



Paratransit Rider's Guide

Important Information

Read and Save

March 2017

Large Print Version

Available in alternate format upon request

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Dear Current or Prospective Paratransit Rider:

The Utah Transit Authority (UTA) is committed to providing a high quality experience for all customers, including riders with disabilities, using UTA's services. UTA's family of services includes fixed route bus, light rail (TRAX), commuter rail (FrontRunner), route deviation, and complementary paratransit services. You can learn more about UTA's services at www.rideuta.com.

All of UTA's services are 100% accessible and all UTA drivers are trained to know how to operate and use the accessibility equipment on the buses and trains. Drivers are also trained to provide services that will assist you to make your ride a safe and successful experience. As an agency we are dedicated to providing audible stop announcements at major stops and intersections, as well as external route announcements at bus stops serving more than one route. All fixed route buses have a lift or low-floor ramp with a kneeling feature to better serve riders who use wheelchairs or have difficulty getting up and down steps. Customers with disabilities can board UTA TRAX trains by either the "high block" (station/platform access ramp) or the ramp on the low-floor trains. Train Hosts assist riders to board FrontRunner trains with a ramp/bridge plate.

UTA works closely with its citizen advisory Committee on Accessible Transportation (CAT) to find ways to further improve our programs and service including accessible pathways to transit locations. UTA extends our sincere appreciation for both the time and work the CAT member's puts into making UTA a better transportation provider.

You can improve the efficiency of UTA's system and the experience of all riders when you:

- Choose our fixed route and rail services, whenever possible. You can ride UTA's fixed route bus and rail services for free when you show your valid Paratransit ID Card to the driver or use the Tap On/Tap Off machine;
- Are ready to board the Paratransit vehicle when it arrives;
- Make a valid fare payment each time you board;
- Cancel unneeded Paratransit rides as early as possible;
- You contact UTA's customer care department with commendations, concerns or comments to help us serve you better.

Thank you for choosing UTA as your transportation option.

Sincerely,

Jerry Benson
UTA President & CEO

Paratransit Service

UTA's Paratransit service acts as a "safety-net" for eligible riders with physical, cognitive or visual disabilities who are functionally unable to independently use the UTA fixed route bus service, or TRAX light rail service, either all of the time, temporarily or only under certain circumstances. Paratransit is a shared-ride, baseline curb-to-curb, origin-to-destination service. Paratransit service operates in the same areas and during the same days and hours as the fixed route bus and TRAX light rail services.

Route Deviation Service

Route Deviation is like a fixed bus route because it has scheduled fixed pick up times and bus stops. At the same time, it acts like Paratransit because it will deviate (travel) off the fixed route and pick up or drop off pre-scheduled riders at locations up to a distance of three-fourth of a mile. This is done for an additional fee.

Origin-to-Destination (Curb-to-Curb Service)

UTA provides complementary paratransit service as origin-to-destination service. In UTA's service model, origin-to-destination is also referred to as curb-to-curb service. UTA's base level of service is curb-to-curb service. For curb-to-curb service, customers are responsible for getting to and from the curb at the pick-up and drop-off locations by themselves. Riders must be ready to ride during the thirty (30) minute ready window and must board the bus within five (5) minutes of the bus arrival.

Reasonable Service Modification

In accordance with guidelines provided by the Americans with Disabilities Act (ADA), it is UTA's policy to provide reasonable service modifications when requested to do so by individuals with

disabilities who, without such modification, would not be able to fully use UTA services, programs, or activities for their intended purpose. Requests for modifications are considered on a case-by-case basis. Requests may be denied for one or more of the following reasons:

- UTA's service, programs, or activities would be fundamentally altered;
- The request could create a direct threat to the health or safety of others;
- The request is not necessary in order for the requesting individual to access UTA's service; or
- The request would create an undue financial or administrative burden for UTA.

Beyond-the-Curb Service

Beyond-the-curb service is available as a reasonable service modification for customers who, without such assistance, are unable to access paratransit service. Beyond-the-curb service means assistance from the vehicle to the first exterior door at the rider's pick up and/or drop off location. Please be aware, this type of service may not always be feasible or safe to provide. As a result, requests should be made ahead of time to allow UTA to assess any safety risks that would prevent its drivers from providing beyond-the-curb service. However, same day requests may be granted by the driver on a case-by-case basis.

For beyond-the-curb service, riders must be ready to ride during the scheduled thirty (30) minute ready window, board the bus within five (5) minutes of the bus arrival, and meet the following conditions:

- Outermost exterior door must be no more than one hundred (100) feet from the vehicle;

- Driver must be able to maintain sight of the vehicle at all times;
- There must be a direct accessible path and safe access from the vehicle to the door;
- There must be safe parking on a public roadway or public parking lot;
- Parked UTA vehicle must not block or impede traffic;
- Passengers in manual wheelchairs whose combined weight with a device exceeds three hundred sixty eight (368) pounds must meet the bus at the curbside.

If any of these conditions are not met, the location is considered non-serviceable for beyond-the-curb service. At such locations, the driver will provide curb-to-curb service at the requested location, and customers will be expected to meet the driver at the curb.

If a driver is at a location that is non-serviceable for beyond-the-curb service, the driver will contact the Call Center to report to the dispatcher the reason beyond-the-curb service cannot be provided. Dispatch will attempt to contact the customer. Upon doing so, the customer will be advised of the situation and asked to meet the vehicle at the curb.

Who Can Use Paratransit?

- You must complete the application process and be certified as eligible before scheduling any Paratransit rides.
- Paratransit service is only available to people who have a visual, physical and/or mental disability that prevents them from functionally using UTA buses or rail services for some or all of their rides.
- 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.

- Visitors with Paratransit eligibility through another transit agency or if the applicant does not have paratransit service in their home area upon providing a written statement of their disability and place of residence, can use up to 21 days of Paratransit rides during any 365-days period, before being required to become Paratransit eligible with UTA.
- Many UTA Paratransit riders find that fixed route bus and rail service is their preferred choice for some rides. This choice does not affect your Paratransit eligibility.
- You will be notified to recertify your eligibility (unless you have temporary eligibility).

When and Where Does Paratransit Operate?

Check with your Paratransit Scheduling Specialist.

- Paratransit is “comparable or similar to” UTA’s fixed route and TRAX service.
- Paratransit service only covers areas that are within three-fourths of a mile boundary of a fixed bus route and around the TRAX rail stations.
- It only runs during the same days and hours of our fixed route bus line and TRAX rail stations.
- Paratransit vehicles do not go into gated or secured areas
- Paratransit vehicles will not travel into areas that require security clearance including the entry of a security code for access.
- Paratransit typically establishes pick-up and drop-off points at the main door unless there is a safety issue at which time we will establish an alternate pick up/drop off location.
- Just like fixed route services, Paratransit operates a reduced schedule on Saturday and Sunday and Holidays.

- **UTA reserves the right to establish service points based on safety concerns from the driver or rider. You will be notified of the service point location, and unless there is an immediate safety concern, will implement the change no sooner than 3-days from notification to the rider.**

How Does Paratransit Provide Service?

- Small accessible buses;
- Rides are scheduled by advance reservation;
- Service is from/to the curb, designated pick up service point or a predetermined and approved location;
- Other riders share the vehicle so vehicles may stop and travel in other directions during your ride;
- Travel time will vary, depending on the ride distance and stops made to accommodate other riders during the ride;
- You must pay for your ride with cash, a Paratransit punch pass or a Medicaid sticker;
- Based on your conditions of eligibility your ride could be scheduled as:
 - Origin-to-destination (Paratransit Only or to/from fixed route or rail)
 - Feeder service (Paratransit to/from fixed bus route or rail) For example, a **Paratransit** vehicle can drop you off at a nearby bus stop and pick you up at this stop when you return.

Seamless transfer (Paratransit to/from fixed bus route or rail) For example, a **Paratransit** vehicle can drop you off at a nearby bus stop and pick you up at this stop when you return. For seamless transfers the paratransit vehicle will wait for you to board the fixed route bus or train.

How Do I Schedule a Ride?

- All rides are scheduled through UTA's Paratransit Office. To request a ride, call the Paratransit Scheduling Office (see last page for phone number). Have addresses, day and times ready available when you call.
- Have a pen and paper handy so you can write down important information.
- Write down your Ready Window
- Write down who you spoke with and the date and time you spoke with them

When Can I Call to Schedule a Ride?

- You can schedule your rides 1 to 7 days before you ride.
- In order for you to complete a valid trip request you must provide full and complete information.
- A Paratransit scheduling specialists will take your ride requests:
 - Weekday, 7:00 am to 5:00 pm
- Monday through Thursday, if you call after 3:00 pm you can **ONLY** schedule rides for the next day.
- Friday, you may request rides for Saturday, Sunday and Monday only.
 - Saturday, 7:00 am until 5:00 pm:
- Between 3:00 pm and 5:00 pm, you may only request rides for Sunday and/or Monday
- Sunday or holiday, leave your ride request for Monday or next day if you call on a holiday on the answering machine
- If you do not receive a call from us, **your eligible ride will be scheduled as close as possible to the time you requested. If you do not leave a phone number for us to contact you, you must contact us to confirm the ride times as the scheduled time might not be the exact time you requested, and could result in you no-showing the vehicle. If you do**

not contact us by 5:00 p.m. your ride will not be considered confirmed and as such, will not be scheduled.

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

What Information Do I Need When Calling to Schedule a Ride or If I Get the Answering Machine?

The scheduling specialist will guide you through the process of reserving a ride.

- You will need **all** your ride information when talking to the Paratransit scheduling specialist or when leaving a message on the recording. Leave a phone number you can be reached at (if you do not leave a number you **must** call back to confirm your ride time).
- Your first and last name (spell both first and last name when leaving a message on the recorder)
- The date and day of the week you need a ride.
- The exact street address where you need to be picked up from.
- The time you need to be to your appointment.
- The exact street address where you are going.
- The time you want your return
- The address to be picked up from

What is the Ready Window?

The Paratransit scheduling specialist will give you a ready window which is a thirty (30) minute time frame of when you need to be ready to board the bus. The Paratransit scheduling specialist will provide this time when you call to schedule your ride. Out of courtesy for other

Paratransit riders who are scheduled on the same vehicle, you must board when the vehicle arrives.

- 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.
- The driver and/or dispatcher will not be able to call the customer to advise that the vehicle has arrived.
- It's your responsibility to be at the curb, prepared to board, when the vehicle arrives. **If not, and the ride is the originating ride of the day (1st ride of the day for the customer) a bus will not be sent back (unless we were in error in scheduling or the driver was at the wrong location).**

Can I Tip the Driver?

Drivers are not permitted to accept tips. If you would like to commend a driver for service provided, call UTA's Paratransit Customer Support (see last page for phone number).

What Do I Do when the Paratransit Vehicle Arrives?

You are expected to be "ready to ride" when the vehicle arrives. The Paratransit driver will stop the vehicle at the curb in front of the pick-up address you provided, unless something is preventing them from doing so, then they will park as close as possible to the location. You are expected to be at the curb so you can identify/or be identified by the bus driver.

Please be ready to go when the vehicle arrives so that the driver can stay on schedule for all riders. The driver is not always permitted to honk the horn to let you know the vehicle has arrived (unless previously authorized through UTA's Paratransit office). Regardless, the rider

must be ready to ride when the vehicle arrives within their ready window so you are expected to wait in an area where you can see or hear the vehicle arrive or where the driver will be able to see you.

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

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 Paratransit scheduling specialists which entrance you will be at. Carry needed medication with you in case we are delayed and your ride 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 ride is longer than planned.



How Will the Driver Help Me?

Paratransit is a curb-to-curb service. Unless previously approved, do not expect extra assistance beyond the curb, as the driver may not be able to assist beyond the curb due to safety and/or security concerns.

Unless deemed eligible in advance for additional individual assistance, drivers will only assist you as you enter and exit the vehicle. Drivers also operate the wheelchair ramp or lift and will assist you with the securement of wheelchairs and mobility aids, and with seat belts.

- 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 immediately after arriving at your destination.

What personal (disability) information will the Operator know about me?

The Operator gets information about the Paratransit service or trips he/she will provide each day on a paper form called a “Manifest”. The manifest provides the following information to the Operator: each rider’s name, pick up address, ready window details and destination address. Additional information is: are you traveling with a Personal Care Attendant (PCA) and/or companion for that trip; are you traveling with a service animal; what type of mobility device are you using for today’s trips, such as manual or power wheelchair, walker, cane, etc.

No specific personal information about the rider’s disabling conditions are provided on the manifest without advance permission from the rider. From time to time, specific information may be necessary for safety purposes or to assure effective communication between the rider and Operator while on board the bus. For example, if the rider cannot be left unattended, that would be stated; a statement might be

added that the rider is deaf and communicates by reading lips or writing notes; or the rider is non-verbal and will respond to conversation with the Operator by nodding his/her head or use a speech board. Call the Customer Care Department to discuss your need to have personal information added to the manifest when you travel on UTA Paratransit.

How Do I Reach UTA if Something Happens After-Hours?

If you need to reach us after 5:00 p.m. due to an emergency or because your bus hasn't arrived within the ready window, call (801) 287-7433 from Salt Lake and South Davis Counties, call or Toll Free 1-877-882-7272 from all other counties or 711 for Relay Utah or 888-346-5822 for Speech Relay. **You will get a recorded message so stay on the line and follow the directions. The directions are to press 1 and you will be connected to a Paratransit Dispatcher. No ride reservations or schedule changes can be made after hours.**

What is a Personal Care Attendant?

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

To be able to have one PCA ride free with you, you must be **registered with us as needing a PCA**. This is done as part of your eligibility process. If you did not indicate a need for a PCA when you first applied to be eligible for Paratransit and now need a PCA, please call our Paratransit Mobility Center at 801-287-2263.

Can I Bring A Guest/Companion?

Yes you can. A guest/companion is someone you want to bring along to share the ride. 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 scheduling specialist when you schedule rides that you will be traveling with one guest/companion. This ensures that there will be room on the vehicle for you, your guest/companion, and other scheduled riders. Drivers cannot add riders who do not have a reservation, so if you do not make a reservation for you guest/companion, they will not be allowed to ride with you.

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

Can Children Ride Alone?

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

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

Does UTA Transport all Types of Wheelchairs and Other Mobility Devices?

No, we don't transport all types of wheelchairs or other mobility devices. Paratransit vehicles are designed to accommodate most wheelchairs and mobility aids. UTA will carry any wheelchair and occupant, regardless of size or weight, if the lift and vehicle can physically accommodate them; unless doing so is inconsistent with legitimate safety."

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

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

Riders using a Transport Chair may only do so to board the bus, then must transfer to a seat. If you are unable to independently transfer to a seat, you must bring someone with you to assist you transferring from the transport chair to the bus seat.

All out of town (visitor) Paratransit eligible riders must have their mobility device weighed and measured through UTA's Mobility Center before commitment of transportation will occur. Transportation to the

Mobility Center will be provided free of charge and will be scheduled through UTA's Mobility Center.

Are There Different Rules for Scooters?

Yes, some three-wheeled or four-wheeled scooters are difficult to secure on Paratransit vehicles. For safety, we recommend you transfer to a vehicle seat if you can do this independently.

What if My (Wheelchair/Scooter) Breaks Down, Can I Use Another One?

If your wheelchair or scooter that has an approved UTA sticker on it breaks down, you must contact UTA Paratransit services to get temporary approval before your next ride if you are going to use another mobility device that does not have a UTA sticker on it. Contact the Mobility Center (see phone number on back page) for information.

Does My Wheelchair Need to be Secured?

Yes, it is the driver's responsibility to ensure that all mobility devices are properly secured. Wheelchair and scooter are required to be secured into the four point securement system at all times during the ride. UTA requests that riders also allow driver's to secure the lap belts and shoulder belt to ensure safety. "Secure here" stickers are available for riders to place on their mobility device. This will assist drivers in knowing where you request the securement straps be placed. Contact UTA's mobility center to obtain stickers (see phone number on last page).

Do I Have to Wear the Safety Belt?

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

Do you Transport Respirators and Portable Oxygen Equipment?

Yes. Portable oxygen equipment and portable respirators are permitted on all UTA vehicles. The driver will assist you in securing this equipment on the vehicle. Drivers are not permitted, however, to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to bring someone with this ability with you.

What About Traveling With a Service Animal?

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

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

- To maintain control of your service animal, it may need to be on a leash, in a cage or container when boarding, while riding and when exiting the bus.
- 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
- The animal must be clean and well groomed.
- You are responsible for any damage or soiling caused by the animal
- If you feel the bus is too hot for your service animal, ask the driver if they can turn the heat down.

Can I Bring my Pet?

Animals that are not service animals including comfort animals, birds, reptiles, amphibians and rodents, may ride on Paratransit vehicles only if they are properly secured in a cage, kennel, carrier or container. For safety reasons, drivers are not permitted to carry cages, kennels, carriers or containers on or off the vehicle. If you need assistance with a pet, please arrange to travel with someone who can help you.

Can I Bring Packages and Personal Items?

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

Also, keep in mind that this is a shared-ride service and space is limited. Grocery store carts are not permitted on vehicles, but you may bring packages on-board in a personal, collapsible cart. If you are bringing a cart with you, let the Scheduling Specialists know when you request your transportation to assure a vehicle that will better accommodate the collapsible carts.

What if I Lose My Paratransit ID card?

If you lose your Paratransit ID card contact UTA's Mobility Center for a replacement card (see last page for phone number). There will be a \$5.00 replacement charge.

What Emergency Procedures are in Place In Case Something Happens when I am on the Bus?

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

- Personal Medical Issues - A rider who becomes ill, or notices another rider who may be ill, should immediately inform the driver. Because drivers are not trained to provide medical assistance, they are required to notify UTA's control center for instruction.
- For health and/or safety - if a rider can't be left alone, and the person meeting them is not at the location when the driver arrives, the rider will be transported back to the UTA office (or to another safe location). 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 may be assessed to the rider if a pattern of this occurs. If we are unable to make contact with the guardian or caregiver, the proper authorities will be notified
- Community disaster

Will the Bus Still Pick Me Up During Bad Weather?

UTA reserves the right to suspend, modify or cancel service during times of bad weather conditions that may jeopardize the safety of our riders, our employees, or our vehicles. On bad weather days, call UTA to determine whether we will be able to safely pick you up. The Scheduling office will also be able to tell you if service will be cancelled.

During storms including snow, ice or high wind warnings, travel may be suspended. If you are planning to travel at times when bad weather is predicted, take into considerations the problems we may have in getting to or from an area we are unable to travel in. 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, and bring a small snack with you in case the ride is longer than expected due to the weather.

Does UTA Have a Community Disaster Emergency Procedure?

Yes we do. During a community disaster, UTA will make every attempt to transport our riders as scheduled. Due to the nature of the disaster, it might be necessary to establish pick-up points that either requires us to walk-in to the area to get you, or to have you get assistance from someone at your location to bring you to the bus. Through coordination with the local disaster control center, we will make every attempt to establish these locations to minimize your distance to them.

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

In the event of a community disaster, UTA will:

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

If the nature of the disaster requires that you need your Paratransit ride earlier than originally scheduled, contact the Scheduling office and we will attempt to meet your scheduling needs. Keep in mind that our ability to respond immediately is limited to the nature of the disaster. Call the Scheduling Office if you have not yet been picked up for your ride, or to confirm that Paratransit is able to safely get to you or to where you need to go.

In the event that our internal phone system is not functional, listen for emergency news announcements, or check our social media sources such as Facebook, twitter and www.rideuta.com.

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

Keeping Your Records Up-to-Date

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

UTA Paratransit No-Show and Late Cancellation Policy

When someone no-shows for a scheduled ride, it is very expensive and takes away the opportunity that a ride could have been scheduled for someone else. **There are consequences when riders have a behavior pattern of either not being ready or simply not showing up to take their scheduled ride.**

What is a No-Show?

A “No-Show” is when you schedule a Paratransit ride but then you:

1. Call UTA and cancel the ride too close to your ready window (less than 30 minutes).
2. Are not ready to board the bus within five minutes, and you delay a prompt departure.
3. Do not come out to board the bus and take your scheduled ride.
4. Delay the departure of the bus by not getting off the bus.

5. Delay the bus's departure when you cannot be left unattended and no one is at the drop off location to receive you.

A no-show will count for one (1) penalty point.

What is a Late Cancellation?

A late cancellation is when you cancel your scheduled Paratransit ride between two hours and up to thirty minutes of your scheduled ride.

A late cancellation will count for one half ($\frac{1}{2}$) penalty point.

Does UTA Automatically Cancel my Later Rides if I No-Show the Bus?

No. Later trips for the day will **not be automatically cancelled** when you "no-show" a ride. It is the rider's responsibility to cancel rides they no longer need.

Will UTA Come Back and Pick Me Up if I No-show the Bus?

UTA policy is if we take you somewhere, we will make every possible effort to come get you from your scheduled location.

If you no-show the first leg of your ride, no bus will be sent to pick you up for that ride. If you no-show another ride and Paratransit took you to the location, Paratransit will schedule a return ride upon request, and as schedule permits.

EXCEPTION: If you "no-showed" the Paratransit bus and we didn't take you, you will have to find other transportation.

What if the No-show/Late Cancellation was UTA's Error or Outside Your Control?

Call Paratransit Customer Care Department immediately to explain what prevented you from taking your scheduled ride. You may be requested to provide documentation that explains what happened. The purpose of the documentation is to provide a fair and consistent policy for all.

What Are No-show or Cancellation Points, and How do They Work?

Each ride that is no-showed or late cancellation has a specific point value. Riders will be assessed points for each ride they schedule and do not take. This may result in multiple points assessed on the same day. The result of no-show points on your record will be a service suspension.

There are 2 kinds of No-shows and Point Values:

A "No-Show" occurs when a customer does not board the vehicle within five minutes of the vehicle's arrival within the 30-minute ready window. Each No-Show is counted as one penalty point.

A "Late Cancellation" occurs when a customer cancels a trip less than two hours before the start of the 30-minute ready window. Each Late Cancellation is counted as one-half (1/2) a penalty point.

In any 30-day period any customer who has scheduled ten trips or more and has "no-showed" or "late cancelled" at least 10% of those trips will receive a suspension notice. (A trip cancelled in accordance with our policy, i.e. more than two hours before the start of the pick-up window, will not be counted in the total number of trips booked, nor will it receive penalty points.) Additionally, to ensure that only riders who have an established pattern or practice of

scheduling trips then not taking them are suspended, a customer will have to accumulate three or more penalty points to receive a suspension. A customer will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the 30-day period.

The length of a customer's suspension will adhere to the following schedule:

- Upon a first violation within a calendar year, a customer receives a warning letter.
- Second violation: 7-day (1-week) suspension
- Third violation: 14-day (2-week) suspension
- Fourth violation: 21-day (3-week) suspension (Loss of Subscription)
- Fifth violation: 28-day (4-week) suspension (Loss of Subscription)
- Subsequent violations will increase by a week (Loss of Subscription)

Violations of this policy will result in suspension, per the above schedule. If you no-show or late cancel because of circumstances beyond your control, please call the UTA's Paratransit Customer Care department at 801-287-5359 or 877-882-7272 to explain the circumstance, and request the review and/or removal of the no-show or late cancellation.

UTA will notify riders of all points assessed to their record. No-shows or late cancellations must be disputed within 30 days from the date in which they occur. Prior to sending a suspension letter, UTA will review all no-shows and late cancellations to ensure that the process was followed properly and an accurate count is represented. Any no-show or late cancellation that is found to be in error will be removed from the customer's account.

What if I disagree with my “No-show” Suspension?

Call customer care immediately upon receipt of your letter (see last page for phone number). UTA will not take away or stop providing rides to you without advance notification of a service suspension. You will always be given the opportunity to appeal any decision that includes meeting with us before your suspension starts. **Once you receive your letter, follow the instructions in the letter. Failing to follow these instructions will result in your “no-show” service suspension.**

What Happens When the Bus is Late?

If you notify us that your ride is more than 15 minutes late (16 minutes past the end of the ready window), and 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 points or a free ride.

The coupons will be mailed out to you and are good for one year from the date of issue. To use the coupon for a free ride, give it to the bus driver. To have points removed, either give the coupon to the driver or mail it to UTA, indicating which points you want removed from your record. **COUPONS WILL NOT BE REPLACED IF LOST**

Sometimes a schedule delay, bad weather, or bus breakdown may cause the Paratransit bus to be late. If your bus hasn't arrived by the end of your ready window, and you decide to find another way to your appointment, please call UTA Paratransit to let us know you found another ride so we do not send the bus or assess points for a no-show.

Paratransit “Responsible Rider Reward Program”

Is for riders who take a weekly minimum rides as described below, in a six-month period (January through June, and July through December) and who have a good ridership record. A good, responsible ridership record is one where the rider does not have any cancel or no-shows rides after 5 pm the previous day of service. , late points on their record.

The reward will be as follows:

Category	Six Month Ride Record	Level	Good Rider Reward
Casual	Average 1 ride per week	Bronze	2 Free Rides
Frequent	Average of 3 round rides per week	Silver	10 Free Rides
Regular	Average 4 or more round rides per week	Gold	20 Free Rides

UTA will notify you through a letter if you qualify for any “Responsible Rider Reward”.

NOTE: points removed with a coupon do not qualify for this reward program.

Are There Other Rider Rules I Need to Know?

UTA has a list of common-sense rules to ensure the safety of all riders and drivers. All riders, their personal care attendants and any companions traveling with riders must observe the following Rules of Conduct or risk penalties up to and including service suspension.

- You must pay your fare
- You must maintain appropriate, reasonable personal hygiene.

- You cannot eat or drink on-board (unless required for health reasons).
- You cannot ride with open containers of alcohol or with illegal drugs.
- You may not smoke on the vehicles.
- You may not use vulgar, foul, abusive, threatening, or obscene language or actions.
- You may not physically abuse another rider or the driver.
- Disorderly, lewd or inappropriate behavior is not allowed.
- No distracting guide dogs or other service animals without the permission from of the owner.
- When using audio or video devices you are required to use earphones
- Loud noise is not allowed
- You may not operate, tamper with or vandalize with any vehicle equipment.
- You may not be throw any objects through or from the bus
- You must control your objects within the bus.
- Littering is prohibited.
- For a complete list of Rules of Conduct refer to www.rideuta.com

Riders, personal care attendant or companions traveling with riders, who engage in an activity that disrupts the safe or effective operation of Paratransit service or who engages in illegal activities including physical abuse or cause physical injury to another rider or driver, may be subject to **immediate and permanent suspension** of Paratransit service. They may also be subject to possible criminal prosecution, which may include fines.

UTA reserves the right to require that a personal care attendant travel with the rider as a condition to ride 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.

How Do I Appeal My Eligibility Decision?

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

ADA Compliance Officer

Utah Transit Authority

669 West 200 South

Salt Lake City, UT 84101

A written copy of the appeal process may be obtained by calling the Paratransit Customer Support Coordinator (see phone number on last page).

Can I Appeal Suspension/Termination of Service Decisions?

Yes. Call customer care immediately. There will be an immediate suspension for any assault or threat of an assault while on the bus or on UTA property. Riders will be notified by telephone of the process that must be followed for immediate suspensions. For all other suspensions, you must follow the process outlined in your written notification. Refer to the No-show policy on page 26 to appeal a no-show suspension. Failure to follow the process listed by the dates listed in the letter will result in the service suspension being upheld.

Can I appeal the where a service point has been established?

UTA's paratransit service reserves the right to establish pick-up and/or drop-off locations based, on but not limited to the following:

- The pick-up or drop-off location is within the $\frac{3}{4}$ mile, time of day service boundary.

- There is safe access of the vehicle.
- Whether obstacles or barriers at the location or path of travel to the location prevent the rider from safely accessing the location.
- Our ability to park on a public roadway or public parking lot.
- The vehicle does not block or impede traffic.

If any of these conditions are not met, the location will be considered non-serviceable. If you disagree with our decision, you may contact our Customer Care department to provide additional information, however, UTA reserves the right to determine whether or not a location meets the above criteria and can be safely serviced.

How Do I Reach You With Suggestions and Comments?

We welcome feedback, suggestions, and comments on our Paratransit service. Call Paratransit Customer Care Department (see last page for phone number) or e-mail www.rideuta.com or write to:

Paratransit Customer Support Coordinator
Utah Transit Authority
669 West 200 South
Salt Lake City, UT 84101

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

- Your name, address, and phone number.
- The date, time, and location of the incident.
- If your concern involves a Paratransit office staff person, it will be helpful if you have the name of the employee, and the date and time of your conversation with them.
- A detailed explanation of the incident or suggestion.

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

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

What if I Still Have Questions?

Contact the *Paratransit* office at:

- 801-287-5359 (Salt Lake and South Davis Counties)
- 1-877-882-7272 from outside the Salt Lake County area
- 711 for Relay Utah or 888-346-5822 for Speech Relay

For effective independent communication, this print information is available in an alternate format upon request. The Rider's Guide is available on the UTA web site www.rideuta.com.

What if I disagree with a decision regarding my paratransit service after contacting paratransit customer concerns?

You may contact UTA's Civil Rights Department, ADA Compliance Officer at (801) 287-3536.

IMPORTANT PHONE NUMBERS
Salt Lake, Weber, Davis, Box Elder, Tooele and
Utah Counties Paratransit Services

Paratransit Scheduling Office (801)287-7433 press 0
(801- BUS-RIDE)

Salt Lake & Davis Counties.....801)287-7433 press 0

All other counties..... 1-877-882-7272 press 0

Route Deviation (Lift)

Salt Lake & Davis Counties...(801) 287-7433 press 5

All other counties..... 1-877-882-7272 press 5

Ride Cancellations

Salt Lake & Davis Counties....(801) 287-7433 press 2

All other counties....1-877-882-7272 press 2

No-show/Late Cancellation Disputes

Salt Lake & Davis Counties.....(801) 287-5359

All other counties.....1-877-882-7272 press 3

Relay Utah (deaf or hearing impaired phones)..... 711

Speech Relay.....1-888-346-5822

Customer Care

Salt Lake & Davis Counties..... (801) 287-5359

All other counties.....1-877-882-7272 press 3

Paratransit and Route Deviation Lost and Found

Salt Lake & Davis Counties..... (801) 287-5359

All other counties.....1-877-882-7272 press 3

After Hours Emergency

Salt Lake & Davis Counties..... (801) 287-7433

All other counties.....1-877-882-7272

Paratransit Mobility Center

Salt Lake & Davis Counties..... (801) 287-2263

All other counties.....1-877-882-7272 press 6

UTA Fixed route bus/rail service

Salt Lake & Davis Counties.....(801) 743-3882

All other counties1-888-743-3882

Website RIDEUTA.COM

Other social media - Facebook and twitter