

PUBLIX
FOOD & PHARMACY

PASSPORT
a service of **LeeTran**



**PASSENGER'S
GUIDE**

Introduction to Passport ADA Service

The Americans with Disabilities Act (ADA) of 1990 prohibits discrimination and ensures equal opportunity and access for individuals with disabilities. In strict compliance with the ADA, Lee County Transit offers its ADA paratransit service, known as Passport. This service is designed for persons with physical, cognitive, visual, or other disabilities that functionally prevent them from using the LeeTran fixed route bus system, either permanently or under certain conditions.

How Do I Become Eligible?

Disability alone does not confer or create eligibility for ADA paratransit. The decision is based solely on the applicant's functional ability to use the fixed route buses. Instances where using the fixed route buses are viewed as inconvenient or an additional discomfort are not reasons for eligibility. Your disability must actually prevent you from using the fixed route buses. Eligibility for service is a transportation decision, not a medical determination.

To be eligible for service, a disability must prevent the use of the LeeTran buses, and the origin and destination of your trip must be within 3/4 of a mile of a fixed route. Origins or destinations outside of this service area are not eligible. Both of these requirements must be met before you are eligible for an ADA trip. You will be required to participate in a phone or in-person assessment in order to determine your eligibility and discuss the program.

There are three categories under which a person can be eligible for ADA paratransit service:

Category 1

Eligibility includes those persons, who, because of their disability, cannot independently use a regular, accessible bus.

Category 2

Eligibility is based on the accessibility of vehicles and terminals/stops (i.e., a person is able to use the regular bus, but it is not accessible).

Category 3

Eligibility pertains to situations in which a person cannot travel independently to or from a bus stop.

A person can be given "conditional" eligibility for ADA paratransit service if they are able to use the bus under certain conditions, but not others; in those situations, eligibility will be determined according to a particular set of circumstances or conditions which pertain to a person's disability.

If you are approved for ADA paratransit service, you will receive a welcome letter outlining how to use the services.

If no determination is made within 21 days from the eligibility interview, Passport service will be provided until a final determination is made.

Passengers are required to pay a \$3.00 fare every time you board the vehicle. You must pay the exact fare to the driver at the time of service. Operators do not make change.



All vehicles used for pick-up are ADA accessible and equipped with lifts or ramps to facilitate boarding and loading of wheelchairs. Additionally, all bus operators are trained to assist passengers with disabilities.



If I'm denied, how do I appeal?

If you choose to appeal the Passport eligibility decision, you must submit a written request within sixty (60) calendar days of the decision to the address below. A Passport appeals meeting will be scheduled with the applicant within thirty (30) calendar days. A response will be mailed to the applicant within fifteen (15) calendar days after the meeting, notifying them of the outcome. If a determination on the appeal is not completed within thirty (30) days, Passport service will be provided until a final decision is made.

**Operations Manager
Lee County Transit – LeeTran
C/O ADA Appeals Committee
3401 Metro Parkway
Fort Myers, FL 33901**

You will be contacted to schedule the hearing. If necessary, transportation can be provided to the hearing at no cost to you.

Community Transportation Coordinator (CTC)

LeeTran is the designated Community Transportation Coordinator (CTC), under Florida Statutes 427, for Lee County. As the CTC, LeeTran administers transportation through the Florida Commission for the Transportation Disadvantaged program. The decision for LeeTran to become the designated CTC came in the wake of Good Wheels closing their doors in late February 2020. Individuals who are unable to provide for their own transportation due to age, disability or income may be eligible for Transportation Disadvantaged service. Please contact LeeTran to determine eligibility, or to make a reservation at 239-533-0300. For general information, complaints or problems that are not resolved to your satisfaction, you may contact the Florida Commission for the Transportation Disadvantaged at 800-983-2435. LeeTran is not the Medicaid Transportation Provider for Lee County. Medicaid clients may receive their Medicaid transportation through a local Florida Managed Medical Assistance Provider (MMA), depending on Medicaid program criteria. Medicaid clients must call the Medicaid Enrollment Help Line for information regarding MMA enrollment, benefits, and Medicaid medical transportation at 800-226-6735.

Introduction to Transportation Disadvantaged (TD) Service

Individuals who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk (as defined in s. 411.202, Florida Statutes).



How Do I Become Eligible for TD Service?

Eligibility screening process:

The eligibility screening process is, at a minimum, A TWO-STEP Process. The first step of the screening would be to determine (1) if the person is unable to transport his/her self or (2) if the person is unable to purchase transportation. Once this has been addressed, the next step is to establish why the person was unable to transport his/her self or unable to purchase transportation, based on the eligibility approved by the Commission. The individual does not have to meet all of the criteria of the second step in order to be deemed eligible for nonsponsored transportation services.

Transportation Disadvantaged

To be eligible for TD service:

- Your trip origin or destination must reside outside the ADA corridor but within Lee County; and
- You have a physical or mental disability, income status, or age; that prevents you to transport yourself or purchase transportation.



Schedule of Operations

Passport service operates during the same days and hours as LeeTran's fixed route service. In general, buses run Monday through Saturday from 5:00 a.m. to 10:00 p.m., with a limited number of routes offering Sunday service. For exact hours of operation, please consult the individual route schedule corresponding to your planned trip, available at www.RideLeeTran.com.

Please note that Passport service is closed on six major holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas. Fixed route service is also suspended on these holidays. Be sure to confirm service availability when you call.

Reservations

Eligible passengers may schedule a trip on the LeeTran Passport service by calling the Passport Office at 239-533-0300, Monday through Saturday from 8:00 a.m. to 5:00 p.m. For weekend service and/or holidays, please follow the voicemail instructions provided.

Reservation Requirements:

- ADA-approved passengers: Must book their reservations at least one day before the requested trip.
- TD-approved passengers: Must book their trips two days before the requested trip.
- Advance Booking Limit: Reservations cannot be made more than two weeks in advance.

Pick-Up Time Adjustments:

- Under ADA regulations, reservations staff may negotiate the requested pick-up time within a one-hour window before or after the passenger's requested time.
- The vehicle pick-up time is determined by the appointment time and the vehicle travel time.

When you call to schedule a trip, please be ready to provide:

- Your name and date of trip
- The time you want to be at your appointment and your return trip pick-up time
- Your pick-up address and telephone number
- Destination name, address, suite number and telephone number (due to the volume of reservations, our agents are not able to research address information)
- Whether you use a wheelchair or other mobility device
- When a personal care attendant (as indicated during the eligibility process) or guest will be riding with you
- The specific door, entrance or waiting area at which you wish to be picked up and dropped off

Visitors

Visitors who are eligible for ADA service in other cities and have documentation may use the Passport service during their visit to Lee County. Visitors who do not have documentation of ADA eligibility from another transit agency, but can provide documentation of a disability, may be eligible to use the service for up to twenty-one (21) days within a 365 day period.



Boarding and Riding

Passport is a shared ride system and other individuals may need to be scheduled on the same vehicle. It may be necessary to arrive to an appointment a little early or get picked up from a return a little later than requested. LeeTran will make every effort to offer a pick-up and drop-off time that is as close as possible to the times requested. Passengers may be required to be ready up to one (1) hour before their drop-off (appointment) time. For longer, cross-county trips, you may be required to be ready up to 90 minutes before. Any travel originating outside the ADA service area may require you to be ready 120 minutes before your scheduled drop-off or appointment time. The bus operator may arrive within thirty (30) minutes (pick up window) after your scheduled pick up time. Passengers may be dropped off up to thirty (30) minutes prior to their requested drop off (appointment) time. For the return trip, the operator may arrive up to thirty (30) minutes after your requested return pick-up time (pick up window).

Passport is a door-to-door transportation service. Bus Operators are not permitted to lose sight of their vehicle or leave their vehicle unattended with passengers on board longer than 5 minutes. If a passenger's pick-up location is in an apartment building, adult care living facility, nursing home, medical facility, or other business location, the passenger must meet the driver in the first-floor lobby of the facility. The passengers are to be fully dressed and ready to board the vehicle. Drivers are not allowed to assist passengers in dressing. Drivers are not allowed to lift, carry or load passengers into their mobility devices (i.e., wheelchair, scooter, etc.).

Passengers may board the vehicle either via lift, ramp or doorway. Bus Operators may assist passengers when entering and leaving the vehicle. This includes offering a steady arm when walking, assisting in bringing the passenger's wheelchair or other mobility device to and from the main door, or if requested, assisting with unlocking and/or opening a main entrance door of the building or residence. Operators are not allowed to enter residences or take wheelchairs up or down more than one step.

For safety, passengers are to wait for the drivers instructions before exiting the vehicle. Passengers are not to unfasten their mobility devices or move their mobility devices without prior instructions from the driver.

If the destination is in an office complex, hospital, or has a common lobby, drivers will leave the passenger in the lobby. The following are the standard entrances for main destinations.

Standard Entrances

Bell Tower Shops.....	Bed, Bath & Beyond, Regal Cinemas and Fresh Market
Cape Coral Hospital	ER, Women's & Children's Entrance or Main Entrance
FSW	Parking Lots 2 and 5, & Barbara B Mann Hall
Edison Mall	Valet Entrance and Entrance G
Fleamasters Flea Market.....	Customers Service building @Main Entrance, Gate 1 and Gate 8
Florida Gulf Coast University	Transit Bus Stop and Alico Arena
Gulf Coast Hospital	Front Main Entrance or ER, & Birthing Suites
Gulf Coast Medical Bldg.....	Main Lobby facing Hospital
HealthPark Hospital.....	Entrance B, Emergency Room and Loading Dock
HealthPark Medical Bldg.....	Main Lobby
Lee Memorial Hospital	Main Entrance or ER
Lee Memorial Doctors Bldg. .	Lobby by Valet Parking
Miromar Mall.....	Ford's Garage and Bloomingdales
Target	Food Entrances
Walmart.....	Food Entrances



Being On Time

Passport vehicles are required to announce themselves and wait for the passengers for five (5) minutes after their arrival time, once they arrive within the pick-up window. If a passenger has not boarded the vehicle within five (5) minutes after the vehicle arrives, the driver will contact dispatch to request permission to mark the trip a no-show. If the trip is beginning at the residence, dispatch will make an attempt to call the passenger. Once approved by dispatch, the driver will leave a no-show Door Hanger Notice, then the vehicle will depart and a no-show will be assessed to the passenger's record. If the trip is the originating trip of the day (first trip of the day), a vehicle will not be sent back. Exceptions are made if there was an error in scheduling or the driver was at the wrong location. See "No-Show" section for more information.

Transporting Packages, Oxygen, Etc.

Passengers are to limit their packages to four (4) small parcels that they can carry. Bus Operators are not allowed to assist passengers with personal belongings. If you have difficulty handling your packages, please bring a personal care attendant or guest to assist you. Under limited circumstances the passenger may request the driver to assist with their belongings. However, the driver must be able to assist the passenger and carry the items in one trip. Personal, two-wheeled, collapsible grocery carts are permitted and encouraged. Large coolers are not permitted. Small animals in designated pet travel cases are permitted, as long as the passenger is able to carry the pet travel case. Any packages or objects belonging to passengers cannot block aisles or emergency exits. It is important to remember that Passport is a shared-ride system. Passengers may not transport potentially dangerous items, explosives, flammable liquids, or materials that are hazardous to themselves, drivers or other passengers. Passengers possessing or using illegal drugs may be denied or terminated from transportation. Passengers using self-carrying portable oxygen are granted transportation, as it is a life-sustaining mobility aid.



Service Animals

A service animal is defined as an animal trained to work or perform tasks for an individual with a disability. Service animals may ride at no additional charge, but must be properly controlled. Service animals must remain at the owner's feet or on the owner's lap. A service animal cannot sit on a vehicle seat or obstruct aisles, doors and steps in order to facilitate safe boarding. Passengers are responsible for the behavior and hygiene needs of the service animal. Service can be refused or discontinued if a service animal is seriously disruptive or violent. Service can only be refused for the animal and not the passenger.

Wheelchairs, Scooters, and other Mobility Devices

LeeTran vehicles are designed to accommodate wheelchairs and other mobility devices. Provided that the passenger can safely navigate the manual or motorized mobility aid on and off the ramp or lift without exceeding the manufacturer's weight limit, LeeTran can transport the device. If necessary, and if the passenger is able, they may board separately from their device when the weight limit might otherwise be exceeded.

However, if your wheelchair or mobility device exceeds the size that can be accommodated on a lift or ramp or does not fit within the securement area of the vehicle, LeeTran may deny transportation until a device meeting these criteria is available.

Wheelchair Securement and Seat Belt Policy

It is the operator's responsibility to ensure that mobility devices are properly secured. All wheelchairs and scooters must be secured in the vehicle's four point securement system at all times during the ride. All individuals are required to comply with Florida's seatbelt law.

LeeTran Passport NO-SHOW/LATE CANCELLATION POLICY

LeeTran understands that because Passport Service requires trips to be scheduled in advance, passengers may sometimes miss scheduled rides or forget to cancel rides they no longer need. LeeTran also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely manner for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely manner can lead to suspension of service for an individual. The following information explains PASSPORT's no-show policy.

No-Show

A no-show occurs when a passenger fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes. A no-show will also occur when a passenger fails to cancel a trip within the 2-hour cancellation policy.

Pickup Window

The pickup window is defined as 30 minutes after the scheduled pickup time. Passengers must be ready to board a vehicle that arrives within the pickup window. The operator will wait for a maximum of 5 minutes within the pickup window for the passenger to appear.

Late Cancellation

If you know that you will not need a scheduled trip, please cancel it as early as possible to make sure scheduling is available for other passengers. A late cancellation is defined as either a cancellation made less than 2 hours before the scheduled pickup time, or a cancellation made at the door, or refusal to board a vehicle that has arrived within the pickup window.

Circumstances Beyond the Passenger's Control

No-shows or late cancellations are not counted when there are situations beyond the passenger's control that prevent the rider from notifying us that the trip cannot be taken, such as:

- Medical emergency/hospitalization;
- Family emergency;
- Sudden illness or change in condition; or
- Appointment that runs unexpectedly late without sufficient notice

No-shows or late cancellations are not counted when the missed trip is due to our error, such as:

- Operators arriving and departing before the pickup window begins
- Operators arriving late (after the end of the pickup window)
- Operators arriving within the pickup window, but departing without waiting the required 5 minutes.



Subsequent Trips Following No-Shows or Late Cancellations

When a rider has a no-show or late cancellation for a trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows or late cancellations on the same day, passengers are strongly encouraged to cancel any subsequent trips they no longer need that day.

Suspension Policies for a Pattern or Practice of No-Shows or Late Cancellations

PASSPORT reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider's account.

Passengers will be subject to suspension under the following conditions:

- Schedule 10 or more trips within a calendar month and have no-shows or late cancellations totaling 10% of their trips; or
- Schedule less than 10 trips within a calendar month and have no-shows or late cancellations totaling 30% of their trips.

Initially, Passport staff will contact the passenger by phone to try to modify the behavior. After a second no-show, a warning letter will be sent to the passenger. If the problem continues, a progressive suspension length will be as follows:

- First Suspension will be for 5 days;
- Second Suspension will be for 10 days;
- Third Suspension will be for 15 days; and
- Four and any subsequent Suspensions will be for 30 days.

Policy for Disputing Specific No-Shows or Late Cancellations

Passengers wishing to dispute specific no-shows or late cancellations must do so within 30 days of receiving the warning letter. Passengers should contact the Paratransit Senior Supervisor at 239-533-0353 to explain the circumstance, and request the removal of the no-show or late cancellation.

Policy for Appealing Proposed Suspensions

Passengers wishing to appeal a suspension under this policy have the right to file an appeal request. The request must be submitted in writing—either by letter or via email—to the Operations Manager, Joe McCabe, at JMcCabe@leegov.com. Written appeal requests must be received within 60 days of the suspension letter's issuance. Passengers who miss this deadline will be suspended from PASSPORT as of the date indicated on the suspension notice. All suspension appeals will be handled in accordance with PASSPORT's appeal policies.

How to Avoid No-Show/Late Cancellation Situations

- Review times and dates with the PASSPORT reservationist or dispatcher to be sure you understand the 30 minute pickup window and when to expect the bus.
- When you no longer need the ride, call PASSPORT, 239-533-0300 option 2, immediately to let them know the ride is no longer needed.
- Remember to cancel all trips scheduled for that day. If all trips are not cancelled, you will be charged a no-show for the remaining trips on the schedule.
- Be prepared to board within 5 minutes of the arrival of the vehicle.

Subscription Service

A subscription trip is a trip that is regularly repeated between the same origin and destination and at the same times.

Passengers that utilize subscription service must call in and cancel their trips when taking vacation or when other circumstances cause the passenger to not need the trip. If the passenger no-shows a Subscription Trip more than three (3) subsequent trips in a row, the standing order will be canceled until the passenger calls to confirm that they still need a subscription trip.

Subscription service is not a requirement of the ADA. Subscription service may not absorb more than fifty (50) percent of the number of trips available at a given time of day, unless there is non-subscription capacity.



Rules of Behavior

- 1) Pursuant to the Florida Clean Air Act (F.S. 386), smoking in public vehicles is strictly prohibited. ADA transportation is a shared-ride system, in which people with various disabilities ride with other passengers. Some passengers may require oxygen, while others may be medically fragile. Smoking is therefore prohibited on all ADA Passport vehicles. If such an occurrence happens, a hearing with the ADA Disciplinary Committee may be scheduled.
- 2) Exact fare must be paid when boarding. Operators do not make change.
- 3) Eating and drinking are prohibited in all Lee County Passport vehicles (unless medically needed).
- 4) No littering in the vehicles.
- 5) No radios, MP3 players or CD players, or sound-generating equipment are to be played aloud aboard the vehicle. Riders must use earphones or headphones when using these types of devices.
- 6) All passengers are required to wear seatbelts including shoulder belts for wheelchair clients, while being transported in Lee County Passport vehicles.
- 7) Unscheduled stops are not allowed (i.e., stopping at convenience stores for drinks, stopping at pharmacies for prescriptions, etc.). Drivers are only allowed to make stops at destinations listed on their manifests.
- 8) Passport cannot make same-day changes to reservations.
- 9) Violent, disruptive or illegal behavior will not be tolerated. Passengers who are physically or verbally abusive to operators or other passengers, or are otherwise disruptive, will be subject to disciplinary actions which may lead to suspension of service. If necessary, LeeTran staff will contact the appropriate law enforcement authorities to have a disruptive individual removed from the vehicle. ADA regulations 49 CFR, Part 37, Section 37.5(h) allow transit agencies to refuse service to an individual that engages in violent, seriously disruptive or illegal activity.
- 10) Due to safety concerns, Passport may modify the exact pick-up or drop-off location.

Disciplinary Committee

On occasion, when there are transportation or passenger problems, a disciplinary committee will meet to review such matters. The disciplinary committee consists of representatives of Lee County Transit, Lee County's Office of Equal Opportunity, and two passengers of Passport or Fixed Route service. The disciplinary committee meets on a case-by-case basis, but may meet monthly if the need arises.

ADA & TD Complaints, Service Related Complaints or Suggestions

All complaints should be reported to LeeTran. Please be specific and give relevant details regarding the trip. Share concerns about specific rides or incidents as soon after the actual occurrence as possible. Every complaint will be investigated.

For any complaint received directly by Passport Staff, the complaint follow-up shall be handled in the following manner: All complaints received will be entered in to the Complaint / Request for Action database. All complaints received either by phone, mail, e-mail, and fax or in person will be entered in to the Complaint / Request for Action database to initiate an investigation into the complaint. Written and faxed complaints will be scanned and attached to the electronic complaint file. At the discretion of the Operations Manager, and depending on the severity of the complaint a verbal response may replace the written response and this will be documented in the complaint file.

Reasonable Modification

Requests for modifications of LeeTran's policies, practices, or procedures to accommodate an individual with a disability, may be made either in advance or at the time of the transportation service. LeeTran is best able to address and accommodate a request when customers make their requests for modifications in advance.

Requests may be made through the following means:

- Call (239) 533-0354
- Passport customers may make requests at the time of booking their trips

Contact us:



3401 Metro Parkway Fort Myers, FL 33901
239-533-0300
[https://www.leegov.com/leetrans/passport-\(ada-service\)](https://www.leegov.com/leetrans/passport-(ada-service))



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a service of **LeeTran**



3401 Metro Parkway, Fort Myers, FL 33901

Phone: 239-533-0300

Email: rideleetran@leegov.com

Florida Relay Service-Dial 711 for TTY assistance and other available services.

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