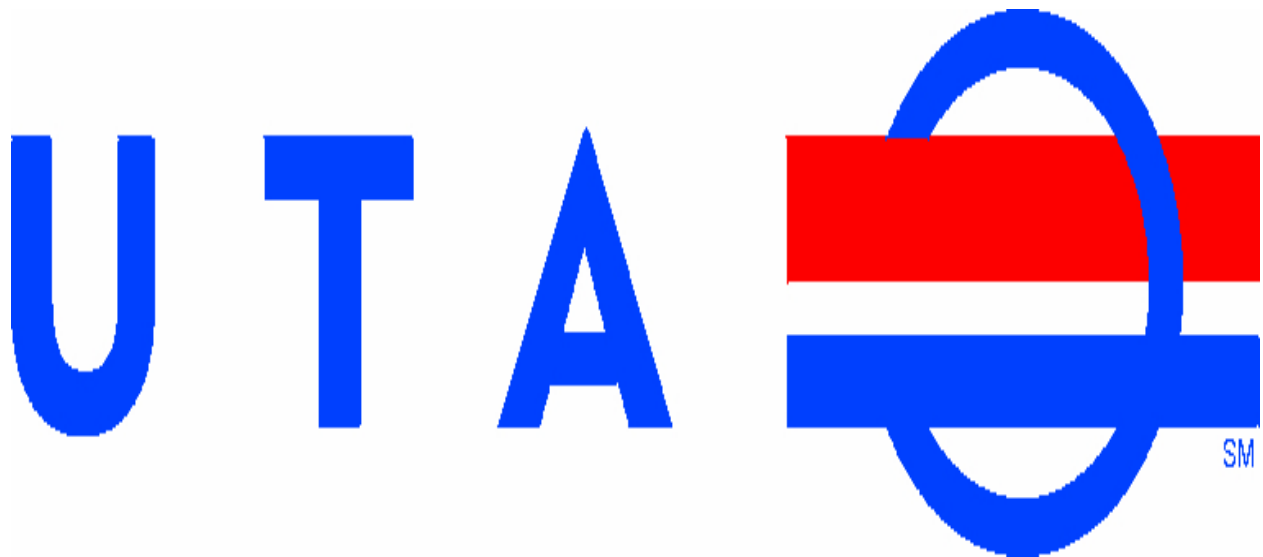


Utah Transit Authority's

Paratransit

Rider's Guide



Available in alternate format upon request

Revised November 2005

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Meeting Our Customers' Travel Needs

This Rider's Guide provides brief information about UTA's 100% accessible Fixed route and TRAX light rail services 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.

Improving Fixed Route Bus Service

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".

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. 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 and TRAX light rail services. Your Paratransit eligibility card also qualifies as a reduced-fare card when riding on fixed route bus and TRAX light rail services. We encourage our customers with disabilities to take advantage of the flexibility, independence and reduced cost that our fixed route buses and TRAX light rail services provide.

For route and schedule information, or any questions you may have about using the UTA fixed route bus and TRAX light rail services, call 743-3882 from Salt Lake and South Davis Counties, call 1-888-743-3882 from all other counties, (or (801) 287-4657 if you use a TTY).

Paratransit Service

For eligible riders who have a disability that prevents them from making some or all of their trips on fixed route buses and TRAX light 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*. 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 and TRAX light rail services. The service can be used for any trip purpose.

If you still have questions after reading this Rider's Guide, you can call the **Paratransit** office at 287-5359 from Salt Lake and South Davis Counties, 1-877-882-7272 from outside the Salt Lake County area, (or (801) 287-4657 if you use a TTY). On request, copies of this Rider's Guide can also be provided in large print, Braille, audio-tape, CD-ROM or on computer disk.

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 TRAX light rail services. If a disability or health condition prevents you from using fixed route buses or TRAX light 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 TRAX.

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/TRAX service, or is waiting for you to get off of fixed route/TRAX train eliminating a barrier preventing you from riding fixed route or TRAX.

To receive information about the eligibility process, call the Paratransit office, and ask to have the Paratransit eligibility information mailed to you. Once you have reviewed the eligibility information, and feel that you might be eligible for Paratransit service, call the Paratransit Assessment 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. An application will be mailed along with a reminder of your appointment.

The application form 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-cuts, a curb and crossing streets. This will give us a better idea of your travel abilities and takes about 45-60 minutes. If you are 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. 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 or reduced fare card will allow you to use UTA's fixed route bus and TRAX light rail services at a **reduced cost**. 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.

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 287-2263 Salt Lake and South Davis Counties, 1-877-882-7272 from all other areas (or (801) 287-5357 if you use a TTY).

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):

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 required.**

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 system 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 will be provided for the expected duration of the disability.

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

Eligibility for children six years of age and under will be considered with an adult. 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 change, 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

Your Paratransit Identification Card will be mailed at the time eligibility has been determined. Your Paratransit ID card counts as a reduced fare card for a **reduced fare** when you ride UTA’s fixed route and TRAX light rail services. If you lose your paratransit ID card there will be a \$5.00 replacement charge.

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 fixed route bus and TRAX light rail services. Points of origin and destination not within this three-quarters (3/4) of a mile corridor are not eligible for ADA Paratransit service and may not be provided, or could require an additional fee as established by UTA’s Board of Trustees. For early morning service before 6:00 am and late night service after 10:00 pm, service will only be

provided that falls within ¾ of a mile of a fixed route/TRAX, for fixed routes/TRAX service operating during these times.

Weekday and Saturday Service

The maps on the following pages show the area served by fixed route and paratransit on weekdays and on Saturday (except indicated holidays). As shown, weekday and Saturday service is divided into three areas. Area 1 includes Salt Lake County and parts of Tooele County. Area 2 includes parts of Weber and Davis Counties (including parts of Bountiful, Centerville, Ogden, Brigham City, and parts of Box Elder County). Area 3 includes parts of Utah County (including parts of Lehi, American Fork, Pleasant Grove, Orem, Provo, and Spanish Fork). To find out if the places you want to travel to and from are covered by Paratransit call the Paratransit Scheduling Office at 287-7433 from Salt Lake and South Davis Counties, 882-2870 from Tooele County or Toll Free 1-877-882-7272 from all other counties (or (801) 287-4657 if you use a TTY).

Sunday Service Area

On Sunday, Paratransit service is provided only in those areas where fixed route bus service is operated. The map on the following page shows the Sunday Fixed Route, TRAX and Paratransit service area. To find out if the place you want to go or the place you are traveling from are served on Sunday, call the Paratransit Scheduling Office at 287-7433 from Salt Lake and South Davis Counties, or Toll Free 1-877-882-7272 from all other counties (or (801) 287-4657 if you use a TTY).

Service Days and Hours

Paratransit operates on the following schedule:

SALT LAKE & TOOELE COUNTIES

Limited Service Monday through Saturday	4:45 am to 6:00 am
Regular Monday through Saturday Service	6:00 am to 10:00 pm
"Night Owl" Service (Monday -Saturday)	10:00 pm to 12:30 am
Sunday Service – Salt Lake County Only	Varies by Area

WEBER, DAVIS, BOX ELDER COUNTIES

Limited Service Monday through Saturday	3:56 am to 6:00 am
Regular Monday through Saturday Service	6:00 am to 11:00 pm
"Night Owl" Service (Monday - Saturday)	10:00 pm to 12:54 am

Sunday Service

Varies by Area

UTAH COUNTY

Limited Service Monday through Saturday

4:30 am to 6:00 am

Regular Monday through Saturday Service

6:00 am to 10:00 pm

"Night Owl" Service (Monday - Saturday)

10:00 pm to 12:48 am

Sunday Service

Varies by Area

(Note: Call the Paratransit office for exact Sunday hours in your area.)

Paratransit service currently does not operate on the following holidays:

New Year's Day

Thanksgiving

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.)

Weekday and Saturday Paratransit Service Salt Lake & Tooele County Area

Sunday Paratransit Service Salt Lake County Area

**Weekday and Saturday Paratransit Service Weber and Davis County Area
(including parts of Bountiful, Centerville, Ogden, Brigham City, and parts of
Box Elder County)**

Sunday Paratransit Service Weber/Davis & Box Elder County Area

Weekday and Saturday Paratransit Service Utah County Area (including parts of Lehi, American Fork, Pleasant Grove, Orem, Provo, and Spanish Fork)

Sunday Paratransit Service Utah County Area

Fares

The one-way fare for Paratransit service is \$2.00 in 2005 and \$2.05 in 2006. **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. Cost per month is \$68.00 for 2005 and \$69.00 beginning in 2006.
 - "RF" Pass - Qualified persons with a reduced fare card or when presenting his or her Paratransit eligibility card may purchase these passes for a cost of \$23.50 in 2005 and \$25.00 in 2006. An additional fare is required for each ride on Paratransit of \$1.30.
- **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. Cost per 10-trip coupon book is, \$18.00 in 2005 and \$18.50 beginning in 2006. If the "face value" is less than the fare, additional fare payment will be required. Example: Face value is \$2.00, fare is \$2.05, an additional fare of \$0.05 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** - Transfers from regular fixed route bus and TRAX light rail service are valid on Paratransit. An additional fare is required for each ride on Paratransit service if the fare paid on fixed route bus or TRAX light rail services was at the reduced fare rate. For example, if your trip originates on TRAX light rail and transfers to Paratransit service, and you paid \$.70 for the TRAX ride, you will be required to pay the additional \$1.30 for your Paratransit trip.

An additional fare is also required for each ride on Paratransit service if the fare paid on fixed route bus or TRAX light rail services value was at the lower fare rate than required on Paratransit services.

No other passes are allowed as a valid fare payment on UTA's Paratransit services. That includes, but is not limited to, Medicaid punch card, UTA "Summer Youth"

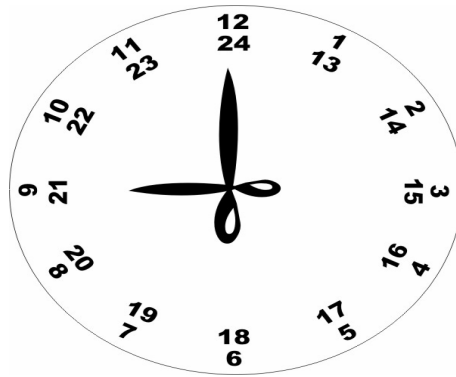
pass, UTA "Senior" passes, UTA Dollar Day pass and UTA ECO, ED, MED, COOP passes, or bus tokens are not valid on Paratransit.

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 287-5359 from Salt Lake and South Davis Counties, or Toll Free 1-877-882-7272 from all other counties (or (801) 287-4657 if you use a TTY).

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.

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 reservation agent 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.

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 and can significantly increase the cost of the service, and can lead to suspension of your Paratransit service.

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 287-7433 from Salt Lake and South Davis Counties; 882-2870 from Tooele County or Toll Free 1-877-882-7272 from all other counties or (801) 287-4657 if you use a TTY. Press 4 when the recorded message begins.

You need to leave:

- 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.

Calls must be received after 9:00 am and before 5:00 pm in order to receive service the next day. We will call you back that evening to confirm your ride. If your trip request was received between 9:00 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.**

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

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 reservation agent 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 plan 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 287-7433 from Salt Lake and South Davis Counties; 882-2870 from Tooele County or Toll Free 1-877-882-7272 from all other counties or (801) 287-4657 if you use a TTY.

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 day of the week you need to ride.
3. The street address where you need to be picked up.
4. The 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) please indicate the exact point where you would like to be dropped off or picked-up. At larger facilities where multiple paratransit service points have been established, if there is a Flextrans or Paratransit service point sign that location will be how the trip is scheduled.
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 a personal care attendant or companions will be traveling with you.
8. If a service animal will be riding with you.
9. 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; determine if you are eligible for the trip, identify a vehicle that is available to serve you. The reservation agent 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 Reservationist 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.

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 reservation agent you would like to arrive no later than 8:45 am. Similarly, leave time to get to the place where the Paratransit vehicle will pick you up for your return trip. For example, if you work until 5:00 pm, you might want to ask the reservation agent for a 5:15 pm 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 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 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 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).

Your "Ready Time" and "Ready Window"

After you have provided the above trip information, the reservation agent will offer you your trip options. We will make every effort to offer you a pick-up and drop-off time that is as close as possible to the times you requested. Because Paratransit is a ***shared-ride service***, and other customers may need to be scheduled on the same vehicle, it may be necessary to get you to your appointment a little early or pick you up for a return a little later than your request.

The actual pick-up time that is offered and accepted by you will be your ***Ready Time***. The reservation agent will then note that ***a Paratransit vehicle might arrive up to 10 minutes before your Ready Time and up to 20 minutes after your Ready Time***. This is called the 30 minute ***Ready Window***. This window of time is needed to group rides and to accommodate unexpected traffic conditions, weather conditions or other delays and schedule changes. It is important that you be ready to meet the Paratransit vehicle during 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 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 Ready Time is 5:45 pm, and the Ready Window is from 5:35 pm to 6:05 pm.

To ensure that the scheduling options 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. Most trips that are within one of the three service areas should be no more than 90 minutes and shorter trips should be 45-60 minutes. If you are traveling between service areas, travel times could be 120 to 180 minutes.

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 reservationist 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

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 bus will 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 concern from the driver or rider. If this occurs the rider will be notified of the change, 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 TRAX light rail service. 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.

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 reservation agent to serve you efficiently.

"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 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 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.

Due to the fact that service is limited on Sunday and holidays, UTA will not provide any subscription service on Sunday or holidays. 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 this 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 reservationist. Also, for 1st time fixed route riders, a "buddy ride-along" can be requested when the reservationist schedules your ride.

"Seamless Transfer"

A seamless transfer is a transfer that occurs to or from the fixed route or TRAX light rail service on a paratransit vehicle requiring the paratransit vehicle to wait with the passenger until the fixed route or TRAX light rail train arrives, or is waiting for the passenger when the fixed route or TRAX light rail arrives. Seamless transfers occur based on a person's conditions of eligibility and would be scheduled this way by the reservationist.

How to Change a Scheduled Ride

If your plans change and you need to adjust your ride times, call the Paratransit scheduling office at 287-7433 from Salt Lake and South Davis Counties; 882-2870 from Tooele County, or Toll Free 1-877-882-7272 from all other counties (or (801) 287-4657 if you use a TTY) 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. If you call on Sunday or on holidays to change or request a ride **for the next day only**, an answering machine (press 4 when you get the recorded message) will take the information and we will call you back that evening to confirm your trip. **If you do not hear from us, assume your eligible 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 that 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 adjustment to your pick-up times.

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

If Your Appointment is Running Late

Everyone has occasional circumstances outside of their control that can cause delays at a scheduled appointment. If your appointment is running later than you expected and there is a chance you will not be ready for your scheduled return trip (or if you have missed the bus), call the 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

Late cancellations cost the UTA 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 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, trip cancellations will be taken by reservation agents. After hours a recording will ask you to state your name and the date and time of the trip(s) you want to cancel. To call from Salt Lake and South Davis Counties, 287-7433. 882-2870 from Tooele County, or Toll Free 1-877-882-7272 from all other counties (or (801) 287-4657 if you use a TTY).

No Show Policy

"No-shows" cost the UTA and taxpayers thousands of dollars each year. They also inconvenience other riders when there are delays that affect the schedule. To emphasize the importance of avoiding no-shows, the UTA, with the review and approval of the UTA Committee on Accessible Transportation, 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. 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:

Points effective through December 31, 2005

Points	Within	Suspension Period
12	30 Days	15 Day
24	60 Days	30 Days
36	90 Days	90 Days (loss of subscription)
48	120 Days	180 Days

Points effective beginning January 1, 2006

Points	Within	Suspension Period
12	30 Days	1 Week
24	60 Days	2 Weeks
36	90 Days	7 Weeks Loss of Subscription * Note Below
48	120 Days	13 Weeks Loss of Subscription ** Note Below

Note:

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

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

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 (15 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 date listed on the letter. Verbal request can be made by calling (801) 287-5359 within Salt Lake & Davis Counties. 882-2870 from Tooele County, or Toll Free 1-877-882-7272 from all other counties (or (801) 287-4657 if you use a TTY). Or you can send a written request to UTA’s ADA Paratransit Customer Support Coordinator asking for an appeal review of the service suspension. 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 (reviewed 2 times a year with a maximum of 2 awards a year), 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 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.

If you schedule 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 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.

Also, if you feel you were charged with a no-show in error, immediately call our dedicated telephone line for no show/late cancellation disputes at 287-4672 from Salt Lake and South Davis Counties, or Toll Free 1-877-882-7272 from all other counties (or (801) 287-4657 if you use a TTY) .

When the Paratransit Vehicle Arrives

The Paratransit driver will pull the vehicle up to 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. ***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), so 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 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 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 take their transportation until the beginning of the ready window.

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 reservation agent 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 curb-to-curb 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.

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

Fares must be paid when you board the vehicle. 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 287-7433 for Salt Lake and South Davis Counties, 882-2870 from Tooele, or Toll Free 1-877-882-7272 from all other counties (or (801) 287-4657 if you use a TTY). 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 pm, from Salt Lake and South Davis Counties, call BUS-RIDE (287-7433), 882-2870 from Tooele County, or Toll Free 1-877-882-7272 from all other counties (or (801) 287-4657 if you use a TTY).. **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 with traveling or with personal care or activities. One (1) PCA 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.

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 the 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 Assessment Center at 287-2263 from Salt Lake & South Davis Counties, or Toll Free 1-877-882-7272 from all other counties (or (801) 287-4657 if you use a TTY) and request the PCA form be mailed to you.

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.

NOTE: A registered rider who is listed as needing a PCA can not use another registered rider needing a PCA as their PCA.

Guests/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 pay a fare when accompanying you, and 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 that you will be traveling with one or more guests/companions. Drivers cannot add riders who do not have a reservation.

If you make a reservation for them, you are always entitled to bring one guest/companion with you. Additional guests/companions will be accommodated 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, 2 children under six (6) may ride for free.

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 child seatbelt but will not secure a child restraint car seat 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 Aids

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

We will not transport your wheelchair or mobility aid 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

If you change your mobility aid you must contact UTA's Assessment Center for a measurement before it can be transported on UTA vehicles.

Out of town paratransit eligible riders must have their mobility aid weighed and measured through UTA's Assessment Center before commitment of transportation will occur. Transportation to the Assessment 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 mobility devices are properly secured. Wheelchair/scooter are required to be secured into the four point securement system at all times during the ride. UTA requests that riders also allow operators to secure the lap belts to ensure the customer's safety. "Secure Here" stickers are available for riders to place on their mobility aid as assistance to the driver of where you request the securement devices to be placed. Contact UTA's customer concerns department to obtain stickers at 287-5359 from Salt Lake & South Davis Counties, or Toll Free 1-877-882-7272 from all other counties (or (801) 287-4657 if you use a TTY).

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 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.

You are responsible for the care and supervision of your animal while on board. If you are planning on riding UTA with a service animal, please follow these guidelines:

- The animal must be on a leash or in a container, remain under your control and behave appropriately.

- 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 of 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 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 reservationists 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 instructions of the driver.

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 is canceled or not.

If your trip is for dialysis, chemotherapy, or another life-sustaining purpose, call the Scheduling office at 287-7433 from Salt Lake and South Davis Counties; 882-2870 from Tooele County, or Toll Free 1-877-882-7272 from all other counties (or (801) 287-4657 if you use a TTY), 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 considerations problems you may have in getting a return ride should service have to 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 us. 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 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.

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, we will periodically be requesting 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.

If the nature of the disaster requires that you need your Paratransit ride earlier than originally scheduled, contact the Scheduling office at 287-7433 from Salt Lake and South Davis Counties; 882-2870 from Tooele County; or Toll Free 1-877-882-7272 from all other counties (or (801) 287-4657 if you use a TTY) 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. If you haven't yet been picked up for your trip, or to confirm that Paratransit is able to get you where you need to go, call the scheduling office.

In the event that our internal phone system is not functional, our cancellation line (which does not go through our internal phone system), will be staffed if possible, to take calls. That number is 801-287-2151.

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 riders, their personal care attendant and any companion(s) 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 operator. 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 of the owner.
- No playing of radios, cassette tape players, or compact disk players (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 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, 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.

Riders, their 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 or their personal care attendant or companions, 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 disputes the basis for their eligibility within 60-days of the eligibility determination, may request an appeal hearing by writing:

**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 (801) 287-4657 if you use a TTY)

Service Suspension/Termination of Service Appeal Process

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 287-5359 from Salt Lake and South Davis Counties, or Toll Free 1-877-882-7272 from all other counties (or (801) 287-4657 if you use a TTY) 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.
- The vehicle number or driver's name.
- If concerning 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.

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

IMPORTANT PHONE NUMBERS

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

Paratransit Scheduling Office	BUS-RIDE (287-7433)
Trip Cancellations	
Salt Lake & Davis Counties.....	287-7433
All other counties.....	1-877-882-7272
No Show/Late Cancellation Disputes	
Salt Lake & Davis Counties.....	287-4672
All other counties.....	1-877-882-7272
TTY.....	(801) 287-4657
Customer Service.	
Salt Lake & Davis Counties.....	287-5359
All other counties.....	1-877-882-7272
Lost and Found	
Salt Lake & Davis Counties.....	287-5359
All other counties.....	1-877-882-7272
After Hours Emergency	
Salt Lake & Davis Counties.....	287-7433
All other counties.....	1-877-882-7272
UTA Fixed route bus service	
Salt Lake & Davis Counties.....	743-3882
Utah County	1-888-743-3882
Weber County.....	1-888-743-3882

Box Elder County1-888-743-3882
Tooele County1-888-743-3882

Tooele County Paratransit Services

Paratransit Scheduling Office 882-2870
Trip Cancellations 882-2870
No Show/Late Cancellation Disputes.....1-877-882-7272
Customer Service1-877-882-7272
Lost and Found 882-2870
After Hours Emergency..... 882-2870