



**PARATRANSIT POLICIES
AND
PROCEDURES
FOR CUSTOMERS**



Pine Bluff Transit

**2300 E. Harding Ave.
Pine Bluff, AR 71601
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**Pine Bluff Transit
City of Pine Bluff
2300 E. Harding Ave.
Pine Bluff, AR 71601
(870) 543-5130**

**ADA Paratransit Services
(870) 543-5133**

**General fax Number
(870) 543-6975**

Website: cityofpinebluff.com/transit

The Americans With Disabilities Act of 1990 (ADA) requires Pine Bluff Transit (PBT), as well as other public transit agencies, to provide complementary Paratransit service, or equivalent public transportation to individuals with disabilities who cannot board, read or get to an accessible fixed route bus.

If your disability prevents you from using a PBT fixed route transit lift equipped bus, you may be eligible for Paratransit services.

WHAT IS FIXED ROUTE SERVICE?

PBT fixed route system consists of bus service that operates on established routes, days and scheduled times. PBT bus services currently include eight (8) routes which operate within the City of Pine Bluff.

WHAT IS PARATRANSIT SERVICE?

PBT Paratransit services are a shared ride, advanced reservation form of public transportation that complements PBT fixed route service. Paratransit services are equivalent to fixed route services. Individuals whose disabilities absolutely prevent them from using fixed route services are eligible to ride the Paratransit buses.

Paratransit service operates within the PBT service area. Specially equipped lift and/or ramp vehicles are capable of transporting wheelchairs and ambulatory customers. The service operates to and from facilities on an origin to destination basis.

WHO IS ELIGIBLE FOR PARATRANSIT SERVICE?

ADA Public law defines who is eligible for complementary Paratransit service in Section 223 of the Federal Regulations. Eligibility is based on the following three categories:

1. Category 1 Eligibility:

The first category of eligibility includes those persons who are unable to use fully accessible fixed route services. Included in this 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.”
[Code Section 37.123(e) (1)]

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

2. Category 2 Eligibility:

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 usable 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.”
[Code Section 37.123(e) (2)]

This applies to an individual who would be unable to use a fixed route system if it were not accessible (e.g., if a low-floor or lift-equipped bus is not available).

3. Category 3 Eligibility:

“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”
[Code Section 37.123(e) (3)]

This applies to an individual who, because of his/her disability, cannot access a bus stop or to board the fixed route system and cannot access his/her final destination after disembarking from a fixed route bus. Eligibility is determined each time the eligible customer calls. Temporary service can be provided for those who use fixed route services in cases when lift and/or ramp on fixed route buses are not operable. **Restrictions may**

apply. 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, grant eligibility. **Inconvenience in using the fixed route system is not a basis for eligibility.**

An individual who believes he/she is eligible must apply for certification or his/her guardian may apply for certification of the individual. His/her eligibility application must be certified by a licensed rehabilitation or medical professional affiliated with an accredited service center working with disabilities. **PBT reserves the right to make all final eligibility determinations.**

WHAT IS ORIGIN TO DESTINATION?

Operators will assist a customer as needed or upon request with the use of securement systems and ramps. Customers needing assistance beyond the entrance of the pickup or drop-off location must arrange for a personal care attendant or companion. Customers needing assistance with carrying packages while boarding, de-boarding, and riding the bus will need to make arrangements to have a personal care attendant or companion assist them. **Bus operators are prohibited from handling any packages.**

WHERE DOES PARATRANIST SERVICE OPERATE?

Paratransit service may not extend beyond a $\frac{3}{4}$ mile radius from the fixed route system. Paratransit service operates to and from any point of origin or destination that is within a $\frac{3}{4}$ mile corridor on each side of the bus route or within the PBT service area. Points of origin and designation not within this $\frac{3}{4}$ mile corridor or not surrounded by fixed-route service are not eligible for ADA Paratransit services.

Should PBT change its service area, the Paratransit service area will change to reflect the new service area and all current clients will be notified.

WHAT TIME PERIOD IS PARATRANIST SERVICE AVAILABLE TO THE PUBLIC?

PBT Paratransit service is available Monday through Friday from 6:00 AM until the 6:00 PM. This means that the first (origin) pick up for a client will be at 6:00 AM and the last (origin) pickup for a client will be at 5:30 pm. Please be aware that if you schedule an origin pick up after 5:00pm we do not provide service after six pm. The last pick up from a destination drop off is 5:30P.M.

ADA Paratransit will not be available on holidays as observed by PBT as declared by the Mayor and City Council. In cases of bad weather or natural disasters PBT does not operate its buses on its fixed routes and Paratransit service will not be available to the public.

HOW DO I APPLY FOR PARATRANIST SERVICE?

You can obtain a Paratransit ridership application at the PBT Administration/Maintenance Facility located at 2300 East Harding Avenue by calling our office to have an application mailed, faxed, emailed to you or as a walk in. You may return the application by mail, fax, or in person, however, a personal interview must be scheduled for you to come into our office, as this is a part of the eligibility assessment process. Our phone number is 870-543-5133 and our TTY phone number is 1-870-543-8188. Our office hours are 8:00 AM to 5:00 PM, Monday through Friday.

The Application for Paratransit Eligibility must be completed, by the applicant, a representative or a legal guardian who is familiar with the applicant's disability and his/her ability to travel on a bus. A 'Request for Professional Verification' shall be included with each application submitted.

The name, address and telephone number of the Health Care Professional who will certify the eligibility of the applicant to ride the Paratransit bus service shall be required on the application. The applicant's signature on this Application serves as the applicant's authorization allowing the Health Care Professional to release medical information should PBT request the information in order to process the ADA application. The application must be completed and signed by all applicants. An authorization not properly signed will be returned to the applicant and will render the application incomplete.

WHEN WILL I KNOW IF I CAN USE PARATRANIST SERVICES?

- APPLICATION PROCESS:

PBT must process a completed application within twenty-one (21) days of receipt. Normally, it takes less than a week to process a completed application. Should PBT not receive the Health Care Professional documentation it needs to make the determination of eligibility within a 30 day time period, the application will be returned to you and the process cannot continue until you have supplied this information.

- **NOTIFICATION OF APPLICANT’S STATUS:**

The applicant will be notified in writing of the application approval or denial. If approved, the applicant will be sent a ridership package which will include a request for the client to schedule an appointment to take pictures for the ID card.

- **WHAT IF MY APPLICATION IS DENIED?**

If your application for Paratransit services is denied you may be eligible for reduced fare on the fixed route. (Restrictions may apply) Fixed route training is included with fixed route eligibility at no charge to the recipient.

If you do not agree with PBT’s decision to deny eligibility for Paratransit service, you have the right to an appeal. You must request an appeal in writing, and it must be filed within sixty (60) days of your receipt of a denial letter. The appeal letter shall state the reason why you feel that PBT erred in denying your application.

SEND DENIAL LETTER OF APPEAL TO:

PBT Manager - Denial
Pine Bluff Transit
2300 East Harding Avenue
Pine Bluff, Arkansas 71601

Upon receipt of your denial letter of appeal, PBT will notify you of the location and time of the appeal hearing. PBT will conduct the appeal within thirty (30) days from the date stated in the letter sent to you regarding your appeal hearing. You and/or your representative will have the opportunity to present information and arguments at the appeal hearing.

- **DO I HAVE TO BE RECERTIFIED AT ANY TIME?**

Each PBT Paratransit rider must be recertified upon reaching his/her eligibility expiration date. Typically, eligibility extends three (3) to five (5) years for full service eligibility; (6 months for temporary eligibility). A Paratransit rider's identification card will indicate his/her Paratransit eligibility expiration date. It is the rider's responsibility to maintain a valid identification card and to reapply for service prior to one's eligibility expiration date. As a courtesy our office will send renewal notices via mail sixty (60) days before eligibility expires. If a Paratransit rider fails to renew Paratransit eligibility, he/she will be suspended from riding the Paratransit bus until recertification is completed.

- **TEMPORARY DISABILITIES**

If a rider has a temporary disability, he/she may obtain Paratransit eligibility for the expected duration of the disability. If the disability continues beyond the certified time period, PBT will require a revised certification from the rider's Health Care Professional.

ADA PARATRANSIT IDENTIFICATION CARDS

- **How do I receive my ADA Identification Card?**

ADA Identification Card must be obtained from PBT after the customer receives confirmation of his/her eligibility to use PBT Paratransit services. PBT will provide instructions on how to obtain your identification card in a letter of confirmation.

- **What if I lose my ADA Identification Card?**

If a rider misplaces his/her identification card, a replacement may be obtained by calling PBT Office at (870) 543-5133. No cost will be charged for one (1) new identification card. Any subsequent cards will require a \$5.00 fee.

HOW DO I MAKE A RESERVATION?

Call PBT at (870) 543-5133 Monday through Friday; 8:00 A.M to 5:00 P.M.

Reservations may be made up to seven (7) days in advance of a desired trip and until 5:00 P.M.; the day proceeding the day of travel.

Individuals with hearing impairment may call 543-8188.

If calling on the weekend or holiday leave your name, telephone number, origin and designation of the trip on the voice mail. **Please note: If a trip is requested by voicemail after 5:00pm, the trip cannot be scheduled for the next day.**

INFORMATION REQUIRED WHEN MAKING RESERVATIONS.

- Riders Name (first and last)
- The exact addresses of both trip origin and designation. PBT staff making the reservation may have to ask additional questions concerning the location of pick-up and drop-off. It will be helpful that the rider identify the building, apartment or suite number when making the reservation. If the rider pick-up or drop-off point is within a gated community it is the rider's responsibility to make sure that the vehicle is able to enter the complex without any delay.
- The drop-off time the customer must arrive at his/her appointment or the pick-up time will determine your "ready time" and thirty (30) minute pick-up window.
- Indicate when you will travel with a companion or an authorized personal care attendant.
- Indicate the type of mobility aid you will use, or if you will need to use the lift.
- Return trips may be pre-scheduled for all PBT riders. Return trips may also be considered as 'will calls.' (Rider calls the office when they are ready to be picked up from their destination drop off; the driver will be dispatched to the pick-up location.)

WILL MY RESERVATION BE CONFIRMED IMMEDIATELY?

When possible, reservation confirmations are made when you call the PBT Office. For reservation requests made through voicemail, a reservationist will call you

back to confirm appointments. Please keep a log of the date and nature of your reservation and record the ready time confirmed by the PBT staff member.

WHAT IS ADVANCE RESERVATION SERVICE?

A rider may make a reservation up to seven (7) days in advance of a desired trip. Reservations are accepted until 5:00P.M.; on the day preceding the day of travel. Same day reservations and services are not available.

Reservations are made on a first-come, first-served basis. Every effort will be made to accommodate requested pick-up or drop-off times; however, the rider should be aware that due to demand at certain times of the day, a requested trip time may not be available. The PBT staff member making the reservation will attempt to negotiate an alternate trip time and will confirm a trip as close to the requested time as possible.

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. If you are traveling an excessive distance, you should expect your travel time to increase. In our provision of a comparable shared-ride service, the duration of a Paratransit trip may be twice as long as a fixed route trip.

WHAT IS SUBSCRIPTION SERVICE?

Subscription service is offered to PBT riders having travel patterns to and/or from the same destinations, at the same hours, on the same days each week, at least three (3) days per week, for at least six (6) months consecutively. Individuals having schedules that require frequent changes are not eligible for subscription service.

Subscription service is restricted to trips to and from work, medical or educational institutions only. When a person is eligible for subscription service, it will be necessary for him/her to contact PBT staff to confirm desired days and times of travel. Once a subscription schedule is confirmed, the rider is relieved from making advance reservations. The Paratransit vehicle will arrive during the scheduled pick-up window at the same location each day as prearranged with PBT.

Temporary and same day changes cannot be made to subscription trips. Request for suspension "until further notice" will not be accepted. However, if you notify PBT at least thirty days prior, you may request to suspend your subscription service for a maximum of thirty days.

Subscription service is not required by ADA and is offered as a convenience to our riders. Availability of this service is a first-come, first-served basis. Under the ADA regulations the total number of subscription trips reserved may not exceed 50% of the space available on a Paratransit system at any time period during any given day. Subscription trips are restricted at certain times during the day due to capacity constraints.

Due to the demand for scheduling availability we will not hold time slots for anyone who makes frequent cancellations. If a subscription rider cancels his/her pick up more than five (5) times in a thirty (30) day period he/she will be dropped from subscription rider service.

HOW DO I CANCEL OR CHANGE MY RESERVATION?

- To cancel or change a reservation, riders should call the PBT Office the day before the scheduled trip by 5:00 P.M. Monday through Friday. **Paratransit cannot change pick-up times or pick-up/drop-off locations on the day of your ride.** Such changes would create an inconvenience to other riders.
- Please remember reservations are made by PBT office staff members and therefore are the only ones who can cancel and make reservations for a trip. **Drivers cannot make, change or cancel your reservations.**
- Call to cancel your trip as soon as possible and record the name of the PBT staff member you reported your cancellation to and the time the call is made. Please write this down and repeat it back to the PBT staff member to confirm the correct information is received as you will be asked for this information if you appeal a “no-show”. Always cancel the trip even if you must cancel late.
- Late cancellations are cancellations made less than (1) hour before the scheduled pick-up time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the 30-minute pick-up window.

HOW DO I RIDE PARATRANSIT SERVICE?

- PICK-UP/DROP-OFF TIMES

Since traffic conditions and service interruptions may prohibit PBT from meeting precise pick-up times, your trip will be scheduled to include a (-15/+15) pick-up window which means the vehicle will be considered on time if it arrives for rider boarding 15 minutes before or 15 minutes after the scheduled pick-up times to accommodate unexpected or minor interruptions in the schedule.

Your Pick-up window is defined as a thirty (30) minute period which begins 15 minutes before the scheduled time you give PBT staff member as your pick-up time, and ends 15 minutes after the scheduled pick-up time.

Remember the first rider pick-up starts at 6:00 A.M. and the last rider drop-off cannot be made no later than 5:30P.M.

You shall be ready to board the vehicle any time between the start & end of your pick-up window that is quoted to you by the PBT staff member. However, the driver will make every effort to arrive at the requested pick-up time.

HOW DO I CHECK ON THE STATUS OF MY RIDE?

You may call the PBT staff member anytime that your bus has not arrived within your thirty (30) minute window to check on the status of your ride.

WHAT IF THE BUS ARRIVES EARLY?

The Paratransit bus should arrive during your thirty (30) minute pick-up window quoted by PBT staff when the trip was confirmed. Riders must board the bus when it arrives. If the bus arrives earlier than the start of the pick-up window that was quoted by the PBT staff, the driver will wait until the start of your pick-up window, and continue to wait for no more than five (5) minutes, before departing.

WILL THE DRIVER WAIT IF I AM LATE?

PBT provides origin to destination Paratransit services. This means you should be ready at the time you made your reservation for destination. Out of courtesy for other Paratransit riders who are scheduled on the same vehicle, the driver will wait no longer than a five (5) minute grace period. Riders must be ready to depart at any time during the thirty (30) minute window described when the reservation was made. If a rider has not boarded the bus within the five (5) minute grace period, the bus will depart.

The driver and PBT staff member will not be able to call the rider to advise that the bus has arrived. It is the rider's responsibility to be at the curb, prepared to board, when the bus arrives within the 30-minute pick-up window. If the rider does not board the bus within the five (5) minute grace period, the trip will be canceled, the bus will leave and it will be recorded as a no-show. Once the vehicle has left a scheduled pick up origin due to a no-show, the client must notify PBT staff to cancel all subsequent trips scheduled for the rider that day, otherwise, another no-show is incurred. (See page (15) for no-show policy.)

Please note that the Paratransit bus cannot wait while the rider conducts business at his /her destination. The rider must always schedule a return trip reservation.

PICK-UP PROCEDURES

To provide safe, on-time service for all riders, the rider must designate a location where he/she will be waiting. The following procedures have been developed to ensure safe bus movement and standardized connecting point guidelines for major complexes:

- Apartments/Offices

A rider who lives in a large, multiple unit apartment complexes must meet the Paratransit bus at the curb closest to his/her address. If the apartment complex is inaccessible to a Paratransit bus, a rider must meet the bus at the main entrance of the complex. If the facility is gated it is the rider's responsibility to get permission to provide access to the driver for the pick-up, or the rider shall wait for the bus at the curb of the public street that services the complex.

A rider traveling from a large office complex, medical facility or other similar areas must meet the bus at the curb closest to the main reception desk or lobby entrance.

- Nursing Homes, Grocery Stores and similar buildings

Riders traveling to/from a nursing home or similar facilities should meet the Paratransit bus at the curb closest to the main lobby, unless instructed otherwise. Drivers may assist riders from the building as long as it does not pose a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time. If the rider is not at the proper pick up location within the 30-minute

pick-up window and location within the five (5) minute grace period, the bus will depart and the driver will record the trip as a “No-Show”.

- Boarding the Paratransit bus

A PBT Paratransit rider must carry his/her ID card and have the correct fare of two dollars (\$2.00) in cash or a ridership ticket. Drivers cannot make change. If you use a ridership ticket you must present it to the driver upon entering the vehicle.

- Driver Assistance

PBT Paratransit service is a curb-to-curb service. However, drivers may assist riders from the home or a building as long as it does not pose a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time. Please inform PBT staff in advance if you need assistance beyond the curb. You may also inform the driver on an as needed basis.

WHO CAN TRAVEL WITH ME?

When a rider is unable to travel alone, PBT encourages an appropriately certified individual, known as a Personal Care Attendant (PCA), to travel with the rider at no extra cost. The need for a PCA is asked by PBT staff during the eligibility determination process. If your eligibility letter states the need for a PCA, please do your best to provide someone to ride with you and assist you during the day you are scheduled for trips. Please advise the PBT staff member, each time a reservation is made, whether a PCA will accompany you.

In addition to a PCA, a rider may be accompanied by a Travel Companion. More than one Travel Companion may be accommodated on a space-available basis.

Travel Companions are subject to the regular Paratransit fare and must have the exact same travel arrangements as the ADA rider. The ADA rider must inform the PBT staff member, when the reservation is made, whether a Travel Companion or a PCA will be accompanying the ADA rider to ensure an accurate count of the individuals traveling on a bus.

WHAT IS THE FARE?

- PBT current Paratransit fare is two dollars (\$2.00) one way. A round trip is four dollars (\$4.00).
- Riders may purchase a booklet of ten (10) tickets for seventeen dollars (\$17.00). A ticket is good for only one rider. Only ADA riders can use tickets, Traveling Companions are not eligible to use the tickets.
- PCA's are required to show the driver their ID when riding with an ADA rider. The PCA rider rides for free.
- Visiting ADA riders can ride PBT Paratransit bus provided that they provide PBT staff member documentation that they are paratransit eligible. If the visiting rider does not present such information, they must provide proof of residence, and, if the individual's disability is not apparent, medical documentation confirming the disability. The visiting ADA rider shall be charged the same fare as PBT ADA riders pay. The privilege to ride the PBT Paratransit buses is good for twenty-one (21) days during a 365-day period.

HOW DO I BOARD A PARATRANIST BUS WITH A MOBILILY AID?

PBT will transport all wheelchair types as defined by ADA regulations. PBT Paratransit may refuse to board riders traveling in mobility devices that do not conform to the regulated dimensions and weight. For your safety and comfort, the following ADA requirements must be met:

Wheelchairs:

- The wheelchair dimensions must not exceed thirty (30) inches in width and forty-eight (48) inches in length when measured two inches above the ground.
- The wheelchair weight must not exceed six-hundred (600) pounds when occupied.
- For safety purposes, it is strongly recommended that wheelchairs back onto the hydraulic lift.
- Wheelchairs electric power must be turned off until the driver instructs the rider to re-engage

- Wheelchairs must wait for the driver's assistance and follow instructions for entering the bus.
- It is strongly recommended that a person using a manual wheelchair have attached footrests.
- Riders with inoperative mobility devices cannot be transported.

Scooters:

Scooters are often unstable on lift equipment, and they may exceed the ADA allowable dimensions and weight. Some scooters also come with a warning from the manufacturer that they should not be used as seats on moving vehicles. Riders may ride standard scooters on the lift, but it is strongly recommended that our riders transfer to a Paratransit bus seat, whenever possible. Riders traveling on scooters should adhere to the same safety procedures listed for wheelchairs.

Wheelchair Securement and Seat Belt Policy:

- It is the driver's responsibility to ensure that mobility devices are properly secured. Wheelchair/scooter riders are required to be secured into the tie-down system at all times while riding the bus. Drivers are required to secure the lap and shoulder belts to ensure the rider's safety. Failure to cooperate with safety related policies may result in a loss of privilege to ride on the Paratransit bus.

Ambulatory riders:

Riders unable to use the steps to enter the bus may stand on the hydraulic lift to be lifted into the bus. Riders who stand on the lift must be able to stand without assistance and to hold the rails with both hands.

MAY I TRANSPORT PACKAGES AND ANIMALS?

- Packages

Each rider is allowed to carry on three (3) packages, i.e., what you can carry on or off in one trip. Drivers do not provide assistance loading or unloading packages. If a rider is unable to carry their packages it is the rider's responsibility to make arrangements for someone to carry the packages off the van.

Packages cannot be stored in the cab of the van as it creates a safety hazard for other clients.

Large packages cannot be accommodated. The maximum combined weight of all packages **cannot exceed thirty (30) pounds.**

Riders may be required to secure their packages at their seats, as storage space on the bus is limited.

- Service animals

Procedures for traveling with service animals involve loading the animal first and unloading the animal last.

For the safety and comfort of the driver and other clients, service animals are required to be completely under the control of their handler and absolutely non-aggressive.

Small animals may be transported in carrying cages as long as the animal does not create an uncomfortable environment for other clients. The office must be informed if an animal is to be transported.

WHAT IF I FAIL TO SHOW UP FOR A SCHEDULED TRIP?

Failing to notify us that you will not be using a scheduled trip causes the bus to be sent unnecessarily to your location. A no-show occurs when a rider fails to board the vehicle for a scheduled trip. A late cancellation occurs when a customer cancels a trip less than one hour before the scheduled trip. No-shows cost PBT and citizens of Pine Bluff a substantial amount of money each year and also inconvenience other riders due to schedule disruptions and avoidable delays. For Paratransit services to provide on-time performance, the number of late cancellations and no-shows must be kept to a minimum. To emphasize the importance of avoiding No-Shows PBT has adopted the following No-Show Policy. A chargeable no-show violation will be added to your record when:

- Rider is not at the scheduled pick-up location at the established time and fails to board the bus within five (5) minutes of the arrival of the bus. The driver is considered to be on time when they arrive at the scheduled pick-up site within the thirty (30) minute pick-up window given by PBT staff at the time the trip was scheduled.

- Rider cancels a trip directly with the driver who has arrived at the pick-up site.

When a rider is marked as a no-show for a scheduled trip, all subsequent trips will not be automatically canceled. Therefore, the client must notify PBT staff to cancel all subsequent trips scheduled for the rider that day, otherwise, another no-show will incur.

No show/late cancellations are considered excessive when a customer reserves 7 or more trips within a month and no shows and/or late cancels 20 percent or more of those scheduled trips, with a minimum of two missed trips.

No-shows due to transit/operator error do not count. Examples include;

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of a pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required [5] minutes.

Riders who encounter any of the above errors, due to transit or the operator, should call into the transit office immediately so that the issue may be resolved.

PBT cannot use no-shows beyond a rider's control as a basis for determining a pattern or practice of missing scheduled trips. Missed trips due to circumstances beyond a rider's control include; a sudden family emergency, or a sudden turn for the worse for a rider with a variable condition which would make it impracticable for the individual to travel at the scheduled time and also for the individual to notify PBT in time to cancel the trip before the vehicle arrives.

NOTICE OF NO-SHOW SUSPENSION RIDERSHIP PRIVILEGE AND APPEAL PROCESS

In regards to suspending a Paratransit rider for no-shows, the following steps will be taken;

- PBT staff will notify the rider by phone and in writing after each no-show occurrence. Each letter will contain a reminder of the incident.

- Customers incurring excessive no show or late cancellations will be warned and then suspended for a reasonable period:
 - 1st Violation – Written Warning
 - 2nd Violation – (1) one week suspension
 - 3rd Violation – (2) two weeks suspension
 - 4th Violation – (30) thirty day suspension

Future trips will be cancelled after the 4th violation for any customers who was suspended under this policy.

The rider will be notified in writing of the suspension of service. The letter will state the date of the no-shows/cancellations and will state the date the suspension will begin and end date. This will allow the rider to make other arrangements for travel and time to appeal the suspension should the rider desire.

- Riders have the right to appeal a No-Show suspension within fourteen (14) days of receipt of the written notification. Rider’s letter shall state the reason why you feel that PBT erred in suspending your privilege to ride the Paratransit buses.

Mail Letter of Appeal to:

ADA Paratransit Service - Appeal
 Pine Bluff Transit
 2300 East Harding Avenue
 Pine Bluff, Arkansas 71601

- PBT will respond in writing within thirty (30) days of receipt of your appeal. Within the following thirty (30) days, PBT will provide the rider with written notification of the decision regarding the appeal.
- Customers must submit the completed Appeal form.
- Customers must submit a letter listing the dates of violation and an explanation why they believe the violations should be excused.

WHAT ARE THE RIDER'S RESPONSIBILITIES WHEN RIDING A PARATRANSIT BUS

The following rules of conduct are provided to ensure the safety and comfort of all Paratransit riders:

- Paratransit is a public transportation and a fare is required when you board the vehicle. **If you do not pay a fare at the time, the driver will refuse to provide the ride.**
- Each rider must adhere to the rules of conduct. Actions of misconduct, including violent or disruptive behavior, will be grounds for suspension of service. Anyone found to be acting in an unsafe or illegal manner which might endanger himself/herself, other riders, the driver or the bus will be terminated from the service immediately.
- PBT will consider an appeal for said suspension of service on a case by case basis.
- A rider requiring physical assistance outside the bus (e.g., to or from his/her door or assistance up stairways or difficult grades) must notify PBT staff when requesting a reservation, or notify the driver as needed.
- Riders requiring medications or oxygen at regular intervals should be advised that travel time on the Paratransit bus is comparable to PBT fixed route bus service. Ride times are subject to delays that may result in a rider's on-board time being longer than unpredictable conditions such as traffic delays, mechanical problems or delays caused by increased riders. If you use an oxygen tank, it is recommended that you have a sufficient supply for the trip.
- Administering medication is the rider's responsibility. PBT cannot be responsible for, nor can schedules be adjusted to accommodate, the administration of medications once the bus is in route.
- A rider requiring assistance in the administration of medications or oxygen while on the bus must travel with either a Personal Care Attendant or a Travel Companion. Should the administration of medications or oxygen become necessary while on the bus PBT will contact emergency medical assistance to administer the required medication at the rider's expense. Repeated incidents in which medication schedules disrupt or delay other Paratransit riders may result in the evaluation of the individual's ability to ride Paratransit service.

- Paratransit riders are prohibited from smoking, eating or drinking on the bus unless a medical condition requires one to eat or drink at specified times. In such cases, the rider must provide PBT staff with medical documentation that the rider needs to eat or drink while riding the bus at a specific time.
- The use of alcoholic beverages or riding under the influence of intoxicating alcohol or drugs is prohibited at all times.
- Due to the nature of our Paratransit shared-ride system, riders should take great care in tending to their personal hygiene, showing respect for other riders' desire and a comfortable ride.
- Riders are prohibited from playing radios without the use of headphones.
- Riders may not operate or tamper with any equipment while on the vehicle. This includes operation of the hydraulic lift and attempts to remove wheelchair tie-downs or client seatbelts.

WHAT ARE THE PARATRANSIT DRIVER'S RESPONSIBILITIES?

Drivers are expected to obey the same rules as our riders. The following additional rules also apply:

- Drivers can provide elbow assistance to riders boarding and exiting the bus at their point of origin and destination. At a rider's request may a driver provide assistance as long as it will not leave the vehicle unattended or out of visual observation for a lengthy period of time.
- Drivers are responsible for the operation of the hydraulic lift and for securing mobility devices safely in the vehicle.
- Exact fare is required and the driver cannot make change.
- Drivers may not accept tips or gratuities or act in any manner that would suggest that tipping is appropriate.

WHAT IF I LOSE SOMETHING WHILE RIDING A PARATRANSIT BUS?

Any article left on the bus will be turned in to the PBT Administration/Maintenance facility. Please contact PBT staff personnel as soon as

possible, PBT cannot hold lost items for an indefinite time period. To claim a lost item call 543-5133. Riders are responsible for claiming the lost items.

REASONABLE MODIFICATIONS

Pine Bluff Transit is committed to providing safe, reliable, accessible, and user friendly services to its customers. To ensure equality and fairness, PBT is committed to making reasonable modifications to its policies, practices, and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities.

Requests for modifications can be made by calling Pine Bluff Transit at (870) 543-5130 or emailing clacy@cityofpinebluff.com

HOW CAN I RECEIVE A PARATRANSIT RIDER'S GUIDE IN A DIFFERENT FORMAT?

Rider guides are available for individuals with visual impairments. The riders guide is also available in Spanish. To request a different version, please call PBT at 543-5133 during regular business hours.

HOW CAN I MAKE SUGGESTIONS, COMMENTS OR INQUIRES ABOUT PARATRANSIT SERVICE?

PBT seeks to provide our riders with safe, reliable and efficient transportation service. We look forward to working with the riders to provide the best service possible.

If you have a suggestion, a comment, or question about our service, please call PBT staff at 543-5133 or send a letter to:

ADA Paratransit Coordinator
Pine Bluff Transit
2300 East Harding Avenue
Pine Bluff, Arkansas 71601

PBT WELCOMES YOU AS A CUSTOMER AND WILL MAKE EVERY EFFORT TO MAKE YOUR TRIP AS PLEASANT AN EXPERIENCE AS POSSIBLE.

Revised on March 1, 2016 by Raven Lee, Paratransit Coordinator