CACHE VALLEY TRANSIT DISTRICT

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Paratransit Rider's Guide

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Meeting Our Customers' Travel Needs

The Cache Valley Transit District (CVTD) is committed to providing transportation services that can be used by all our customers. All 'fixed route buses" have ramps and are low-floor with a kneeling feature to better serve riders who use wheelchairs or have difficulty getting up and down the bus steps.

For everyone's benefit, drivers announce major stops, intersections, and transfer points to help riders recognize their bus stop or point of transfer. A limited number of seats are usually available near the entrance for persons who have difficulty standing while the bus is moving. There are two spaces reserved on each bus for passengers in a wheelchair. The drivers will strap in the wheelchairs for a safe and secure ride.

CVTD offers a zero fare bus service to all passengers. We encourage our customers with disabilities to take advantage of the independence and the zero fare cost that our fixed route bus service provides.

For route and schedule information, or any questions you may have about using the CVTD fixed route bus services, call (435) 752-BUSS (2877). For TTY call (435) 755-8546.

Paratransit Services

For riders who have a disability that prevents them from making some or all of their trips on fixed route buses, the CVTD offers a shared-ride service called ***Paratransit*** which is referred to as ***Call-A-Ride.*** This service is sometimes called "ADA Paratransit Service" because it is provided as part of our efforts to meet the requirements of the American with Disabilities Act of 1990 (or ADA).

Call-A-Ride service must be reserved at least 1day in advance. The Call-A-Ride vehicles are small buses equipped with lifts and securement apparatus. ***Call-A-Ride*** service operates in the same

areas and during the same days and hours as the fixed route bus service. **This Rider's Guide provides information about CVTD's Call-A-Ride service – how to become eligible to use the service, where it operates, the days and hours of service, how to request a ride and other important information.**

If you still have questions after reading this Guide, you can call the Paratransit Eligibility Office at (435) 792-3122 or (435) 755-8546 for TTY. On request copies of this Rider's Guide can also be provided in other accessible formats.

How to Apply for Call-A-Ride Services

Individuals interested in using Call-A-Ride must first be determined eligible for the service. The eligibility review considers each person's functional ability to use fixed route bus service. If a disability or health condition prevents you from using fixed route buses under any conditions, you will be determined "unconditionally eligible." If you can use fixed route buses some of the time but not at other times, you will be determined "conditionally eligible" for those trips you cannot make by fixed route bus.

To receive information about the eligibility process, call the Paratransit Eligiblity Office, and ask to have the Call-A-Ride eligibility information and application mailed to you.

Once you have reviewed the eligibility information and feel you may be eligible for Call-A-Ride service, complete the application and return it to the Cache Valley Transit District office. If you need assistance in filling out the application simply call the Paratransit Eligibility Coordinator at (435) 792-3122.

The application is designed to gather information from the applicant's own assessment of his/her environment and functional ability to use CVTD's fixed route bus service. The person

reviewing your application may ask for additional information as needed.

You will be notified in writing of your eligibility status within 21 days after receiving a completed application. You will also receive an eligibility card if you are determined eligible for Call-A-Ride services. Applicants will be notified of eligiblity denials in writing. **If you do not agree with the decision that is made, you can appeal the decision to a review panel by following the appeals process outlined below.**

Administrative Appeal Process

CVTD will require that an applicant file a written appeal within 60 days of receipt of eligibility denial. Appeal requests must be sent to:

Cache Valley Transit District
Paratransit Eligibility Office
754 W 600 N
Logan, UT 84321

CVTD will provide an opportunity to be heard and to present information and arguments to an Appeals Committee within 30 days of receipt of the appeal. The Appeals Committee is comprised of:

(1) The General Manager
(2) The Administration Director

Written notification of the decision and reasons for the decision will be forwarded to the applicant by the Appeals Committee via Registered Mail.

CVTD will not provide Call-A-Ride service to the individual pending the determination on appeal. However, if CVTD has not made a decision within 30 days of the completion of the appeal process, CVTD will provide Call-A-Ride service from that time until and unless a decision to deny the appeal is issued.

Who is Eligible for Paratransit Service?

The ADA regulations provide that a person may be eligible for Paratransit services under one of the following three categories:

I. Category 1 Eligibility (Unconditional Eligibility)

The first category of eligibility includes those persons who are unable to use fully accessible fixed route bus services. Included in this category is:

"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." [Section 7.123(e) (1) of the ADA regulations]

II. Category 2 Eligibility (Lack of Accessible, Stations, or Bus Stops)

The second category of eligibility includes those persons who are able to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities but the vehicle, station, or bus stop is not accessible.

All CVTD fixed route vehicles and the Intermodal Transit Center are accessible. However, some fixed route bus stops are inaccessible. Category 2 applies to individuals whose trips involve using those stops.

III. Category 3 Eligibility (Conditional Eligibility)

The third category of eligibility includes those persons who may be able to use fully accessible fixed route bus service some times, but not at other times. Included in this category is:

"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." [Section 37.123(e)(3) of the ADA regulations]

This applies to an individual who, because of his/her disability, cannot access a bus stop to board the fixed route bus system and/or cannot access his/her final destination after disembarking from a fixed route bus. Eligibility is determined each time the eligible customer calls. **Inconvenience in using the fixed route bus system is not a basis for eligibility.**

Temporary Disabilities

Temporary eligibility is provided to customers who have a temporary disability that prevents them from using the CVTD fixed route bus system. Eligibility will be provided for the expected duration of the disability.

Service for Visitors

Visitors to the CVTD area can use Call-A-Ride for up to 21 days a year by providing documentation that they have been determined eligible for similar ADA Paratransit services by a transit agency in another part of the country. If additional service is needed after 21 days, the individual must apply by application. Visitors who do not have this kind of eligibility because they live in areas without fixed route public transit service might be asked for documentation of their health condition or disability. In lieu of documentation of health condition or disability, CVTD will accept a certification that the visitor is unable to use the fixed route bus system.

Recertification of Eligibility

Each Call-A-Ride customer must be recertified upon reaching his/her eligibility expiration date. It may also be necessary from time to time, for instance—if there is a disability change, to require a rider to recertify his or her eligibility. It is the customer's responsibility to reapply for services prior to his or her eligibility expiration date. If a customer fails to renew Call-A-Ride eligibility, he/she will be ineligible for service until he/she is determined eligible in the certification process.

Call-A-Ride Service Area and Service Hours

Call-A-Ride service operates in the same areas and during the same days and hours as the CVTD fixed route bus services.

Call-A-Ride is designed to be "comparable to" (or similar to) the District's fixed route bus service and can be scheduled for any trip purpose. For this reason, the Americans with Disabilities Act (ADA) Paratransit Call-A-Ride service is only required to transport riders to and from locations which are within three-quarters (3/4) of a mile of the District's existing fixed route bus services and during the same days and hours.

As a service to the communities, Call-A-Ride service is also provided to locations that are beyond the three-quarters (3/4) mile boundary but are within the city boundaries of Hyde Park, Hyrum, Logan, Millville, Nibley, North Logan, Providence, Richmond, River Heights and Smithfield.

Weekday and Weekend Service

Call-A-Ride service is offered Monday through Saturday. Call-A-Ride does not operate on Sundays.

For Logan, North Logan, and River Heights:
Weekday service hours are from 6:00 am – 8:30 pm.

Saturday service hours are from 10:15 am – 6:30 pm.

For Hyrum, Nibley, Millville, Providence, Hyde Park, Smithfield, and Richmond:
Weekday service hours are from 6:00 am – 7:30 pm.
Saturday service hours are from 10:15 am – 6:30 pm.

Holidays

Paratransit service currently does not operate on the following holidays or the federally observed day of these holidays:

New Year's Day	Memorial Day
July 4	Labor Day
Thanksgiving Day	Christmas Day

Fares

CVTD is a zero-fare system. There is no additional charge to ride the bus. The CVTD began zero-fare services on April 27, 1992. Services are funded by a local sales tax and through Federal Transit Administration Urbanized Area Formula Program Grants.

Scheduling Rides on Call-A-Ride

When to Reserve a Ride

You can reserve Call-A-Ride trips from one to seven days in advance of your trip. The Call-A-Ride scheduling office is open Monday through Friday (except holidays) from 7:00 am to 6:00 pm. On Saturday, the scheduling offices are open from 10:30 am until 6:00 pm. If you need to call on Sunday or on a holiday to request a ride for the next day, an answering machine will record your request and we will call you back the next morning to confirm your ride. If your trip request was received before 6:00 pm and you do not receive a call from us, your ride will be scheduled at the time you requested. Calls must be received before 6:00 pm in

order to receive service the next day. **Calls received after 6:00 pm are considered same day rides and are based on availability only.**

Please do not schedule a trip several days in advance if you are not sure if you will actually be going or if you are not fairly sure of the time you want to go. Reserving rides that are later canceled causes buses to be less efficient, can significantly increase the cost of the service and can lead to suspension of your Paratransit service.

How to Reserve a Ride

To request a ride, call the Call-A-Ride Scheduling Office at (435) 753-CALL (2255). The reservation agent will guide you through the process of reserving a ride. The reservation agent will ask for the following information. Have this information ready when you call.

1. Your first and last name.

2. The date and/or day of the week you need to ride.

3. The street address where you need to be picked up.

4. The street address of where you are going and the telephone number (if you have it and any point of reference that might help the driver find the location). If you will be going to a large facility that has several entrances (such as a mall or large medical facility), please indicate the exact point where you would like to be dropped off.

5. The time you would like to arrive (the appointment time, if applicable).

6. The time you will be ready to be picked up for a return trip (if applicable).

7. If you use a mobility aid such as a wheelchair, walker, scooter, or if you will need to use the lift. If you use a very large

wheelchair or other large mobility aid, please see the "Wheelchairs and Other Mobility Aids" section later in this brochure for information about the maximum sizes and weights our vehicles are designed to transport.

8. If a personal care attendant or companions will be traveling with you.

9. If a child under the age of five (5) will be traveling with you.

10. If a service animal will be traveling with you.

11. Any other information you feel we should know to safely and comfortably serve you.

The reservation agent will enter this information into our computer scheduling system that will identify a vehicle available to serve you. The reservation agent may sometimes need to put you on hold or request to call you back while the best travel option is identified.

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 CVTD's Call-A-Ride service. Ask them how long the appointment will take. This will help you set your return time with Call-A-Ride. 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 Call-A-Ride vehicle will pick you up for your return trip. For example, if you work until 5:00 pm, you might ask the reservation agent for a 5:15 pm pick-up. If you cannot be picked up earlier than a certain time (for 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 about your travel times let the reservation agent know this. If you know another Call-A-Ride customer who lives near you will be travelling to the same place at the same time and you would like to travel with them, mention this when you call to request your ride. The reservation agent can check to see if your rides can be combined (although this may not always be possible).

“Scheduled Pickup Time” and “Pickup 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 Call-A-Ride 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 early or pick you up for a return later than your request.

The actual pick-up time offered and accepted by you will be your Scheduled Pickup Time. The Call-A-Ride vehicle may arrive up to 5 minutes before or 25 minutes after your Scheduled Pickup Time. This 30 minute period is called the Pickup 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 Call-A-Ride vehicle during this 30 minute window of time.

EXAMPLE: A customer asks for a ride to and from work. They work from 9:00 am to 5:00 pm. So they request an 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 return pick-up in the afternoon. In the morning the Scheduled Pickup Time is 8:00 am and the customer needs to be ready to meet the vehicle between 7:55 am and 8:25 am (the Pickup Window). For the return the customer’s Scheduled Pickup Time is 5:45 pm and the Pickup Window is from 5:40 pm to 6:10 pm.

To ensure the scheduling options offered will meet your needs, CVTD has established the following guidelines for the Call-A-Ride scheduling process:

- Every effort will be made to schedule your trip so you do not arrive more than 60 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.

- Every effort will be made to schedule trips so travel times are comparable to the time it would take to make the trip by fixed route bus.

Out of courtesy to other Call-A-Ride customers who are scheduled on the same vehicle, the driver will wait no longer than five (5) minutes after their arrival time within the Pickup Window. The vehicle will depart when the five-minute period is up.

Customers **must be ready to depart at any time during the thirty (30) minute pickup window** described when the reservation was made. If a customer has not appeared and is not ready to board the vehicle within five (5) minutes after the vehicle arrives, the vehicle will depart.

The driver and/or dispatcher will not be able to call the customer to advise that the vehicle has arrived. It is the customer's responsibility to be at the curb, prepared to board, when the vehicle arrives. If the customer does not appear and is not ready to board the bus within the five (5) minute period the trip will be canceled and marked as a "No-Show."

Fixed Route Feeder Service

Based on demand, it may be necessary to provide a feeder service to/from a fixed route instead of providing the full trip using Call-A-Ride. When possible, the dispatcher will try to make connections at the Transit Center or at a bus stop that has a bench and/or a shelter.

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 are receiving "Subscription Service," it is important to let us know immediately if you don't need a ride on a particular day. This way we can make the change on our schedules. For example, if you have "Subscription Service" for a trip to school each weekday, keep us updated on holiday and vacation times when school is not in session. This will help us avoid unnecessary trips or missed connections. Excessive no-shows on subscription rides and excessive changes, such as regularly cancelling or adjusting scheduled pickup times of subscription rides, may result in forfeiture of the associated subscription

CVTD will not schedule a subscription context more than 50 percent of the available capacity at the requested time. It may sometimes be necessary to limit the number of subscription trips we provide. If this happens, your request will be put on a waiting list and we will call you back when we are able to meet your request for "Subscription Service."

How to Change a Scheduled Ride

If your plans change and you need to adjust your ride times, call the Call-A-Ride Scheduling Office at (435) 753-CALL (2255). Remember, the scheduling office is open Monday through Friday (except holidays) from 7:00 am until 6:00 pm and Saturday from 10:30 am to 6:00 pm. If you call on Sunday or on holidays to change or request a ride for the next day only, an answering machine will take the information and we will call you back the next morning to confirm your trip. If you do not hear from us, assume your trip was scheduled at your requested time.

Tell the reservation agent you would like to change a ride that has already been scheduled. The reservation agent will ask you:

1. Your first and last name.

2. The date and time of the trip you are calling to change.

3. The new times you would like to schedule or changes you would like to make.

The reservation agent will always try to accommodate your needs, but changes to your original ride request may result in adjustments to your pick-up times.

NOTE: Call-A-Ride cannot change pick-up times or pick-up/drop-off locations on the day of your ride. These changes may create an inconvenience to other riders.

If Your Appointment is Running Late

Everyone has occasional circumstances outside 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 Call-A-Ride Scheduling Office as soon as possible. Your request will be coordinated with drivers. You will be asked:

1. Your name.

2. The time of your scheduled return trip pick-up.

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

Remember: Allow extra time for medical appointments or other appointments that may take longer than expected. This will reduce the unnecessary cost of sending an additional vehicle.

How to Cancel a Scheduled Ride

Cancellations cost CVTD and taxpayers thousands of dollars each year and affect our ability to provide that trip opportunity to other riders. If you have scheduled a ride you no longer need to take, please call the Call-A-Ride Scheduling Office **as soon as possible to cancel, with a required notice of at least 60 minutes in advance** of your scheduled pick-up time.

If you need to cancel a trip on the day of your ride, please make every effort to call at least 60 minutes before your scheduled pick-up time so the driver can be notified in time to not make the trip unnecessarily and so you are not considered a "No-Show."

No-Show Policy

General Policy Statement on No-shows

CVTD understands that because Call-A-Ride requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. CVTD also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips (or failing to cancel trips in a timely way) can lead to suspension of service. The following information explains CVTD's no-show policy.

Definitions: Booked Trip, Pickup Window, and No-show

Booked Trip:

A booked trip is defined as any scheduled ride that is taken or no-showed.

Pickup Window:

The pickup window is defined as from 5 minutes before the scheduled pickup time to 25 minutes after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of 5 minutes within the pickup window for the rider to appear.

No-show:

A no show occurs when a rider fails to appear, and is ready, to board the vehicle that has arrived within the pickup window and the driver has waited at least 5 minutes at the scheduled pickup location.

Cancellations made less than 60 minutes before the scheduled pickup time. Cancellations made at the door, or a refusal to board a vehicle that has arrived within a pickup window are also considered no-shows.

Definition: No-Shows Due to Operator Error or to circumstances Beyond a Rider's Control

CVTD does not count as no-shows any missed trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving within the pickup window, but departing without waiting the required 5 minutes

CVTD does not count situations beyond a riders control that prevent the rider from notifying us that the trip cannot be taken as no shows, such as:

- Medical Emergency

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

Riders should contact The Paratransit Eligibility office at 435-792-3122 when experiencing no-shows due to circumstances beyond their control.

Policy for Handling Subsequent Trips Following No-shows

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

Notification of Recorded No-shows

CVTD will notify the passenger in writing after no-shows occur. Each letter will contain a reminder of the incident and provide the passenger an opportunity to dispute the no-show. Documentation may be required to verify extenuating circumstances claimed to have caused the no-show.

Suspension Policy for a Pattern or Practice of Excessive No-shows

When a no-show occurs, a notation will be made in the rider's account. At the end of each month, CVTD will review the no-shows for the previous three months. Each verified no-show consistent with the above definitions will remain in the rider's account. A rider will be subject to suspension after they meet all of the following conditions:

- Have at least 30 booked trips in the previous three months.
- Percentage of no-shows to booked trips in the previous

three months exceeds 9%.
- Have a minimum of 5 validated no-shows in the previous three months.

All suspension notices include the dates of the suspension, a copy of this policy, information on disputing no-shows, and how to appeal suspensions.

The first violation results in a 7-day suspension. Subsequent violations within 6 months of a previous violation will result in the following suspensions:

- Second violation: 14-day suspension
- Third and subsequent violations: 30-day suspension

Policy for Disputing Specific No-Shows

Riders wishing to dispute specific no-shows must do so within 10 business days of the post mark date on suspension letters. Riders should contact the ADA Paratransit Eligibility office at 435-792-3122 to explain the circumstances, and request the removal of the no-show.

Policy for Appealing Proposed Suspensions

Riders wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter. Riders must submit written appeal requests within 15 business days of the post mark date on suspension letters. Riders who miss the appeal request deadline will be suspended from Call-A-Ride on the date listed on the suspension notice. Appeal requests must be mailed to:

Cache Valley Transit District
Paratransit Eligibility Office
754 W 600 N
Logan, UT 84321

All Suspension appeals follow CVTD's appeal policy.

When the Call-A-Ride Vehicle Arrives

The Call-A-Ride driver will pull the vehicle up to the curb in front of the pick-up address you provided. The vehicle might arrive up to 5 minutes before your scheduled pickup time and up to 25 minutes after your scheduled pickup time. Please be ready to go when the vehicle arrives so the driver can stay on schedule for all customers. If you think it may be difficult for you to know when Call-A-Ride vehicles arrive (because of your disability or where you are being picked up), please let us know. We will work with you to figure out ways we can help alert you to when vehicles arrive, if at all possible.

Please note the vehicle may arrive anytime within the 30-minute Pickup Window and that drivers can only wait for you for 5 minutes after they have arrived. If you are not ready, the driver may have to leave to avoid inconveniencing other riders.

EXAMPLE: You are scheduled for a trip that has a 9:00 am scheduled pickup time. This means you should be ready for the vehicle to arrive anytime between 8:55 am and 9:25 am (the Pickup Window). If the vehicle arrives at 9:05, the driver will wait for you until 9:10. **If the vehicle arrives at 8:55, at the beginning of the Pickup Window, the driver can only wait until 9:00.**

Driver Assistance

Call-A-Ride is an origin to destination service. If requested, drivers will assist you as you enter and exit the vehicle. Drivers will not operate the wheelchair and mobility aids. Drivers will assist with the seat belt and cargo (baggage, groceries, etc.) that may be reasonably carried aboard by one person. If you require assistance beyond the curb, door-to-door assistance will be

provided to assist you to and from the threshold of a building, as long as providing that service does not create an undue burden or to take actions that are clearly unsafe. Door-to-door service must be requested when scheduling your trips. Drivers must maintain physical sight of the vehicle at all times, and they are not permitted to enter beyond the threshold or ground level of any building.

To Check on Your Ride

Unexpected delays can happen because of road construction, traffic conditions, or bad weather**. If a Call-A-Ride vehicle has not arrived 30 minutes after your scheduled pickup time**, call the Scheduling Office at (435) 753-CALL (2255). We will radio the driver and give you an update on your trip. Stay within sight of the pick-up location if at all possible, in case the vehicle arrives while you are calling.

Rider Tip: Make sure your address is clearly visible from the street, especially at night. If you are being picked up at a large building, make sure when you schedule your ride to tell the reservation agent which entrance you will use. Carry needed medication with you in case your trip takes longer than expected. If you use oxygen, bring an adequate (extra) supply. Consider bringing other items you may need. (For Example: A small snack if you are diabetic or hopyglycemic.)

After-Hour Emergencies

Should an emergency arise after 6:00 pm, call (435) 752-2877 and you will be connected to a CVTD Dispatcher. **This is only for emergencies or if your vehicle is more than 30 minutes late for a pick-up. No trip reservations or schedule changes can be made after hours.**

Additional riders

Personal Care Attendants

A Personal Care Attendant (PCA) is someone you may bring with you to assist you with traveling or with personal care or activities. A PCA must get on and off the bus at the same places and times as you.

To be able to have one PCA ride, you must be registered with us as needing a PCA. This is done as part of the eligibility process. If you did not indicate a need for a PCA when you first applied to be eligible for Call-A-Ride and now need a PCA, you should call the Eligibility Office at (435) 792-3122 and ask to have your eligibility changed. Additional documentation of your need for a PCA may be requested.

You will need to tell the reservation agent when you schedule trips that you will be traveling with a PCA. This ensures that there will be room on the vehicle for you, your PCA, and other scheduled riders.

Guests or Companions

A guest/companion is someone you want to bring along to share the trip, not someone you must bring to assist you. Guests/companions must get on and off the vehicle at the same place and time as you. You will need to tell the reservation agent when you schedule trips if you will be traveling with one or more guests/companions. Drivers cannot add riders who do not have a reservation.

One guest or companion is guaranteed, all additional guests or companions will be accommodated if there is enough space on the vehicle.

Children

An adult must accompany all children under ten (10) years of age. They cannot ride unattended. CVTD follows state seat belt laws regarding the securement of minors.

Children under (10) years of age will be considered for Paratransit eligibility based on the functional ability of both the accompanying adult and child (as a team) to use fixed route bus service.

An adult accompanying a child on Call-A-Ride is responsible for the child. Drivers are not permitted to carry children on or off the vehicle for you. If you will need assistance with the child, please bring someone else along to help you. Remember, you will need to tell the reservation agent if you will be traveling with one or more guests/companions. Children under 40 pounds or age 4 must be secured in child restraints with internal harness systems. CVTD does not supply child restraints.

Mobility Devices and other Disability Related Aids

Wheelchairs and Other Mobility Aids

Call-A-Ride vehicles are designed to accommodate most wheelchairs as defined by the ADA. We will accommodate all wheelchairs according to the vehicle manufacturer's specifications and weight ratings as long as accommodating the wheelchair does not present a legitimate safety risk. Wheelchairs may only ride in designated securement locations. Call-A-Ride vehicle lifts can accommodate weights up to 800 pounds.

Scooters

Some three-wheeled scooters are difficult to secure on Call-A-Ride vehicles. Some scooters also come with a warning from the manufacturer that they should not be used as seats on moving vehicles. Because of this, the driver may recommend you transfer to a vehicle seat if you can do so. While the driver will not require

you to transfer, we strongly recommend you do so that we can provide you and other passengers with the safest ride possible.

Wheelchair Securement Policy

It is the driver's responsibility to ensure that mobility devices are properly secured. Wheelchairs/scooters are required to be secured into the four point tie-down system at all times during the ride. CVTD requires that riders also allow operators to secure the lap belts to ensure the customer's safety.

Respirators and Portable Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on Call-A-Ride. The driver will assist you in securing this equipment on the vehicle. Drivers are not permitted, however, to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to bring a qualified attendant along with you.

Service Animals

Riders may travel with a service animal. Service animals include guide dogs, signal dogs, and other animals trained to work or perform tasks for persons with disabilities. Be sure to inform the reservation agent when you are scheduling a ride if you will be traveling with a service animal.

Pets

Animals that are not service animals may ride on Call-A-Ride only if they are properly secured in a cage or kennel. For safety reasons, drivers are not permitted to carry cages or kennels on or off the Paratransit vehicles. If you need assistance with a pet, please arrange to travel with someone who can help you.

Safety Belts and Child Restraints

For your safety and security, CVTD requires all passengers to use safety belts and remain seated while riding on Call-A-Ride vehicles. Children under 40 pounds or age 4 must be secured in child restraints with internal harness systems. CVTD does not supply child restraints.

Packages and Personal Items

You may bring grocery bags, luggage, or other packages or personal items with you on Call-A-Ride. Keep in mind that this is a shared-ride service and space is limited. Grocery store carts are not permitted on vehicles, but you may bring packages on board in personal two-wheeled, collapsible carts. You are only allowed to bring onboard as many items as may reasonably be carried aboard by one person.

Emergency Procedures

In the event of an accident or emergency, please remain calm and follow the instructions of the driver.

A rider who becomes ill, or notices another rider who may be ill, should immediately inform the driver.

Failure to Meet at Drop-off Location

If a rider, due to their disability, is to be met when they are dropped off and the person meeting them is not there when the driver arrives, the rider will be transported back to the CVTD office (or to another safe location) and the rider's guardian or caregiver will be notified and required to come to pick-up the rider or to make other transportation arrangements. If we are unable to make contact with the guardian or caregiver, the proper authorities will be notified.

Inclement Weather

CVTD reserves the right to suspend, modify or cancel service during times of hazardous weather conditions that may jeopardize the safety of our riders and employees. On bad weather days, listen to the reports on the radio. The Scheduling Office will also be able to tell you if service is canceled or not.

If your trip is for dialysis, chemotherapy, or another life-sustaining purpose, call the Scheduling office at (435) 753-CALL (2255) to make sure you can get where you need to go. Every effort will be made to deliver life-sustaining and essential trips using Paratransit or by arranging other emergency assistance.

Travel is sometimes suspended in areas with higher elevations due to snow or ice. If you are planning to travel to these areas at times when inclement weather is predicted, take into consideration problems you may have in getting a return ride should service be suspended. Also, if you are traveling during inclement weather, be sure to be prepared for longer ride times. For example, bring any medication you may need; if you use oxygen, bring an adequate supply; if you are diabetic or hypoglycemic bring a small snack with you in case the trip is longer than expected due to the weather.

Community Disaster Emergency Procedures

During a community disaster, CVTD will make every attempt to transport our clients as scheduled. Due to the nature of the disaster, it may be necessary to establish pick-up points that either requires us to walk into the area to get you, or to have you get assistance from someone at your location to bring you to us. Through coordination with the local Disaster Control Center, we will make every attempt to establish these locations to minimize your travel to reach them.

If you make other transportation arrangements due to the emergency, please let us know so we can account for all our riders who have scheduled trips.

By keeping our records as up to date as possible, we feel we will be able to provide a better service to our clients in times of an emergency. As part of our preparation for an emergency, we will periodically be requesting emergency contact information including a telephone number. If you have common places you travel, please provide us with telephone numbers to those locations as well.

If the nature of the disaster requires you need your Call-A-Ride trip earlier than originally scheduled, contact the Scheduling Office at (435) 753-CALL (2255) and we will attempt to meet your needs. Keep in mind our ability to respond immediately is limited to the nature of the disaster. If you haven't yet been picked up for your trip, or to confirm that Call-A-Ride is able to get you where you need to go, call the Scheduling Office.

If it is unsafe for CVTD to travel into a disaster area, CVTD reserves the right to suspend, modify or cancel service.

Rider Courtesy and Conduct

CVTD has a list of common-sense rules to ensure the safety of all riders and drivers. We ask that riders, their personal care attendant and any companion(s) traveling with riders observe the following Rules of Conduct:

- No smoking on the vehicles.
- Riders shall maintain appropriate, reasonable personal hygiene.
- No eating or drinking on board (unless required for health reasons).
- No abusive, threatening, or obscene language or actions.
- No physical abuse of another rider or the driver.

- No petting guide dogs or other service animals without the permission of the owner.
- No playing of radios, cassette tape players, compact disk players or other noise equipment without headphones while on board.
- No operation or tampering with any vehicle equipment.
- Littering is prohibited.
- Shirts and shoes or other footwear must be worn.
- Baby strollers must be folded and stowed away so as to not block the aisle or cause injury to any person on the bus.
- Head, arms and other body parts must be kept inside the bus.
- Objects must not be thrown from the bus window.
- Parents must control children.
- Federal regulations prohibit the transportation of flammable or explosive materials on transit vehicles.
- No person may create a hazardous or offensive condition upon any vehicle or facility including:
    - Brandishing or discharging a firearm.
    - Threatening with or assaulting any person with any weapon.
    - Making comments to a driver regarding their performance while the vehicle is in motion.
    - Making disparaging comments to another person or employee regarding their race, color, or national origin.

Riders, their personal care attendants or companions traveling with riders, who violate rules of courtesy and conduct, may be subject to penalties, up to and including suspension of service.

In accordance with federal guidance, CVTD retains the right to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others. CVTD shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons. CVTD will follow the guidance of FTA Circular 4710.1, Chapter 2, Section 2.2.7, before refusing to provide service, including the provision to provide a warning letter before denying service.

If an individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others, CVTD reserves the right to require that a personal care attendant travel with the rider as an option instead of service suspension.

Any rider, or personal care attendant or companion traveling with a rider, who is suspended from service will be notified in writing and will be given an opportunity to appeal the suspension.

Suggestions and Comments

To allow us to follow-up on your comments or suggestions, please be specific and provide us with the following information:

- Your name, address, and phone number.
- The date, time, and location of the incident.
- The vehicle number or driver's name.
- If concerning a Paratransit office staff, we need the time of your conversation with them and the name of the employee.
- A detailed explanation of the incident or suggestion.

We will follow up with each comment received and will contact you by phone or in writing to confirm we have received your comments.

IMPORTANT PHONE NUMBERS

Scheduling Office	435-753-2255	Option 3
Trip Cancellations	435-753-2255	Option 3
Fixed Route Bus Service	435-752-2877	Option 2
Lost and Found	435-753-2255	Option 2
TTY	435-755-8546	
After Hours Emergency	435-752-2877	Option 2
Call-A-Ride Eligibility/Policy Info	435-792-3122	

CVTD Website	www.cvtdbus.org