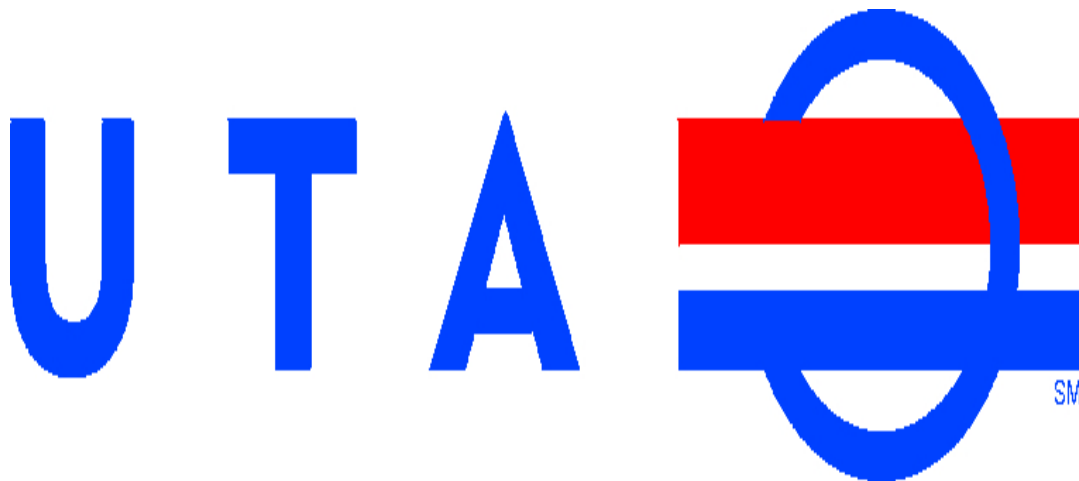


Utah Transit Authority's

Paratransit

Rider's Guide



**IMPORTANT INFORMATION
READ AND SAVE**

**Available in alternate format upon request
Revised December 2008**

UTA's Paratransit Rider's Guide - Table of Contents

Meeting Our Customers' Needs	4
Fixed Route Bus and Rail Services	4
Route Deviation	5
Paratransit Service	5
How to Apply for Paratransit Service	5
Who is Eligible for Paratransit Service	7
Category 1 Eligible (unconditional eligibility)	7
Category 2 Eligible (conditional eligibility until fixed route buses are accessible)	7
Category 3 Eligible (conditional eligibility)	8
Temporary Disabilities	8
Service for Visitors	8
Eligibility for children	9
Re-certification of Eligibility	9
Paratransit Identification Card	9
Paratransit Service in Gated or Secured Areas	9
The Paratransit Service Area and Service Hours	9
Paratransit Holiday Schedule	10
Fares	10
Scheduling Rides on Paratransit	12
When to Reserve a Ride	13
Sunday and Holiday Requests	15
How to Reserve a Ride	16
Your "Ready Time" and "Ready Window"	17
Requesting Rides between Service Areas	17
Scheduling Multiple Trips	18
"Subscription Trips"	18
"Feeder Service or Conditional Eligibility"	19
Seamless Transfer	19
How to Change a Scheduled Ride	19
If Your Appointment is Running Late	20
How to Cancel a Scheduled Ride	21
No-Show Policy	21
When the Paratransit Vehicle Arrives	25
Driver Assistance	25
Paying Your Fare	26
To Check on Your Ride	26
After-Hours Emergencies	26

Personal Attendants	27
Guests/Companions	27
Children	28
Wheelchair and Other Mobility Aids	28
Scooters	29
Wheelchair Securement and Seat Belt Policy	29
Respirators and Portable Oxygen Equipment	29
Service Animals	29
Pets	30
Safety Belts	30
Packages and Personal Items	30
Emergency Procedures	31
Inclement Weather	31
Community Disaster Emergency Procedure	32
Rider Courtesy	33
Eligibility Appeal Process	34
Service Suspension/Termination Appeal Process	34
Suggestions and Comments	34
Important Phone Numbers	36
Salt Lake County Paratransit Services	39
Weber, Davis, Box Elder County Paratransit Services	39
Utah County Paratransit Services	39
Tooele County Paratransit Services	40

If you still have questions after reading this Rider's Guide, you can call the *Paratransit* office at 801-287-5359 from Salt Lake and South Davis Counties, 1-877-882-7272 from outside the Salt Lake County area, or 711 for Relay Utah or 888-346-5822 for Speech Relay. For effective independent communication, upon request, this Rider's Guide is available in alternative format such as large print, Braille, audio tape,

Meeting Our Customers' Travel Needs

This Rider's Guide provides brief information about UTA's 100% accessible fixed route and rail services (TRAX light rail and FrontRunner commuter rail) as well as more detailed information about UTA'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.

Fixed Route Bus and Rail Services

The Utah Transit Authority (UTA) is committed to providing transportation services that can be used by all of our customers. All "fixed route buses" (larger buses that operate on set routes) purchased have lifts or are low-floor with a kneeling feature to better serve riders who use wheelchairs or have difficulty getting up and down the bus steps. Our fixed route buses are 100% "wheelchair accessible".

All our Rail Services (TRAX and FrontRunner) can be accessed either by the "mini-high block" or a bridge plate deployed by a train attendant. When connecting with *Paratransit* buses at these locations, pick-up and drop-off locations have been pre-established. As a reminder, drivers do not assist you in making your way to the train.

For everyone's benefit, drivers or pre-recorded messages announce major stops, intersections, and external route announcements at bus stops where more than one route picks up passengers, to help riders recognize their bus stop, point of transfer or the bus they want to ride. A limited number of seats are usually available near the entrance for persons who have difficulty standing while the bus is moving. Reserved spaces with tie-down straps and driver assistance are available for riders who use wheelchairs to provide a safe and secure ride.

UTA issues reduced-fare cards for senior citizens and disabled riders. This card allows an eligible individual to travel at a discounted rate when traveling on UTA's fixed route bus, TRAX light rail, and FrontRunner commuter rail services. Your Paratransit eligibility card also qualifies as a reduced-fare card when riding on fixed route bus and rail services. We encourage our customers with disabilities to take advantage of the flexibility, independence and reduced cost that our fixed route buses, TRAX light rail and FrontRunner commuter rail services provide.

For route and schedule information, or any questions you may have about using the UTA fixed route bus, TRAX light rail and FrontRunner commuter rail services, call (801) 743-3882 from Salt Lake and South Davis Counties, call 1-888-743-3882 from all other counties, or 711 for Relay Utah or 888-346-5822 for Speech Relay.

Route Deviation Service

UTA also provides a blended bus service referred to as route deviation. This service blends both fixed route and Paratransit in areas where local bus service does not operate, and is our attempt to respond to neighborhood/area transportation needs. It looks like fixed route because it has scheduled fixed pick up times and locations. It looks like Paratransit because it will deviate (travel) off the fixed route path and pick up pre-scheduled riders at pre-scheduled locations for an additional fee. Because there is no local bus service, route deviation may be the only bus/Paratransit service provided in the area of operation.

Paratransit Service

For eligible riders who have a disability that prevents them from making some or all of their trips on fixed route buses, TRAX light rail and FrontRunner commuter rail services, the UTA offers a shared-ride, curb-to-curb service called *Paratransit* which in the Salt Lake Area is often referred to as *Flextrans*. In Weber, Davis, Box Elder, Utah and Tooele counties, UTA contracts with other agencies to deliver our eligible Paratransit customers rides.

This service is sometimes called "ADA Paratransit Service" because it is provided as part of our efforts to meet the requirements of the Americans with Disabilities Act of 1990 (or ADA). *Paratransit* service must be reserved at least one day in advance. The service is provided with ramp-equipped minibuses, lift-equipped vans, and for ambulatory trips, you could also be transported on a 15-passenger van or you might have your trip provided by a cab that has been scheduled through UTA's Paratransit office. *Paratransit* service operates in the same areas and during the same days and hours as the fixed route

bus, TRAX light rail and FrontRunner commuter rail services. Paratransit service can be scheduled for any trip purpose.

How to Apply for Paratransit Service

Individuals interested in using Paratransit must first be determined eligible for the service. The eligibility review considers each person's functional ability to use fixed route bus and rail services. If a disability or health condition prevents you from using fixed route buses or rail services under any conditions, you might 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 that you cannot make by bus or rail.

At times, riders with "unconditional eligibility" might be provided transportation through Paratransit and fixed route via a "seamless transfer". A seamless transfer is when the Paratransit vehicle waits with you to transfer you to fixed route/rail service, or is waiting for you to get off of fixed route/rail services eliminating a barrier preventing you from riding fixed route or rail services.

To receive information about the eligibility process, call the Paratransit Mobility Center at (801) 287-2263 for Salt Lake and South Davis counties, or for all other counties, 1-877-882-7272 and press # 6. A Paratransit eligibility information packet will be mailed to you. Once you have reviewed the eligibility information, and feel that you might be eligible for Paratransit service, call the Paratransit Mobility Center office to schedule an in-person interview and assessment. If you need transportation to and from the interview, just ask when you make your appointment and transportation will be provided free of charge. A reminder of your appointment will be mailed to you.

The application form you receive in your information packet needs to be completed by you or for you, and brought with you to the interview. The application is designed to gather information from the applicant regarding his/her disability and the applicant's own assessment of his/her environment and functional ability to use UTA's fixed route bus and TRAX light rail services.

The person who interviews you will, as part of the eligibility process, review your application with you and discuss your travel abilities and needs in more detail. You can also ask any questions you have about the service. At the interview, you may be asked to take an actual bus and TRAX light rail trip. The physical functional assessment consists of boarding and riding an accessible fixed route bus and TRAX light rail service, negotiating various inclines, surfaces, curb or curb-cuts, and crossing streets. This will give us a better idea of your travel abilities and takes about 60 to 120 minutes. If you are

Deleted: a curb

traveling to the assessment center with a group of people or are coming in from outside the Salt Lake County area, you might want to bring a snack as the time will take longer for groups. **Please dress appropriately for an outdoor assessment.**

After the completion of the application process, you will be notified in writing of your eligibility status within 21 days. If a decision is not made within 21 days of a completed application process, Paratransit service will be provided until a final decision is made. You will also receive either a Paratransit eligibility card if you are determined eligible for Paratransit services, or you may receive a reduced fare card if you are not eligible for Paratransit services if your disability qualifies under UTA's reduced fare program. Your Paratransit eligibility card will allow you to use UTA's fixed route bus, TRAX light rail and FrontRunner commuter rail services at a **reduced cost**.

Once you receive your eligibility notification, **if you do not agree with the decision that is made, you can appeal the decision to a review panel by following the information outlined in your eligibility letter. Also see the section in this Rider's Guide titled Eligibility & Service Suspension/Termination Appeal Process.**

To begin the eligibility process, call the Paratransit office at 801-287-2263 Salt Lake and South Davis Counties, 1-877-882-7272 press 6 from all other areas or 711 for Relay Utah or 888-346-5822 for Speech Relay.

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 37.123(e) (1) of the ADA regulations]

This applies to an individual who cannot independently negotiate the fixed route bus system (board, ride or disembark from a bus or train).

II. Category 2 Eligibility (Conditional Eligibility until the fixed route bus system is fully accessible). NOTE; ALL UTA FIXED ROUTE, TRAX AND FRONTRUNNER VEHICLES ARE FULLY ACCESSIBLE :

The second category of eligibility includes:

“Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and unable by individuals with disabilities if the individual wants to travel on a route of the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.” [Section 37.123(e) (2) of the ADA regulations]

This applies to an individual who would be able to use the fixed route bus system if it were accessible (e.g., if a low-floor or lift-equipped bus is not available). This category is not required once a transit system is 100% accessible. **Because all UTA systems are 100% accessible, this category is not provided.**

III. Category 3 Eligibility (Conditional Eligibility):

The third category of eligibility includes:

“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 or a rail station to board the fixed route bus or train systems and cannot access his/her final destination after disembarking from a fixed route bus or train. Eligibility is determined each time the eligible customer calls. Two important qualifiers to this category are included in the regulations. First, environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, confer eligibility. 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 UTA bus system. Eligibility is generally provided for short periods of time, and for the time expected to recover from a temporary impairment or condition or as a transitional period under specific circumstances. Customers must notify UTA's Mobility Center if additional time is needed.

Service for Visitors

Visitors to the UTA area can use Paratransit 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. Visitors who do not have this kind of eligibility because they live in areas without public transit service might be asked for documentation of their health condition or disability. **UTA has a "Common Wheelchair Policy" and as such, visitors using mobility aids must participate in a weight and measurement of their mobility aid through our Assessment Center, prior to a commitment of transportation on Paratransit service. Transportation will be arranged free of charge for this assessment.**

Eligibility for Children six years of age and under

Paratransit eligibility for a child six (6) years of age and under is determined as the accompany adult and child viewed as one, to determine the functional ability of the child/adult.

Recertification of Eligibility

Each UTA Paratransit customer must be recertified upon reaching his/her eligibility expiration date. It may also be necessary from time to time or if the condition of the disability changes, to re-evaluate an individual's eligibility. Typically, eligibility extends for three (3) years from certification. A customer's ADA Paratransit Photo Identification Card will indicate his/her Paratransit eligibility expiration date. It is the customer's responsibility to reapply for services prior to his or her eligibility expiration date. If a customer fails to renew Paratransit eligibility, he/she will be ineligible for service until he/she is determined eligible in the certification process.

Paratransit Identification Card

For Paratransit eligible riders, your Paratransit Identification Card will be mailed at the time eligibility has been determined. Your Paratransit ID card is considered a UTA

approved reduced fare card, which allows you to ride for a **reduced fare** on UTA's fixed route, route deviation and rail services; TRAX light rail and FrontRunner commuter rail. If you lose your Paratransit ID card there will be a \$5.00 replacement charge.

Paratransit Service in Gated or Secured Areas

Paratransit vehicles will not travel into areas that require security clearance including the entry of a security code for access. Should you travel to or from gated/secured area, the Paratransit pick-up and drop-off point will be established outside the secured area.

Paratransit Service Area and Service Hours

Paratransit is designed to be "comparable to" (or similar to) UTA's fixed route bus and TRAX light rail service. For this reason, ADA Paratransit service is only required to transport riders to and from locations which are within three-quarters (3/4) of a mile of where, and during the same days and hours of UTA's existing local fixed route bus and TRAX light rail services. Points of origin and destination beyond three-quarters (3/4) of a mile are not required for ADA Paratransit service and trips may not be provided To confirm whether Paratransit service operates where you are traveling from and can get to where you are traveling to, contact the Paratransit scheduling department.

Note: Commuter routes and fast bus do not qualify under the above service requirement.

Paratransit Holiday Service

All subscription trips are pre-cancelled on a Holiday, so if you want a ride on a holiday, you must call to confirm whether we are operating service, and whether you are traveling within the service area to receive a ride. We provide limited Paratransit service on a holiday with the service is consistent with Sunday service area on:

Presidents Day	Memorial Day	Independence Day
Pioneer Day	Labor Day	

Paratransit service currently does not operate on the following holidays:

New Year's Day	Thanks giving	Christmas
----------------	---------------	-----------

(UTA may choose to not operate service during holidays not listed above. Check with the Paratransit scheduling department to confirm whether Paratransit service is being operated.)

Fares

Check with your scheduling specialist if you have questions about the one-way cash fare. In addition to the published cash fare, UTA may implement a fuel surcharge. **The fare must be paid when boarding the vehicle. Riders who do not have fare will not be transported.** Fares can be paid in any of the following ways:

- **Cash.** Exact fare only. Drivers carry no change. Cash fares may be paid with coins or dollar bills. NOTE: Round trip payments are accepted by the driver. If you pay round trip make sure the driver calls in to the radio control to let the other driver know you have paid for your return trip.
- **UTA Monthly Bus Passes:**
"P" Pass - The correct pass for customers who use Paratransit service.

If you lose your bus pass, it will not be replaced by UTA. For riders who might lose their bus pass, you may bring your bus pass into UTA, and pay a monthly administrative fee of \$5.00, and we will maintain a copy of your pass on file for the month the pass was purchased. What does that do for you? If you lose/forget your pass, and you have paid the monthly fee, the driver will still allow you to ride the bus because we have a copy of on file in our administrative office.

- **Paratransit 10-Trip Coupon Book:** A 10-trip coupon book for customers who use Paratransit. The coupon is considered a valid form of payment for the “face value” listed on the coupon. If the “face value” is less than the current fare, an additional fare payment will be required. Example: Face value of the ticket is \$2.50. The fare is \$2.75. An additional fare of \$0.25 will be required. These tickets do not expire.
- **Paratransit 30-Trip Coupons:** 30-trip coupons are available for customers who use Paratransit. The coupon is considered a valid form of payment for the “face value” listed on the coupon. The 30-trip coupons are good only for the month printed on their face. If the “face value” is less than the current fare, an additional fare payment will be required. Example: Face value of the ticket is \$2.50. The fare is \$2.75. An additional fare of \$0.25 will be required.
- **Medicaid Transportation Stickers** - Stickers obtained through Medicaid or Health Human Services offices for qualified individuals. Medicaid stickers can only be used for medical trips.
- **Transfers** – Valid transfers from regular fixed route bus and rail service tickets are valid on Paratransit.

An additional fare is required for each ride on Paratransit service if the fare paid on fixed route bus or rail services was at a lower rate than required on Paratransit services. For example, if the Paratransit fare is \$3.00, and your trip originates on TRAX light rail and transfers to Paratransit service, and you paid \$2.00 for the TRAX ride, you will be required to pay the additional \$1.00 on Paratransit.

No other passes are allowed as a valid fare payment on UTA’s Paratransit services. That includes, but is not limited to, Medicaid punch cards, UTA “Summer Youth” Passes, any UTA Monthly Passes including “Senior” Passes, Day Passes, UTA ECO, ED or MED Passes, Ski Day Passes or bus tokens, are not valid on Paratransit.

Please note that all fares are set by the UTA Board of Trustees and may change.

Note: Drivers are not permitted to accept tips. If you would like to commend a driver for service provided, call UTA’s Paratransit Customer Support at 801-287-5359 from Salt Lake and South Davis Counties, or Toll Free 1-877-882-7272 from all other counties (or 711 for Relay Utah or 888-346-5822 for Speech Relay).

Scheduling Rides on Paratransit

Military Time Clock



When to Reserve a Ride

All telephone calls to UTA's paratransit service are monitored and recorded for quality assurance purposes. Please listen to the pre-recorded messages which announce changes.

You can reserve your Paratransit ride from 1 to 7 days in advance of your trip. The Paratransit scheduling office takes trip requests every day. Ride requests are accepted from 7:00 am to 5:00 pm Monday through Saturday. You will talk to a scheduling specialist Monday through Friday from 7:00 am until 5:00 pm, and Saturday, 7:00 am until 3:00 pm. On Saturday after 3:00 pm and Sunday, after 9:00 am and before 5:00 pm, you will leave a message on our answering machine.

The scheduling department is closed between 11:00 am and noon. If you call during this time, you can only schedule rides for the next day. You will need to leave **all** your trip information on the recording:

- your name (spell both first and last name)
- the time you need to be to your appointment
- the address where you need to be picked up
- the address where you are traveling to
- the time you want your return
- the address to be picked up from

- the address where you are going to
- a phone number you can be reached at (if you do not leave a number you **must** call back to confirm your ride time,

Monday through Thursday, if you call after 3:00 p m you can **ONLY** schedule trips for the next day. If you call on Friday after 3:00 pm you can schedule through Monday. If you call on Saturday, you can only schedule trips for Sunday and Monday. If you call on Sunday, you can only schedule trips for Monday.

Please do not schedule a trip several days in advance if you are not sure that you will go or if you are not sure of the time you want to go. Reserving rides that are later canceled (even if they cancelled earlier the night before) or you no show, causes buses to be less efficient and can significantly increase the cost of the service, and can lead to suspension of your Paratransit service.

Scheduling Tip: During the busiest scheduling times of the day (early mornings and late afternoons) you may be placed on hold until there is a scheduling specialist that can assist you. During these busy times, hold times can be 5-8 minutes or longer. If you are able, you may want to place your trip requests during the middle of the day when the phone lines are often open.

How to Reserve a Ride

All trip rides are scheduled through UTA’s Paratransit Office except in Tooele County. To request a ride, call the Paratransit Scheduling Office at 801-287-7433 from Salt Lake and South Davis Counties; 435-882-2870 from Tooele County or Toll Free 1-877-882-7272 from all other counties or 711 for Relay Utah or 888-346-5822 for Speech Relay.

Scheduling Tips: When you call to schedule trips, have a pen and paper handy so you can write down important information like your pick-up Ready Time and the 30 minute Ready Window when you need to be ready for the bus. If you are scheduling several trips, have all of the information for each trip available when you call. This will help the scheduling specialist to serve you efficiently.

The scheduling specialist will guide you through the process of reserving a ride. **UTA Paratransit service will not go into any gated communities. If you live in or are**

traveling to a gated community, inform the scheduling specialist who will advise you where the pick-up or drop-off will occur. The scheduling specialist will always ask for the following information so make sure you are ready to provide:

- Your first and last name.
- .The date and day of the week you need to ride.
- The exact street address where you need to be picked up from.
- The exact street address where you are going, 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) you will be taken to and picked up from the main entrance unless a Paratransit service points has been established. If there is a Flextrans or Paratransit service point at a location you will be picked up and dropped of at the service point.
- The time you would like to arrive (the appointment time, if applicable).
- The time you will be ready to be picked up for a return trip (if applicable).
- If a personal care attendant or companion will be traveling with you.
- If a service animal will be riding with you.
- Any other information you feel we should know to safely and comfortably serve you.
- If you are eligible to use different mobility devices when scheduling our trips, which mobility device you will be using for this specific ride.

The scheduling specialist will enter this information into our computer scheduling system; determine if you are eligible for the trip, identify a vehicle that is available to serve you. The scheduling specialist may sometimes need to put you on hold while the best travel option is identified or will take your information and call you back. The Scheduling Specialist will repeat what they understood your request to be. Pay close attention to what is repeated back to you.

It is helpful to use a calendar or journal to note the date of call, time of call, and the person you spoke with to assist you and us in researching any concern regarding scheduling that you might have.

It is very important for you to keep us updated on new phone numbers. From time-to-time it is necessary for us to change your pick-up time to prevent multiple buses being sent to a location, or to better group riders on the same bus. If this occurs we will notify you of the time change either by speaking directly with you or leaving a message for you about the time change. Calls may be made up to 9:00 p.m. the night before your ride.

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 UTA's Paratransit service. Ask them how long the appointment will take. This will help you to set your return time with Paratransit. If you have an appointment, allow some extra time to get from the Paratransit vehicle to your destination. For example, if you have an appointment at 9:00 am, you might want to tell the scheduling specialist 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 scheduling specialist for a 5:15 pm pick-up. If you cannot be picked up to return earlier than a certain time (for example, you cannot be picked up from work until 5:15 pm), let the scheduling specialist know this. If you do not have a specific appointment time and can be flexible about your travel times let the scheduling specialist know this. If you know that another Paratransit customer who lives near you will be traveling to the same place at the same time, and you would like to travel with them, mention this when

Sunday and Holiday Requests

On Sunday and holidays, if you need a trip for the **next day**, leave your request on the answering machine. To request a ride, call the Paratransit Scheduling Office at 801-287-7433 from Salt Lake and South Davis Counties; call 435-882-2870 from Tooele County or Toll Free 1-877-882-7272 from all other counties or 711 for Relay Utah or 888-346-5822 for Speech Relay.

Press 4 when the recorded message begins. You must provide all of the following information on the recorded message:

- your name (spell both first and last name)
- the time you need to be to your appointment
- the address where you need to be picked up
- the address where you are traveling to
- the time you want your return
- the address to be picked up from
- If personal care attendant or companion will be traveling with you

- If a service animal will be riding with you
- the address where you are going to
- a phone number you can be reached at.

Calls must be received after 8:30 am and before 5:00 pm in order to receive service the next day. We will call you back to confirm your ride. If your trip request was received between 8:30 am and 5:00 pm and you do not receive a call from us, **your eligible ride will be scheduled at the time you requested. If you do not leave a phone number for us to contact you, you must contact us to confirm the ride times as the scheduled time might not be the exact time you requested, and could result in you no showing the vehicle.**

Deleted: 9:00

Deleted: 9:00

IF YOUR REQUEST IS RECEIVED BEFORE 8:30 AM OR AFTER 5:00 PM NO RIDE WILL BE SCHEDULED FOR YOU.

Deleted: 9:00

Your "Ready Time" and "Ready Window"

After you have provided the above trip information, the scheduling specialist 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 a little later than your request.

The actual pick-up time that is offered and accepted by you will be your *Ready Time*. The scheduling specialist 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 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 scheduling specialist is able to offer a 7:30 am pick-up in the morning and a 5:45 return pick-up in the afternoon. In the morning, the Ready Time is 7:30 am and the customer needs to be ready to meet the vehicle between 7:20 am and 7:50 am (the Ready Window). For the return, the customer's scheduled time is 5:45 pm, and the Ready Window is from 5:35 pm to 6:05 pm.

To ensure that the scheduling options that are offered will meet your needs, UTA 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.
- Every effort will be made to schedule trips so that travel times are comparable to the time it would take to make the trip by fixed route bus. When comparing these ride times, walking distance to the bus stop will be considered as part of the measurement.

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. The vehicle will depart when the five-minute period is up. You can check your clock with UTA at any time to make sure the times match by asking the Scheduling Specialist when you call in.

Riders **must be ready to depart at any time during the thirty (30) minute ready window** described when the reservation was made. If a rider has not boarded the vehicle within five (5) minute after the vehicle arrives, the vehicle will depart and a no show will be assessed to the rider's record

EXAMPLE: Your scheduled pick-up time is 7:50. The driver arrives at 7:40, and will depart at 7:45 if the rider is not out to catch the bus.

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

If the trip is the originating trip of the day (1st trip of the day) a bus will not be sent back (unless we were in error in scheduling or the driver was at the wrong location).

UTA reserves the right to establish service points based on safety concerns from the driver or rider. The rider will be notified of the

service point location, and unless there is an immediate safety concern, will implement the change no sooner than 3-days from notification to the rider.

Requesting Rides between Service Areas

If you need to travel between Paratransit service areas (for example, from Salt Lake County to Utah County) your trip will involve a transfer from one Paratransit vehicle to another, and may also involve a transfer to regular fixed route bus or TRAX light rail service if appropriate.

Scheduling Multiple Trips

You can request up to three (3) round-trips per call. If you have more than three round-trips you need to schedule, please call back to schedule these other trips. This limit on scheduling has been set to minimize the telephone hold times for all customers. It can sometimes take 5-8 minutes to schedule each trip, or even longer if you have conditional eligibility and your trip requires a transfer to regular fixed or rail service(s). The limit on the number of trips scheduled at one time helps to keep the phone lines from being tied up for long periods. When minimal phone wait times permit, additional trip requests may be made during your original call. Ask the scheduler if you can make additional trip requests.

"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 scheduling specialist 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 or your work is closed for the holiday. This will help us avoid unnecessary trips or missed connections.

You can put your subscription trip on "hold" for up to three months. When you are ready to have your subscription service taken off "hold," call the Paratransit scheduling in 7-days in advance to reinstate the service. If you need to put your trips on "hold" for a

longer period, we may ask you to call back and request new subscription service when it is again needed.

Depending on demand, it may sometimes be necessary to limit the number of subscription trips that 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.

All subscription trips are pre-cancelled on a Holiday, so if you want a ride on a holiday, you must call to confirm whether we are operating service, and whether you are traveling within the service area to receive a ride.

Due to the fact that service is limited on Sunday (and holidays) UTA will not provide any subscription service on Sunday. Riders requesting transportation on a Sunday (or holiday), must call in to see if service is provided at the time you need transportation and in the area you are requesting transportation to and from.

"Feeder Service or Conditional Eligibility"

A rider who is conditionally eligible for Paratransit service may be provided feeder service. For example, if you are able to use fixed route buses, but have difficulty getting to and from the bus stops, "feeder service" may be provided for you. A **Paratransit** vehicle can take you to a nearby bus stop and pick you up at the same stop when you return. "Feeder service" is sometimes a good option if you need to make a long trip from one county to another. If we schedule you to use both paratransit and fixed route, and you know a better route, please share that information with the Scheduling Specialist. Also, for 1st time fixed route riders, a "buddy ride-along" can be requested when the Scheduling Specialist schedules your ride.

"Seamless Transfer"

A seamless transfer is a transfer that occurs to or from the fixed route or rail service on a paratransit vehicle. A seamless transfer requires the Paratransit vehicle to wait with the passenger until the fixed route or rail train arrives, or is waiting for the passenger when the fixed route or rail train arrives. Seamless transfers occur regardless of whether you have unconditional Paratransit eligibility, and would be scheduled as such by the Scheduling Specialist based on system needs

How to Change a Scheduled Ride

If your plans change and you need to adjust your ride times, call the Paratransit scheduling office at 801-287-7433 from Salt Lake and South Davis Counties; 435-882-2870 from Tooele County, or Toll Free 1-877-882-7272 from all other counties or 711 for Relay Utah or 888-346-5822 for Speech Relay at least one day before your trip.

Riders can not make changes to their schedule after 5:00 pm. Remember, the scheduling office is open Monday through Saturday (except holidays) from 7:00 am until 5:00 pm.

Tell the scheduling specialist you would like to change a ride that has already been scheduled. The scheduling specialist 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 that you would like to schedule, or changes you would like to make.

The scheduling specialist will always try to accommodate your needs, but changes to your original ride request may result in adjustment to your pick-up times.

If you call on Sunday or on holidays to change a request a ride **for next day only trips**, press 4 when the recorded message begins. You must provide all of the following information on the recorded message:

- your name (spell both first and last name)
- the trip information you need change including:
 - the time you need to be to your appointment
 - the address where you need to be picked up
 - the address where you are traveling to
 - the time you want your return
 - the address to be picked up from
 - the address where you are going to
- a phone number you can be reached at

Calls must be received after 9:00 am and before 5:00 pm in order to change your service for the next day. We will call you back to confirm your change request. If your trip request was received between 9:00 am and 5:00 pm UTA will call you back that evening before 9:00 PM. If you do not receive a call from us and have left a phone number contact, **your eligible ride will be scheduled at the time you requested. If you do not leave a phone number for us to contact you, you must contact us to confirm the ride times as the scheduled time might not be the exact time you requested, and could result in you no showing the vehicle.**

If you do not hear from us, assume your eligible trip was scheduled at your requested time.

IF YOUR REQUEST IS RECEIVED BEFORE 9:00 AM OR AFTER 5:00 PM NO RIDE WILL BE SCHEDULED FOR YOU.

Note: Paratransit cannot change pick-up times or pick-up/drop-off locations on the same day of your ride. These changes would create an inconvenience to other riders.

If Your Appointment is Running Late

Every one 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 Paratransit office as soon as possible. Your request will be coordinated with the Dispatch office that stays in radio contact 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.

NOTE: If a bus is sent and you are not ready, you will be assessed a no-show. If you call to change your appointment because you are running late, you will be assessed points in accordance with the "No Show Policy" for the scheduled trip.

How to Cancel a Scheduled Ride

Scheduled rides that are cancelled after a driver is assigned to drive you (5 pm the night before), cost the Utah Transit Authority (UTA) thousands of dollars each year and

affects our ability to provide that trip opportunity to other riders. If you have scheduled a ride that you no longer need to take, please call the Paratransit Scheduling Office **as soon as possible** to cancel, with **required notice prior to 10 p.m. the day before** your scheduled pick up time. You can cancel all trips up to seven (7) days in advance, or put subscription service on hold for longer periods of time.

During regular business hours, after dialing the number below, you can press #2 to leave your information on a telephone recording, **or** you can wait on hold to talk to a scheduling specialist who will take your trip cancellation information.

After business hours, press #2 and leave your name (spelling your first and last name), the date and time of the trip(s) information you want to cancel.

To call from Salt Lake and South Davis Counties, 801-287-7433. Call 435-882-2870 from Tooele County, or Toll Free 1-877-882-7272 from all other counties or 711 for Relay Utah or 888-346-5822 for Speech Relay.

No Show Policy

UTA will not suspend any rider without advance notification of a service suspension. You will always be given the opportunity to meet with us before you start your suspension. (See Section on Service Suspension for exceptions.)

"To emphasize the importance of avoiding no-shows, the UTA, with the review and approval of the UTA Committee on Accessible Transportation "CAT", has adopted the following policy:

Q. What is a No-Show?

A. No Show is when you schedule a Paratransit trip but then you:

1. Cancel the trip too close to your scheduled pick-up time to allow the trip to be re-scheduled for someone else.
2. Without any notice to UTA fail to take your scheduled trip.
3. Without any notice to UTA delay your scheduled trip.
4. The driver arrives at a drop-off location and the rider delays the bus by not getting off the bus, or when no one is at the location to receive the rider and the rider can not be left unattended.

- Q. What if you feel the no show/late cancellation was UTA's error?
- A. Call Customer Concerns immediately. They will research UTA records for accuracy. Although our calls are recorded, it is impossible for us to check every phone record. If you are unable to provide specific information on the date/time you scheduled your trips, and who you scheduled them with, we will be unable to research your dispute and will have to rely on the data we have to determine the validity of the error.
- Q. What if you feel the no show/late cancellation was outside your control?
- A. Call Customer Concerns and explain to them what prevented you from taking your scheduled ride. You may be requested to provide documentation. The purpose of the documentation is to provide a fair and consistent policy for all.
- Q. Why do we need a No Show Policy?
- A. A No Show usually results in a wasted trip. This is both very expensive and takes away a trip that could have been scheduled for someone else.
- Q. How will the No Show Policy work?
- A. You will be given suspension points for the following types of No Shows:
1. Same Day Notice is charged to your record if you cancel your ride after 10 pm the day before but before 4 hours before your scheduled ride. You will be given **1 point**.
 2. Late Notice is charged to your record if you cancel your ride between 30 minutes and 4 hours before your scheduled pick up time. You will be given **3 points**.
 3. No Notice/Cancel at Door is charged to your record if you cancel your ride less than 30 minutes before your scheduled pick up time, or you notify the driver when the driver arrives that you are not going to be riding with us, or you are not present after the vehicle has waited five minutes, but before the driver departs you arrive to take the ride. You will be given **5 points**.
- Q. What do these points mean?
- A. You could lose Paratransit service for the period of time based on the number of points you accumulate:

Point accumulation and suspension period chart

Points	Within	Suspension Period
12	30 Days	1 Week
24	60 Days	2 Weeks
36	90 Days	6 Weeks Loss of Subscription * Note Below
48	120 Days	10 Weeks Loss of Subscription ** Note Below
***		***Note Below

Note:

*** Optional education meeting will reduce service suspension by 1 week**

**** Optional education meeting will reduce service suspension by 2 weeks**

******* If you reach 60 or more points on your record, your service suspension will add on 4 more weeks for each additional 12 points over the base 60 points. For example 60 points would be a 14 week suspension; 72 points will be an 18 week suspension and so on.

Q. Why don't riders get points removed when the vehicle arrives late?

A. If you notify us that your trip is more than 15 minutes late (16 minutes after the end of the ready window), if the lateness is within UTA control (scheduling problem, driver error), we will send you a coupon that can be redeemed for either the removal of a "same day notice", "late notice", "no show" or you can receive a free ride coupon.

The coupons will be mailed out to riders. Riders must redeem the coupon by mailing it to UTA, indicating whether they want a free ride coupon, or no show removed from their record. If the rider chooses to have a no show removed they must indicate on the coupon which no show they want removed from their record. Riders can keep the coupon until the time they want to redeem it, but no longer than one-year from the date of issue. **COUPONS WILL NOT BE REPLACED IF LOST.**

Q. How do I appeal my suspension?

A. You can appeal your service suspension by making either a verbal or written appeal of suspension to the UTA Paratransit Customer Support Coordinator within seven (7) calendar days after the date of the Letter of Suspension, and no later than the appeal deadline date listed on the letter. Your verbal request can be made by calling (801) 801-287-5359 within Salt Lake & Davis Counties. 435-882-2870 from Tooele County, or Toll Free 1-877-882-7272 from all other counties or 711 for Relay Utah or 888-346-5822 for Speech Relay.

A review of your No Show Point record will be done and you will receive a letter from UTA as the SECOND STEP in the No Show Appeal Process. This letter will tell you if you must still serve a suspension for violating the No Show Policy. You may take the STEP THREE and request an appeal hearing. You must send a written request to UTA's ADA Compliance Officer asking for an appeal hearing. This will put your suspension on hold until your appeal is complete. The location to send the letter is 3600 South 700 West, P O Box 30810, Salt Lake City, UT 84130-0810.

- Q. How about riders who do not have no-shows?
 A. We have a "Responsible Rider Program" for riders who have a minimum of six one-way trips in a six-month period (January through June and July through December) and who have a good ridership record. A "good ridership" record is one where the rider does not have any no-shows on their record. The reward will be as follows:

Category	Six Month Trip Record	Level	Good Rider Reward
Casual	Average 1 trip per week	Bronze	1 Free Round Trip
Frequent	Average of 3 round trips per week	Silver	3 Free Round Trips
Regular	Average 4 or more round trips per week	Gold	Monthly Paratransit Pass

UTA will notify you through a letter if you qualify for any "Good Rider Reward".
 NOTE: points removed with a coupon do not qualify for this reward program.

In accordance with U.S. DOT ADA Regulations Part 49 CFR 37.131(b), when you "no-show" for the first leg of a trip, **all later rides for the day will not automatically be canceled.** It is the rider's responsibility to cancel rides (service) they no longer need.

If you no show the first leg of your trip, no bus will be sent to pick you up for that trip. If you no show another trip and Paratransit took you to the location, Paratransit will schedule a return trip upon request, and as schedule permits. We will not leave you stranded in the community.

If you schedule a one-way ride, and you no show the bus, no other bus will be sent to pick you up. This means that if we didn't take you to a location, and you no show your

trip, no Paratransit bus will be sent back to get you. Our policy is if we take you somewhere, we will not strand you. If we didn't take you, you will have to find other transportation if you no show the Paratransit bus.

Failure to cancel rides that are no longer needed will result in the assessment of points from the current no-show policy. Each trip that is no-showed is assessed independently in accordance with ADA regulations. Riders will be assessed no-show points for each trip they no-show regardless of whether there are multiple no-shows for the same day.

If a schedule delay, bad weather, or breakdown causes Paratransit to be late and you decide to find another way to your appointment after waiting 20 minutes from your scheduled time, please let us know you found another ride so we do not send the bus or assess points for a no show.

When the Paratransit Vehicle Arrives

You are expected to be "ready to ride" when the vehicle arrives. The Paratransit driver will stop the vehicle at the curb in front of the pick-up address you provided, unless something is preventing them from doing so, then they will park as close as possible to the location. You are expected to be at the curb so you can identify/or be identified by the bus driver. *The vehicle might arrive up to 10 minutes before your Ready Time and up to 20 minutes after your Ready Time.* Please be ready to go when the vehicle arrives so that the driver can stay on schedule for all customers. The driver is not permitted to honk the horn to let you know the vehicle has arrived (unless previously authorized through UTA's Paratransit office). Wait in an area where you can see or hear the vehicle arrive or where the driver will be able to see you.

Please note that the vehicle may arrive anytime within the 30 minute Ready Window. 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 Ready Time. This means you should be ready for the vehicle to arrive anytime between 8:50 am and 9:20 am (the Ready Window). If the vehicle arrives at 9:05, the driver will wait for you until 9:10. ***If the vehicle arrives at 8:40, the Ready Window begins at 8:50; the driver will wait until 8:55 before departing.*** If the vehicle arrives early the rider does not need to come out to board the bus until the beginning of the Ready Window. If you are ready to go when the bus arrives we encourage you to board the bus early, before your pick up time, to assist the operator in maintaining their schedule.

Rider Tips: Make sure that 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 scheduling specialists which entrance you will be at. Carry needed medication with you in case we are delayed and your trip takes longer than expected. If you use oxygen, bring an adequate (extra) supply. If you are diabetic or hypoglycemic; please bring a small snack with you in case the trip is longer than planned.

Driver Assistance

Paratransit is a curbside-to-curbside service. Drivers are not permitted to leave the curbside to assist riders to or from the vehicle either from or to their door or their destination. If requested, drivers will assist you as you enter and exit the vehicle. Drivers also operate the wheelchair ramp or lift and will assist customers with the securement of wheelchairs and mobility aids, and with seat belts. **Bring only what you can carry on or off in one trip. Drivers do not provide assistance loading or unloading groceries.**

IF YOU BRING MORE GROCERIES THAT CAN BE CARRIED ON OR OFF, AND YOU DELAY THE DEPARTURE OF THE BUS BEYOND 5-MINUTES, YOU WILL BE ASSESSED A NO SHOW.

Do not expect extra assistance beyond the curb, as the driver cannot leave the bus or riders unattended due to safety and security concerns. If you need assistance getting to the curbside or from the vehicle to your destination, please arrange to have someone other than the driver assist you, as the driver needs to depart after delivering you to your destination to pick up other passengers.

Paying Your Fare

There are no discounted fares on Paratransit. All riders must pay for their ride, and fares must be paid when you board the vehicle. The driver might ask you how you will be paying before you board the bus to confirm fare payment. If you do not pay the correct fare, including the use of the correct pass, the driver will refuse to provide the ride and **you will be assessed a no show to your record.**

To Check on Your Ride

Unexpected delays can happen because of road construction, traffic conditions, or bad weather, or on occasion mechanical problems with the vehicle. If a Paratransit vehicle has

not arrived 20 minutes after your Ready Time (scheduled pick-up time), call the Scheduling Office at 801-287-7433 for Salt Lake and South Davis Counties, 435-882-2870 from Tooele, or Toll Free 1-877-882-7272 from all other counties or 711 for Relay Utah or 888-346-5822 for Speech Relay. 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.

After-Hour Emergencies

Should an emergency arise after 5:00 p.m., from Salt Lake and South Davis Counties, call BUS-RIDE (801-287-7433), 435-882-2870 from Tooele County, or Toll Free 1-877-882-7272 from all other counties or 711 for Relay Utah or 888-346-5822 for Speech Relay. **You will get a recorded message so stay on the line and follow the directions. The directions are to press 1** and you will be connected to a Paratransit Dispatcher. **This is only for emergencies or if your vehicle is more than 20 minutes late for a pick-up. No trip reservations or schedule changes can be made after hours.**

Personal Care Attendants

A Personal Care Attendant (PCA) is someone you may bring with you to assist you while traveling or with personal care or activities. You must tell us that your PCA is traveling with you when you schedule your ride, or anytime before 5:00 p.m. the day before your ride. This ensures that there will be room on the vehicle for you, your PCA, and other scheduled riders. You may schedule only one (1) PCA and they may ride for free when traveling with you. A PCA must get on and off the bus at the same places and times as you. Drivers cannot add riders who do not have a reservation, so if you do not make a reservation for you PCA, they will not be allowed to ride with you.

To be able to have one PCA ride free with you, you must be **registered with us as needing a PCA**. This is done as part of your eligibility process. If you did not indicate a need for a PCA when you first applied to be eligible for Paratransit and now need a PCA, you should call Paratransit Mobility Center at 287-2263 from Salt Lake & South Davis Counties, or Toll Free 1-877-882-7272 from all other counties or 711 for Relay Utah or 888-346-5822 for Speech Relay and request the PCA application form be mailed to you.

NOTE: A registered rider who is listed as needing a PCA can not use another registered rider needing a PCA as their PCA. In this case, the PCA will have to travel as a companion, and pay for their ride.

Guests/Companions

A guest/companion is someone you want to bring along to share the trip, not someone you bring to assist you. Guests/companions must pay a fare when accompanying you, and must get on and off the vehicle at the same place and time as you.

You may schedule only one (1) companion to travel with you but will need to tell the scheduling specialist when you schedule trips that you will be traveling with a guest/companion. This ensures that there will be room on the vehicle for you, your guest/companion, and other scheduled riders. Drivers cannot add riders who do not have a reservation, so if you do not make a reservation for you guest/companion, they will not be allowed to ride with you.

Additional guests/companions will be accommodated if there is enough space on the vehicle. To schedule additional guests, you may call the day before your ride to see if there is enough space on the vehicle.

Children

All children under six (6) years of age must be accompanied by an adult. They cannot ride unattended. If traveling with an eligible fare-paying adult, UTA's policy allows 2 children under six (6) to ride for free with a full fare paying adult.

Children under six (6) 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. When an eligible child is traveling with an adult (who is serving as a personal care attendant), a fare must be paid for the child and the adult attendant rides free.

An adult accompanying a child on Paratransit is responsible for the child. Drivers can assist with securing the child's seatbelt. The Driver will not secure a child restraint car seat, will not assist with strollers and are not permitted to carry children on or off of the vehicle for you. If you will need assistance with the child, please bring someone else along to help you.

Wheelchairs and other Mobility Devices

Paratransit vehicles are designed to accommodate most wheelchairs and mobility aids. It is recommended that you allow the Driver to use the lap belt in addition to the wheelchair securements for your safety. It is UTA's policy that we **will not** transport any mobility device that exceeds the "common wheelchair" dimensions defined under the American with Disabilities Act of 1990.

We will not transport a wheelchair or mobility device that exceeds the following dimensions:

- More than 30 inches wide
- More than 48 inches long
(Measured 2 inches above the ground)
- When occupied, exceeds 600 pounds

Rider's using wheelchairs or mobility device must be in the upright position when boarding and during travel on the bus.

If you change your mobility device or your mobility device breaks down and you need to use a different mobility device, you must contact UTA's Mobility Center for a measurement before it can be transported on UTA Paratransit vehicles.

All guests and companions using wheelchairs or mobility devices must have their mobility device certified in order to be transported.

All out of town paratransit eligible riders must have their mobility device weighed and measured through UTA's Mobility Center before commitment of transportation will occur. Transportation to the Mobility Center will be provided free of charge and will be scheduled through UTA's scheduling department.

Scooters

Some three-wheeled scooters are difficult to secure on Paratransit 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 that you transfer to a vehicle seat if you can do this. While the driver will not require you to transfer, we strongly recommend that you do, so we can provide you and other customers with the safest ride possible.

Wheelchair Securement and Seat Belt Policy

It is the driver's responsibility to ensure that all mobility devices are properly secured. Wheelchair and scooter are required to be secured into the four point securement system at all times during the ride. UTA requests that riders also allow driver's to secure the lap belts and shoulder belt to ensure the customer's safety. "Secure Here" stickers are available for riders to place on their mobility device. This will assist drivers in knowing where you request the securement straps be placed. Contact UTA's customer concerns department to obtain stickers.

Respirators and Portable Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on all UTA vehicles. 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 someone with this ability with you.

Service Animals

Riders may travel on all UTA vehicles with a service animal. Service animals include guide dogs, signal dogs, and other animals trained to work or perform tasks for persons with disabilities. If you are traveling with a service animal, be sure to inform the scheduling specialist when you are scheduling a ride. This ensures the appropriate vehicle is sent, and/or there will be room on the vehicle for you and your service animal, along with other scheduled riders. Drivers cannot make changes for your service animals if you do not make a reservation by 5 p.m. the day before your ride. Your service animal will not be allowed to ride with you without prior notification.

You are responsible to maintain control of your animal while on board the bus. If you are planning on riding UTA with a service animal, please follow these guidelines:

- To maintain control of your service animal, it may need to be on a leash, in a cage or container when boarding, while riding and when exiting the bus.
- Birds, reptiles, amphibians and rodents must be kept in an enclosed carrier/container.
- The animal must remain at your feet or on your lap. The animal may not sit on a vehicle seat.
- The animal must not be aggressive towards people or other animals
- You are responsible for any damage or soiling caused by the animal
- The animal must be clean and well groomed.

Pets

Animals that are not service animals may ride on Paratransit vehicles 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

Although not required, our community requested that seat belts be installed on the paratransit vehicles. For your safety and security, UTA strongly encourages you to use a safety belt and remain seated while riding on Paratransit vehicles.

Packages and Personal Items

You may bring grocery bags, luggage, or other packages or (legal) personal items with you on Paratransit. Because drivers are not required to assist with loading and unloading of packages and personal items, please do not plan to bring more than you and/or the assistant who is traveling with you can manage without delaying the vehicle. Delaying the vehicle occurs when you bring more items than you can carry on the vehicle at one time, and will result in a no show being assessed to your record.

Also, 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 cart. If you are bringing a cart with you, let the Scheduling Specialists know when you request your transportation to assure an accessible vehicle that will better accommodate the collapsible carts.

Emergency Procedures

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

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

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 UTA 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. Respite care charges will be assessed to the rider if this occurs. If we are unable to make contact with the guardian or caregiver, the proper authorities will be notified.

Inclement Weather

UTA reserves the right to suspend, modify or cancel service during times of hazardous weather conditions that may jeopardize the safety of our riders, our employees, or our vehicles. On bad weather days, listen to the school closure reports on the radio or television. Paratransit service announcements may be included with school closure information. The Scheduling office will also be able to tell you if service will be cancelled.

If your trip is for dialysis, chemotherapy, or another life-sustaining purpose, call the Scheduling office at 801-287-7433 from Salt Lake and South Davis Counties; 435-882-2870 from Tooele County, or Toll Free 1-877-882-7272 from all other counties or 711 for Relay Utah or 888-346-5822 for Speech Relay, 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 during snow or ice storms, and at times when there are high wind warnings. If you are planning to travel to these areas at times when inclement weather is predicted, take into consideration the 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 (extra) 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, UTA will make every attempt to transport our riders as scheduled. Due to the nature of the disaster, it might be necessary to establish pick-up points that either requires us to walk-in to the area to get you, or to have you get assistance from someone at your location to bring you to the bus. Through coordination with the local disaster control center, we will make every attempt to establish these locations to minimize your travel to them.

If you are at home when a disaster occurs, you should stay home. If we took you to a location, and you make other transportation arrangements due to the emergency, please let us know so that we can account for all of our riders that have scheduled trips.

In the event of a community disaster, UTA will:

- **“Freeze” our system. This means all vehicles will hold at their location or a safe location until contacted by the radio room.**
- **An inventory of vehicles and passengers on board will occur.**
- **An inventory of passengers delivered in the system will occur**
- **No additional passenger picking will occur until we have been able to determine whether we can safely proceed.**
- **It may be necessary to drop off passengers on the bus at established shelters.**
- **If the bus is out of contact with their control center, operators will proceed according to pre-established protocol which is:**
 - **Is it safe to proceed**
 - **Do you have passengers on board**
 - **Make your way to a UTA facility**

By keeping our records as up-to-date as possible, we feel we will be able to provide a better service to our riders in times of an emergency. As part of our preparation for an emergency, from time to time, we will request your emergency contact information including a telephone number, cell phone, the name of a person to contact and their phone number. If you have common places that you travel, please provide us with telephone numbers to those locations as well. **Make sure we have at least one emergency contact person or location on file for you.**

If the nature of the disaster requires that you need your Paratransit ride earlier than originally scheduled, contact the Scheduling office and we will attempt to meet your scheduling needs. Keep in mind that our ability to respond immediately is limited to the

nature of the disaster. Call the Scheduling Office if you have not yet been picked up for your trip, or to confirm that Paratransit is able to safely get you where you need to go.

In the event that our internal phone system is not functional, listen for emergency news announcements.

If it is unsafe for UTA to travel into a disaster area, UTA reserves the right to suspend, modify or cancel service without notice.

Rider Courtesy and Conduct

UTA has a list of common-sense rules to ensure the safety of all riders and drivers. We ask that all riders, their personal care attendants and any companions traveling with riders observe the following Rules of Conduct:

- Riders must depart the transit vehicle upon demand of an Authorized UTA representative including the bus Driver. Failure to do so is a Class I infraction and subject to a fine.
- No smoking on the vehicles.
- Riders shall maintain appropriate, reasonable personal hygiene.
- No eating or drinking on-board (unless required for health reasons).
- No riding with open containers of alcohol or with illegal drugs.
- No abusive, threatening or obscene language or actions.
- No deliberate fare evasion.
- No physical abuse of another rider or the driver.
- No petting guide dogs or other service animals without the permission from the owner.
- No playing of radios, cassette tape players, or compact disk players or other noisy electronic equipment (without headphones), or other noisy equipment while on-board.
- No operating or tampering with any vehicle equipment.
- Littering is prohibited.
- Shirts and shoes or other footwear (if ambulatory) must be worn.
- Baby strollers must be folded and stowed to not block the aisle or cause injury to persons 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.

- Dangerous weapons are prohibited on UTA buses.

Riders, 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.

Riders, personal care attendant or companions traveling with riders, who engage in physical abuse or cause physical injury to another rider or driver, or who engage in other illegal activities, may be subject to **immediate and permanent suspension** from receiving Paratransit service. They may also be subject to possible criminal prosecution, which may include fines.

Riders, personal care attendants or companions traveling with riders, who engage in an activity that disrupts the safe or effective operation of Paratransit services, may also be subject to a suspension of service. If a rider is disruptive to UTA service, UTA 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.

Eligibility Appeal Process

A rider who disagrees with their eligibility decision may request an appeal. The appeal request must be made in writing and must be received by UTA's ADA Compliance Officer within 60-days of the eligibility determination. Send written request to:

**ADA Compliance Officer
Utah Transit Authority
3600 South 700 West
P.O. Box 30810
Salt Lake City, UT 84130-0810**

A written copy of the appeal process may be obtained by calling the Paratransit Customer Support Coordinator at (801) 287-5359 from Salt Lake and South Davis Counties, or Toll Free 1-877-882-7272 from all other counties or 711 for Relay Utah or 888-346-5822 for Speech Relay

Service Suspension/Termination of Service Appeal Process

Immediate suspension will occur in the event of an assault or threat of an assault while on the bus or on UTA property. You must follow the process outlined in your written notification. Failure to follow the process listed by the dates listed in the letter will result in the service suspension being upheld. For a termination of service appeal, follow the directions in your written notification.

Suggestions and Comments

We welcome feedback, suggestions, and comments on our Paratransit service. Call Paratransit Customer Support at 801-287-5359 from Salt Lake and South Davis Counties, or Toll Free 1-877-882-7272 from all other counties or 711 for Relay Utah or 888-346-5822 for Speech Relay or e-mail www.rideuta.com or write to:

**Paratransit Customer Support Coordinator
Utah Transit Authority
3600 South 700 West
P.O. Box 30810
Salt Lake City, UT 84130-0810**

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.
- If your concern involves a Paratransit office staff person, we need the time of your conversation with them and the name of the employee if you have it.
- A detailed explanation of the incident or suggestion.

To assist us in researching a scheduling concern, you are encouraged to keep track of the date, time and scheduling specialist who scheduled your rides on a calendar. We commit to you to log and follow-up on each comment received and will contact you by phone or in writing to discuss our findings.

Due to the research procedure, please allow us 5-7 days to complete our research once you have left your information.

IMPORTANT PHONE NUMBERS

Salt Lake, Weber, Davis, Box Elder and Utah Counties Paratransit Services

Paratransit Mobility Center

Salt Lake & Davis Counties..... (801) 287-2263
All other counties1-877-882-7272 #6

Paratransit Scheduling OfficeBUS-RIDE (801) (287-7433)

Salt Lake & Davis Counties.....BUS-RIDE (801) 287-7433
All other counties 1-877-882-7272

Route Deviation (Lift)

Salt Lake & Davis Counties.....BUS-RIDE (801) 287-7433 #5
All other counties 1-877-882-7272 #5

Trip Cancellations

Salt Lake & Davis Counties.....(801) 287-7433 #2
All other counties1-877-882-7272 #2

No Show/Late Cancellation Disputes

Salt Lake & Davis Counties..... (801) 287-5359
All other counties1-877-882-7272 #3

Relay Utah..... 711

Speech Relay1-888-346-5822

Customer Service

Salt Lake & Davis Counties..... (801) 287-5359
All other counties1-877-882-7272 #3

Paratransit and Route Deviation Lost and Found

Salt Lake & Davis Counties (801) 287-5359
All other counties1-877-882-7272 #3

After Hours Emergency

Salt Lake & Davis Counties.....(801) 287-7433
All other counties 1-877-882-7272

UTA Fixed route bus service

Salt Lake & Davis Counties.....(801) 743-3882
Utah County1-888-743-3882
Weber County1-888-743-3882
Box Elder County1-888-743-3882
Tooele County1-888-743-3882

Tooele County Paratransit Services

Paratransit Scheduling Office (435) 882-2870

Trip Cancellations (435) 882-2870
No Show/Late Cancellation Disputes.....1-877-882-7272 #3
Customer Service1-877-882-7272 #3
Lost and Found (435) 882-2870
After Hours Emergency (435) 882-2870

TEAR THIS PAGE OUT AND PLACE IN YOUR WALLET OR BY YOUR PHONE

IMPORTANT PHONE NUMBERS

Salt Lake, Weber, Davis, Box Elder and Utah Counties Paratransit Services

Paratransit Mobility Center

Salt Lake & Davis Counties..... (801) 287-2263
All other counties1-877-882-7272 #6

Paratransit Scheduling OfficeBUS-RIDE (801) (287-7433)

Salt Lake & Davis Counties.....BUS-RIDE (801) 287-7433
All other counties 1-877-882-7272

Route Deviation (Lift)

Salt Lake & Davis Counties.....BUS-RIDE (801) 287-7433 #5
All other counties 1-877-882-7272 #5

Trip Cancellations

Salt Lake & Davis Counties.....(801) 287-7433 #2
All other counties1-877-882-7272 #2

No Show/Late Cancellation Disputes

Salt Lake & Davis Counties..... (801) 287-5359
All other counties1-877-882-7272 #3

Relay Utah..... 711

Speech Relay1-888-346-5822

Customer Service

Salt Lake & Davis Counties..... (801) 287-5359
All other counties1-877-882-7272 #3

Lost and Found

Salt Lake & Davis Counties (801) 287-5359
All other counties1-877-882-7272 #3

After Hours Emergency

Salt Lake & Davis Counties.....(801) 287-7433
All other counties 1-877-882-7272

UTA Fixed route bus service

Salt Lake & Davis Counties.....(801) 743-3882
Utah County1-888-743-3882
Weber County1-888-743-3882
Box Elder County1-888-743-3882
Tooele County1-888-743-3882

Tooele County Paratransit Services

Paratransit Scheduling Office (435) 882-2870

Trip Cancellations (435) 882-2870
No Show/Late Cancellation Disputes.....1-877-882-7272 #3
Customer Service1-877-882-7272 #3
Lost and Found (435) 882-2870
After Hours Emergency (435) 882-2870