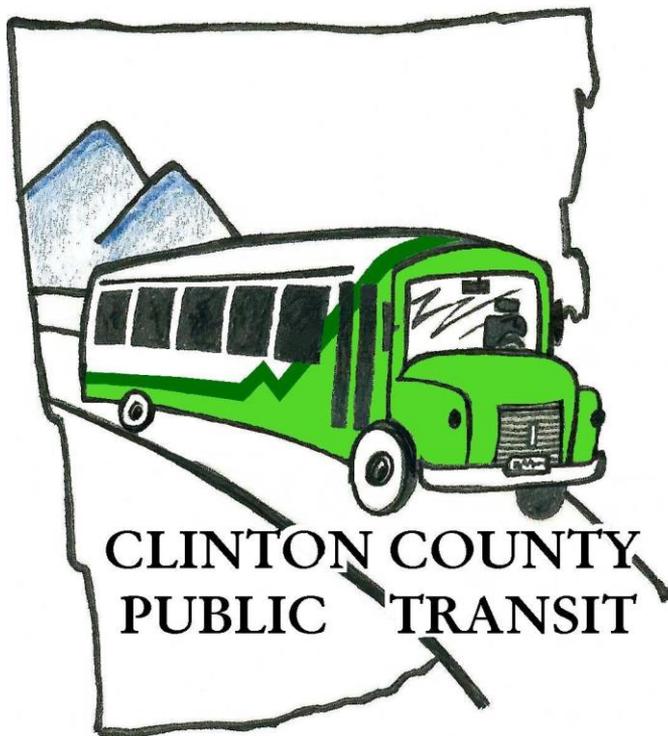


*Paratransit Handbook*  
*for the Clinton County*  
*Public Transit System*



Updated: July 17, 2017

This is an informational handbook regarding Clinton County Public Transit's (CCPT) policies related to Paratransit Service. If you have any questions about any of the material contained within this handbook please feel free to call 565-4713.

This handbook may be updated from time to time to reflect changes with the Americans with Disabilities Act (ADA) regulations or CCPT policies.

### **What is Complementary Paratransit Service?**

Paratransit Service is required by ADA for individuals who are unable to use fixed-route bus service due to disabilities. The paratransit service must be comparable to the fixed-route service. The regulations governing paratransit service can be found in the Code of Federal Regulations (CFR), Title 49, Part 37.

### **Who can use Paratransit Service?**

Effective August 14<sup>th</sup>, 2017 only approved eligible individuals may use CCPT paratransit service.

### **Applying for Paratransit Eligibility:**

The application forms for CCPT paratransit service can be mailed to you by request. Please call (518) 565-4713 to request the paratransit application forms. The forms can also be found online at:

[www.clintoncountypublictransit.com/](http://www.clintoncountypublictransit.com/)

The application must be signed by both 1. the applicant and 2. a medical professional or human services

professional who can verify the disability information being provided is accurate.

The completed application forms must be returned to:

Clinton County Planning Technician  
135 Margaret Street Suite 124  
Plattsburgh NY 12901

**Eligibility Determination:**

The Planning Technician will make a determination of eligibility based on whether the information provided indicates the presence of a disability which prevents the applicant from using the fixed-route bus system.

The individual may be:

1. Denied, meaning there is not sufficient information to show that the applicant is unable to use the fixed-route bus service.
2. Approved with Restrictions, meaning the applicant is eligible for paratransit service only when certain conditions are true such as being off-route, bad weather, difficult terrain, or for dialysis/radiation treatments only.
3. Approved without Restrictions, meaning the applicant is eligible to use paratransit in all situations.

If an eligibility decision is not made within 21 days of a completed application being received by the Planning Technician, the applicant is to be considered approved eligible.

### Expiration:

If the application indicates the applicant's disability is temporary, the approval will also be temporary and an expiration date will be indicated in the approval letter.

CCPT reserves the right to require applicants to re-apply after an interval of time.

Approved applicants who have a change in address or a change in disability after their eligibility determination must re-apply for paratransit eligibility.

### Appeal Process:

If the applicant disagrees with the eligibility determination made by the Planning Technician, the applicant has the right to appeal the decision. The applicant must send a letter to the Planning Technician within 60 days of the date of their eligibility determination letter to request an appeal. An independent appeal board will review the eligibility decision.

### Scheduling Trips:

Call CCPT dispatch at **(518) 561-1452** to schedule a paratransit trip. You may also use TDD Relay at 1(800) 662-1220. Trips must be scheduled the day before or up to 14 days in advance.

CCPT dispatch is available 6:00 am to 5:00 pm Monday through Friday. Outside of these hours you may leave

an answering machine (voicemail) message to schedule your trip. You must provide the following information:

1. Your name
2. A telephone number dispatch can reach you at
3. Date of the trip
4. Pick-up Location
5. Time you would like to be picked up.
6. Destination Location
7. Time you need to reach your destination, if any
8. Time you would like to be picked up for your return trip, unless you are only going one way.
9. Pick-up location for your return trip, if different from your first destination.
10. Whether you will be accompanied by a Personal Care Attendant (see below for more information on Personal Care Attendants)
11. How many additional passengers will also be riding with you, if any
12. What kind of mobility device, such as a walker or wheelchair, you will be bringing, if applicable.

**Hours of Operation:**

*City* 7:00 am – 7:00 pm Monday through Friday  
10:10 am to 5:10 pm Saturday

**Service Days:**

Service does not operate on Sundays or on the following holidays: New Year's Day (January 1<sup>st</sup>), Memorial Day (last Monday in May), July 4<sup>th</sup>, Labor Day (first Monday in September), Thanksgiving (fourth Thursday in November), and December 25<sup>th</sup>.

## **Fares:**

Paratransit trips are \$2.00 for a one way trip within the “City” area. The “City” area is the Plattsburgh urban area. The “Rural” area is the rest of Clinton County.

CCPT offers Senior Bus Passes for individuals 60 years of age or older. Senior passes are available through the County Planning Office and Office for the Aging, both located at 135 Margaret Street in Plattsburgh.

Passengers who show a Senior Pass receive a discounted rate. The city paratransit fare with a senior pass is \$1.00.

All prices and fares are subject to change. Updated information is available through the Clinton County Planning Office and on [www.clintoncountypublictransit.com](http://www.clintoncountypublictransit.com).

## **Medicaid Trips:**

To schedule a trip through Medicaid, please call Medical Answering Services (MAS) at 1-866-753-4435. MAS will then assign the trip to one of many available transportation providers including CCPT paratransit service. Typically Medicaid will cover the cost of the transportation for a necessary medical purpose if the individual has Medicaid coverage.

## **Personal Care Attendants:**

Sometimes an individual’s disabilities cause the individual to need the assistance of another person. Some examples include needing someone to push a

wheelchair, to serve as a guide for an individual with blindness, to carry bags, or to open doors for the individual. These assistants are known as “Personal Care Attendants” (PCA). PCAs accompanying an individual with a disability are not charged a fare to ride any CCPT services. However, a person is only considered a PCA when they are riding for the purpose of providing assistance to an individual with a disability. A person might serve as PCA on some trips, but on other trips when they are riding for their own purposes they must pay the appropriate fare.

### **Service Animals:**

Except for service animals protected under the ADA, you may not bring an animal onto the bus unless it is kept in a pet carrier small enough to fit in your lap.

Service animals are allowed on all CCPT services. A CCPT driver may ask if an animal is a service animal. If the passenger says that the animal is a service animal, it will be allowed on the bus. Documentation is not necessary to prove whether an animal is a service animal.

### **Visiting Other Areas Outside Clinton County:**

When traveling in areas other than Clinton County on public transit, you are entitled through the Americans with Disabilities Act to the same service for 21 days. If you need more than 21 days of service the local transit agency may require you to apply for their own eligibility certification. Please note you will be required to present your CCPT eligibility approval

letter to the transit agency of the area you are visiting. Contact the transportation agency in the area you are visiting for further information on their services.

**Mobility Devices and Seat Belts:**

For safety, the CCPT driver will secure mobility devices. If a passenger refuses to have their mobility device secured, they will not be transported.

CCPT passengers are not required to wear seat belts, but are encouraged to. Passengers sitting in mobility devices are strongly encouraged to wear a seat belt for their own safety. The driver will assist you with fastening the belt if you request it.

**Suspension of Your Service**

If for some reason you are unable to make a scheduled trip, you must notify CCPT by calling 561-1452 at least two hours before the scheduled pick-up time. Failure to do so will result in a "no-show" being logged, and if a pattern of "no-shows" is demonstrated, service may be suspended for you.

**Title VI Statement:** No person shall on the grounds of race, color, religion, national origin, sex, age, or disability be excluded from participating in, or denied the benefits of, CCPT services.