

EXHIBIT E

SunTran Paratransit Service (ADA)

Q. Who is eligible for ADA Paratransit?

A. According to the ADA, there are three criteria you must meet in order to be eligible for paratransit.

Criteria 1: Persons with mental or visual impairments who cannot board, ride, or disembark from an accessible vehicle without the assistance of another individual;

Criteria 2: Persons with mobility impairments who could use accessible fixed route transportation, but such transportation is not provided at the time and on the route that they wish to travel;

Criteria 3: Persons with a specific impairment-related condition that prevents them from getting to or from a stop or station.

Paratransit service will be provided within $\frac{3}{4}$ of a mile any fixed route. Eligibility depends on the nature of the disability and the routes on which you wish to travel. You may be certified as ADA Origin to Destination eligible, which allows you to use Origin to Destination service as well as fixed route service. Eligibility will be either permanent or temporary. This depends on the disability as well as whether or not you could learn to use the fixed route system if you participate in travel training.

Q. What is the cost of ADA Origin to Destination Service?

A. Eligible riders only pay \$2.00 per trip. To receive this fare, you must identify yourself as ADA Origin to Destination eligible each time you call to schedule a trip. You also must show your ADA ID card each time you board the bus. You can make reservations 14 days in advance. We prefer 3 day-advanced notice for scheduling purposes. However, you can schedule for next day service.

Q. How do I become eligible for ADA Paratransit Services?

A. If you would like to apply for certification as ADA paratransit eligible, please call the Center for Independent Living (CIL) at (352) 368-3788 to schedule an appointment. The appointment will take about 1-1-½ hours. Marion County Senior Services will provide one round trip on paratransit at no charge for the appointment at the CIL. Call 620-3071 to schedule your Marion County Senior Services ADA paratransit trip for certification.

You will receive written notification by mail of your eligibility within 21 days. If you are ADA Origin to Destination eligible, you will receive your ID card with your letter. The

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Card will specify your eligibility type. SunTran, *not* CIL, makes the final determination of eligibility in all cases.

Q. What if I am not determined ADA Eligible?

A. If you receive notification that you are not ADA eligible, you may appeal the decision. Instructions for filing an appeal will be included with your notification letter, however, you may make your appeal request either written or by calling SunTran. All appeals are made directly to SunTran.

Q. Can I bring my personal attendant with me on paratransit?

A. One personal care attendant (PCA) may travel with you on paratransit and is not charged a fare. Documentation is required for you to have a (PCA) to ride with you. Notify the reservations when scheduling a ride that a working PCA is traveling with you.

Q. Are service animals permitted on paratransit?

A. A working service animal may accompany you at all times during fixed route and paratransit service.

Q. What is the “No-Show Policy”?

A. Riders who make reservations and are not available for transportation within five (5) minutes after a driver arrives to pick you up will be considered a “No - Show”. Last minute cancellations and cancellations after noon the day before the appointment may also be considered a “No -Show”. After three (3) No -Shows, your transportation may be suspended for 30 days. Also taken into account will be any pattern or practice of missing trips before being suspended as required by 49 CFR 37.125(h). Please be courteous to others if you know you are going to miss your ride, please call 620-3071 at least 4 hours in advance so we may accommodate someone else.

Q. What are the hours of Operation?

A. Service is available between the hours 5:00 a.m. – 10:00 p.m. Monday – Saturday. Reservations are requested three days in advance reservations can be made no earlier than 14 days in advance.

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Q. What if I am a Visitor from another County or State?

A. If you are a visitor to Marion County and have been determined ADA eligible by another transit agency, your eligibility determination will be honored while you are visiting Marion County. You will need to provide proof of eligibility before when you arrive prior to using the ADA paratransit service. Contact SunTran they can aid you in notifying either Marion Transit Services of your ADA eligibility. For visitors to Marion County without ADA Eligibility, you will be able to use the paratransit service for a total of 21 days within a 365 day period. If you are in need of service beyond the 21 days, you will need to apply for local certification.

Q. Where can I get more information?

A. For questions about:

ADA paratransit or fixed route service call SunTran at 401-6999.

ADA paratransit certification, call CIL at (352)368-3788

Travel Training, call CIL at (352)368-3788

Personal Instruction for Traveling on the Fixed Route: SunTran also offers individualized instruction on how to ride and use the fixed route. Instructors are trained staff of the Center for Independent Living. Instruction is available to individuals with disabilities at no charge. Learn how read schedules, travel to and from stops utilize lifts and other accessibility features, recognize your stop, and more training includes trips with your instructor on the route you want to take. Talk with Center for Independent Living staff during your certification appointment, or call the Center at (352)368-3788.

To schedule an ADA Paratransit trip call Marion County Senior Services at 620-3071.