

SHENANGO VALLEY SHUTTLE SERVICE
PARATRANSIT SERVICE FOR THE DISABLED

2495 HIGHLAND ROAD
HERMITAGE, PA 16148

THE MERCER COUNTY COMMUNITY TRANSIT
FOR INFORMATION OR RESERVATIONS, CALL MCCT:
724-981-6222 OR 1-800-222-8797

SVSS hopes you find **Mercer County Community Transit (MCCT)** a convenient transportation alternative. The procedures and regulations in this brochure have been established to assure accessible and reliable service. Your compliance will be greatly appreciated. This booklet and application materials are available in large print or on computer disk on request. SVSS/MCCT will make reasonable accommodations for people with disabilities.

1. ELIGIBILITY: MCCT is available to residents of the Shenango Valley (Sharon, Farrell, Wheatland, Sharpsville, and Hermitage), who are determined to be unable to use the fixed route system due to a physical or cognitive disability. You may call 724-981-6222 OR 1-800-222-8797 to request an application and a copy of the ADA eligibility Policies and Procedures be mailed to you. Please be sure to request the ADA application. Applications are also available at the SVSS office located at 2495 Highland Road, Hermitage, Pennsylvania.

ELIGIBILITY APPEAL PROCESS: Individuals who have been notified in writing that eligibility for the MCCT ADA Program has been denied, conditioned or is temporary may request an appeal and review of the MCCT eligibility determination. The right to appeal is explained in the determination letter, and the appeal process policy and request for appeal form is included with the determination letter. Applicants are required to complete the request for appeal form and submit it but do not have to provide any additional written information if they choose not to.

Upon receipt of a request for appeal, MCCT's ADA Coordinator and Operations Manager will conduct an administrative review on the day the appeal is received. If there is sufficient information in the appeal to overturn the initial decision and grant full eligibility, with the approval of the Director of Operations, MCCT will issue a determination letter. Otherwise, the applicant's complete file and any information submitted with the appeal will be sent to the three person appeal committee the following business day.

The completed Request for Appeal Form (required) and any supporting documentation (optional) must be returned to MCCT postmarked no more than sixty (60) days from the date of MCCT's original determination. The Request is forwarded to the Appeal Committee no later than the next business day.

The Appeal Committee is a group of professionals and advocates whose function is to consider eligibility appeals and make a joint recommendation concerning eligibility. It is comprised of a representative of the Disabilities Options Network, Administrative transit operations manager, and a third rotating member with a specialty in the applicant's disability including:

A mental health professional- from Behavioral Health Services

An Orientation & Mobility Specialist- from Mercer County Community Counseling Services

An Ombudsman- Area Agency on Aging

The Appeal Committee, through the Release of Information consent, will have access to the applicant's entire application for ADA paratransit eligibility. It is the job of the appeal Committee to make a recommendation concerning eligibility and to outline their decision as it relates to the eligibility criteria. The applicant is notified of their preliminary decision within twenty (20) days of the receipt of the completed appeal form.

If the applicant has been deemed anything less than fully eligible by the members of the Appeal Committee, the applicant is advised of the right to an in-person hearing. The applicant and any other persons of his/her choice may attend the meeting to state the case for paratransit eligibility. This is an opportunity to present information and arguments in person. Hearings are held on the second and fourth Wednesday of each month at the MCCT administrative Offices. The applicant may choose either of the next two available appeal hearing dates. If requested, transportation to the hearing will be provided at no cost

2. RESERVATION: An advance reservation is required for each one-way trip on MCCT, including return trips and any stops you intend to make along the way. Passengers may make reservations up to thirty (30) days prior to, but not later than 5:00 p.m. the day prior to, the day of travel. Reservations may be made by calling **724-981-6222 OR 1-800-222-8797** between 6:00 A.M. and 5:00 P.M. Please be sure to let the dispatcher know the exact location, building entrance, etc. where you wish to be picked up.

3. RETURN TRIPS: Call 724.981.6222 or 1.800.222.8797 and press #2 when ready for pick-up.

4. CANCELLATIONS: To cancel service, please call 724-981-6222 or 1-800-222-8797. Cancellations are required at least thirty minutes before the scheduled pickup time.

5. NO SHOW POLICY: Each no show case is looked at individually based on the trip history of a rider to see if a

“pattern or practice” of missed trips exist. In any calendar month, any customer who has booked ten trips or more and has "no-showed" or "late cancelled" at least 10% of those trips will receive a suspension notice. (A trip cancelled in accordance with our policy, i.e. more than two hours before the start of the pick-up window, will not be counted in the total number of trips booked, nor will it receive penalty points.) Additionally, to ensure that only habitual offenders are suspended, a customer will have to accumulate three or more penalty points to receive a suspension. A customer will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month.

A "No-Show" occurs when a customer does not board the vehicle within five minutes of the vehicle's arrival within the 60-minute pick-up window after a customer location has been attempted. Each No-Show is counted as one penalty point.

A "Late Cancellation" occurs when a customer cancels a trip less than two hours before the start of the 60-minute pick-up window. Each Late Cancellation is counted as one-half (1/2) a penalty point.

All suspension periods will begin on a Monday. The length of a customer's suspension will adhere to the following schedule:

- Upon a first violation in the calendar year, a customer receives a warning letter.
- Third violation: 7-day (1-week) suspension
- Fourth violation: 14-day (2-week) suspension
- Fifth violation: 21-day (3-week) suspension
- Sixth and subsequent violations: 28-day (4-week) suspension

6. FARES: Fares are required for each trip on MCCT. Each stop you make is counted as one trip.
ADA Fare—2.00

7. DOOR TO DOOR SERVICE: SERVICE LIMITATIONS AND PCA's/Companion's: MCCT is an alternative to SVSS's regular fixed-route bus system, providing door-to-door service for disabled individuals who cannot use SVSS buses. Because of safety and insurance concerns, drivers are only permitted to assist passengers to and from the door with packages while getting on or off the vehicle. Please do not request drivers to assist you in the house, with personal chores, up and down stairs while in a wheelchair, or with other personal needs.

Drivers may assist passengers using wheelchairs between the curb and the exterior door of a building or residence, or in exiting the exterior door. However, if there are steps or other physical barriers between the door and the curb, those using wheelchairs may be requested to use a PCA for assistance. Drivers will also assist passengers with sight loss between the curb and the exterior door upon request. **Drivers are not permitted to enter residences or other buildings to assist passengers at any time.**

Because of these limitations, each passenger is allowed to use one (1) PCA, at no charge, to assist with personal needs, to and from the curb, up and down stairs, etc. If you need a PCA, please be sure that the PCA understands what assistance she/he is expected to provide and is capable of doing so. You must notify the MCCT dispatcher that you will be using a PCA when scheduling your trip. If no reservation has been made for the PCA, MCCT reserves the right to charge full fare for the PCA or to refuse transportation to the PCA if the vehicle is full.

The Americans with Disabilities Act also allows disabled passengers to travel with a companion or companions if space allows. You must request and receive approval for a companion from MCCT.

Passengers must be physically and medically able to travel. MCCT is not designed as an ambulance or paramedical service, or to handle medical emergencies. Drivers are not trained to assist passengers in such cases. MCCT reserves the right to refuse to transport a passenger whose overall physical condition makes travel aboard MCCT vehicles unsafe or who present a threat to the safety of other passengers or vehicle operators.

Passengers, PCA's and companions are required to follow instructions of MCCT drivers during boarding. Passengers, PCA and companions must not obstruct, or attempt to assist in, the operation of lift equipment. Footrests must always be

used during boarding.

PCA's should notify the driver if problems arise or if special attention is needed during loading and unloading.

8. HOLIDAYS: there is no bus service on these holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

NOTE: ADA trips are available the same hours and days of service the SVSS operates. Hours and days of service are subject to change whenever SVSS bus schedules are revised or curtailed.

9. **SCHEDULING:** In order to group individual trips into shared rides whenever possible, MCCT may schedule your pick-up time up to sixty (60) minutes earlier than your requested time. You will be notified of the scheduled pick-up time when you make your reservation. Please be ready to board the vehicle when it arrives. If possible, you should give the dispatcher a telephone number where you can be reached in the event of any unforeseen delays in meeting your scheduled pick-up.

10. PACKAGES: The transit system cannot be responsible for transporting large bulky packages. Please make other arrangements for such items.

Mr. Michael Nashtock is the paratransit coordinator. Compliments, complaints, or questions about service and policies should be addressed to Mr. Nashtock, Director of Transit Operations, 2495 Highland Road, Hermitage, PA 16148, by calling **724-981-6222 OR 1-800-222-8797**, email mnashtock@mrcog.com, or by visiting mrcog.com.