



LeeTran Passport Services



LeeTran

In a few words



- **Mission:** Driving patrons safely, timely and efficiently to and from their destination
- **Vision:** To be an elite commuter service system that provides excellent customer service, on-time arrivals and departures, and superior safety measures
- Passport provides more than 140,000 Paratransit trips per year in Lee County



Passport Programs

- Paratransit Services – Demand Response
- Transportation Disadvantaged Program (TD)
- Med-Waiver





Demand Response as a Service

- Demand Response also known as Paratransit is a door-to-door service
- This service is provided as complementary service to mirror the Fixed Route service
- Provides access to public transportation to individuals with a physical, mental, or visual disability preventing them from transporting themselves
- To be protected by the ADA, one must have a disability, which is defined by the ADA as a physical or mental impairment that substantially limits one or more major life activities



Pick-up Window & Trip Planning

- Passport has a one hour pick up window for trips within city limits
 - Ft. Myers to Ft Myers, Cape Coral to Cape Coral or Lehigh to Lehigh
- Passport has a one hour and a half for trips crossing city limits
 - Cape Coral to Ft. Myers, Cape Coral to Lehigh, Cape Coral to Bonita Springs
- Book trips up to 1 week in advance
 - Paratransit/ADA a minimum of 24 hours prior to trip
 - TD a minimum of 48 hours prior to trip
- Cancel all trips with enough notice
 - minimum 2 hours prior to the scheduled pick-up time



Paratransit/ADA

- Applicants **must** reside within corridor (3/4 of a mile of Fixed Route service)
 - Trips must originate and end within corridor
 - A corridor of travel is established based on the published bus schedule and routes
- **Must** meet eligibility requirements: individual with a disability, and the transportation disadvantaged
 - Eligibility could be temporary, conditional, or unconditional
- **Requires** a \$3.00 co-payment
- Fare can be purchase at LeeTran Headquarters, The Rosa Parks Intermodal Center, or via phone by contacting customer service



Governing Documents

- ADA Act of 1990
- FTA ADA Circular C 4710.1
- Section 504 of the Rehabilitation Act of 1973, as amended
- U.S. Department of Transportation 49 CFR Parts 27, 37, 38 & 39

Commission for the Transportation Disadvantaged Trust Fund Eligibility Criteria



Transportation Disadvantaged

- Transportation Disadvantaged is for those persons who because of a physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation, or children who are handicapped or high-risk or at-risk.
- Household income must meet a maximum of 150% of the current Federal Poverty Guidelines.



Transportation Disadvantaged

- **Eligibility:** Individuals live outside of the corridor
 - Low income/socioeconomically disadvantaged
 - Income based
 - Transportation Disadvantaged
 - Cannot access public transit
 - No other means of transportation available
 - 60 years or older
 - Disability
 - At-risk youth
- Cost \$3.00 (co-pay)



Transportation Disadvantaged

Proof of Household Income is **Required** for all Transportation Disadvantaged Applicants. Acceptable types of proof of income are:

- Current tax return
 - Unemployment Compensation Income Verification
 - Child support letter
 - Social Security Income Letter (SSA, SSI, SSDI)
 - Minimum of two (2) employer pay stubs from the past two months
 - Retirement/Pension Statement (includes VA)
- ❖ Self-declaration of income is not accepted.



Governing Documents

- Chapter 427.011(1), F.S.
- Chapter 427.013, F.S.
- Rule 41-2.003, Florida Administrative Code



Med-Waiver

- Trips are funded via Med-Waiver program
- Follow ADA **eligibility** criteria
- Service authorization required with approved med-waiver sites
- No co-payment
- Med-waiver trips are subject to longer onboard travel time due to group trips



Professional Bus Operators

What to expect!

- Safe and dependable service
- Courteous and friendly assistance
- Assistance with up to 4 grocery bags
- Assistance securing all moving mobility devices
- Assistance putting on your seatbelt
- Assistance up and down the stairs as needed
- Assistance on and off the lift upon deployment





Passport Service Information

LeeTran's Passport Office

3401 Metro Parkway

Fort Myers, FL 33901

(239) 533-0300 Phone

(239) 432-2035 Fax

[https://www.leegov.com/leetrans/passport-\(ada-service\)/eligibility](https://www.leegov.com/leetrans/passport-(ada-service)/eligibility)