



# ADA Paratransit Service

## User Handbook



Revised January 2022



Service provided by  
**Benton Area Transit**





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# 1

## Introduction

The cities of Corvallis and Philomath provide fixed-route public transportation for the community via the Corvallis Transit System (CTS) and the Philomath Connection (PC). Origin-to-Destination rides to eligible persons with disabilities are provided through complementary ADA paratransit service, or simply “paratransit.”

While they are separate cities with separate transit systems, the City of Philomath contracts with the City of Corvallis to manage the PC’s entire service. Therefore, Philomath’s ADA paratransit service is also covered in this handbook and unless otherwise indicated, “paratransit” should be understood to mean a ride in either City.

Corvallis contracts with Benton County’s transit system, Benton Area Transit (BAT), to provide this service to the community through the “BAT Lift” program.

This handbook describes ADA paratransit service and has been prepared for those who have been certified as eligible for paratransit within the Corvallis and/or Philomath service areas.



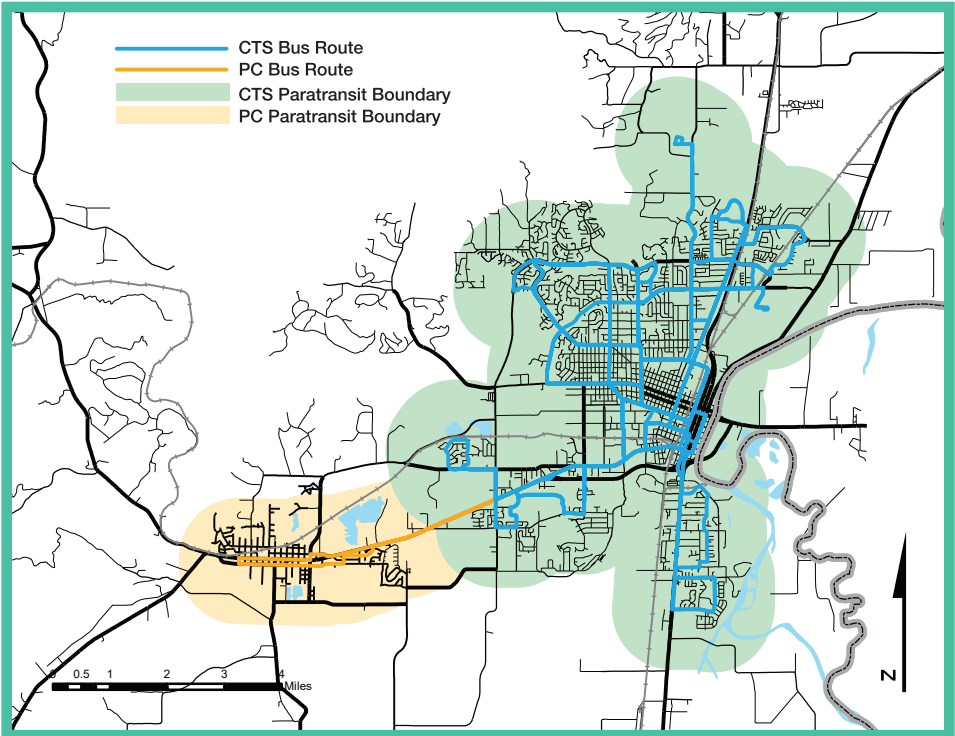
To schedule a paratransit ride, call Benton Area Transit (BAT) at 541-766-6700. For more information about ADA paratransit service, visit [www.RidetheBAT.com](http://www.RidetheBAT.com).

# 2

## Service Area

The paratransit service area is defined as within 3/4 mile of a CTS or PC bus route, during the same hours and days that those services operate.\*

\* Fixed-route days and hours are subject to change. See the current route maps, or visit [www.Corvallisoregon.gov/cts](http://www.Corvallisoregon.gov/cts) for up-to-date schedules.



At the time of this printing, hours of the fixed-route operations are:



Monday - Friday, 6:00am - 9:15pm, Saturday, 7:15am - 8:15pm, Sunday, 10:00am - 6:30pm



Thursday - Saturday, 8:45pm - 2:45am. Only when OSU is in session. No service during OSU winter, spring, and summer breaks.



Monday - Friday, 6:15am - 7:12pm, Saturday, 7:10am - 6:15pm

# 3

## Service Eligibility

Individuals are not qualified or disqualified from ADA paratransit service solely based on a specific medical diagnosis or disability.

To determine if an individual is eligible, CTS will evaluate whether an individual's disability prevents them from using the fixed-route service provided by CTS or PC. The eligibility process is guided by the following questions:

- 1 Does the disability prevent the individual from getting to and from a stop at the point of origin or destination? If yes, then the trip is eligible. A distinction is made in the regulations between those who have difficulty or simply find it unpleasant to travel to or from a bus stop, and those whose disability prevents them from doing so.
- 2 Can the individual independently board the vehicle at the stop? If not, the trip is eligible.
- 3 Can the individual independently recognize their destination and disembark? If not, the trip is eligible.
- 4 If a trip involves transfers and connections, are the paths of travel between buses accessible and navigable by the individual? Can the individual independently recognize the need for a transfer and accomplish this? If not, the trip is eligible.

The applicant will be notified in writing of the initial ADA eligibility determination. If eligibility has been denied or is subject to conditions, information describing the appeal process will be included in the notification to the applicant.

Convenience of the fixed-route bus schedule for the applicant is not a consideration for paratransit eligibility.

If you have any questions regarding paratransit service eligibility, please contact the Eligibility Line at 541-766-6318.

# 4

## Suspension and Termination of Service and/or Eligibility

Paratransit-certified riders may have their service suspended for a period of time and/or eligibility terminated if they:

...Exhibit behaviors which violate any part of the CTS Code of Conduct

...Demonstrate a consistent pattern or practice of missing scheduled paratransit rides ("no-shows"). A consistent pattern or practice is defined as 10% of all scheduled paratransit rides, with a minimum of 20 scheduled rides in a month. A ride is counted as a "no-show" only if the circumstance is under the rider's control.

...No longer meet the eligibility requirements of ADA paratransit service.

CTS or its contractor will notify the individual in writing that CTS is suspending their service and/or terminating their eligibility, citing the basis of the suspension or termination. Information describing the appeal process will be included in the notification.

If an appeal is filed when eligibility is terminated, the individual will remain eligible for paratransit service while their appeal is pending. Termination of service due to change in eligibility status will not affect any future application for paratransit service made by the individual.

# 5

## Appeal Process

Denials or terminations of eligibility and/or suspensions due to violations of the CTS Code of Conduct may be appealed. The appeal process is as follows:

An individual may appeal a denial and/or termination of eligibility or a suspension to a hearings officer appointed by the Corvallis City Manager. The hearings officer shall not have been involved in the decision being appealed.

### Filing Deadlines:

- An appeal of a new eligibility determination must be filed within 60 calendar days of the date of the eligibility notice.
- An appeal of a renewal eligibility determination must be filed within 30 calendar days of the date of the eligibility notice.
- An appeal of a suspension must be filed within 10 business days of the date of the suspension notice.

An appeal may not be considered if it is not received by CTS within the specified time limit.

The appeal must be in written or audio form and may be completed by a third party if the appellant desires.

### The appeal must include the following information:

- Appellant's Name
- Telephone Number
- Address
- Reason for the appeal

If an appeal is filed timely with the required information, the hearings officer will set the date, time and place of the hearing and notify the appellant. The appellant will have the opportunity to be heard and to present relevant information at the hearing. The appellant will be provided with any necessary support, such as a sign language interpreter, if requested in the appellant's appeal.

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## Appeal Process (continued)

At the hearing, the appellant and CTS may present evidence, including the testimony of witnesses, in support of or in opposition to the appellant's case.

CTS may be represented by the initial decision maker and/or the City Attorney or their designee.

The hearings officer's decision and the reasons for it will be provided to the appellant in writing and/or audio within 10 business days. A copy of the decision will be provided to the paratransit contractor.

The decision of the hearings officer is final, except for the right of appeal to the Corvallis City Council in accordance with Corvallis Municipal Code Chapter 1.11, subsection 1.11.030.

If an appeal has not been decided within 10 business days of the completion of the hearing, CTS shall provide paratransit service from that time unless a decision to deny the appeal is issued.

ADA paratransit service will not be provided to the appellant pending the determination of appeal, except in an appeal of termination of eligibility or as noted above.



# 6

## Personal Care Attendant and Companion Policy

Some passengers may need assistance with activities such as (but not limited to) putting on/removing shoes and coats, opening doors, carrying groceries, or getting to the curb from their home. **A driver is not expected to perform these tasks.** These passengers may benefit from the use of a “Personal Care Attendant (PCA).” If determined to be appropriate during the eligibility process, CTS will guarantee that space will be made available for an individual to travel with **one** PCA. A PCA can be a paid employee, a family member, or an acquaintance.

People accompanying the passenger, but not performing the duties of a PCA are considered to be “Companions.” These individuals may accompany an eligible rider on a space-available basis. **Even with a reservation, Companions are not guaranteed space in the vehicle until the day of the trip.** Companions are required to pay the same fare as the passenger and must have the same origin and destination points as the eligible rider.

Children may accompany a rider as a Companion. The rider must provide an approved child safety system, as required by Oregon Law. Neither the City, nor its contractor, provides child safety systems.

Both Personal Care Attendants and Companions must comply with the CTS Code of Conduct at all times during the ride.

# 7

## Carry-on Items

Riders, with or without the assistance of their PCA, are responsible for getting all carry-on items to/from the curb and must be able to safely carry on and securely hold any carry-on items. Riders are responsible for all carry-on items, including large or multiple packages, groceries or crated pets, etc.



# 8

## Service Animals

Service animals are trained specifically to assist with tasks or to provide guidance related to a disability. Service animals that provide assistance to persons with disabilities are allowed to accompany their owners on paratransit rides. Riders must provide information about service animals when scheduling rides.

Pets (non-service animals) are permitted only in closed carrying containers on paratransit rides.

Comfort animals and emotional support animals are considered pets and are permitted only in closed carrying containers on paratransit.



# 9

## Passenger Responsibilities

All riders, PCAs, and companions are expected to exhibit appropriate behavior during an ADA ride and while interacting with other passengers and/or contractor employees. Individuals who do not comply with the behavior requirements listed below may have service suspended.

### Riders shall:

- Comply with the CTS Code of Conduct (available by request or at [corvallisoregon.gov/cts](http://corvallisoregon.gov/cts)).
- Provide a change of address, using contact information on the back of this handbook, as soon as possible, if the rider moves or uses a temporary address.
- Wear Seatbelts.\* Passengers in mobility devices must both have their mobility devices secured to the floor and wear seatbelts.
- Provide a child safety seat for children who are unable to use a regular seat and safety belt in accordance with Oregon law. Keep their mobility device in good working order, including having functional brakes and a charged battery.

In order to help our drivers find the residence, riders should, if possible, make the address clearly visible from the street, especially after dark.

If a passenger requires assistance in order to get to/from the curb to the vehicle, they may benefit from using a PCA. Refer to Section 6 for information on PCAs and Companions.

\* Seatbelts are required in all vehicles unless one is not provided.

# 10

## Fare Policy

CTS became fareless on February 1, 2011 when the Transit Operations Fee went into effect. Philomath Connection became fareless on September 22, 2021. This means that paratransit rides in Corvallis and Philomath areas are fareless.

# 11

## Holiday and Weather Closures

Paratransit rides are NOT offered on these holidays, when fixed-route bus service is also unavailable:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

When severe weather (ice, snow, flooding, etc.) causes traffic concerns, monitor [www.corvallisoregon.gov/cts](http://www.corvallisoregon.gov/cts). Paratransit rides will continue to be offered as long as CTS and PC fixed-route buses continue to operate.

# 12

## Scheduling Rides

Paratransit is a federally-mandated service that is a component of the bus system. It is a shared-ride service, which may require scheduling flexibility for passengers.

To allow the contractor to efficiently provide service to paratransit-eligible individuals, a 30-minute pickup window is used (15 minutes before/15 minutes after scheduled arrival time). Upon arrival, the driver will wait 5 minutes within the pickup window before leaving in the case of a “no-show.”

Ride reservations must be made at least 1 day before, and may be made up to 7 calendar days in advance of, the requested ride. Requests for service will be taken between 8:00am and 5:30pm, Monday through Friday. Requests received after 5:30pm will be processed the following business day.

To schedule a paratransit ride, call Benton Area Transit (BAT) at 541-766-6700.

# 13

## Visitor Policy

CTS may honor the request of an out-of-town visitor who is paratransit certified by another transit service provider and is seeking to utilize the CTS paratransit service. Service will be provided consistent with ADA requirements and CTS policies.

For example, if a certified visitor comes from a fixed-route system that is not accessible, and the certification states that the rider is eligible for paratransit based solely on the inaccessibility of their system and the person can use an accessible transit system, they will be expected to use CTS or PC buses.

A visitor with proof of certification from another paratransit service may use CTS paratransit system for up to 21 days (consecutive or nonconsecutive) in a one-year period. Any use of the service for more than 21 days (consecutive or nonconsecutive) within a one-year period requires the visitor to apply to CTS for ADA paratransit service and become certified to continue to use the system.

Service will be provided to visitors whose disability is apparent or who present documentation of disability, provided that if documentation of residency has been requested, it also has been submitted.

If you have any questions regarding paratransit service eligibility, please contact the Eligibility Line at 541-766-6318.



ADA Paratransit eligibility is limited to individuals specified in the ADA regulations. The code of Federal Regulations - ADA Paratransit Eligibility Standards (49 CFR 37.123-e) (1-3) establishes three categories of eligibility:

- 1** An 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 assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.
- 2** An individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride, and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.
- 3** An 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 such system.



*going your way.*

**Front Office Phone:**  
541-766-6998

**Eligibility Line Phone:**  
541-766-6318

**Website:**  
[www.corvallisoregon.gov/cts](http://www.corvallisoregon.gov/cts)

**Physical Address:**  
1245 NE 3rd St,  
Corvallis, OR 97330

**Mailing Address:**  
PO Box 1083  
Corvallis, OR, 97339

**Email Address:**  
[CTS@corvallisoregon.gov](mailto:CTS@corvallisoregon.gov)

**Benton Area Transit:**  
541-766-6700



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