



MARTIN COUNTY PUBLIC TRANSIT

Americans with Disabilities Act of 1990 (ADA) Plan

Purpose: This plan is written to establish operating and service guidelines and procedures for the implementation of the requirements of the American with Disabilities Act of 1990 (ADA), the US Department of Transportation regulations for implementing ADA (49CFR Parts 27, 37 and 38), and applicable Florida laws and regulations.

Policy: It is the policy of “MARTY” - Martin County Public Transit to comply with all legal requirements of Federal and State laws and regulations as they pertain to individuals with disabilities. MARTY provides quality transportation services without discrimination to all persons including individuals with disabilities.

Comparable paratransit service may be necessary for eligible persons whose origins and destinations are within corridors with a width of $\frac{3}{4}$ of a mile on each side of a fixed route bus service. The comparable paratransit service must provide a level of service equal to the fixed route bus service. Service shall be provided by an on-call bus service or a paratransit feeder service to an accessible fixed route where such service enables the individual to use the fixed route bus system for his/her trip.

1.) Description of the Service Area, route structure, days and hours of service, fare structure and population served.

Martin County is located along the southeast coast of Florida and is bordered by Palm Beach County to the South, St Lucie County to the north and Okeechobee County to the northwest. According to the 2000 Census Martin County has a total area of 752.79 square miles of which 555.62 square miles is land. The incorporated areas of the County are the Town of Jupiter; Town of Ocean Breeze Park; Town of Sewall’s Point and the City of Stuart. The City of Stuart has the largest concentration of urban development. The major north-south thoroughfare roads include US1 and SR A1A. The major east-west roads include SR 76 and SR 714.

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Martin County operates two (2) fixed routes, one (1) deviated fixed route and one (1) commuter bus service. Route 1 offers service north and south along US1, covering approximately 10.7 miles. Route 3 covers 12.5 miles which offers east and west connections to the US1 Corridor. Route 2 which circulates in the non-urbanized area of Martin County offers a trip into the urbanized area several times a day covering 29.6 miles. The Commuter Route 20X, offers service north and south along US1 from south Martin County to the Veterans Administration Hospital in Palm Beach County covering approximately 33.9 miles.

Martin County provides approximately 820 ADA comparable paratransit trips per month.

*Route 1 is a Monday – Friday service between the hours of 6:00am and 8:00pm.

*Route 2 is a Monday – Friday service between the hours of 6:00am and 8:15pm.

*Route 3 is a Monday – Friday service between the hours of 6:00am and 8:00pm.

*Route 20X is a Monday – Friday limited stop commuter bus service between hours of 6:30am and 7:30pm.

*ADA Comparable Paratransit Service is offered the same days & times as fixed route service.

All routes and paratransit services are non-operational on the following six (6) holidays;

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

Martin County offers the following fare structure;

Fixed Route – Full Fare \$1.50

Fixed Route – Half Fare * \$0.75

Commuter Bus – Full Fare \$2.00

ADA Paratransit – Full Fare \$3.00

*Half Fare is offered to seniors (age 65 and older), persons with disabilities, defined as “who by reason of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including any individual who is a wheelchair user or semi-ambulatory capabilities), cannot use effectively without special facilities, planning, or design, mass transportation service or a mass transportation facility” or an individual presenting a Medicare card will pay a fare of .75 cents.

Marty is an “off-peak” service and offers half fare whenever fixed route service is in operation.

Urbanized routes primarily serve a mixed population of students and working citizens as well as people that are over 65 years of age. The non-urbanized deviated route (Indiantown) serves a mixed age population, which consists of primarily Hispanic individuals.

2.) Total number of vehicles operated in fixed route service and percentage of accessible vehicles usable by persons with disabilities, including persons who use wheelchairs.

Martin County requires that all vehicles are equipped with wheelchair accessibility and in compliance with ADA regulations. Martin County requires a minimum of twelve (12) fixed route vehicles with a seating capacity for least twenty-six (26) persons and at minimum two (2) wheelchair positions and between four (4) and six (6) paratransit vehicles dedicated for transit services.

3.) An inventory of service provided by Martin County or by other agencies, which may be used to meet the requirement for comparable paratransit service.

On average, 4300 trips are provided per month on the fixed route, deviated fixed route and commuter bus service and approximately 610 ADA comparable paratransit trips are provided.

4.) Provide an estimate of demand for comparable paratransit service by ADA eligible individuals and description of the estimation methodology used.

Martin County has been providing ADA services to individuals that qualify for over three years. ADA trips and cost has been provided to the National Transit Database since FY13. Using last year’s data (FY15) Martin County estimates the Maximum Estimated Trips per Year to be 9,500 and the Maximum Annual Cost to be \$432,000.

5.) A description of the plan to provide comparable paratransit.

The ADA comparable door-to-door service is based on eligibility. Once an individual is deemed eligible for an ADA paratransit trip the information from the application and evaluation provided will be entered into the operator’s reservation system for reference. Individuals who are ADA eligible will be required to file a completed ADA eligibility form every three (3) years (or earlier if eligible under a conditional status) as access to the ADA paratransit service does expire three years from the date of receiving eligibility status.

Martin County will provide an advanced reservation service for ADA eligible riders. ADA Trip reservations will be taken during administrative hours of 8:00am and 5:00pm, Monday – Friday and the subsequent five (5) service days. Reservations are accepted via detailed voicemail box after 5:00pm for the next operating day of service.

After hours, weekends and holidays a voice mailbox will be provided for detailed messages allowing cancelations and reservations.

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Martin County's ADA paratransit service shall be available throughout the same hours and days as the fixed route service. This service is a shared ride service with driver assistance door to door (if needed) that consists of origins and destinations that are within the ¼ mile corridor of the fixed route system for eligible Martin County residents.

Martin County's ADA paratransit service will negotiate pick up times with riders to accommodate previously scheduled trips or to avoid capacity constraints. The paratransit service will pick up ADA eligible persons not more than thirty (30) minutes before or thirty (30) minutes after their desired departure time.

Martin County's ADA paratransit service shall not limit the availability of service to ADA eligible individuals based on any of the following; 1) restrictions on number of trips to an individual; 2) waiting lists for access to the service; 3) any operational pattern or practice that significantly limits the availability of ADA service to eligible individuals.

Martin County's ADA paratransit service will not limit the number of trips an individual can reserve within the five (5) day scheduling window.

The Indiantown Route (non-urbanized) will remain as a deviated fixed route service; with deviations available upon request and when the origin and destination are within the Indiantown service area.

County has no plans to prioritize trips.

6.) Provide a budget for comparable paratransit service, including capital and operating expenditures over five years.

Martin County contracts with a Public Transit Operator to provide paratransit vehicles. The operator is required to have between four (4) and six (6) ADA compliant vehicles, typically small cutaway buses. Martin County owns thirteen (13) ADA compliant vehicles that are used on the commuter bus, deviated fixed and fixed routes.

Martin County has budgeted \$400,000 per year over the next five years for the purchase of rolling stock. This allows the County to purchase one (1) heavy duty vehicle per year for either expansion or replacement to Martin County's fleet. Martin County's operating budget is \$172,300 per year for the rural deviated fixed route; \$677,200 per year for fixed urbanized routes, \$242,200 for commuter bus service and \$432,000 per year for paratransit services.

7.) Provide a description of the process used to certify individuals with disabilities as ADA paratransit eligible.

The following are ADA paratransit eligible:

Any individual with a disability, permanent or temporary, who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another

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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.

An individual is eligible with respect to travel on an otherwise accessible route on which the boarding or disembarking location, which the individual would use, is one at which boarding or disembarking from the vehicle is precluded.

An individual using a common wheelchair is eligible if the individual's wheelchair cannot be accommodated on an existing fixed route vehicle.

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 such system.

The interaction of architectural barriers, not under the control of the public entity providing fixed route service, and environmental barriers with an individual's specific impairment-related condition, preventing the individual from traveling to a boarding location or from a disembarking location.

Individuals accompanying an ADA paratransit eligible individual shall be provided service as follows:

One other individual accompanying the ADA paratransit eligible individual shall be provided service.

If the ADA paratransit eligible individual is traveling with a personal care attendant, service shall be provided to one other individual in addition to the attendant who is accompanying the eligible individual.

A family member or friend is regarded as a person accompanying the eligible individual, and not as a personal care attendant, unless the family member or friend registered is acting in the capacity of personal care attendant.

In order to be considered as "accompanying" the eligible individual, the other individuals shall have the same origin and destination as the eligible individual.

An individual seeking ADA paratransit eligibility must file an application consisting of a series of eligibility questions. The application consists of a medical verification to be signed by the individual's licensed physician.

Upon obtaining the completed application, Martin County's Eligibility Contractor will make a determination of client eligibility in accordance with the data collected.

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Determination of eligibility for ADA paratransit services will be made within twenty-one (21) days of receipt of completed application. If a determination has not been made within the twenty-one (21) days, an applicant shall be treated as eligible and provided service until determination is made. The applicant will be notified in writing of their status. Notification of eligibility will include an expiration date for eligibility and any conditions or limitations on the individual's eligibility. If an applicant is determined ineligible, or temporary, the applicant will be provided with a reason for the findings and a copy of the Appeal process shall be included.

8.) Provide the document given to potential ADA eligible individuals.

Martin County's ADA application is available at <https://www.martin.fl.us/transit>.

9.) Provide a description of the administrative appeals process for individuals denied eligibility.

Martin County's Appeal Policy is available at <https://www.martin.fl.us/transit>.

10.) Provide a policy for visitors.

Martin County shall treat a visitor as ADA eligible for its complementary paratransit service who present documentation that they are ADA eligible from the jurisdiction in which they reside. Individuals that do not have certification of ADA in their hometown will be asked to provide proof of residence to verify they qualify as a visitor to Martin County. Visitors whose disability is not apparent (i.e. cognitive disability or cardiac condition) will also be asked to submit a letter from their licensed health care provider documenting disability. This eligibility will be available for any combination of twenty one (21) days within a 365 day period.

11.) Provide the notice given of opportunity for public comment, the date of completed hearing(s) and availability of the plan.

On December 4, 2011 Martin County advertised a Public Hearing Notice regarding the incorporation of a transit ADA plan to be held on January 10, 2012 in the Treasure Coast Newspaper. The Treasure Coast Newspaper is the most recognized distributor of printed and web-based news in Martin County. The published notice provided a County web address to view ADA plan documents made available from January 3, 2012 – January 10, 2012.

On January 29, 2012, Martin County advertised a Public Meeting Notice regarding the incorporation of a transit ADA plan to be held on March 2, 2012 in the Treasure Coast Newspaper, WQCS radio reading service and e-mailed to several non-profit and social agencies within the Treasure Coast. The published notice provided a County web address to view ADA plan documents made available from January 29, 2012 – March 2, 2012.

On March 29, 2012 Martin County provided (via e-mail) a Question & Answer document pertaining to the Public Meeting held on March 2, 2012. The purpose of the Question and Answer sheet was to provide written documentation to those citizens that may not have

received an answer to their question(s) during the meeting. All individuals in attendance who listed their e-mail address and/or phone number were given the opportunity to submit additional comments or concerns via US Postal Service to the County by April 13, 2012 (fifteen calendar days from the e-mail or phone call).

12.) Provide a summary of significant issues raised during the public comment period, along with response to significant comments and discussion of how the issues were resolved.

At the January 10, 2012 Public Hearing the following significant issues/concerns were raised by the public; inadequate notification of the Public Hearing, ADA service area, changes to general paratransit trips and the development of the ADA plan contents.

In response to the significant issues/concerns raised at the Public Hearing, the County advertised a notification of Public Meeting to be held on March 2, 2012. The meeting was attended by twenty-seven (27) citizens who either use the system or are representatives of organizations with clients that use the system. Questions and concerns raised at the meeting were responded to by County staff, Florida Department of Transportation (FDOT) staff and by the Transit Operator's staff.

To ensure that participant's questions and comments in the Public Meeting had been addressed, the County drafted a Question/Answer sheet for their review. The County asked that any further concerns regarding the ADA plan contents be in writing and sent to the County for review and comment. No written questions/comments were received by the County on the subject.

13.) Efforts to coordinate service with other entities subject to the comparable paratransit requirements of this part, which have overlapping or contiguous service areas jurisdictions.

Efforts to coordinate service with other entities that provide paratransit services in Martin County is always in progress. The County recently started a Commuter Bus service to connect to Palm Beach County - a larger metropolitan area. This provides residents connections to medical services including the Veterans Hospital, as well as, employment and educational opportunities.

Updated: April 7, 2020