



Dear Customer,

Thank you for inquiring about Franklin Transit Authority (FTA) Prioritized Special Service (PSS). This service gives reservation priority for door to door service to persons who qualify for eligibility status under the criteria established by the Americans with Disabilities Act (ADA Complementary Paratransit). Please read the enclosed materials carefully and fully complete the Application in order for Franklin Transit to determine if you are eligible for Prioritized Special Service, Complementary Paratransit service under ADA.

Generally, individuals who reside within $\frac{3}{4}$ mile in all directions from a Franklin Transit published fixed route and demonstrate a barrier to using the fixed route service because they are unable to travel to and from the bus stops, board or exit the bus, or understand how to ride and use the fixed system will qualify for this service.

FTA offers Priority door to door service within $\frac{3}{4}$ miles of the fixed route service.

If you need assistance completing the form, or have questions, please contact the Transportation Manager at the Franklin Transit Authority office at 615 628 0260, or email mjohnston@tmagroup.org This letter and application are also available in large print.

After you have completed the application, please have a licensed health care or rehabilitation professional complete and sign the last page. **The information you provide in the application is confidential.**

Completed applications will be processed within 21 days of receipt. You will be notified in writing of your eligibility status.

Sincerely,

Mike Johnston
Transportation Manager

FRANKLIN TRANSIT AUTHORITY PRIORITIZED SPECIAL SERVICE APPLICATION

APPLICANT INFORMATION

Name: _____
Address: _____ Apt. # _____
City: _____ State: _____ Zip: _____
Telephone / TDD Number (day): _____ (evening): _____
E-Mail Address: _____ Social Security No.: _____
Date of Birth: _____ / _____ / _____ [] Male [] Female
Primary Language: [] English [] Spanish [] Sign [] Other: _____
Accessible Formats: [] Standard Print [] Large Print [] Braille
[] Audio Tape [] Other _____

If this application has been completed by someone other than the applicant, please complete the following the information:

Name: _____
Address: _____
E-Mail Address: _____
Telephone Number (day): _____ (evening): _____
Signed: _____ Date: _____

In case of emergency: please list the names of two people, including support professional, agencies or others familiar with your disability that FTA can contact:

Name: _____ Work # _____ Home # _____
Address: _____
Relationship: _____

Name: _____ Work # _____ Home # _____
Address: _____
Relationship: _____

ABOUT YOUR DISABILITY

1. Describe the disability that prevents you from using the fixed route system some of the time or all of the time.

2. Explain how the disability prevents you from independently using the service:

3. Are the conditions you describe: Permanent Vary day-to-day Temporary? If Temporary, what is the expected duration? _____

4. Do you have medically defined cold sensitivity? Yes No
If Yes, above or below what temperature? _____
Please explain: _____

5. Do you have medically defined heat sensitivity? Yes No
If Yes, above or below what temperature? _____
Please explain: _____

6. Do other weather conditions (wind, dusk/dark, and/or glare) affect your disability? Yes No If Yes, please explain: _____

7. Do you have a visual impairment? Yes No Sometimes
If Yes or Sometimes, please explain: _____

8. Is your breathing affected by weather or environmental conditions?
 Yes No Sometimes If Yes or Sometimes, please explain: _____

9. Does the extent of the disability change after medical treatment?

Yes No Sometimes If Yes or Sometimes, please explain: _____

10. Other comments or additional information relating to the disability: _____

TRAVELING TO / FROM BUS STOP

1. Can you locate bus Stops, destinations, locations and/or cross streets independently? Yes No Sometimes

If No or Sometimes, please explain: _____

2. Can you travel independently after dark? Yes No Sometimes

If No or Sometimes, please explain: _____

3. Can you safely and independently travel ¼ mile (4 blocks)?

Yes No Sometimes If No or Sometimes, please explain: _____

4. Can you safely and independently travel 200 feet?

Yes No Sometimes If No or Sometimes, please explain: _____

5. Can you reach and return to your neighborhood bus stop independently?

Yes No Sometimes

If No or Sometimes, please explain: _____

6. Can you leave from and return to your regular destinations (local bus

stops) Independently? Yes No Sometimes
If No or Sometimes, please explain: _____

7. Can you wait outside without assistance or support for thirty (30) minutes?
 Yes No Sometimes If No or Sometimes, please explain: _____

8. Can you wait outside without assistance or support longer than thirty (30) minutes? Yes No Sometimes If No or Sometimes, please explain: _____

9. How long are you able to wait for a bus to arrive? _____ minutes

10. Can you travel on "flat" surfaces in good weather?
 Yes No Sometimes If No or Sometimes, please explain: _____

11. Can you travel on "slight inclines" in good weather?
 Yes No Sometimes If No or Sometimes, please explain: _____

12. Can you get to and from the nearest public Bus Stop?
 Yes No Sometimes If No or Sometimes, please explain: _____

13. Could you wait at a Bus Stop if there was seating or a shelter?
 Yes No Sometimes If No or Sometimes, please explain: _____

14. Could you wait at a Bus Stop if there were **no** seating or shelter?
 Yes No Sometimes If No or Sometimes, please explain: _____

BOARDING AND EXITING THE BUS

1. Can you safely and independently walk up and down three (3) 12-inch steps? Yes No Sometimes If No or Sometimes, please explain: _____

2. Can you board, ride, or exit a wheelchair-accessible bus without assistance? Yes No Sometimes
If No or Sometimes, please explain: _____

3. Can you grasp handles or railings, coins or tickets while boarding or exiting a bus? Yes No Sometimes
If No or Sometimes, please explain: _____

4. Can you board or exit a vehicle if it has a lift or kneeler that lowers the front of the vehicle? Yes No Sometimes
If No or Sometimes, please explain: _____

5. Can you get on and off a bus without assistance?
 Yes No Sometimes If No or Sometimes, please explain: _____

SERVICE DELIVERY

1. Do you use a wheelchair or scooter? Yes No
If Yes, how wide is the wheelchair or scooter? _____ inches
How heavy is it when occupied? _____ pounds.

This information is not used to determine Prioritized Special Service eligibility. It is the applicant's responsibility to know the dimensions of the mobility device and whether or not it exceeds the definition of a common wheelchair.

The Americans with Disabilities Act of 1990 defines a common wheelchair as **no more than 30 inches wide, 48 inches long, and 600 pounds when occupied.**

If your mobility device exceeds these dimensions, the ADA does not guarantee special prioritized service.

2. Do you use any of the following mobility aids or specialized equipment when traveling? Check all that apply.

- | | | |
|-------------------------------------|--|--|
| <input type="checkbox"/> Cane | <input type="checkbox"/> Service Animal | <input type="checkbox"/> Communication Board |
| <input type="checkbox"/> White Cane | <input type="checkbox"/> Power Wheelchair | <input type="checkbox"/> Large Power Chair |
| <input type="checkbox"/> Walker | <input type="checkbox"/> Power Scooter (3-wheeled) | (exceeds ADA) |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Manual Wheelchair | <input type="checkbox"/> Other Aid: _____ |
-

3. If you use a wheelchair or scooter, will you use it on Transit on Demand (TODD)? Yes No Sometimes

If Yes or Sometimes, please explain: _____

4. Can you wait thirty (30) minutes at a BUS Stop with your mobility device? Yes No Sometimes

If No or Sometimes, please explain: _____

5. Do you require an attendant (personal care, sighted guide) to travel with you? An attendant may assist you with any personal or travel needs, such as crossing the street, navigating stairs, etc.

Yes No Sometimes If Yes or Sometimes, please explain the type of assistance this person provides: _____

6. Do you travel with children under the age of 10?

Yes No Sometimes

APPLICANT'S CERTIFICATION

I, the applicant, confirm that all the information provided on this application is true to the best of my knowledge.

I understand:

- My application will be returned if it is **not complete**.
- The purpose of this application is to determine my eligibility to receive Prioritized Special Service.
- My application is subject to review and verification and that misrepresentation of any material information will lead to the cancellation of my certification.
- A false statement made herein may result in the rejection of my application for Prioritized Special Service (PSS).

- Failure to follow the policies and procedures for using Prioritized Special Service may be grounds for suspending or cancelling my eligibility to participate in the program.
- The information contained herein will be treated confidentially, unless otherwise required by law.
- The TMA Group, on behalf of the Franklin Transit Authority, reserves the right to request additional information at its discretion.

I agree to release the information requested to The TMA Group, on behalf of the Franklin Transit Authority. I agree to notify The TMA Group if I no longer need Prioritized Special Service for any reason, including a change in my ability to use regular route service.

Signed _____ Date _____

Printed Name of Applicant _____

Printed Name of Preparer _____

If Preparer represents an Agency, please print the Agency name here: _____
 _____ Phone # _____

Printed Name of Parent or Legal Guardian _____

Signature of Parent or Legal Guardian _____

Address _____

Telephone # _____ Date _____

You will be notified of your eligibility status in writing within 21 days of the receipt of this application. The notification will also explain the reason for the determination.

Any person denied eligibility or granted a conditional eligibility may file a written request with The TMA Group Executive Director for an appeal within 60 days of the date of the notification. Prioritized Special Service will not be provided during the appeal process unless the appeal process cannot be concluded within 30 days.

RELEASE OF INFORMATION

To properly evaluate this application, The TMA Group, on behalf of the Franklin Transit Authority, may contact your health care or rehabilitation professional to confirm the information provided.

Note: If possible, please give the name of a professional who is familiar with your particular disability and who also understands your ability or inability to travel using the public transit system. This could include:

- A rehabilitation specialist
- An independent living counselor
- A social worker
- A psychologist
- A vocational rehabilitation counselor
- A mental health counselor
- An occupational or physical therapist
- A physician or registered nurse

The following Healthcare or Rehabilitation Professional is familiar with my disability and is hereby authorized to provide The TMA Group, on behalf of the Franklin Transit Authority, with any information required to confirm the information contained in this application or to clarify the limitations of my disability.

Signature _____ Date _____

In the event that I apply for paratransit eligibility or prioritized special service in another community, I hereby authorize The TMA Group on behalf of the Franklin Transit Authority to release the information on my application to such agency.

Signature _____ Date _____

PROFESSIONAL CERTIFICATION

The attached authorization form has been submitted by _____. The Americans with Disabilities Act of 1990 (ADA) requires public transportation companies to provide persons with disabilities complementary, comparable access to their regular route services.

The Applicant may be found eligible for ADA transportation services for all trips he/she requests, or eligible (based on functional ability) for some trip requests but not for others, or capable of using the regular route services.

NOTE: All Franklin Transit Authority regular route vehicles are equipped with a lift for people who use a wheelchair or cannot climb steps.

The information you provide will enable us to make an appropriate determination for each trip request. All information is required to be kept confidential. Thank you for your assistance.

Capacity in which you know the Applicant: _____

Physical and/or cognitive condition which functionally prevents use of lift-equipped vehicles: _____

Is this condition temporary? ___ No ___ Yes, for _____ weeks

I have reviewed all of the information contained in this Application, and hereby certify that all information is true and correct to the best of my knowledge and ability.

Exceptions or Additions: _____

Print Name and Title _____

Signature _____ **Date** _____

Clinic/Agency _____ **Phone** _____

Address _____ **City** _____ **Zip** _____

Professional License, Registration, or Certification # _____

PRIORITIZED SERVICE FREQUENTLY ASKED QUESTIONS

Q. What is Prioritized Service (PS)?

A. FTA's Prioritized Service gives an eligible individual within $\frac{3}{4}$ of a mile of the published fixed route the ability to reserve flexible pickup service on our fixed routes, receive priority reservations when scheduling the Transportation on Demand service, origin to destination service and reduced fares.

Q. What do I need to do to be considered for Prioritized Special Service?

- Request a Prioritized Services application. Applications are available
 - at the Franklin Transit Authority office, 708 Columbia Avenue, Franklin, or
 - on the www.franklintransit.org website, or
 - by mail or fax by calling 615-790-0604.
- Complete the application with verification by a medical, rehabilitation, or healthcare professional and return to the Franklin Transit Authority, 708 Columbia Avenue, Franklin TN 37064.

Q. How is eligibility for Prioritized Special Service determined?

- The TMA Group will review your application and professional certification to determine whether or not you are functionally or cognitively unable to use the regular route system. Professional certification may be waived:
- If you are over the age of 70 or reside in an Assisted Living/Nursing Home
- If you are already certified eligible by a paratransit program anywhere in the United States.

You will be determined to be either:

- Eligible for Prioritized Service
- Eligible for Prioritized Service with Conditions or
- Ineligible for Prioritized Special Service (curb-to-curb service is still available to you on a first-come first-serve basis subject to seat availability).

Note: eligible riders will receive a letter of eligibility and an ID card.

Any person denied eligibility or granted a conditional eligibility may file a written or verbal request with The TMA Group Executive Director for an appeal within 60 days of the date of the notification. You have the opportunity to be heard and present information and arguments concerning your situation and status. You may also request that your argument be heard by another management person within

the agency other than the manager who made the initial decision. Prioritized Special Service will not be provided during the appeal process unless the appeal process cannot be concluded within 30 days.

Q. When will I find out if I am eligible for priority door to door service?

A. Within 21 days from the date your fully completed Application and Professional Verification is received, The TMA Group will notify you in writing of your eligibility status.

Q. What if my application for Prioritized Services is denied?

A. Any person denied eligibility or granted a conditional eligibility may file a written or verbal request with The TMA Group Executive Director for an appeal within 60 days of the date of the notification. You have the opportunity to be heard and present information and arguments concerning your situation and status. You may also request that your argument be heard by another management person within the agency other than the manager who made the initial decision. Prioritized Special Service will not be provided during the appeal process unless the appeal process cannot be concluded within 30 days.

Q. What if I am not eligible for Prioritized Services?

A. The regular route service is wheelchair accessible, and Franklin Transit offers training to teach you how to use the system. Also, Transit on Demand (TODD) is still available to you by reservation for curb-to-curb service, subject to seat availability.

Q. Can my Prioritized Services eligibility change?

A. Yes, if the nature or severity of your disability changes or the accessibility of the regular route service changes, then your eligibility status could change.

Q. For what period of time is my certification for Priority Special Services valid?

A. Certification for Priority Special Service can be renewed every three years except certification for temporary Priority Special Service is valid for the period of time established at the time of certification. Such temporary certification may be extended based upon written verification from the doctor or other licensed professional explaining the need for and suggested time period for the extension.

Q. What is travel training?

A. Travel training prepares people with disabilities to travel safely and independently throughout the regular route system. Trained personnel may work with you on an individual or group basis to teach the travel skills needed to follow a particular route in the safest, most direct way.

Q. How can travel training help me?

A. People with disabilities who take advantage of travel training gain the freedom to choose what kind of transportation they wish to take.

Q. Are there designated seats for people with disabilities on the vehicles?

A. Yes, there are designated locations on the vehicles for people with disabilities and securements for wheelchairs.

Q. Whom do I contact for more information?

A. You may contact The TMA Group at 615-790-0604, between the hours of 8:30 a.m. to 4:00 p.m., Monday through Saturday.

PRIORITIZED SERVICE RIDER RULES

1. Be on time and have the exact fare, or prepurchased ticket available for the driver. If this is not possible we can arrange for fare purchase at Transit Center.
2. If you use a wheelchair and there is not a ramp at your home, someone must be there to assist you up or down the stairs.
3. Cancel your appointment by calling 615 628-0260 if you are unable to travel at your scheduled time. This will avoid your being considered a “no show.” An excessive pattern of “no shows” can lead to actions up and to include temporary suspension of your riding privileges.
4. Groceries and lightweight packages may be brought on board. These items must be able to sit on your lap (limit 4 bags)
5. Courteous behavior is required of all passengers. Franklin Transit reserves the right to refuse service to anyone who poses a safety hazard to driver and safety threat to others on the vehicle.
6. Personal portable oxygen bottles are permitted.
7. No food or drink is permitted (unless medically warranted).
8. Smoking is not allowed on any transit vehicles.
9. Do not distract the Driver while the vehicle is enroute.
10. Suggestions, commendations or complaints may be sent to The TMA Franklin Transit Manager, 708 Columbia Ave., Franklin TN 37064, Telephone: 615 790-0604; mjohnston@tmagroup.org

PRIORITIZED SERVICE

Deviated pickup or TRANSIT ON DEMAND (TODD)

I'm Certified, Now What?

Schedule your ride(s) by calling **(615) 628-0260**. For the hearing impaired, dial 711.

To Schedule a Ride

A Customer Service Assistant is available Monday through Friday from 8:30 a.m. – 4:00 p.m. except Holidays. No Sunday service is available.

When scheduling a trip(s), the Customer Service Assistant will need to know:

- Your name, address, and telephone number.
- The address of your pick-up and drop-off locations. Addresses for common destinations, such as shopping centers is not necessary, as our dispatcher will provide those details. As much detail regarding your trip is helpful.
- The date and time(s) you wish to be picked-up and dropped off for both the origin trip(s) and return trip(s).

Types of Service Requests

Three basic types of service requests are available:

- **Flexible Deviation Pickup Service** on published routes is available to you. You will need to make reservations in advance and request pickup and drop off at locations within $\frac{3}{4}$ miles of the published routes. The fare for a flexible deviation pickup is fifty cents (.50), plus another fifty cent (.50) for the reserved pickup for a total of one dollar (1.00).
- **TODD (Transit on Demand) Service- Priority Service**
Service may be requested previous day and up to two weeks prior to the requested trip, subject to availability on same day request. Fares for Transportation on Demand Priority Service is two dollars (\$2.00).

The Driver will not enter your home or into the location of your destination. A Personal Care Attendant (PCA) may accompany you at no additional cost. Drivers will allow you to carry up to four (4) lightweight grocery or shopping bags.

- Drivers are never permitted to enter your home.
- **Subscription Service Request**
Subscription service is designed for people needing to travel to the same place at the same time repeatedly; for instance, to work, school, or dialysis. A subscription allows you to call once and set up your schedule, rather than

calling for each trip. Subscription service is available only if you schedule six (6) or more trips a week to the same place at the same time. (Remember, 3-round-trip requests are the same as 6 trips).

If you use the subscription service and your schedule changes, you will need to reapply. Call The TMA Group at 628-0260 to apply for subscription service. If subscription service cannot be immediately arranged, you may call during regular business hours and schedule your desired trips individually.

Return Trips (Coming Home)

Your return trip must be scheduled when you make your reservation.

Personal Care Attendant (PCA)

You may bring an authorized Personal Care Attendant with you at no additional charge.

The PCA must have the same destination point(s) as you. Please inform the Customer Services Assistant when making your reservation if you will have a PCA accompanying you.

Companions

You may have one companion accompany you on each trip at the cost of \$1.00 per trip if the trip origin and destination are both located within $\frac{3}{4}$ mile of the regular route service. Outside of this area, the roundtrip is \$6.00. Please inform the Customer Services Assistant if you will have a companion traveling with you when making the reservation.

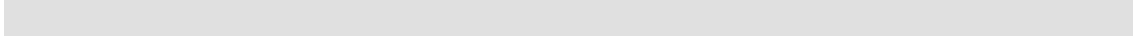
Trip Cancellations

- You are responsible for your own trip cancellation.
- Notify the Customer Service Assistant no later than one (1) hour prior to the scheduled trip time.
- Excessive “No Shows” as determined by The TMA Group and Franklin Transit may initiate actions designed to attempt to correct the problem. If a solution is not reached, actions may be taken by The TMA Group and Franklin Transit up and to include suspension of riding privileges. If you wish to appeal the suspension, you may do so by sending a written letter of appeal to the Executive Director, The TMA Group, Franklin Transit 708 Columbia Ave, Franklin TN 37064.
- If you are not able to be picked up at your reserved time, and unable to inform us ahead of time, please call the Dispatch office so we will know if you need a return pickup. The Driver will wait a minimum of five (5) minutes after your reserved time or five (5) minutes after his arrival time if he arrives after your reserved time before requesting dispatch to go on to

the next appointment. We will make every attempt to contact you to confirm that you need the transportation. You may try to reschedule your reservation for the same day, subject to availability.

Safety

For your safety, remain seated and we recommend to be buckled up until your destination is reached and the vehicle comes to a complete stop.



**PRIORITIZED SPECIAL SERVICE
FARES**

Regular Fixed Route (Seniors, Medicare and Disabled)	\$0.50 per trip
TODD (Transit on Demand) (includes All Day/Same Day pass)	
Zone 2 (3/4 mile from fixed route)	\$3.00 per trip or \$5.00 per roundtrip
Zone 2 (3/4 – 2 1/2 miles from fixed route)	\$4.00 per trip or \$6.00 per roundtrip

Drivers can accept exact cash fare or ticket(s). A book of ten tickets is available for \$10 or a book of 31 tickets is available for \$25. Ticket books may be purchased at the Transit Center, 708 Columbia Avenue, Franklin, or from the Driver.

IMPORTANT FRANKLIN TRANSIT AUTHORITY TELEPHONE NUMBERS

TODD (Transit on Demand)	615 628-0260
Customer Service	615 790-0604
Transportation Manager	615 628-0263

Franklin Transit Priority Service Riders Guide Reminders and Helpful Tips

How to Reserve a Priority Service ride

Once you are eligible for Priority Service (ADA Paratransit), you may request a ride. To book a ride, call the transit center at (615) 628 0260. Our staff will guide you through the process of reserving a ride. They will ask for the following information, please have this information ready when you call.

1. Your first and last name.
2. The date and day of the week you need to ride.
3. The street address where you need to be picked up.
4. The street addresses where you are going and the telephone number (if you have it and any point of reference that might help find the location). If you will be going to a large facility that has several entrances (such as a mall or large medical facility), please indicate the exact point where you would like to be dropped off.
5. The time you would like to arrive (the appointment time, if applicable).
6. The time you will be ready to be picked up for a return trip (if applicable).
7. If you use a mobility aid such as a wheelchair, walker, scooter, or if you will need to use the lift.
8. If a personal care attendant or companions will be traveling with you.
9. If a child under the age of five will be traveling with you.
10. If a service animal will be riding with you.
11. Any other information you feel we should know to safely and comfortably serve you.

Our staff will enter this information into the computer scheduling system that will identify a vehicle available to serve you. You may be put on hold while the best travel option is identified.

Scheduling Tips: Although it is difficult to know ahead of time exactly when you will be ready for your return trip, it is very important to schedule the time as accurately as possible. Leave some extra time if you are not sure. If you are going to a doctor's office or other medical appointment, tell the person who is making your medical appointment that you will be using Franklin Transit service. Ask them how long the appointment will take. This will help you to set your return time with our staff. If you have an appointment at 9:00 AM, you might want to tell Franklin Transit staff that you would like to arrive no later than 8:20 AM. Similarly, please

leave time to get to the place where the vehicle will pick you up for your return trip. For example, if you work until 5:00 PM, you should ask transportation call center staff for a 5:15 PM pick-up. If you cannot be picked up to return earlier than a certain time (for example, you cannot be picked up from work until 5:15 PM), let our staff call center staff know this. If you do not have a specific appointment time and can be flexible about your travel times let them know this.

Your Ready Time and Ready Window

After you have provided the above trip information, transportation call staff will offer you your trip options. We will make every effort to accommodate the pick-up and drop-off times you requested. However, since this service is a shared-ride service and other customers may need to be scheduled on the same vehicle, it may be necessary to get you to your appointment earlier or pick you up for a return later than your request.

To ensure the scheduling options that are offered meet customer needs, Franklin Transit has established the following guidelines for the Priority Service ADA scheduling process:

- Every effort will be made to schedule your trip so you do not arrive more than 60 minutes before or after your requested drop-off time.
- Every effort will be made to schedule a return pick-up no earlier or later than 60 minutes after the time you have requested.
- Every effort will be made to schedule trips so travel times are comparable to the time it would take to make the trip by fixed-route bus.

The actual pick-up time offered and accepted by you will be your “ready time”. The Priority Service vehicle may arrive up to 15 minutes before or 15 minutes after your “ready time”. This is called the “30-minute ready window”. This window of time is needed to group rides and to accommodate unexpected traffic conditions, weather conditions or other delays and schedule changes. It is important that you are ready to meet the Paratransit vehicle during this 30-minute window of time.

Scheduling Tips: When you call to schedule trips, have a pen and paper handy so you can write down your pick-up ready time and the 30-minute ready window when you need to be ready for the bus. If you are scheduling several trips, have all of the information for each trip available when you call. This will help transportation call center staff serve you more efficiently.

Subscription Service

If you need a ride to the same place, at the same time, at least once a week, subscription service may be a good option for you. This service allows you to schedule these trips with one call. You will then be automatically placed on the schedule each week. Ask transportation call center staff about this option.

If you are receiving subscription service, it is important to let us know immediately if you don't need a ride on a particular day. This way we can make the change on our schedules. For example, if you have subscription service for a trip to school

each weekday, keep us updated on holiday and vacation times when school is not in session. This will help us avoid unnecessary trips or missed connections. You can put your subscription trip on “hold” for up to three months. When you are ready to have your subscription service taken off “hold”, call the transportation call center in advance to reinstate the service.

How to Change a Scheduled Ride

If your plans change and you need to adjust your ride times, call the transportation call center at (615 628 0260). Remember, the transit center is open Monday through Friday (except holidays) from 8:30 AM until 4:30 PM. If you call on Sundays or holidays to change or request a ride for the next day only, an answering machine will take the information and we will call you back the next morning to confirm your trip. If you do not hear from us, assume your trip was scheduled at your requested time.

When the Priority Service Vehicle Arrives

The transit service driver will drive the vehicle up to the curb in front of the pick-up address you provided. The vehicle might arrive up to 15 minutes before your ready time and up to 15 minutes after your ready time. Please be ready to go when the vehicle arrives so the Franklin Transit driver can stay on schedule for all customers. The Franklin Transit driver is not permitted to honk the horn to let you know the vehicle has arrived. So, wait in an area where you can see or hear the vehicle arrive.

If you think it may be difficult for you to know when transit service vehicle arrives (due to your disability or where you are being picked-up), please let us know. We will work with you to figure out how we can alert you to when vehicles arrive, if at all possible.

Please note the vehicle may arrive anytime within the 30-minute ready window and can only wait for you for five minutes after your agreed upon pickup. If you are not ready, the transit driver may have to leave to avoid inconveniencing other customers.

EXAMPLE: You are scheduled for a trip that has a 9:00 AM ready time. This means you should be ready for the vehicle to arrive anytime between 8:45 AM and 9:15 AM (the ready window). If the vehicle arrives at 9:05 AM, the transit driver will wait for you until 9:10 AM.

Transit Driver Assistance

Priority transit service is an origin-to-destination service. At your request, transit drivers will assist as you enter and exit the vehicle, and will assist you with fastening the seat belt. **Transit drivers are not permitted to enter a private residence.** A transit driver will not enter your residence to assist with cargo, or go beyond the door of your destination to assist you. A transit drivers will not operate a power wheelchair, scooter or other mobility aid.

Transit drivers are not required to travel across unsafe terrain, or into unsafe conditions to assist a customer. If your driveway or yard is not safe due to snow, ice, or broken ground, then the transit driver will not be able to assist you as you walk or bring your cargo to your door. Also, if the transit driver perceives a situation as not safe due to personal safety threats, they will not assist with your travel to and from the vehicle.

Transit drivers must be in effective control of the vehicle at all times. To ensure this they are not allowed to travel more than 150 feet from, or leave sight of, the vehicle that they are operating. Therefore, if the door to your residence or destination is further than 150 feet from or not within sight of the vehicle, the transit driver will only be able to assist you to the point of travel that is within a safe distance or still within sight of the vehicle.

Personal Care Attendants

Customers with disabilities can bring a personal care attendant with them on all Franklin Transit vehicles. A personal care attendant (PCA) is someone you may bring with you to assist you. A PCA must get on and off the bus at the same places and times as you do. A PCA rides at no additional charge on all Franklin Transit service and the fixed-route system.

To be able to have one PCA ride ADA Paratransit service you must be registered with us as needing a PCA. This is done as part of the eligibility process

You will need to tell Franklin Transit staff when you schedule trips that you will be traveling with a PCA. This ensures that there will be room on the ADA Paratransit vehicle for you, your PCA and other scheduled customers, and alerts transportation our staff and Franklin Transit drivers that a PCA will be riding at no charge.

If you have a disability and want to bring a PCA with you on a Franklin Transit fixed-route bus, you just need to inform the driver upon boarding that you have a disability and are bringing a PCA with you for assistance. Introduce the PCA to the driver and pay your regular fare. Your PCA will ride for no charge.

Guests/Companions

A guest/companion is someone you want to bring along to share the trip, not someone you must bring to assist; a guest/companion pays the regular fare.

Power Lift Use

All Franklin Transit service vehicles are equipped with power lifts which deploy out of the side of the vehicle. These lifts are calibrated to meet manufacturer specifications.

The ADA definition of a wheelchair is:

Wheelchair means a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairment, whether operated manually or powered.

However, the ADA does not require transportation providers to accommodate devices that are not primarily designed or intended to assist persons with mobility disabilities (e.g., skateboards, bicycles, shopping carts), apart from general policies applicable to all passengers who might seek to bring such devices into a vehicle.

The ADA states that a transportation provider may decline to carry a wheelchair/occupant if the combined weight exceeds that of the lift specifications set by the manufacturer or if carriage of the wheelchair is demonstrated to be inconsistent with legitimate safety requirements.

It is the applicant's responsibility to work with Franklin Transit to determine the dimensions and combined weight of their mobility device and whether it exceeds the lift specifications. This information is not used to determine Priority Services eligibility. It will be used to determine if the vehicle lift can accommodate your mobility device.

The lift can be used for any mobility device that meets the above definition and does not exceed the lift specifications. The lift can also be used by customers upon request who use a walker, cane, or other mobility aid or by anyone who finds climbing the steps at the main entrance of the vehicle to be too difficult or dangerous. Franklin Transit drivers are all trained on how to use the power lift and will instruct you on how the lift works and how to ride the lift to ensure your safe transport.

It is recommended, but not mandatory, that all customers using wheelchairs back onto the lift. After a power wheelchair or mobility device has been positioned correctly on the lift and the brakes are locked, the customer will be asked to power off the motor before the driver will move the lift up or down.

Multi-Wheeled Mobility Devices

Some multi-wheeled mobility devices like scooters are difficult to secure on ADA Paratransit vehicles. Some multi-wheeled mobility devices also come with a warning from the manufacturer that they should not be used as seats on moving vehicles. Thus, the transit driver may recommend you transfer to a vehicle seat if you can do so. While the transit driver will not require you to transfer, we strongly recommend you do so that we can provide you and other passengers with the safest ride possible.

Mobility Device Securement and Seat Belt Policy

It is the transit driver's responsibility to ensure that mobility devices are properly secured. Wheelchairs/mobility devices are required to be secured into a multi-point tie-down system at all times during the ride.

Franklin Transit encourages all customers to use available seat belts while the vehicle is in motion. Combination shoulder and lap belts are available at each mobility device securement station. All drivers are trained on the proper way to secure seat belts for all customers and will assist with securing a seat belt upon request.

Packages and Personal Items

You may bring a limited amount of grocery bags, luggage or other packages or personal items with you on Franklin Transit fixed-route service. To ensure adequate room and safe travel for all customers, you are allowed to bring what you can carry onto the bus in one trip (4 bags). Cargo must be stowed under the seat, on the floor in front of your seat or in your lap, must remain out of the bus aisle and cannot take up a seat if the seat is needed for a customer.

Emergency Procedures

In the event of an accident or emergency, please remain calm and follow the instructions of the transit driver.

A customer who becomes ill or notices another customer who may be ill, should immediately inform the transit driver.

If a customer, due to their disability, is to be met by a PCA or other support person when they are dropped off and the PCA or support person is not there when the transit vehicle arrives, the customer will be transported back to the transit center (or to another safe location). In this event, the customer's guardian or caregiver will be notified and required to come pick-up the customer or to make other transportation arrangements. If we are unable to make contact with the guardian or caregiver, the proper authorities will be notified.