

SUNTRAN PARATRANSIT RIDER'S GUIDE

(Effective July 2005)
(Revised September 2007)
(Revised April, 2008)

PARATRANSIT SERVICE

For riders who have a disability that prevents them from making some or all of their trips on fixed route buses, the SUNTRAN service offers a shared-ride, curb-to-curb service called ***Paratransit***. This is often referred to or called "ADA" or "Special Needs Service" because it is provided as part of our efforts to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). ***Paratransit*** service must be reserved at least one day in advance. The service is provided with wheelchair lift-equipped minibuses. ***Paratransit*** service operates in essentially the same areas and during the same days and hours as the fixed route bus service. The service can be used for any trip purpose.

The Paratransit Rider's Guide provides information about SUNTRAN's Paratransit Service – how to become eligible to use the service, where it operates, the days and hours of service, how to request a ride, fares and other important information.

If you still have questions after reading this Paratransit Rider's Guide, call the **SUNTRAN office at 435-673-TRAN (8726)**.

WHO IS ELIGIBLE FOR PARATRANSIT SERVICE?

"Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment) and without the assistance of another 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." *"Americans with Disabilities Act of 1990, Section 37.123(e)(1) of the ADA Regulations."*

THE PARATRANSIT SERVICE AREA AND SERVICE HOURS

Paratransit is designed to be "comparable to" (or similar to) SUNTRAN's fixed route bus. For this reason, an ADA Paratransit service is only required to transport riders to and from locations which are within three-quarters (3/4) of a mile during the same days and hours of SUNTRAN's existing fixed route bus services.

FARES

The one-way fare for Paratransit service is \$2.00 effective January 1, 2003. **The fare must be paid when boarding the vehicle.** Fares can be paid in any of the following ways:

- Cash (exact fare only). Drivers carry no change.
- SUNTRAN Paratransit 10 ride pass. This pass is only available to customers who use Paratransit service. It can be purchased for \$18.00.

SUBSCRIPTION SERVICE

If you need a ride to the same place at the same time at least once a week, "Subscription Service" may be a good option for you. This service allows you to schedule these trips with one call. You will then be automatically placed on the schedule each week. Ask the reservation agent about this option.

If you receive "Subscription Service", it is important to **let us know at least 24 hours in advance if you do not need a ride on a particular day.** This way, we can make the change on our schedule.

IF YOUR APPOINTMENT IS RUNNING LATE

Everyone has occasional circumstances outside of their control that can cause delays at a scheduled appointment. If your appointment is running later than you expected and there is a chance you will not be ready for your scheduled return trip (or if you have missed the bus), call the SUNTRAN office at least 30 minutes in advance. Your request will be coordinated with the dispatch agent that stays in radio contact with drivers. You will be asked:

- Your name
- The time of your scheduled return trip pick-up

Every effort will be made to adjust your return pick-up time and assign another time for later. **Because schedules are set the day before, there may be a delay of an hour or more before the driver is available to accommodate your trip, or the bus may not be available.**

GUESTS TRAVELING WITH AN ELIGIBLE CUSTOMER

SUNTRAN will guarantee that an eligible individual may travel with at least one guest. A person employed by the ADA eligible customer as a personal care attendant is not considered a guest. The personal care attendant may be a friend or family member or may be a paid employee of the eligible person. In a very real sense, a personal care attendant is a "mobility aid" to the eligible person, similar to a wheelchair or cane. The fare for a guest will be the same as for the ADA eligible customer. There is no charge for a required personal care attendant. Additional guests may accompany the customer

with ADA eligibility on a space-available basis. Confirmed reservations for such additional traveling companions would be made only after the time-period provided for advance booking. Thus, confirmed reservations made for additional guests would be restricted to the day of the trip. One day advanced booking requests for such guest trips is mandatory in order to allow for the reasonable planning needs of the ADA eligible customer and their companions.

VISITORS

SUNTRAN will make its Paratransit service available to visitors. A "visitor" is defined as an individual with disabilities who does not reside within the SUNTRAN service area. SUNTRAN will treat as eligible for its complimentary Paratransit service all visitors who present documentation that they are ADA Paratransit eligible or self-certify in the jurisdiction in which they reside. Visitors who do not have documentation from another jurisdiction may apply for eligibility. SUNTRAN will provide Paratransit service to a visitor who has documentation of ADA Paratransit eligibility from another jurisdiction for a period of up to 21 days in a one-year period.

SERVICE ANIMALS

Riders may travel with a service animal. The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Be sure to inform the reservation agent when you are scheduling a ride if you will be traveling with a service animal.

PACKAGES AND PERSONAL ITEMS

You may bring grocery bags, luggage, or other packages or personal items with you on Paratransit. Because drivers are not able to assist with loading and unloading of packages and personal items, please do not plan to bring more than you and/or persons traveling with you can manage without delaying the vehicle. Also, keep in mind that this is a shared-ride service and space is limited. You may bring packages on board in personal two-wheeled, collapsible carts.

YOUR "READY TIME" AND "READY WINDOW"

After you have provided the above trip information, the reservation agent will offer you your trip options. We will make every effort to offer you a pick-up and drop-off time that is as close as possible to the times you requested. Because Paratransit is a *shared-ride service*, and other customers may need to be scheduled on the same

vehicle, it may be necessary to get you to your appointment a little early or pick you up for a return later than your request.

The actual pick-up time that is offered and accepted by you will be your **READY TIME**. The reservation agent will then note that a **Paratransit vehicle might arrive up to 10 minutes before your READY TIME and up to 20 minutes after your READY TIME**. This is called the 30-minute **READY WINDOW**. This window of time is needed to group rides and to accommodate unexpected traffic conditions, weather conditions or other delays and schedule changes. It is important that you be ready to meet the Paratransit vehicle during the 30-minute "window" of time.

EXAMPLE: A customer asked for a ride to and from work. They work from 9:00 AM to 5:00 PM, so they request 8:45 AM drop-off in the morning and a 5:15 PM pick-up in the afternoon. The reservation agent is able to offer an 8:00 AM pick-up in the morning and a 5:45 PM pick-up in the afternoon. In the morning, the Ready Time is 8:00 AM so the customer needs to be ready to meet the vehicle between 7:40 AM and 8:20 AM (the Ready Window). For the return trip, the customer's Ready Time is 5:45 PM and the Ready Window is from 5:35 PM to 6:05 PM.

To ensure that the scheduling options offered meet your needs, SUNTRAN has established the following guidelines for the Paratransit scheduling process:

- Every effort will be made to schedule your trip so that you do not arrive more than 30 minutes before your requested drop-off time and no later than your requested drop-off time.
- Every effort will be made to schedule a return pick-up no later than 60 minutes after the time you have requested and no earlier than the time you have requested.

Out of courtesy for other Paratransit customers who are scheduled on the same vehicle, the driver will wait no longer than five (5) minutes after their arrival time within the Ready Window. Customers must be ready to depart at any time during the thirty (30) minute Ready Window described when the reservation was made. If the customer has not boarded the vehicle within five (5) minutes after the vehicles arrives, the vehicle will depart.

HOW TO RESERVE A RIDE

To request a ride, call the Paratransit scheduling office at 435-673-TRAN (8726). Scheduling is available from 5:00 AM – 9:00 PM. Paratransit service must be reserved the day prior to the ride. The reservation agent will guide you through the process to reserve a ride. The reservation agent will ask for the following information. Have this information ready when you call:

- Your first and last name.
- The date and time you need a ride.
- The street address where you need to be picked up.
- The street address where you are going and the telephone number. If you will be going to a large facility, please indicate the exact point where you would like to be picked up for the return trip.
- The time you would like to arrive (the appointment time).
- The time you will be ready to be picked up for a return trip.
- If you use a mobility aid such as a wheelchair, walker, scooter or if you will need to use the lift.
- If a personal care attendant or companion will be traveling with you.
- If a child under the age of five (5) will be traveling with you.
- If a service animal will be riding with you.
- Any other information you feel we should know in order to safely and comfortably serve you.

The reservation agent will enter this information into our computer scheduling system that will identify a vehicle that will be available to serve you.

SCHEDULING TIPS

Although it is difficult to know ahead of time exactly when you will be ready for your **return** trip, it is very important to schedule the time as accurately as possible. **Leave some extra time if you are not sure.** If you are going to a doctor's office or other medical appointment, let the person who is making your medical appointment know you will be using the SUNTRAN Paratransit service. Ask them how long the appointment will take. This will help you set your return time with Paratransit. If you have an appointment at 9:00 AM, you might want to tell the reservation agent you would like to arrive no later than 8:45 AM. Similarly, leave time to get to the place where the Paratransit vehicle will pick you up for your return trip. For example, if you work until 5:00 PM, you might want to ask the reservation agent for a 5:15 PM pickup. If you cannot be picked up to return earlier than a certain time (example: You cannot be picked up from work until 5:15 PM), let the reservation agent know this. If you do not have a specific appointment time and can be flexible with your travel times, let the reservation agent know this. If you know that another Paratransit customer who lives near you would like to travel with you, mention this when you call to request a ride. The reservation agent can check to see if your ride can be combined (although this may not always be possible).

HOW TO CANCEL A SCHEDULED RIDE

Cancellations affect our ability to provide that trip opportunity to other riders. If you have a scheduled ride that you no longer need to take, please call the Paratransit scheduling office at least **24 hours** in advance of your scheduled pick up time.

The SUNTRAN Paratransit office is quickly reached at 435-673-TRAN (8726). The message center is available 7 days a week/24 hours a day. Just leave a recorded message after hours.

Riders who fail to provide 24 hours notice of cancellation will be considered a "No Show" and will be billed \$2.00 for each occurrence. Failure to pay any such bill within 30 days shall be grounds for denial of service. Service shall not resume until bills are fully paid.

A "No Show" will be recorded with a customer if he/she does not board the bus once it arrives on time for a pick-up, or if a cancellation was made later than the day before. Customers who do not show up for a scheduled pick-up deprive other SUNTRAN customers of potential service.

If you "No Show" for the first part of a trip, in accordance with Department of Transportation (DOT) ADA Regulations 49 CFR 37.131 (b), all later rides for the day **will not** be automatically cancelled. Each trip that is a "No Show" is assessed independently in accordance with ADA regulations.

SUSPENSION OF SERVICE/"NO SHOW" POLICY

The City of St. George/SUNTRAN will suspend the provision of service to ADA Paratransit eligible individuals who establish a pattern or practice of missing a scheduled trip or failing to cancel a scheduled trip within the 24 hours of the scheduled pick-up.

When a "No-Show" occurs, the SUNTRAN vehicle will notify the dispatcher. They will attempt to contact the individual by telephone and a notation will be made on the individual's data base card. If another "No-Show" occurs within a 30-day period, SUNTRAN will put that individual on six-month probation. SUNTRAN staff will mail a letter to the individual explaining that the individual's ADA Paratransit eligibility has been placed on probation, and will attempt to identify ways to avoid further sanctions.

If, during the probation period, the person misses three (3) more trips or 8% of the monthly trips (whichever is greater), the individual will be notified by Registered Mail that their ADA Paratransit eligibility has been suspended. Eligibility will be suspended for two (2) weeks for the first violation, and two (2) months for the second and

subsequent violations. If more than one (1) year elapses between any two (2) stages of violation, the progression of suspensions would start from the first step.

The suspension of service will be effective seven (7) days from the date the Registered Letter of notification is mailed in order to allow the individual to appeal the suspension.

The suspension of service will include the specific reason(s) for the suspension. The notification will inform the individual of the right to appeal the suspension and will explain the appeal process. If an appeal is requested, it will be scheduled for an Appeals Committee review within thirty (30) days of the request and the suspension of service will be delayed until the appeal is heard. Notice of Appeal however, must be received within five (5) working days of the receipt of the Notice of Suspension. The same panel described above will hear appeals. If the "No-Shows" are determined not to be the fault of the individual, service eligibility will be restored. Individuals will be notified by Certified Letter of the decision regarding the appeal within seven (7) days of the Appeals Committee meeting and this notification will state the new date on which the suspension, if up-held, will begin.

The individual requesting the appeal may bring other persons to represent them in their behalf. A sign interpreter will be provided if requested, and an attempt will be made to provide language interpreters.