



Move Sullivan ADA (Americans with Disabilities Act) Paratransit Service

Hours of Operation:

Please note that ADA Paratransit service is only available during the operating hours of each individual route.

Move Sullivan offers fixed-route bus service in more populated areas in Sullivan County. Move Sullivan will make reasonable accommodations for people with disabilities who live within $\frac{3}{4}$ of one mile from a route. Door-to-door ADA paratransit service is available to compliment all fixed route services.

Route A – Monday - Friday 5:30 am - 5:25 pm

Route B – Monday - Friday 6:00 am - 5:53 pm

Route C – Monday – Friday 6:00 am – 5:50 pm

Route D – Monday – Friday 6:30 am – 6:20 pm

Route E - Monday – Friday 8:30 am – 6:37 pm

Liberty Shuttle – Monday – Friday 10:00 am – 6:22 pm

Monticello Shuttle – Monday – Friday 9:00 am – 5:00 pm

Background

The ADA of 1991 specifies that all transit authorities who offer fixed route services must make available door-to-door paratransit service to those individuals who cannot use the fixed route bus based on disability.

ADA Regulations strictly limit the use of ADA Paratransit Service to the following individuals: Any individual with a disability who is unable, as a result of a physical or mental impairment & without the assistance of another individual (except the operator of a wheelchair lift or boarding device) to board, ride or disembark from any vehicle on the system, which is readily accessible to and usable for individuals with disabilities, OR any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on the fixed route system.

To become qualified for ADA Paratransit Service you must complete an application (attached to this document) and submit the application to Move Sullivan for review. Move Sullivan will decide regarding your status for the ADA Paratransit Service. You will either be granted permanent status, temporary status or denied ADA Paratransit Service.

Federal Guidelines for ADA Paratransit Service

1. Once approved for ADA Paratransit Service, you can utilize the service at any time that the fixed route bus operates.
2. ADA Paratransit approved riders are permitted to have a personal care attendant (PCA) ride with them so long as the PCA boards and disembarks the bus/vehicle with the rider.
3. ADA Paratransit approved riders are permitted to have 1 guest ride with them. PCA's are not considered guests.
4. ADA Paratransit approved riders can have more than one guest ride with them so long as there are available seats. Move Sullivan is not required to make accommodations for more than 1 PCA and 1 guest.



Frequently Asked Questions

Q. Who is eligible for ADA Paratransit service?

A. Any person that lives within 3/4 of one mile of the boundaries of the Move Sullivan fixed route network and cannot use the fixed route due to a physical and/or mental disability. Move Sullivan does not discriminate against individuals based on disability. If a customer feels that they have been discriminated against, they can obtain a complaint form from the Sullivan County Transportation Department by calling 845-807-0182 or at the website www.sullivanyny.us/departments/transportation.

Q. How much does it cost to ride the ADA Paratransit Service?

A. There is no cost to users of Move Sullivan ADA Paratransit service.

Q. Where can I go on the ADA Paratransit Service?

A. Once approved for ADA Paratransit Service, you can travel to any destination along the Move Sullivan fixed route. Move Sullivan cannot limit your usage of ADA Paratransit Service once you are approved.

Q. What if I need to go somewhere that the Move Sullivan fixed route bus does not go?

A. Then you cannot use the ADA Paratransit Service for that trip.

Q. How do I schedule an ADA Paratransit trip?

A. To request a trip reservation call 845-434-4102. Move Sullivan will accept trip requests reservation from 5:00AM - 5:00PM Monday through Friday. The ADA law allows Move Sullivan to negotiate trip pick up and drop off times, but all trips must be provided within one hour of the initially requested time. We request that, whenever possible, you reserve your trip by 4:00 PM the day before.

Q. Is there a penalty for not showing up or canceling my scheduled trip?

A. YES. You must call Move Sullivan no later than one hour prior to your scheduled pick up time to cancel your trip. Failure to do so will result in your trip being labeled as a "No-Show". Move Sullivan will issue you a letter after the first no-show. Customers may be suspended after exhibiting a pattern or practice of no-show. Move Sullivan reviews all recorded No-Shows (and late cancellations) to ensure accuracy.

Q. What is the process for determining if I am ADA Paratransit service eligible?

All information about ADA Paratransit Service is available in accessible formats including large print upon request.

1. You must complete the Move Sullivan ADA Paratransit application and provide a [detailed letter](#) from your doctor explaining the medical need for paratransit service.
2. After Move Sullivan receives your completed application for ADA Paratransit Service, you are entitled to a decision from Move Sullivan within 21 days. Should you not receive a decision within 21 days, you can request and use ADA Paratransit Service until a decision is made.
3. Once Move Sullivan reviews your application a decision will be provided to you in writing regarding your ADA Paratransit status.



4. Move Sullivan may require recertification of the eligibility of ADA Paratransit eligible individuals at reasonable intervals.
5. Move Sullivan has an administrative appeal process through which individuals that are denied eligibility can obtain review of the denial. That process is: All appeals must be submitted to Move Sullivan in writing within 60 days of notice of decision. Move Sullivan may request an in-person meeting and/or request additional information as part of the review of the appeal.

Move Sullivan Non-Discrimination Notice

ADA PUBLIC NOTICE: Complimentary ADA Paratransit Service is available to any eligible that lives within $\frac{3}{4}$ mile of the boundaries of the Move Sullivan fixed route network and cannot use the fixed route due to a physical or mental disability. Move Sullivan will make reasonable accommodations for people with disabilities. Applications for Paratransit Service are available by request from Rolling V by calling 845-434-4102 or emailing movesullivan@rollingv.com.

Please mail attached application and doctor's note to:

***Move Sullivan
C/O Rolling V Bus Corp
PO Box 110
So. Fallsburg, NY 12779***

Or via fax to 845-434-0259



Move Sullivan ADA Paratransit Application

The information in this application shall be used strictly by Move Sullivan in determining the eligibility for ADA Paratransit Service. This information may be shared with your primary care physician to verify accuracy.

Name: _____

Address: _____

Phone: _____ Date of Birth: _____

Emergency Contact Name and Phone: _____

Please describe the disability that prevents you from using the fixed route bus:

Is this condition temporary? _____ If yes, what is the expected duration of this condition?

Can you ride the fixed route bus on certain occasions?

☐ Yes ☐ No ☐ Sometimes

If yes or sometimes, please specify when you can ride the fixed route bus:

Have you ridden the Move Sullivan fixed route bus within the last 4 weeks?

☐ Yes ☐ No

Can you wait at a bus stop for up to 10 minutes at a time?

☐ Yes ☐ No ☐ Sometimes

If yes or sometimes, please specify when you can wait at a bus stop:

When traveling, do you require the assistance of any of the following (check all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> Personal Care Attendant | <input type="checkbox"/> Cane |
| <input type="checkbox"/> Manual or Electric Wheelchair | <input type="checkbox"/> Service Animal |
| <input type="checkbox"/> Power Scooter | <input type="checkbox"/> Crutches |
| <input type="checkbox"/> Other | |

Can you travel, unassisted: (Check all that apply)

☐ 200 feet ☐ 6 blocks or about 1/2 a mile?

☐ 3 blocks or about 1/4 a mile? ☐ 9 or more blocks or about 3/4 a mile?



Suspension Policies for Pattern or Practice of Excessive No-Shows and Cancellations

Excessive Cancellation Policy: Excessive cancellations is defined as 30% of all ride requests canceled within a 30-day period. This will result in a suspension of service for 30 days. If a customer disagrees with the suspension decision, and an appeal is applicable, an explanation of the appeals process will be included with the suspension notice letter.

“No Show” Policy: The “No-Show” policy defines a “no-show” as a failure to cancel unwanted service in advance, or arriving more than five (5) minutes beyond the scheduled pick-up time.

The no-show policy includes late cancellations, defined as trips cancelled less than (1) one hour prior to the scheduled trip time. Trips cancelled (1) one hour or more in advance will not be considered as a no-show.

Please Note: A “trip” is a one-way ride. If you have multiple rides on a given day (to and from; for example), and do not plan on taking any, each ride must be cancelled.

The Move Sullivan “No-Show” policy criteria is at least 30 percent of a customer’s last 20 trips, which is 6 violations, will require the issuance of a warning letter. If a customer has “No-Shows” that represent at least 30 percent of their last 50 trip (15 violations) they may be suspended up to seven (7) consecutive calendar days. This suspension will be communicated in writing, by mail. If the customer wishes to appeal the decision, they will have 10 business days after receipt of the suspension letter. The appeal process will be enclosed with the notification letter. If a passenger disagrees with the suspension decision, and an appeal is applicable, an explanation of the appeals process will be included with the suspension notice letter.

Please list the name and phone number of your primary care physician OR the physician that can verify the information you have provided in this application.

Physician’s Name: _____ Phone: _____

Approval of an ADA Paratransit application will be determined by Move Sullivan. By signing this form, you understand that you are giving Move Sullivan the ability to contact your primary care physician to verify any and all information on this application. You also understand that submission of an application does not guarantee ADA Paratransit eligibility. Any application that is not completed in full will be returned to the applicant. Once complete, you can resubmit your application for consideration.

Name: _____ Date: _____ Signature: _____

If another person is completing this application on behalf of the individual requesting ADA Paratransit service, please provide:

Name: _____

Address: _____

Phone: _____

Signature: _____ Date: _____