

ADA
COMPLEMENTARY PARATRANSIT SERVICE
RIDER GUIDE

CITY OF ROSWELL, NEW MEXICO

Roswell Transit

515 North Main Street

Roswell, NM 88201

575-624-6766

Fax: 575-624-6768

<http://roswell-nm.gov/287/Roswell-Transit>

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INTRODUCTION

Roswell Transit is the public transportation service provided by the City of Roswell. Our goal is to provide the best possible transportation service to the community. Our vehicles are clean, safe, comfortable and well-maintained, and our drivers are trained to serve you.

Our ADA complementary paratransit service provides comparable service to our fixed-route service for persons whose disabilities prevent them from riding the fixed routes. The service is provided according to the requirements of the Americans with Disabilities Act of 1990 (ADA) and as presented in our guidelines. Riders must qualify as ADA complementary paratransit eligible for all or some of their trip needs.

If you have any questions regarding our services or guidelines, please call Roswell Transit at (575) 624-6766.

APPLICATION PROCESS

Any person wishing to apply for ADA complementary paratransit eligibility may:

- Pick up an application at Roswell Transit office at 515 North Main Street, Roswell.
- Call (575) 624-6766 from 8:00 am to 5:00 pm Monday through Friday to request an application by mail.
- Download the application from our website:
roswell-nm.gov/289/Accessibility

Under the ADA, the standard for determining eligibility is not whether an applicant has a disability, but whether (or under what circumstances) the applicant's disability prevents him or her from riding fixed routes. In some cases, eligibility is established for certain circumstances only.

An eligibility determination will be made, and the applicant will be notified in writing, within 21 days after both the properly completed application form AND the Healthcare Professional Verification have been received.

If you are dissatisfied with your eligibility determination, you may appeal within sixty (60) days of the date of the letter notifying you of your eligibility status. Please review the section on how to file an appeal later in this document.

VISITORS

Visitors can ride ADA complementary paratransit service. You are entitled as a certified passenger to access ADA Complementary Para-Transit services anywhere in the United States of America as a visitor. To ride the service, either fax, email, or mail:

1. Documentation that you are already eligible for ADA complementary paratransit (a copy of your eligibility letter or your photo ID), or
2. Documentation that you have a disability, such as a note from a health care professional, and documentation of residence, such as a utility bill.

Visitors may also apply in person at our office at 515 North Main Street, Roswell. When applying in person, no documentation of disability is required if the disability is apparent.

You can ride the service for up to 21 days over a year, starting with the first day of travel. To continue to ride after 21 days of service are provided, you must apply for eligibility.

SERVICE AREA

Roswell Transit provides ADA complementary paratransit service within $\frac{3}{4}$ -mile of our fixed routes. All trips must take place within the defined service area. We will determine whether your trip is eligible when you call to schedule a ride.

SERVICE HOURS

ADA complementary paratransit service operates the same days and hours of service as our fixed routes.

On Mondays through Fridays, trips can be scheduled for pick-up as early as 6:30 a.m. along all routes and drop-off as late as 7:30 p.m. along feeder routes and 10:00 p.m. along Main Street.

On Saturdays, trips can be scheduled for pick-up as early as 7:00 a.m. and drop-off as late as 10:00 p.m. along Main Street only. Feeder routes do not operate on Saturdays.

On Sundays, trips can be scheduled for pick-up as early as 10:00 a.m. and drop-off as late as 7:00 p.m. along Main Street only. Feeder routes do not operate on Sundays.

There is no service provided on Thanksgiving Day or Christmas Day. For service on other holidays, please call us at (575) 624-6766.

TRIP RESTRICTIONS

Roswell Transit's ADA complementary paratransit service is designed to be comparable to fixed-route service. Just as with our fixed-route service, there are no trip restrictions or ranking of trips by trip purpose.

FARES

The ADA complementary paratransit service fare is \$1.00. Ten-ride tickets are available at the Roswell Transit office at 515 North Main Street, Roswell.

DOOR-TO-DOOR SERVICE

Roswell Transit's ADA complementary paratransit service is door-to-door service.

PERSONAL CARE ATTENDANTS and COMPANIONS

If you require the assistance of a personal care attendant, the attendant travels with you at no charge. At the time of scheduling a ride, please indicate if you will have a personal care attendant with you. The attendant must get on and get off at the same locations as you do.

At least one companion, more if space permits, may accompany you. Each companion will pay a fare. At the time of scheduling a ride, please indicate the number of companions who will accompany you. Companions must get on and get off at the same location as you do.

A person requiring the services of a personal care attendant may also be accompanied by a companion, and, if space permits, additional companions.

SCHEDULING RIDES

Rides on the ADA complementary paratransit service must be scheduled either the day prior to the trip or up to 14 days in advance. To schedule a ride, please call (575)-624-6766.

The cut-off time for scheduling trips is 5:00 pm on the day prior to the trip.

To help serve you better, we ask that you observe the following tips:

1. Prepare for your call.
2. Schedule the return trip up front.
3. Be ready to go at the scheduled time.

Prepare for Your Call

Please have the following information ready when you call:

- Name
- Date of travel
- Pick up and destination addresses
- Desired pick-up and arrival time for the initial trip
- Desired pick-up time for the return or subsequent trips
- Whether you use a wheelchair
- Number of personal care attendant or one or more companions will accompany you.

The dispatcher will verify your pick-up and return times. Roswell Transit will make every effort to schedule your trip at the requested times. If we cannot accommodate the requested time, we will work with you to schedule the ride up to 1 hour before or 1 hour after the requested time.

Schedule Your Return Trip Up Front

Roswell Transit requires return trips to be scheduled at the time pick-ups are scheduled. Riders should anticipate the latest possible time needed for their return and schedule a return trip for that time. If you are ready to return before your scheduled time, or if you will be later than your scheduled time, please call Roswell Transit at (575) 624-6766 immediately and dispatch will do all it can to accommodate your request.

Be Ready to Go at the Scheduled Time

Please be ready to go 15 minutes before the scheduled pick-up time. Roswell Transit makes every effort to arrive as close to the scheduled pick-up time as possible. However, we may arrive up to 15 minutes before or 15 minutes after the scheduled pick up time.

Example: If you schedule a 9:30 a.m. pick-up, the vehicle may arrive between 9:15 a.m. and 9:45 a.m.

This 30-minute window (of 15 minutes before to 15 minutes after the scheduled time) is called the pick-up window.

Drivers arriving within the pick-up window will wait up to 5 minutes. Any rider who is not at his or her scheduled pick-up point and ready to go by that time will be considered a no-show and the driver will leave to pick up other riders. If you know that you will be detained, please call Roswell Transit at (575)-624-6766 as soon as possible. When you are ready, call us and we will dispatch the next available van to pick you up.

SAME DAY CHANGES

Due to the service being a next day service, we are prohibited from changing the destination due to scheduling other customers.

CANCELLATIONS

If you are unable to make your scheduled ride for any reason, please call the office at (575) 624-6766. Drivers cannot make schedule changes for you. Cancellations less than 1 hour before the scheduled trip will be considered no-shows.

NO-SHOW POLICY

A no-show occurs when:

- You fail to show up for your scheduled trip
- You fail to cancel 1 hours before your scheduled trip

Riders will be suspended for no-shows if the following criteria are met during a 3-month period:

- No-shows represent 10 percent or more of their scheduled trips, AND
- The rider has 3 or more no-shows.

Only no-shows under the rider's control will be counted against the rider. The rider will be given an opportunity to appeal the suspension before the suspension takes effect.

After a second no-show, Roswell Transit will send you a warning letter. If you are suspended, Roswell Transit will notify you by registered mail of the date on which the suspension will begin. The date for the beginning of the suspension of service will be no less than 10 days from the date the letter is sent. The letter will indicate the times and dates of the no-shows that have occurred and your right to appeal.

The length of the suspension depends on the number of offenses:

- First offense: 5 days
- Second offense: 10 days
- Third offense: 15 days
- Fourth or higher offense: 30 days

WHEELCHAIRS AND SCOOTERS

If you and your wheelchair or scooter weigh more than what our wheelchair ramps are rated to carry or are too wide for the ramp, we will be unable to transport you.

GENERAL RIDERSHIP POLICIES

Roswell Transit has established the following general ridership policies for ADA complementary paratransit service.

- **All riders must wear seatbelts.** Clients with children must follow the requirements for car seat laws in New Mexico. Children are required to ride in a rear facing car seat until they turn one year of age and weigh at least 20 pounds. Rear-facing car seats can only be placed in the front seat if the vehicle has no back seat and the passenger-side airbag is deactivated. All children must ride in a size-appropriate car seat or booster seat until their seventh birthday, no matter their size. Every child, regardless of age, must use a car seat until they weigh at least 60 pounds.
- **Booster seats.** Once a child exceeds the car seat ages, he or she must continue to use a booster seat until an adult seat belt fits properly. To be worn safely, an adult seat belt must cross the center of a child's chest rather than his or her neck. Furthermore, the child must be able to sit all the way back with his or her knees bent over the edge of the seat.
- All riders using a wheelchair or scooter must use the restraint system that is used to secure the device to the floor of the vehicle.

- The number of packages a rider can have along is limited to the number of packages that the rider can carry. (Driver is prohibited from loading personal handbags and luggage).
- Drivers cannot accept tips.
- Riders must follow Roswell Transit code of conduct.

APPEALS PROCESS

You may appeal your eligibility determination or suspension from the program for violating Roswell Transit policies. Your request must be in writing and either:

- Describe why you disagree with the determination or suspension, OR
- Ask to present your case in person. You or a representative of your choosing may present on your behalf.

A written decision will be made within 30 days from when the information for the appeal was received or the hearing was held.

Send appeal requests to:

Roswell Transit
515 North Main Street
Roswell, NM 88201

Thank you for riding Roswell Transit