

Complementary Paratransit Service

Who is eligible?

Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities, or whose impairment-related condition prevents them from traveling to or from a boarding location within the transit system. Paratransit information, including the application forms, is available in either large print or in an audio format. The office staff at Marshalltown Municipal Transit is also available to assist you in either understanding or filling out the needed paperwork. This service is normally provided on a origin-to-destination basis.

How do I apply?

You can call the transit office at (641) 754-5719, pick up an application at City Hall, 24 North Center Street, or go to the City's website ci.marshalltown.ia.us and download the application form. The information requested includes your name, address and health related disability.

Have your health professional fill out their part of the application, if needed.

Have the form sent to the MMT office, 905 East Main Street, Marshalltown, Iowa 50158

The applicant will be considered eligible for up to 21 days for this service, or until a decision has been made in writing.

When do I know if I Qualify?

There is a complementary paratransit committee that evaluates the applications within this timeframe. They look for clear explanations as to how a person cannot successfully interact with the fixed route system. This would include either physical or cognitive reasons, and would convey how either going to or from a bus stop, or while on board a bus, the person should be considered qualified. The application and any additional requested information must be submitted before a determination can be made. When the committee reviewing the documents feels that they need more information than what was written, they could ask for the applicant to meet at the Marshalltown Municipal Transit conference room for an interview. The interview should take fifteen or twenty minutes. If after the interview it is still not clear if the person applying is eligible, then Marshalltown Municipal Transit has the option to ask the applicant to participate in a functional assessment. This can cover both physical and cognitive aspects. The complementary paratransit service will, at no cost to the individual, take the applicant to and from these meetings. If there is a different location for the meeting, then the passenger will be made aware of it when scheduling the event.

A complementary paratransit card will be included with the approval letter. Keep this card with you. A driver might ask to see it. Also this card is good nationwide. It establishes your eligibility for complementary paratransit service in any city that has fixed route services. Likewise, MMT recognizes complementary

paratransit cards issued from any United States city that has fixed routes and complimentary paratransit services. This card will have your name, MMT's name, the name and telephone number of the paratransit coordinator, an expiration date, a list of conditions or limitations on an individual's eligibility, and if a personal care attendant will be used.

If it was determined that you are not eligible for this service, you can appeal the decision within 60 days of the decision, with MMT's transit administrator in person. The transit director will have up to 21 days to make their decision. During this timeframe the applicant will be able to utilize the complementary paratransit service. Also, upon request, MMT will make accommodations either individually, or in concert with the applicant so as to facilitate a helpful environment for meetings. If service was denied at this level, and you wish to make an appeal, you will meet in person with the paratransit advisory board. The appeals board will have up to thirty days after the hearing to make their decision. If new information is presented at this time, then the board will send the applicant back to the transit administrator to make an eligibility determination. If the appeal stays with the board their decision will be made in writing, and any other accessible format specifically requested by the applicant. During the process of the appeal it is presumed that the person is eligible for transportation service. The board's decision is final.

Other facts about the program:

Someone that is complementary paratransit approved is allowed one PCA (personal care attendant) and one companion. Additional companions are allowed if space on the vehicle permits. Also, each additional companion must pay the complementary paratransit fare.

Visitors to Marshalltown that are currently ADA complementary paratransit approved will enjoy the same high quality service in our community for twenty-one days. Additional time after this will be granted after proof of residency and disability have been submitted and approved. Please allow up to twenty-one days after submission of documentation for MMT to make a decision. You will receive a letter of notification. Acceptable proof of residency would include an identification card issued by the Iowa Department of Transportation, a telephone bill or water bill.

There are three types of eligibility, temporary, conditional and unconditional. Temporary approval is for a specific starting and ending date. Conditional eligibility could be for either a specific time period (example: one year), or it could be for days when the smog level is above a certain level. It could also be for use when going to destinations where travel training has not occurred. There are a lot of options or choices involved. When the specific conditions are not in use, the idea is that the person would use the fixed route buses to get around the city. Unconditional eligibility would be for someone where in any condition, at any time, paratransit service is always to be used. The service is good for up to three years, when eligibility would be re-established by filling out another paratransit application form.

Program Status Changes:

MMT may require a passenger that is violent, seriously disruptive or engaged in illegal conduct to have an attendant as a condition of providing service it may otherwise have the right to refuse. If MMT decides to refuse service there

will be a hearing that the passenger is to attend, bringing an advocate with them. A suspension or condition of service needs to be fair and reasonable in light of the infraction and the individual causing the problem.

Complementary paratransit service will be promoted by at least a statement in the bus schedule, offered over the telephone as an option for mobility, and by presentations made throughout the community about public transportation. An appeal can be made on the basis of a determination of not eligible for complementary paratransit service, conditions placed on eligibility, denial of a particular trip request, or suspension of service due to either no-shows or conduct.

How Do I Arrange For A ride?

You will need to call Peoplerides to schedule the rides. This is because MMT has contracted the service to them to perform. Their telephone number is (641) 752-6202.