

# MARTIN COUNTY PUBLIC TRANSIT RIDE GUIDE



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## WELCOME

This Ride Guide is designed to assist new riders in becoming familiar with the services provided by Martin County's Public Transit Service, Marty. It also provides current riders with program guidelines to assist them in efficient use of the service.

Marty offers fixed route, deviated fixed route and commuter bus service, as well as, ADA complementary paratransit service.

Marty's ADA complementary paratransit service (Marty Access) is a **shared-ride, door-to-door service**. The ADA complementary paratransit service is an eligibility-based program and complies under the provisions of the American's with Disabilities Act (ADA) of 1990.

Marty contracts with a transit provider to schedule trips, employ drivers, prepare manifests, maintain vehicles, and handle customer commendations and complaints.

## SERVICES

**Fixed Route Service** operates along a prescribed route according to a fixed schedule. Marty's fixed route services typically run between 6:00 AM and 8:00 PM Monday through Friday.

**Deviated Fixed Route Service** is a scheduled route that may deviate up to  $\frac{3}{4}$  of a mile from time to time to pick up ADA eligible riders. Marty's deviated fixed route services typically run between 6:00 AM and 8:00 PM Monday through Friday in Indiantown only.

**Commuter Buses** are limited stop services along a prescribed route to Palm Beach County, or from Indiantown to Hobe Sound.

**ADA Complementary Service** is a shared ride, door-to-door trip provided to ADA eligible individuals and whose origin and destination fall within  $\frac{3}{4}$  of a mile of a scheduled fixed route service. This service runs the same hours as fixed route service, between 6:00 AM and 8:00 PM Monday through Friday. (The Americans with Disabilities Act – ADA is a federal law which protects the civil rights of people with disabilities.)

MARTY operations are closed in observance of the following holidays\*:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

\*Saturday holidays shall be observed on the Friday before the holiday. Sunday holidays observed the Monday following the holiday.

## FARE REQUIREMENTS AND POLICY

All fares are payable in cash (exact change only). **Drivers are not permitted to make change or accept tips of any kind.** The fare structure is as follows:

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 on fixed route or \$1.00 on a commuter bus.

\*\* Free Fare is offered to children four (4) and under, plus Veterans that provide a valid Government issued identification (ID). The following six identification forms are accepted:

- Department of Defense (DOD) Active Duty ID Card
- Department of Defense (DOD) Retired ID Card
- Department of Defense (DOD) Dependent or 100% Disabled ID Card
- Department of Veterans Affairs Veterans ID Card
- Department of Veterans Affairs Medical ID Card
- Florida Driver’s License 100% Disabled Veterans ID Card

The following passes are available via Token Transit using a credit card and a cell phone. The Token Transit App may be downloaded from the Apple App or Google Play Stores.

### **Fixed Route:**

20/4/20 – twenty boardings for \$20

\$3.00 all-day pass

\$0.75 – half fare is available to those 65 and older with proof of ID, valid driver’s license or State ID Card, or persons with disabilities presenting a Medicare card.

### **Commuter Route:**

Express Pass – ten boardings for \$20

\$1.00 – half fare is available to those 65 and older with proof of ID, valid driver’s license or State ID Card, or persons with disabilities presenting a Medicare card.

## **ADA Complementary Services – Paratransit Fares:**

If a rider does not have correct fare for the originating trip, Marty Access will not provide transportation. If a return trip is provided and fare was not paid, Marty Access will require payment for the unpaid trip upon the next scheduled trip.

## **PERSONAL CARE ATTENDANT, ESCORTS, CHILDREN & SERVICE ANIMALS**

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### **FIXED ROUTE & COMMUTER BUS SERVICES**

Children under the age of twelve (12) must be accompanied by an adult. Newborns to children five (5) years of age must ride in a federally approved child safety seat provided by the rider on routes that are operated by light duty vehicles.

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### **ADA COMPLEMENTARY SERVICES – PARATRANSIT**

Marty Access allows riders to travel with a Personal Care Attendant (PCA), service animal and one (1) companion (or escort). Additional individuals beyond the first companion are carried only on a space available basis. You must reserve a space for the companion(s) when you reserve your trip.

PCA's and anyone else approved to accompany the rider must board the vehicle at the rider's scheduled location and time of pick-up. PCA's and escorts are subject to the same rules and regulations as a Marty Access rider, including fare requirements. Newborns to children five (5) years of age must ride in a federally approved child safety seat provided by the rider/PCA.

A PCA is a person traveling as a necessary aid to facilitate travel by a person with disabilities who cannot travel alone or children age twelve (12) and under. Riders are limited to one (1) PCA.

Activities performed by a PCA may include but not limited to mobility assistance, personal care, or communication (translation, interpretation, reading and assistance at the destination). Marty Access will not provide a PCA for a rider.

A Service Animal shall mean any guide dog, or other animal individually trained to aid an individual with a disability. Service animals perform some of the functions and tasks that a person with a disability cannot perform on their own.

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## **RESERVING YOUR RIDE – ADA PARATRANSIT SERVICES**

To reserve your ride, you will need to call (772) 463-2822. Marty's reservation center is open from 8:00 AM – 5:00 PM Monday through Friday. You can reserve a trip up to five (5) calendar days before you wish to travel.

When reserving your ride, you will need to provide the following information:

- Your full name and telephone number
- The date you want to travel
- The complete address with zip code and telephone number where you will begin your trip, plus building name, suite # and cross street
- The complete address with zip code and telephone number where you will end your trip, plus building name, suite # and cross street
- Your appointment time and the time you want to return (Marty Access has a 1 hour pick up window)
- Indicate if you are traveling with a PCA, escort, service animal or mobility device, i.e. wheelchair or cane

## NO SHOW AND CANCELLATION POLICY

A “No Show” is defined as a rider who is not home or at the designated pick up destination at the scheduled pick-up time and has not notified Marty Access at least two (2) hours prior to the scheduled pick time. A cancellation at the door is considered a “No Show”.

If you need to cancel your trip, please be considerate of others that need the service and call in as soon as possible. You may call after office hours and leave a message on the voicemail box to cancel your trip.

**Cancellations must be made at least two hours before your scheduled pick-up.**

If you cancel your trip less than two hours before the start of your scheduled pick-up window, you will receive a “no show” letter at your door.

## ADA VISITOR POLICY – PARATRANSIT

Paratransit service may be provided to ADA certified eligible persons who are not currently certified within the Martin County service area. All visitors are required to provide a minimum amount of information to the MARTY Paratransit office to determine eligibility to utilize paratransit service.

Visitors must provide the following:

- An ADA eligibility card or letter from another region
- Proof of address and documentation of a transportation disability (if not readily apparent)
- The complete residential address while visiting in Martin County.

Visitors are eligible for service for any combination of 21 days during any 365-day period beginning with the visitor’s first use of service. Visitors returning to the region whose visitor eligibility has expired must reapply for visitor eligibility. Those planning to return to the region within a year, frequently visit the region or stay in the region over 21 days are encouraged to apply for MARTY Paratransit service.

## TRIP NEGOTIATION – ADA COMPLEMENTARY SERVICES

Marty's customer service representative may negotiate up to one hour before or one hour after your desired travel time. Trip requests may be negotiated in order to accommodate all service requests.

## RIDING MARTY ACCESS – ADA COMPLEMENTARY SERVICES

Marty Access is a door to door, shared ride service. Riders under the age of twelve (12) years old must be accompanied by a Personal Care Attendant (PCA). Drivers will meet you at the front door of any private residence or at the ground floor entrance of any residence or public building.

Drivers are prohibited from entering any private residence. Please be ready and waiting to board the vehicle at the start of your scheduled "pick-up window". The driver will wait only five minutes for you to board. If you are not ready to board, you will be charged with a "no-show".

When the vehicle arrives, you will be asked to do the following:

1. **Sign the vehicle manifest.** If you are unable to sign, the driver will mark "UTS" indicating "unable to sign" on the manifest.
2. **Pay the Fare.** You are required to pay a fare. Please remember to pay your fare in exact change. Drivers are not allowed to make change.
3. **Board the Vehicle.** Enter the vehicle by ramp, by climbing the steps or by riding the lift.
4. **Secure your safety belt.** When riding, you must be seated at all times. If you are riding in a wheelchair or using a mobility aid, your equipment must be secured to the floor of the vehicle by four securement straps. Drivers are trained to secure your mobility aids to the floor and can assist with securing your seat belt and verify that you are secure.
5. **Mobility Aids.** Marty Access can accommodate walkers, canes and "common wheelchairs" whether operated manually or powered. Marty Access may not be able to accommodate you if your wheelchair/mobility device is longer than 48 inches or wider than 30 inches or if your total weight when occupying your wheelchair is more than 600 pounds. Per the American's with Disabilities Act (ADA), complementary paratransit service is not intended to be a comprehensive system of transportation for individuals with disabilities.

## TRAVELING WITH PACKAGES, ASSISTANCE WITH STAIRS, DOORS AND OTHER BARRIERS

Riders may travel with one medium sized piece of luggage and one carry-on. Packages or luggage cannot weigh more than 35 pounds combined. Packages must fit under your seat or on your lap. Riders may travel with up to two large paper grocery bags or four standard plastic handled grocery bags. Riders cannot carry oversized or heavy packages of any kind or packages containing firearms, knives, or **explosive materials**.

**For ADA Complementary Services only:**

Drivers will aid riders up or down one flight of stairs, as long as these stairs are between the vehicle and the front door or ground floor entrance of the origin or destination. Drivers cannot assist riders using mobility devices up or down more than one-step, or through grass or sand. Drivers are prohibited from entering a rider's residence.

**RIDER'S RIGHTS AND RESPONSIBILITIES**

**Riders have the right to expect:**

- Safe trips in air-conditioned or heated vehicles
- Safe, clean, properly equipped, smoke-free vehicles
- Properly fastened seat belts and/or mobility device tie-downs
- Drivers who are trained to provide public transportation services
- Adequate seating

**Rider's responsibilities:**

- Be informed about program benefits and limitations
- Be ready and waiting for the vehicle in the designated pick-up location
- Present the correct fare in cash, if applicable (drivers cannot make change)
- Cancel trips in a timely manner, if applicable
- Report anything you notice that constitutes a safety hazard to your driver
- Wear seatbelts and remain seated until vehicle comes to a complete stop at your destination
- Keep track of personal belongings, Marty Access is not responsible for items lost or stolen on vehicles
- Use headphones when playing radio, television, CD player, etc.

Riders should refrain from engaging in disruptive, aggressive, threatening, or illegal behavior. Such behavior will result in a suspension of service for a minimum of 30 (thirty) days. Riders who engage in physical abuse or cause physical injury to others will be permanently suspended.

**Disruptive, aggressive, and threatening or illegal behavior is defined as:**

- Foul, derogatory and/or inappropriate language directed to staff, drivers, and other riders
- Behavior which is offensive (inappropriate touching) aggressive, threatening (verbal/physical) or incidents that pose a direct threat to the health, safety or welfare of Marty Access personnel, drivers, and other riders
- Possession, distribution or under the influence of alcohol, illegal drugs, or controlled substances on vehicles
- The committing of any crime on vehicles
- Tampering with or operating vehicle equipment or two-way radio

## FORMAL ADA APPEALS AND COMPLAINTS

The ADA paratransit service affords the opportunity for appeals in the following situations:

1. Denied ADA eligibility status
2. Suspension of services

Appeals must be filed with 60 days of the written notification date from Marty. A copy of appeal procedures can be found at <https://www.martin.fl.us/transit>.

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