attendants and Service Animals.
- **Brunswick Link** ADA Paratransit does not grant special requests for specific drivers or vehicles. Riders must ride on the assigned vehicle and with the assigned driver.
- **Brunswick Link** ADA Paratransit does not provide direct, individual supervision or specialized assistance. ADA Paratransit riders may travel with a Personal Care Attendant if the need is documented.
- When rides are scheduled, there is no guarantee that individuals going to or from the same location will necessarily be riding on the same vehicle, have the same pick-up and drop-off times, or be on the vehicle the same amount of time.
- **Brunswick Link** ADA Paratransit vehicles will leave for the pre-arranged trip destination as soon as the rider boards the vehicle. Riders are responsible for boarding the bus when it arrives at their home/point of trip origination. **Brunswick Link** ADA Paratransit vehicles will not wait at a rider's pickup location and allow the passenger to make multiple trips between the bus and the pickup location. It is expected that riders will be ready to depart after boarding the **Brunswick Link** ADA Paratransit vehicle.
- Drivers are tightly scheduled to accommodate as many patrons as possible, therefore riders should be ready to leave upon the driver's arrival. Drivers may not be able to wait or come back if the rider is not ready.
- Drivers will wait for riders at the designated pick-up location for no more than 5 minutes. After 5 minutes, the **Brunswick Link** ADA Paratransit vehicle will leave for its regularly scheduled trip, regardless of whether a rider is on board and/or has loaded any personal items or packages on the **Brunswick Link** ADA Paratransit vehicle.
- There is no expectation of privacy while riding **Brunswick Link** ADA Paratransit vehicles.

Reasonable Modifications

FTA requires public entities that provide designated public transportation shall 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, subject to the limitations of [49 CFR Part 37.169\(c\)\(1\)–\(3\)](#). This requirement applies to the means public entities use to meet their obligations under all provisions of this part ([49 CFR Part 37.5\(i\)\(3\)](#)). Requests for reasonable modifications can be made by contacting **Brunswick Link** Passenger Relations at (207)721-9600.

Individuals requesting modifications must describe what they need in order to use the service. Individuals requesting modifications are not required to use the term 'reasonable modification' when making a request. Whenever feasible, requests for modifications must be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, during the ADA Paratransit eligibility process, through customer service inquiries, or through the **Brunswick Link** ADA Paratransit complaint process. Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of an ADA Paratransit or fixed route trip of which the individual with a disability was unaware until arriving), **Brunswick Link** Passenger Relations must make a determination of whether

the modification should be provided at the time of the request. The **Brunswick Link** Supervisor may consult with WMTS' ADA Coordinator before making a determination to grant or deny the request ([49 CFR Part 37.169\(b\)](#)).

Requests for modification of a **Brunswick Link's** policies and practices may be denied only on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of **Brunswick Link** ADA Paratransit services, programs, or activities;
- Granting the request would create a direct threat to the health or safety of others;
- Without the requested modification, the individual with a disability is able to fully use **Brunswick Link** ADA Paratransit services, programs, or activities for their intended purpose ([49 CFR Part 37.169\(c\)](#)).

In determining whether to grant a requested modification, **Brunswick Link** ADA Paratransit must be guided by the provisions of Appendix E to [49 CFR Part 37.169\(d\)](#).

In any case in which a public entity denies a request for a reasonable modification, the entity must take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by **Brunswick Link** ADA Paratransit ([49 CFR Part 37.169\(e\)](#)).

Driver Responsibilities

- Drivers will provide assistance up reasonable inclines or over minor obstructions. However, drivers cannot assist riders in wheelchairs up or down steps or over obstacles that require the driver to lift the wheelchair.
- Drivers are required to transport ADA Paratransit riders to the pre-scheduled destination indicated in the driver's manifest. Drivers are not allowed to make any destination changes.
- Drivers are prohibited from entering a rider's residence for any reason.
- Drivers are responsible for documenting when ADA Paratransit riders do not use seat belts.
- Drivers are permitted to go to an external door to pick up a rider when necessary. Drivers are prohibited from entering a private residence or traveling beyond the lobby of a public building such as a hospital (*Circular page 8-3*). If other riders are on the vehicle, the driver may not be able to leave the vehicle to assist from a rider's external door. Riders will be dropped off at the external door. Drivers are advised to keep their vehicles in sight at all times; pick-ups and drop-offs should be scheduled accordingly.
- ADA Paratransit rider requests for door-through-door service (i.e. assisting the rider past the building's exterior door to an interior door) is not permitted. If assistance is required to prepare for a trip, an individual other than the driver must provide assistance.
- Drivers may check the identification of riders. It is recommended that riders carry identifying information with them while using ADA Paratransit services.

Passenger Responsibilities

- Riders must have the address of their destination, their appointment times and other necessary information available when making a ride reservation.
- If a rider's pick-up address is located inside a gated or secured community that requires special

access, it is the rider's responsibility to arrange entry for the **Brunswick Link** ADA Paratransit vehicle in advance. If the vehicle is not able to enter the pick-up location and the rider fails to meet the vehicle, a No-Show may be charged.

- Riders must call in trip cancellations as soon as possible. Cancellations called in less than two hours prior to a scheduled pick-up time will result in a No-Show.
- Riders should be ready to leave up to 30 minutes before their scheduled pick-up time. Drivers can wait only 5 minutes after a rider's scheduled pick-up time.
- Riders must be prepared for trips. If assistance is required to prepare for a trip, an individual other than the driver must provide assistance.
- All riders under 18 years old are required to wear seat belts while on the **Brunswick Link** ADA Paratransit vehicle. Drivers will assist with seat belts when necessary.
- When a person 18 years of age or older is a passenger in a vehicle that is required by the USDOT to be equipped with seat belts, the passenger must be properly secured in a seat belt.
- Riders are expected to treat dispatchers, drivers and other riders courteously.
- Riders must not distract or touch the driver.
- Riders who are physically abusive causing injury to the driver or other riders are subject to criminal prosecution. Immediate suspension or refusal of service will occur for all instances of physical abuse.
- Wheelchairs, scooters and other mobility devices must be properly maintained. Riders must know the limitations regarding the use and transport of their specific mobility devices.
- Drinking from open containers is not allowed while on a **Brunswick Link** ADA Paratransit vehicle.
- Drinking alcoholic beverages is not allowed while on a **Brunswick Link** ADA Paratransit vehicle.
- Eating is not allowed while on a **Brunswick Link** ADA Paratransit vehicle.
- Smoking (including e-cigarettes) while on a **Brunswick Link** ADA Paratransit vehicle is not allowed.
- Smoking (including e-cigarettes) within 20 feet of the **Brunswick Link** ADA Paratransit vehicle is not allowed.
- Radios, cassette, disc players, MP3 players, or cell phones are not permitted to be played aloud when onboard a **Brunswick Link** ADA Paratransit vehicle.
- Personal telephone conversations should not be so loud that they disturb the driver of the **Brunswick Link** ADA Paratransit vehicle.
- Riders are responsible for taking all personal possessions, packages, etc. with them when they arrive at their destination. There is no guarantee that the rider's return trip will be on the same vehicle with the same driver.
- Riders may not bring explosives, flammable liquids, acids, or other hazardous materials on the vehicle.

Refusal to Transport Policy

ADA regulations allow ADA Paratransit service to be denied to riders who engage in violent, illegal or seriously disruptive behavior or who pose a significant risk to the health or safety of others. Seriously disruptive behavior can include the following:

- Getting out of a seat while the **Brunswick Link** ADA Paratransit vehicle is in motion.
- Leaving a **Brunswick Link** ADA Paratransit vehicle while it is parked to pick-up or drop-off another rider.
- Disturbing a **Brunswick Link** ADA Paratransit vehicle operator while the operator is driving.

- Disturbing other riders.
- Refusing to wear a seat belt.
- Refusing to exit a vehicle.
- Violent behavior.
- Physically or verbally threatening the vehicle operator or another rider.
- Engaging in conduct or activity that is a danger to themselves, other riders, or the driver.
- Drinking from an open container, or drinking alcoholic beverages while on board a **Brunswick Link** ADA Paratransit vehicle.
- Eating while on board a **Brunswick Link** ADA Paratransit vehicle.
- Smoking (including e-cigarettes) while on board a **Brunswick Link** ADA Paratransit vehicle.
- Smoking (including e-cigarettes) within 20 feet of a **Brunswick Link** ADA Paratransit vehicle.
- Damaging or destroying equipment.
- Spitting, relieving oneself in public, or other health hazards, such as lice, bed bugs, draining open sores, etc.

Direct threat includes:

- Individuals who pose a significant threat to the health or safety of others, including:
 - Contagious diseases – **Brunswick Link** ADA Paratransit will not transport anyone who is contagious according to the Maine Bureau of Public Health (influenza, mumps, measles, chicken pox, etc.).
 - Presence of blood, urine or feces on an individual, their clothing or their mobility device.
 - A pattern of violent behavior that likely will recur.

Brunswick Link may suspend a rider from **Brunswick Link** ADA Paratransit for engaging in violent, illegal, or seriously disruptive behavior or who pose a direct threat to others. **Brunswick Link** will take into account a rider's disabilities or involuntary conduct in making any such determination. **Brunswick Link** ADA Paratransit must document the incident(s) leading to the service suspension, substantiating how such an incident(s) rises to the level that denial of service is warranted under this policy.

Brunswick Link will issue a written warning before denying service, except in such circumstances where due to the violent or illegal nature, or due to the rider posing a direct threat to others, immediate suspension is warranted. An appeal may be filed through the **Brunswick Link** ADA Paratransit Administrative Appeal Process if a rider is suspended. Riders may also petition for reconsideration in the event of a change of circumstance or when adoption of mitigation options can resolve the issues that led to the suspension.

Complaints

Any person who believes he or she has been discriminated against on the basis of disability may file a written complaint by completing and submitting **Brunswick Link** ADA Paratransit's ADA Complaint Form. A Complaint must be filed not later than 180 days from the date of the alleged discrimination, unless the time for filing is extended by the responsible **Brunswick Link** ADA Paratransit official or his/her designee.

Riders may file a complaint any time the service is not satisfactory, safe or secure. If you have experienced an issue or have a complaint using **Brunswick Link** ADA Complementary Paratransit service you may submit a formal complaint in writing. Complaints can be sent by US Postal Service mail to:

Brunswick Link
Brunswick Station
16 Station Avenue, Suite 107
Brunswick, ME 04011
or by email to info@brunswicklink.org

OR

WMTS
ADA Coordinator
76 Merrow Road
Auburn, ME 04210
or by email to info@westernmainetrans.org

All complaints are taken seriously and every effort is made to resolve them in a timely manner. If a complaint is filed, riders will be notified of the final resolution.

The complaint must include the following:

- Your First and Last Name
- Your Telephone Number
- Your Email Address
- Your Home Address
- Exact Date and Time of Your Trip
- Exact Date and Time of the Incident
- Complete Description of the Incident
- The Address of Your Destination

WMTS' Civil Rights Officer has overall responsibility for the discrimination complaint process and procedures. The Civil Rights Officer may, at his/her discretion, assign a capable person within WMTS to investigate the complaint. The designated investigator will conduct an impartial and objective investigation, collect factual information and prepare a fact-finding report based upon the information obtained from the investigation.

In cases where the complainant is unable or incapable of providing a written statement, the complainant will be assisted by WMTS in converting the verbal complaint into a written complaint. All complaints, however, must be signed by the complainant and/or by the complainant's representative.

The complainant must make himself/herself reasonably available to the designated investigator, to ensure completion of the investigation within the timeframes set forth.

Filing a Complaint

Applicability

The complaint procedures apply to the beneficiaries of **Brunswick Link** programs, activities and services, including but not limited to the public, contractors, subcontractors, consultants and other sub-recipients of federal and state funds.

Eligibility

Any person who believes that she/he has been excluded from participation in, denied benefits or services of any program or activity administered by **Brunswick Link** or its subrecipients, consultants, and contractors on the basis of race, color, national origin (including Limited English Proficiency), sex, age, or disability may bring forth a complaint of discrimination under the ADA and related statutes.

Time Limitation and Filing Options

ADA complaints of discrimination may be filed with:

- Brunswick Link
- WMTS
- MaineDOT's Civil Rights Office
- Federal Transit Administration
- U.S. Department of Justice

Complaints must be filed no later than 180 day after:

- The date of the alleged act of discrimination; or
- The date the person became aware of the discrimination; or
- Where there has been a continuing course of discriminatory conduct, the date on which the conduct was discontinued.

Complaints must be in writing, and must be signed by the complainant and/or the complainant's representative. The complaint must set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In the event a person makes a verbal complaint of discrimination to a **Brunswick Link** employee, the Civil Rights Officer or other person authorized to receive complaints on behalf of WMTS and its **Brunswick Link** service, must interview the complainant. If necessary, the authorized person will assist the person in writing the complaint for the complainant or the complainant's representative to sign.

Complaint Processing – Initial Contact

WMTS' Civil Rights Officer or his/her designee will provide the complainant with:

- An explanation of his/her filing options;
- The discrimination complaint process; and
- An ADA Complaint Form

Use of the ADA Complaint Form is not necessary for the complainant. Rather, it is intended to help the complainant provide enough information to begin processing the complaint.

Complaint Review Process

1. Review of Complaint – WMTS' Civil Rights Officer or his/her designee review the complaint upon receipt to ensure that relevant information is provided, the complaint is timely, and falls within **Brunswick Link's** jurisdiction.
2. Investigation Required – The complaint must be investigated unless:
The complaint is withdrawn;
The complainant fails to provide required information;
The complaint is filed beyond the 180-day timeframe;

The complainant is not part of a protected group; or
The complaint is determined to be more appropriately under a jurisdiction other than **Brunswick Link**. If this is the case, the complainant will be directed to the appropriate agency.

3. Letter – Upon determination that the complaint warrants a WMTS investigation, WMTS will send the complainant a letter acknowledging receipt of the complaint, and giving the name of the investigator.
4. Notification of Respondent – The respondent (the person alleged to have committed the discrimination) will be notified by mail that she/he has been named in a complaint. The letter of notification will include the investigator's name and will inform the respondent that she/he will be contacted for in interview as part of the investigation.

Investigation Plan

The investigator must prepare a written plan which includes, but is not limited to, the following:

- Names of the complainant(s) and respondent(s);
- Basis for the complaint;
- Issues, events or circumstances that caused the person to believe that she/he has been discriminated against;
- Information needed to address the issue;
- Criteria, sources necessary to obtain the information;
- Identification of key people;
- Estimated investigation time line; and
- Remedy sought by the complainant(s)

Conducting the Investigation

The investigation will address only those issues relevant to the allegations in the complaint.

Confidentiality will be maintained as much as possible. Interviews will be conducted to obtain facts and evidence regarding the allegations in the complaint. The investigator will ask questions to elicit information about aspects of the case. To properly investigate complaints, WMTS will request the following information:

- First and last name of complainant
- Telephone number of complainant
- Email address of complainant
- Home address of complainant
- Telephone number of complainant
- Exact date and time of trip
- Exact date and time and location of the incident
- Complete description of the incident
- Exact address of complainant's destination
- Mobility aid used, if any
- Transit mode and transit route
- Name of agency employee(s) or others
- Description of what transpired
- Other documentation such as photographs

Because of the unique nature of ADA Complementary paratransit, WMTS will also review specific information related to:

- Telephones (reservations, cancellations, etc.)
- Lateness, missed trips and No-Shows
- On-board ride times

WMTS complaint investigations will include other information sources, as appropriate, including:

- Video recordings from on-board cameras and facility surveillance
- Telephone call recordings
- Written communications (paper and electronic)
- System data, including location tracking, dispatch records, and reservationist notes and input
- Driver manifests (paper or electronic)
- Interviews with **Brunswick Link** employees who may be witnesses to the incident
- Interviews with other riders who may be witnesses to the incident

A chronology contact sheet must be maintained in the case file throughout the investigation.

Investigation Reporting Process

Within 40 days of receiving the complaint, the investigator will prepare an investigative report and submit the report and supporting documentation to WMTS' Civil Rights Officer or his/her designee for review. The Civil Rights Officer will review the file and investigative report. Subsequent to the review, the Civil Rights Officer will make a final determination of "probable cause" or "no probable cause" and prepare the final decision letter.

Reporting Requirements to an External Agency

A copy of the complaint, together with a copy of the investigation report and WMTS' Civil Rights Officer's final decision letter, will be forwarded to the Federal Transit Administration within 60 days of the date the complaint was received.

Records

All records and investigative working files are maintained on a confidential basis. Records must be retained for five years.

Appeals

Complainants who are not satisfied with WMTS' determination may submit an appeal to WMTS within 10 days of the determination in the same manner as used in the original complaint. The appeal will be determined through **Brunswick Link's** ADA Paratransit Administrative Appeal Process by an appeal board consisting of persons that were not involved in making the original determination.

Using the Service

Scheduling a Trip

Approved ADA paratransit riders may schedule up to 14 days in advance but no later than **5:00** pm the day before the trip. Riders may schedule multiple rides with one call. **Brunswick Link** Passenger Relations may negotiate the pick-up time with riders and schedule rides between one hour before and one hour after the desired pick-up time. To schedule rides, the following information is requested:

- The date and time of pick-up and return trip. For return trip information, refer to the section below (Scheduling a Return Trip).
- The exact name and address (including apartment or suite number if known) of the pick-up and drop off locations (including return trip information).
- Riders must inform the dispatcher if they are planning to take a Personal Care Attendant, companion or Service Animal.
- Riders must inform the dispatchers when planning to travel with a mobility device. For more information on traveling with a mobility device please refer to [page 11](#). When the time of arrival is of primary importance, such as a ride to work or an appointment, inform the scheduler. The pick-up time will be adjusted to accommodate the time of arrival.
- When the time of arrival is flexible, such as a ride to go shopping or visiting, inform the dispatcher of the more important pick-time time. The Passenger Relations representative will provide a drop-off and pick-up time that has been adjusted to fit the more important pick-up time.
- Riders should provide any other pertinent information to the **Brunswick Link** Passenger Relations. To improve customer service, inform the **Brunswick Link** Passenger Relations of the time of the appointment and telephone number of the facility if scheduling medical or other appointments.
- Riders must schedule separate drop-off and pick-up times even if only at a location for a short period of time. These times must be a minimum of 30 minutes apart.
- As a general rule, drivers will not wait for riders at any location for more than 5 minutes.
- To maintain scheduling efficiency, it is recommended that riders be ready to depart one hour before your appointment time. Drop-off times may be up to 30 minutes before a rider's appointment time and pick-up afterwards may be up to 30 minutes after the requested return pick-up time.

Scheduling a Return Trip

There are two ways to schedule a return ride. A return ride must be scheduled at a Fixed Time (a ride with a designated return time) or by scheduling a Will Call Return.

- Fixed Time: If a rider knows what time he/she will be ready to return, most return rides are scheduled at the time the initial trip is requested.
- Will Call Return: If a rider does not know what time he/she will return, he/she must schedule a will call return and then also call when he/she is ready to return.

Scheduling a Will Call Return Trip

- Will Call Returns, scheduled at least a day in advance, are typically used when riders do not know what time they will be ready to return, such as for a medical appointment or visiting with friends. It is the rider's responsibility to call and request a ride when they are ready for the vehicle to pick them up.
- Inform the **Brunswick Link** Passenger Relations when the initial ride request is made that a Will Call Return will be necessary.
- The Will Call Return telephone number is available from 7:00 am to 5:00 pm at (207) 721-9600. To make a trip as convenient as possible, riders should call by 4:00 pm. **Brunswick Link** Passenger Relations will attempt to contact any rider who has not scheduled their Will Call return trip.
- Once a Will Call Return is requested, the vehicle arrival time may vary. The vehicle may arrive

between 5 minutes to 1 hour after you call. Riders must be ready to leave when the vehicle arrives.

- Will Call Returns cannot be used for a pick-up at your residence.

Cancelling a Ride

If riders must cancel a previously scheduled ride, the cancellation must be received by **Brunswick Link** Passenger Relations the day before the ride is scheduled or a minimum of two hours in advance. If a scheduled ride is canceled in a timely manner, no penalties will result.

If a ride is cancelled with less than 2 hours before the pick-up time, the rider will receive a No- Show, but will not be charged for the ride. If a ride is cancelled at the pick-up time (cancellation at the door), or not cancel at all, the rider will receive a No-Show.

To cancel a previously scheduled ride contact **Brunswick Link** Passenger Relations at (207) 721-9600 during normal business hours 7:00 am to 5:00 pm.

To schedule a **Brunswick Link** ADA Paratransit ride after hours, leave a message on **Brunswick Link's** automated system at (207) 721-9600.

Will Call Return rides should be canceled.

A suspension of service may result from excessive cancellations with less than a two-hour notice.

Brunswick Link Passenger Relations will attempt to contact **Brunswick Link** ADA Paratransit riders when there appears to be significant problems with last-minute cancellations.

Late Vehicles

If a vehicle is more than 30 minutes late, immediately call **Brunswick Link** Passenger Relations at (207) 721-9600. If you experience late vehicles on a regular basis, contact WMTS' Civil Rights Officer at (207) 721-9600 as soon as possible. We appreciate your input if there are problems on a regular basis. It is important for us to know what problems may be occurring so we can address and resolve the issues.

Business Hours

You may call **Brunswick Link** Passenger Relations during normal business hours – Monday through Friday 7:00 am-5:00 pm for an estimated time of arrival.

Provide Clear Directions

Always provide **Brunswick Link** Passenger Relations with complete directions. Include building names, street address, and landmarks, and other special instructions (e.g. if entrance is on side of building) for your stops. This information will help the driver find your stop efficiently.

Courtesy Calls

If you have a reason for an accommodation (e.g. visual impairment) and must be warned when the bus is arriving, you must specify the need as a passenger assistance technique when the trip is booked.

Lost and Found

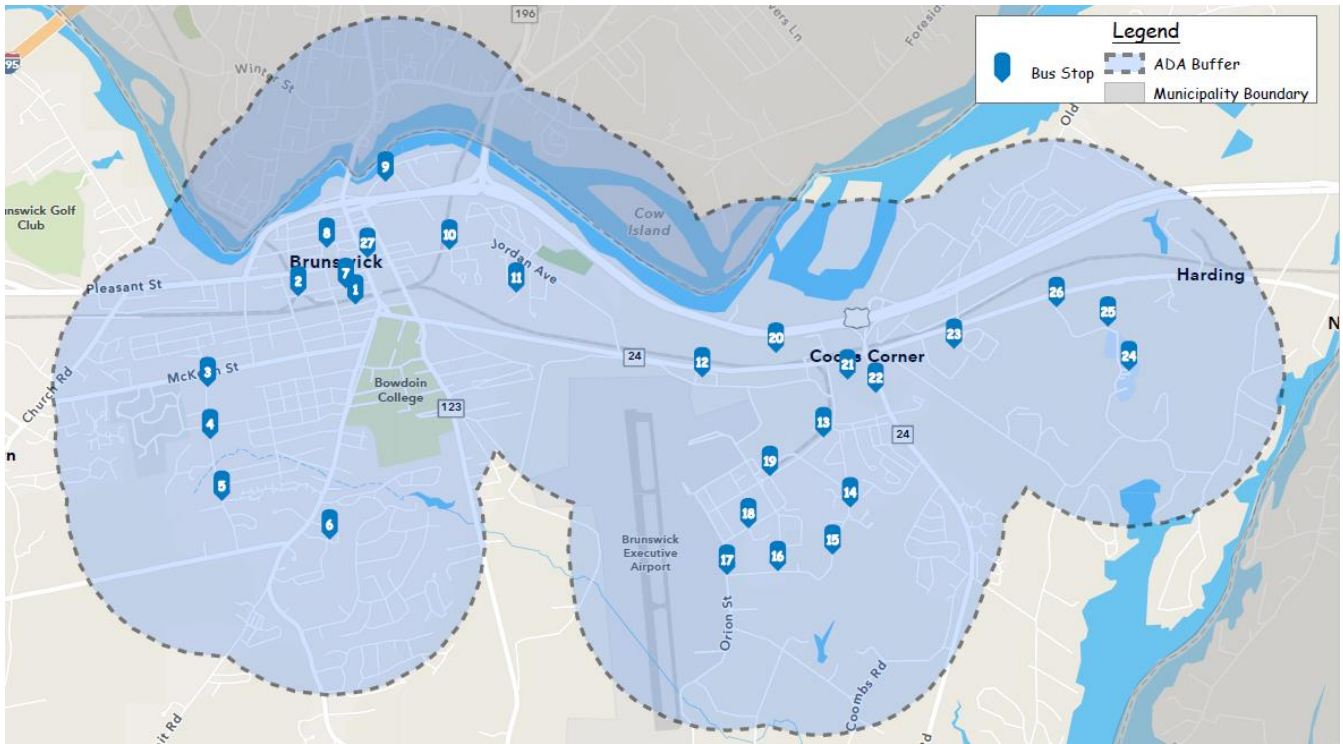
Brunswick Link ADA Paratransit is not responsible for items lost or stolen on the bus. However, you may call **Brunswick Link** Passenger Relations for information regarding lost items that might be turned in to **Brunswick Link**. Unless claimed or identified, lost and found items are discarded after 14 days.

APPENDICES

- A. Brunswick Link ADA Paratransit Service Area Map**
- B. Brunswick Link Fixed Route Schedule and Hours**
- C. Brunswick Link Fixed Route Fare Schedule**
- D. Brunswick Link ADA Paratransit Application**
- E. Definitions**

APPENDIX A

Brunswick Link ADA Service Area Map



APPENDIX B

Brunswick Link Fixed Route Week Day Schedule

Operating Hours: Monday-Friday, 6:00 AM-7:25 PM

Office Hours: Monday-Friday, 7:00 AM-5:00 PM

Bus Stop Location	AM Exp	Run 1	Run 2	Run 2	Run 3	Run 4	Run 5	Run 7	Run 8	Run 9	Run 10	Run 11	PM Exp
Brunswick Station		6:45 AM	7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 AM	12:45 PM	1:45 PM	2:45 PM	3:45 PM	4:45 PM	6:50 PM
Cedar St Park & Ride		6:47 AM	7:47 AM	8:47 AM	9:47 AM	10:47 AM	11:47 AM	12:47 PM	1:47 PM	2:47 PM	3:47 PM	4:47 PM	6:52 PM
Brunswick Station		6:49 AM	7:49 AM	8:49 AM	9:49 AM	10:49 AM	11:49 AM	12:49 PM	1:49 PM	2:49 PM	3:49 PM	4:49 PM	
Mallard Pond & Pheasant Run Apts		6:53 AM	7:53 AM	8:53 AM	9:53 AM	10:53 AM	11:53 AM	12:53 PM	1:53 PM	2:53 PM	3:53 PM	4:53 PM	
Parkview Main Entrance		6:58 AM	7:58 AM	8:58 AM	9:58 AM	10:58 AM	11:58 AM	12:58 PM	1:58 PM	2:58 PM	3:58 PM	4:58 PM	
Hannaford Downtown		7:04 AM	8:04 AM	9:04 AM	10:04 AM	11:04 AM	12:04 PM	1:04 PM	2:04 PM	3:04 PM	4:04 PM	5:04 PM	6:55 PM
Brunswick Station	6:05 AM	7:06 AM	8:06 AM	9:06 AM	10:06 AM	11:06 AM	12:06 PM	1:06 PM	2:06 PM	3:06 PM	4:06 PM	5:06 PM	6:57 PM
Woodlawn Towers		7:14 AM	8:14 AM	9:14 AM	10:14 AM	11:14 AM	12:14 PM	1:14 PM	2:14 PM	3:14 PM	4:14 PM	5:14 PM	
Pejepscot Terrace		7:19 AM	8:19 AM	9:19 AM	10:19 AM	11:19 AM	12:19 PM	1:19 PM	2:19 PM	3:19 PM	4:19 PM	5:19 PM	
Martin's Point		7:24 AM	8:24 AM	9:24 AM	10:24 AM	11:24 AM	12:24 PM	1:24 PM	2:24 PM	3:24 PM	4:24 PM	5:24 PM	
Brunswick Landing Venture	6:12 AM	7:29 AM	8:29 AM	9:29 AM	10:29 AM	11:29 AM	12:29 PM	1:29 PM	2:29 PM	3:29 PM	4:29 PM	5:29 PM	
Pegasus Apts	6:16 AM	7:31 AM	8:31 AM	9:31 AM	10:31 AM	11:31 AM	12:31 PM	1:31 PM	2:31 PM	3:31 PM	4:31 PM	5:31 PM	
Sewall & Adm Fitch		7:34 AM	8:34 AM	9:34 AM	10:34 AM	11:34 AM	12:34 PM	1:34 PM	2:34 PM	3:34 PM	4:34 PM	5:34 PM	
Merrymeeting Plaza/Shaw's		7:39 AM	8:39 AM	9:39 AM	10:39 AM	11:39 AM	12:39 PM	1:39 PM	2:39 PM	3:39 PM	4:39 PM	5:39 PM	7:05 PM
Cook's Corner Plaza/Hannaford		7:42 AM	8:42 AM	9:42 AM	10:42 AM	11:42 AM	12:42 PM	1:42 PM	2:42 PM	3:42 PM	4:42 PM	5:42 PM	7:09 PM
Walmart		7:48 AM	8:48 AM	9:48 AM	10:48 AM	11:48 AM	12:48 PM	1:48 PM	2:48 PM	3:48 PM	4:48 PM	5:48 PM	7:13 PM
Mid Coast Hospital		7:52 AM	8:52 AM	9:52 AM	10:52 AM	11:52 AM	12:52 PM	1:52 PM	2:52 PM	3:52 PM	4:52 PM	5:52 PM	
Brunswick Landing Venture		8:01 AM	9:01 AM	10:01 AM	11:01 AM	12:01 PM	1:01 PM	2:01 PM	3:01 PM	4:01 PM	5:01 PM	6:01 PM	7:19 PM
Pegasus Apts		8:03 AM	9:03 AM	10:03 AM	11:03 AM	12:03 PM	1:03 PM	2:03 PM	3:03 PM	4:03 PM	5:03 PM	6:03 PM	7:21 PM
Sewall & Adm Fitch		8:06 AM	9:06 AM	10:06 AM	11:06 AM	12:06 PM	1:06 PM	2:06 PM	3:06 PM	4:06 PM	5:06 PM	6:06 PM	
Pejepscot Terrace		8:13 AM	9:13 AM	10:13 AM	11:13 AM	12:13 PM	1:13 PM	2:13 PM	3:13 PM	4:13 PM	5:13 PM	6:13 PM	
Woodlawn Towers		8:19 AM	9:19 AM	10:19 AM	11:19 AM	12:19 PM	1:19 PM	2:19 PM	3:19 PM	4:19 PM	5:19 PM	6:19 PM	
Hannaford Downtown	6:26 AM	8:25 AM	9:25 AM	10:25 AM	11:25 AM	12:25 PM	1:25 PM	2:25 PM	3:25 PM	4:25 PM	5:25 PM	6:25 PM	
Brunswick Station	6:28 AM	8:27 AM	9:27 AM	10:27 AM	11:27 AM	12:27 PM	1:27 PM	2:27 PM	3:27 PM	4:27 PM	5:27 PM	6:27 PM	

APPENDIX C

Brunswick Link Fixed Route Fare Schedule

	SINGLE RIDE
Regular fare	\$1.50
Children 5-11 with Adult	\$0.75
Seniors/Disabled*	\$0.75

**Age 65+ or with Medicare card or picture ID*

ADA Paratransit	\$3.00
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SmartCommute Pass:

Riders can purchase a pre-paid, reusable bus pass called SmartCommute pass. Passes can be purchase from bus drivers by putting cash in the fare box. Drivers will contact WMTS Main Office to activate the card. Or you may purchase a pass by calling WMTS' Main Office at (207) 333-6972 and provide your credit card information. Load \$50.00 onto your card and receive a 10% discount.

APPENDIX D

Brunswick Link ADA Paratransit Application

Brunswick Link ADA Paratransit Application

Attached is an application for you to complete in order to receive **Brunswick Link** ADA Paratransit service. If you have a disability that prevents you from using the **Brunswick Link** fixed-route bus service, you may be eligible for **Brunswick Link** ADA Paratransit service operated by Western Maine Transportation Services, Inc. (WMTS).

Public transit systems are required by the Americans with Disabilities Act (ADA) to establish a process for determining ADA paratransit eligibility. The goal of the process is to ensure that only persons who meet the ADA criteria are regarded as eligible. Eligibility is strictly limited to any person with a disability that is unable to use the regular fixed-route-bus system. Diagnosis of a disability does not establish eligibility. What is needed is a determination of whether the person can use the fixed-route bus system under given circumstances. The person's physical and mental abilities in relation to getting on and off a bus, riding the bus, and traveling to or from a bus stop will be considered when determining eligibility for paratransit services. A person's age, income, inability to drive, travel preference or inconvenience are not considered qualifying factors. In addition, ADA service will be provided door-to-door for all origins & destinations within $\frac{3}{4}$ mile corridor on each side of each fixed route operated by **Brunswick Link**.

There are three types of ADA paratransit eligibility:

- Full – if your disability prevents you from using the fixed-route bus system for any trips.
- Conditional – if you can use the fixed-route city bus system under certain circumstances, but need the ADA paratransit service for specified trips.
- Temporary – if your disability does not require a permanent need for ADA paratransit service.

To enable us to determine your eligibility, it is your responsibility to complete Part 1 and have your physician or health care professional complete Part 2 of this application. Please be as specific as possible. The questions are meant to determine the functional abilities you have and under what circumstances you might be able to utilize the wheelchair-accessible fixed-route bus system. If you don't believe there is enough space to answer your questions, feel free to attach a sheet to the back of this application. Please number your answers to match the question so we know what response belongs to which question. Both sections must be filled out and the entire application submitted to **Brunswick Link** to be considered a complete application. An incomplete application will be returned to you and may delay your eligibility determination.

Completed applications will be processed as soon as possible and you will receive written notification of the decision. If you have not received a response within 21 days after mailing your completed application or if you have any questions regarding this process, please call (207)721-9600 for assistance.

Please mail your completed application to the following address:

Brunswick Link
Attn: ADA Paratransit Service Application
Brunswick Station
16 Station Avenue, Suite 107
Brunswick, ME 04011

Part 1 – Applicant Information

All questions must be answered by the applicant (only one applicant per form). Incomplete or illegible forms will be returned. Please circle or check appropriate answers below and give explanations where indicated.

Applicant Name: _____ Birthdate: _____

Address: _____

Address is a: Residence Group Home Assisted Living Apartment Care/Nursing Facility

Telephone: _____ Alternate Phone: _____

1. Please describe your current disability: (Be specific and list all applicable disabilities)

2. How does this disability prevent you from using the fixed route bus system? Please keep in mind that all fixed route buses are wheelchair accessible.

3. Is your disability: Permanent Temporary

If temporary, what is the expected duration? _____

4. If your disability changes from day to day, please explain how:

5. Does your disability prevent you from getting to and from a fixed route bus stop? Yes No

If yes, please explain: _____

6. How far can you travel or walk? < 1/4 Mile 1/4 Mile 1/2 Mile 3/4 Mile

7. Do changes in weather prevent you from getting to or from a bus stop? Yes No

If yes, please explain: _____

8. Is there a physical barrier that, when combined with your disability, might prevent travel to or from the bus stop? If yes, please list: (Examples: no sidewalk, no crosswalks/lights, no curb cuts, steps)

9. Are you prevented from traveling to or from a bus stop for any of the following reasons?

(Please check all that apply):

_____ Inability to negotiate hilly terrain	_____ Allergic/environmental sensitivities
_____ Night blindness	_____ Hyper-fatigue or frailty
_____ Extreme sensitivity to weather conditions	_____ Inability to cross busy intersections
_____ Other (please explain): _____	

10. Can you wait ten minutes alone at a bus stop? Yes No

If no, please explain: _____

11. Can you climb three steps to get into a bus? Yes No

12. Can you board a bus with a "kneeling" feature which lowers the height of the first step? Yes No
13. Can you follow written instructions? Yes No Oral instructions? Yes No
14. Can you use the telephone or TDD to make calls? Yes No
15. Are you able to identify the bus you need? Yes No
16. Are you able to detect curbs, curb cuts, sidewalks, etc.? Yes No
17. Do you have a visual impairment that prevents you from riding the bus? Yes No
18. Do you use a mobility aid? Yes No
- If yes, please check all of the following mobility aids you might use:
- | | | |
|---|--|--|
| <input type="checkbox"/> Manual wheelchair | <input type="checkbox"/> Electric wheelchair | <input type="checkbox"/> Power Scooter |
| <input type="checkbox"/> Walker | <input type="checkbox"/> Support cane | <input type="checkbox"/> White cane |
| <input type="checkbox"/> Oxygen tank | <input type="checkbox"/> Crutches | <input type="checkbox"/> Guide/assistance animal |
| <input type="checkbox"/> Ambulatory, but must use lift to board vehicle | <input type="checkbox"/> Other | <input type="text"/> |
19. If you use a wheelchair or scooter, what are its physical dimensions?
 Width Height Length Occupied weight
20. Do you require a Personal Care Attendant (PCA) when you travel? Note: a PCA is someone who is designated or employed by a person to provide personal assistance; it is not a companion.
☐ Yes ☐ No ☐ Sometimes
21. Do you currently ride the fixed route bus system? Yes No
 If yes, how often? # /week
22. Have you ever received travel training on the fixed route bus system? Yes No
23. Would you be interested in travel training? Yes No
24. Would you like to receive information about the fixed route bus system? Yes No

Please provide a contact name and number of a relative or friend in case we are unable to reach you:

Name: Relationship:
 Telephone #: Alternate Phone #:

I hereby certify, to the best of my knowledge, that the information I have provided in this application is correct and true. I agree to notify **Brunswick Link** of any changes in my status, which may affect my eligibility to use this service. In addition, I hereby authorize my health care professional to provide any additional information to **Brunswick Link** personnel as needed or requested to make their eligibility determination.

Signature of Applicant: **Date:**

If you have completed this application on the applicant's behalf, you must provide the following information:

Name:
 Address:
 Daytime telephone #: Relationship to applicant:

Part 2 – Request for Professional Verification

(To be completed by a licensed Physician or Health Care Professional)

You are being asked by the applicant named in Part 1 to provide information regarding their disability and its impact on their ability to use the **Brunswick Link** fixed route bus system operated by Western Maine Transportation Services (WMTS). The Americans with Disabilities Act (ADA) requires public transit systems to provide paratransit service to persons who, due to a disability, are unable to use the fixed route bus system. The goal of the ADA paratransit eligibility process is to ensure that only persons who meet the ADA criteria are regarded as eligible.

Diagnosis of a disability does not establish eligibility. What is needed is a determination of whether the person can use the fixed route bus system under given circumstances. Please keep in mind that all of our fixed route buses are equipped with wheelchair lifts/ramps. The person's physical and mental abilities in relation to getting on and off a bus, riding the bus, and traveling to or from a bus stop will be considered when determining eligibility for paratransit services. A person's age, income, inability to drive, travel preference or inconvenience are not considered qualifying factors. The information that you provide will allow **Brunswick Link** to make an appropriate eligibility determination for this applicant. Thank you for your cooperation and assistance.

Applicant's Name: _____

Capacity in which you know the applicant: _____

Please identify the applicant's disability and describe the impacts or limitations to mobility:

Is this condition temporary? Yes No If yes, expected duration: _____

If the applicant has a visual impairment, please identify the extent of impairment and describe how it prevents their use of the fixed route bus system:

If the applicant has a cognitive disability, please identify the extent of impairment and describe how it prevents their use of the fixed route bus system:

In your professional opinion, is this person able to ride the fixed route bus system? Yes No

I hereby certify that the above information is correct and true.

Physician's Signature (or stamp): _____ Date: _____

Physician's Name: _____ Telephone: _____

Name of Practice: _____ Email: _____

Address of Practice: _____ City: _____ State: _____

Medical License #: _____ State: _____ Zip Code: _____

APPENDIX E

Definitions

Accessible

Accessible means, with respect to vehicles and facilities, complying with the accessibility requirements of 49 CFR Part 37 and 49 CFR Part 38.

ADA Eligible Trip

A trip for an approved ADA rider in which the origin and destination is located within $\frac{3}{4}$ of a mile from the fixed route system (as the crow flies); when the fixed route system is in operation; and when there is a fixed route serving the area.

ADA

The Americans with Disabilities Act of 1990 (Pub. L. 101-336, 104 Stat. 327, 42 U.S.C. 12101-12213 and 47 U.S.C. 225 and 611), as it may be amended from time to time.

Auxiliary aids and services

- Qualified interpreters, note takers, transcription services, written materials, telephone headset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, closed and open captioning, text telephones (also known as telephone devices for the deaf, or TDDs), videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments;
- Qualified readers, taped texts, audio recordings, Braille materials, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments;
- Acquisition or modification of equipment or devices; or
- Other similar services or actions.

Direct threat

A significant risk to the health or safety of others that cannot be eliminated by a modification of policies, practices, procedures, or by the provision of auxiliary aids or services.

Excessively Long Trips

A trip that takes more than 15 minutes longer than a comparable trip on the fixed route including walking time to and from the bus stop to the destination (including any transfer time if applicable).

Missed Trip

A scheduled trip that never got picked up at the agreed upon location; or the trip was not taken because the vehicle arrived late.

On Time Performance

On time performance occurs within 0-30 minutes of the requested pick up time. Pick up is equal to being picked up from an appointment location (after appointment). For example, if a rider requests a 2:00 pm pick up from an appointment, **Brunswick Link** ADA Paratransit can pick the rider up from 2:00 pm until 2:30 pm and still be considered on time.

On time performance occurs within 30 to 0 minutes of the requested drop off time (timing preference is the appointment time in transportation dispatching software system). For example, if the appointment time is 10:00 am, **Brunswick Link** ADA Paratransit can drop the rider off anytime from 9:30 am to 10:00 am and be considered on time.

Riders need to be ready 1 hour before their scheduled appointment time.

Pick-up Window

The pick-up window is defined as from 15 minutes before the scheduled pick-up time to 15 minutes after the scheduled pick-up time. Riders must be ready to board a vehicle that arrives within the pick-up window. The driver will wait for a maximum of 5 minutes within the pick-up window for the rider to appear.

Qualified Physician

Any person duly licensed and legally qualified to diagnose and treat sickness and injuries. A physician must be providing services within the scope of his or her license. A Qualified Physician may not be a member of the applicant's immediate family. Immediate family members include the applicant's spouse, children, parents, grandparents, grandchildren, siblings and in-laws.

Service Animal

Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. ([49 CFR §37.3](#))

Trip Denial

An eligible ADA trip request from an eligible ADA rider that cannot be accommodated within an hour of the original requested time; or the trip cannot be done at all; or if the rider requests a trip at a certain time and negotiates a time outside of the allowed 1 hour window and the trip is completed at the later time (for example, a rider wants to be somewhere at 9:00 am. The trip cannot be done at 9:00 am but the rider is told it can be done at 2:00 pm. Even though the trip is done at 2pm, it is still considered a denial because the 9:00 am trip could not be accommodated).

Wheelchair

A mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.