

# MITTS

MOBILITY IMPAIRED TRANSPORTATION SERVICE



FORT WORTH TRANSPORTATION AUTHORITY

AUGUST 2017





## **ELIGIBILITY FOR MITS SERVICE**

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Mobility Impaired Transportation Service (MITS) is a transportation service for persons with a verified disability that prevents them from riding regular city bus service. Anyone interested in riding MITS must complete an application and be certified as a MITS passenger. Eligible paratransit program participants may be certified for services for a maximum period not to exceed two years. Eligibility for MITS may be on a conditional basis, meaning service will only be provided for those trips in which Americans with Disabilities Act (ADA) paratransit eligibility standards have been met. Passengers, certified on a conditional basis, will be required to use FWTA bus or rail services, or find alternative transportation, for trips that are not deemed as ADA paratransit eligible.

**By following the enclosed guidelines, your trip can be pleasant, relaxing and trouble-free. Please keep this rider's guide handy for future reference.**

*Processing your MITS application may take up to 21 days. For more information or to request an application, please call 817-215-8600.*

## SCHEDULING YOUR TRIP



MITS is a shared-ride service that provides comparable ride times to those of FWTA's bus services. Please consider ride times when scheduling your trip, as the average trip length is about 90 minutes. Your ride time could exceed or fall below the average ride time depending on circumstances. You may reserve a trip on MITS by calling **817-215-8600** up to 14 days in advance. Reservations may be made between 8 a.m. and 5 p.m. daily. You may call to schedule a trip up until 5 p.m. the day before the trip.



*Trip request times may be negotiated one hour before or after the requested time.*

### *When scheduling your trip, please provide the following information:*

- Name and service I.D. number
- Originating address and description (*i.e., complex number, gate code, etc.*)
- Time you are due at your destination (*appointment time*)
- Destination address and description (*i.e., doctor's office and building name, name of grocery store, complex number, gate code, etc.*)
- Time of your return trip
- Type of assistive device (*i.e. wheelchair, cane, walker, service animal*)
- Number of guests or a personal care attendant to accompany you

The reservationist will then give you an approximate time your driver will arrive. The driver may arrive up to 15 minutes before or after this time, and be considered on time for your trip.

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**(EXAMPLE:** *If a trip is scheduled for 9 a.m., the driver may arrive between 8:45 a.m. and 9:15 a.m.)*

Please be ready to go and waiting in a place where you can hear or see the vehicle when it arrives. Once your driver arrives, you will have five minutes to board the vehicle for your trip.

Drivers are not allowed to go into residences to assist passengers. In places of business, such as nursing and retirement facilities, drivers are only permitted to pick up and drop off in the main floor lobby area. MITS may designate standard pick-up and drop-off sites at major centers and destinations, such as large medical centers and malls. Operators must maintain sight of the vehicle at all times. To avoid delaying other passengers, drivers can only wait five minutes before proceeding on the route. When booking a MITS trip to a medical facility, allow enough time for your appointment to include seeing the physician, obtaining any prescriptions, and any other delays that could occur during your visit.

## **SUBSCRIPTION SERVICE**

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Subscription service is for passengers who travel to the same destination at the same time every week, for a minimum period of 90 days. If you will be making the same trip the same day of the week, notify the reservationist so that subscription service can be arranged. MITS may terminate subscription service that is canceled 50 percent or more of the time during any 30 day period, or if there is a consistent pattern of cancellation of any part of a subscription.

If you are canceling a subscription trip, you must notify the MITS office at 817-215-8600 at least one hour prior to your pick-up time. If you fail to call the office to cancel, you may be assessed a no-show.

**MIT'S RESERVES THE RIGHT  
TO RESTRICT SUBSCRIPTION  
SERVICE AS REQUIRED BY ADA.**

## FARE

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The one-way fare for MITS is \$4 per person (a personal care attendant may ride for free). The fare must be paid at the beginning of each trip. For your convenience, you can buy prepaid ride tickets. **Call 817-215-8600** for an envelope and order form to order your tickets by mail.

**Purchase 10 ride ticket books online at [www.FWTA.org](http://www.FWTA.org).**

## SERVICE AREA

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FWTA's MITS offers door-to-door transportation within the service areas of Fort Worth, Blue Mound, and River Oaks. Trained drivers are available to assist passengers with boarding in vehicles specially designed to accommodate the mobility impaired.

## MOBILITY DEVICES

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MITS will make every attempt to accommodate all wheelchairs, scooters, and other mobility devices. Passengers must be able to maneuver their mobility device into the vehicle and wheelchair securement area. Passengers are responsible for

ensuring brakes, batteries and other parts of their mobility devices are in good working condition prior to boarding the vehicle. The operator must ensure the mobility device is secured safely before moving the vehicle. If a mobility device cannot be secured safely, the operator may ask the passenger to transfer to a seat. It is the passenger's choice to transfer or remain in the mobility device.

## MITS VISITOR POLICY

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MITS provides service for persons with disabilities who are visiting from outside the service area, and who have been certified ADA paratransit eligible from another jurisdiction. Out-of-town visitors who are ADA eligible may access MITS for up to 21 days of service. After that time, the visitor must complete the local eligibility process to continue using the service.



*Please call the MITS  
Administrator at  
**817-215-8929**  
to complete the MITS visitor  
registration process.*

## HOLIDAY SERVICE

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MITS runs on a reduced schedule in observance of the following holidays: Thanksgiving Day, Christmas Day, New Year's Day, Memorial Day, Independence Day and Labor Day.

## ONBOARD POLICIES

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When you board the vehicle, please present your service I.D. card and put your cash payment in the fare box. If using a prepaid ticket, give it to the driver.

Correct change is advised. No refunds or change can be made. Drivers do not carry cash or accept checks. No credit or debit cards are accepted.

Please fasten your seat belt. For your safety, drivers are not allowed to put the vehicle in motion until your seat belt is fastened.

### *Other onboard policies include:*

- No smoking in vehicles, including vapes and e-cigs.
- No riding under the influence of alcohol or illegal drugs.
- No abusive, threatening or obscene language or actions.
- No deliberate fare evasion.
- No physical abuse of operator or other riders.
- No operating or tampering with any equipment while on a MITS vehicle.
- No radios, tape/compact disc players, or other sound generating equipment are to be played aboard the vehicles without the use of headphones.

Passengers who violate onboard policies are subject to penalties up to and including suspension of service. Passengers who engage in physical abuse or cause physical injury to another passenger or operator may be subject to immediate and permanent suspension, and possible criminal prosecution.



## **GUESTS, PERSONAL CARE ATTENDANTS (PCAs), PACKAGES, CHILDREN, AND SERVICE ANIMALS**

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A passenger may invite one guest to travel with him/her, and other guests will be permitted as space is available. Each guest must pay \$4. A Personal Care Attendant (PCA) may ride for free with a MITS passenger to assist with excessive packages, personal needs, or to escort to appointments in multilevel facilities.

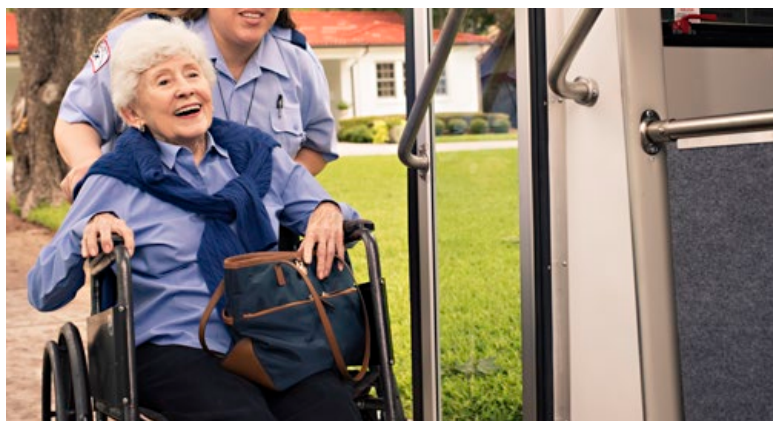
**Packages:** The MITS operator will assist with a reasonable number of packages (3 to 4) that weigh no more than 20 pounds each. Laundry items must be enclosed in a plastic bag and not exceed 20 pounds.

**Child on Board:** If a MITS passenger is traveling with a child who is 4 years of age or younger, or weighs 40 pounds or less, the child must be secured in a child safety seat provided by the passenger. MITS does not provide child safety seats.

**Service Animals:** Service animals are defined as any guide dog, signal dog, or other animal individually trained to perform tasks directly related to assisting an individual with a disability.

Service animals must be properly trained, groomed and maintained. Control of a service animal's behavior is the responsibility of the animal's owner. The MITS operator is not responsible for giving commands to any service animal. A service animal may be removed from the vehicle if its behavior becomes a direct threat to the health and safety of others.

When scheduling a trip, passengers should inform the reservationist that they will be traveling with a service animal. A pet must be contained in a pet carrier at all times during the MITS trip.



## IS TRAVEL TRAINING FOR YOU?

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As a MITS-certified rider, you can take advantage of FWTA's Travel Training program. This service offers individualized training to introduce you to the convenience and ease of using our transit system. Specially trained Transit Ambassadors provide one-on-one training on bus navigation. Travel training is free and gives you the opportunity to take advantage of the flexibility offered by fixed route bus services.

MITS passengers qualify for a MITS picture ID card for customers who are able, at times, to ride regular public transit with or without an attendant. With the ID card, fixed route bus fare is only \$1. If riding with an attendanat, fare for the attendant is \$1.

For additional information about **TRAVEL TRAINING** or how to obtain the MITS picture ID card

CALL OUR CUSTOMER SERVICE LINE AT  
**817-215-8600.**

## SUPPLEMENTAL PROVIDERS

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MITS contracts with private companies - Metro Charter Tours, Yellow Cab, Howard Transportation and Real Time Transport - to supplement MITS service. They provide the same door-to-door service with the same policies (i.e., no smoking in vehicles, same fare, etc.).

***Please call our customer service line at 817-215-8600 to ask questions about MITS.***

## CHANGES/CANCELLATIONS, NO-SHOWS AND WILL CALLS

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Changes in pick-up times and/or destinations must be made before 5 p.m. the day before your scheduled trip. If you need to cancel your scheduled trip, please call 817-215-8600 at least one hour prior to your trip.

**No-Show:** Failure to take a scheduled trip may result in your being assessed a no-show. A no-show occurs when a passenger fails to board the vehicle



within five minutes after the driver arrives within the scheduled window time, cancels a trip at the door, or cancels a trip late (within one hour of the scheduled pick-up time). MITS will consider service suspension for a period of time for those that habitually fail to take trips according to the definition above. You will not be charged with a no-show for circumstances beyond your control. If your service is suspended for no-shows, you have the right to appeal that decision. You will receive instructions on how to appeal in your service suspension notice. There will be no interruption in service until a determination has been made on your appeal.

**Will Call:** A scheduled trip is placed on will call for those passengers who get to their original destination late due to unforeseen delays on behalf of MITS and/or for medical emergency situations. If you aren't going to be ready by your scheduled pick-up time, call 817-215-8600 and ask to be put on will call. The MITS dispatcher will make every effort to get you picked up as soon as we have a MITS vehicle in the area that may accommodate you.

## APPEALS PROCESS

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Any person denied MITS eligibility or suspended from MITS service for any reason has the right to appeal the decision. Individuals denied MITS eligibility or suspended from MITS service will be notified by letter of the decision. Details on how to appeal the decision will be included in the letter. For more information regarding the appeal process, contact MITS Administration at 817-215-8929.

## WHERE'S MY RIDE?

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If the MITS vehicle has not arrived to pick you up after the 30 minute window, call 817-215-8600 to inquire about your vehicle's location and estimated arrival time.



## HOURS OF OPERATION

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MIT S operates seven days a week on a schedule that is comparable to FWTA's fixed route bus service.

## MIT S MISSION STATEMENT

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MIT S will provide customer service as our first priority by delivering safe, courteous and dependable transportation services that respond to the ever-changing needs and independence of our mobility-impaired customers.

## REASONABLE MODIFICATION REQUEST

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FWTA will provide reasonable modifications/accommodations to policies, practices, and procedures for customers with disabilities to ensure they can effectively use the agency's transit services without discrimination on the basis of their disability. For more information on how to make a request, you may visit the FWTA website at [www.FWTA.org](http://www.FWTA.org) or contact the ADA Compliance Officer at 817-215-8985.



## SUGGESTIONS?

We always want to hear from our customers, whether it's a compliment, suggestion, or complaint. Contact Customer Service by phone at **817-215-8600** or by email at [fwtaweb@FWTA.org](mailto:fwtaweb@FWTA.org) to report service concerns or to compliment the driver/service.

### CUSTOMER SERVICE LINES ARE OPEN:

**5 a.m. - 10 p.m. Monday - Friday**

**8 a.m. - 8 p.m. Saturday**

**8 a.m. - 5 p.m. Sunday**



**FORT WORTH  
TRANSPORTATION  
AUTHORITY**

**817-215-8600  
800 Cherry Street  
Fort Worth, Texas 76102**

**[www.FWTA.org](http://www.FWTA.org)**