

ADA COMPLEMENTARY
PARATRANSIT
**RIDER
GUIDE**





Dear Paratransit Rider:

Subject: Rider's Guide

The Rider's Guide is a compact booklet filled with answers to many questions you may have about the Greater Lynchburg Transit Company's (GLTC) Paratransit service. If you would like the guide in another format, such as large print, on a CD, or in audio form, you may contact the Paratransit Manager at (434) 455-5099.

GLTC sincerely hopes this comprehensive guide will answer your questions. If not, feel free to call GLTC for assistance. Our goal is to provide an efficient, low-cost Paratransit service for your convenience.

Sincerely,

Greater Lynchburg Transit Company

The information in this Guide describes policies and procedures for the riders of Greater Lynchburg Transit Company (GLTC) Paratransit service. The Guide is not a listing of legal advice and does not create any legal obligation on the part of anyone. In the event of a conflict between the Guide and any current law, or any policy or contractual obligation of GLTC, the law, policy, or contract will prevail. This is merely a reference for riders and others and may be modified occasionally. If you have any questions about its content, please contact GLTC Paratransit at 434-455-5099 for clarification.

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INTRODUCTION

The Greater Lynchburg Transit Company (GLTC) provides public transportation within the city of Lynchburg. Occasionally, there are people who are not able to ride a regular fully accessible bus because of limited functional abilities. In such cases, an eligibility review will be required to determine whether a person is eligible for Paratransit service. If it is determined that you are eligible for Paratransit service, this Guide outlines the policies of the service and procedures you need to follow. Please read it carefully.

In the event the rider of the Paratransit service is not capable of reading this Guide, the rider is still required to follow the basic responsibilities outlined. The caregiver of the person eligible for service may need to assume the responsibility of reading and understanding this information as well as making reservations and other arrangements for the rider. **Alternative formats for this Guide are available upon request.**

SERVICE AREA

GLTC Paratransit service is provided to eligible riders with an origination point and destination point within the boundaries as displayed on the map at the end of this Guide.

ELIGIBILITY

There are three types of eligibility status. The eligibility notification letter sent to you tells you which category you are in. The eligibility categories are as follows:

Full Eligibility

Full eligibility is given if boarding, riding, and/or deboarding a regular fully accessible bus is not possible for you without the help of another person. Full eligibility may also be available to you if you cannot understand the transfer directions needed to complete a trip without the help of another person. If either of these situations exists, you will be able to take your transit trip on a Paratransit bus.

Conditional Eligibility

If you are able to ride the regular fully accessible bus sometimes but, due to functional limitations, are not able to ride it at other times, you may be given conditional eligibility. The conditions under which you are eligible for Paratransit service will be listed in your eligibility letter. If your Paratransit service is conditional under certain weather-related conditions, you have access to Paratransit service when the types of weather conditions exist that affect your functional abilities.

Temporary Eligibility

Temporary eligibility is given to you if you are experiencing a health condition that is expected to improve but, for a limited time, the condition

prevents you from riding a regular fully accessible bus. Until the health condition improves, you can take your transit trip on a Paratransit bus.

ELIGIBILITY FOR CHILDREN SIX YEARS OF AGE AND UNDER

All children under six (6) years of age must be accompanied by an adult. They cannot ride unattended.

Children under six (6) years of age will be considered for Paratransit eligibility based on the functional ability of both the accompanying adult and the child (as a team) to use fixed route bus service.

NOTIFICATION OF ELIGIBILITY

You will be notified of your eligibility status within 21 days after the completion of the application process. 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.

ELIGIBILITY APPEALS PROCESS

Once you receive your eligibility notification, if you do not agree with the decision that is made, you have the right to appeal the decision. This must be done in writing and sent to:

GLTC General Manager
PO Box 11286

Lynchburg, VA 24506

Physical Address

419 Bradley Drive

Lynchburg, VA 24501

If you would like to request a hearing, this must be indicated in the written request. If you require special accommodations to attend the hearing, please specify your needs in the letter.

PARATRANSIT IDENTIFICATION CARD

For Paratransit-eligible riders, you will receive a letter from us to come in and have your picture taken for your Paratransit Identification card at the time eligibility has been determined. Your Paratransit ID card is considered a GLTC-approved reduced fare card, which allows you to ride for a **reduced** fare on **GLTC's fixed route services**. We encourage our customers with disabilities to take advantage of the flexibility, independence, and reduced cost that our fixed route buses provide.

RECERTIFICATION OF ELIGIBILITY

Each GLTC Paratransit customer must be recertified upon reaching his/her eligibility expiration date. It may also be necessary from time to time or if the condition of the disability changes, to re-evaluate an individual's eligibility before his/her eligibility ends. Typically, eligibility extends for three (3) years from certification. A customer's ADA Paratransit ID card will indicate his/her Paratransit eligibility expiration date. Paratransit staff will mail

out a new application approximately four to six weeks prior to his/her eligibility end 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 IN GATED OR SECURED AREAS

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

SERVICE FOR VISITORS

Visitors to the GLTC area can use Paratransit for up to 21 days 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.

HOURS OF SERVICE

GLTC Paratransit service is available during the following hours:

Paratransit operates on the same schedule as Fixed Route Buses.

GLTC's regular buses and Paratransit buses do not run on Sundays. GLTC is closed on the following holidays:

- New Year's Day
- Labor Day
- Independence Day
- Memorial Day
- Thanksgiving Day
- Christmas Day

FARES

Paratransit Services

All riders are required to pay a fare of \$4.00 for each one-way ride on the Paratransit service.*

The fare must be paid when boarding the vehicle. Riders who do not have fare will not be transported and will be assessed a no show.

Fares can be paid in one 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 not accepted by the drivers. Each trip must be paid for separately. Exception: riders from nursing homes who have payment in a payment envelope.

Checks. Checks should be made out to GLTC. Checks must be written in the amount of (\$4.00) each separate trip and **checks are accepted at the main office 800 Kemper Street or 419 Bradley Drive.**

GLTC Debit Card – Please ask Paratransit Manager about getting set up for this if interested.

One Ride Pass. One pass is valued as one free trip. Occasionally, if a rider who has a late pick up – if the lateness is within GLTC’s control (scheduling problem, driver error)—a pass will be sent out in the mail and can be used for a future

ride. Passes will be valid for use within one year of the date it is sent out. Passes are nonrefundable and cannot be exchanged for cash. GLTC is not responsible for lost passes.

Note: Drivers are not permitted to accept tips. If you would like to commend a driver for services provided, call GLTC’s Paratransit customer service representative at (434) 455-5099.

PURCHASING TICKETS

Paratransit tickets may be purchased at the following locations:

- GLTC, 419 Bradley Drive, Lynchburg, VA (ticket with 10 rides) or 800 Kemper Street, Lynchburg VA

or:

- By request through the mail

Send payment to:

GLTC (Paratransit)

PO Box 11286

Lynchburg, VA 24506-1286

Tickets are nonrefundable.

SHARED SERVICE

GLTC provides a “**shared-ride**” Paratransit service. This means that other riders with different

destinations may be picked up and/or dropped off along the way to your destination. This can result in your trip taking longer than if you were to take a taxi or drive yourself. Occasionally, it may take up to one hour for your Paratransit trip.

RESERVATIONS

All ride information is recorded on paper for future reference if necessary.

Travel on GLTC's Paratransit service is by advance reservation only. You or a caregiver can make a reservation by calling 434-455-5099 between 8:00 a.m. and 5:00 p.m., 7 days a week. A reservation can be made as early as 14 days in advance but no later than 5:00 p.m. the day before a trip.

Calls made Monday through Saturday will be answered by a GLTC customer service representative. Calls made on Sunday (and holidays) will be answered by the answering machine and will be responded to on the next business day. Please leave your name and phone number clearly.

Rides can also be scheduled online at www.gltconline.com.

Click on Services – Paratransit Trip Request Portal - on the right.

Scheduling Tip: When you call to schedule trips, have a pen and paper handy so you can write down important information like your pick up times. If you are scheduling several trips, have all the

information for each trip available when you call. This will help the customer service representative to serve you with efficiency.

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

It is required to have the following information ready and available for the customer service representative (or answering service) to schedule a trip:

- Your name (both first and last)
- The date and day of the week you need to ride
- The time you need to be picked up (or your appointment time)
- The address where you are being picked up from
- The name of the facility and the exact address you are traveling to
- Whether you will need door-to-door or curb-to-curb help

- The time you want your return trip (if applicable)
- Any special instructions that the driver may need, such as which door, directions to a hard-to-find address, etc.
- If a personal care attendant or a companion will be traveling with you
- If a service animal will be traveling with you
- Whether you will be using a mobility aid such as a wheelchair, walker, or scooter
- Any other information you feel we should know to safely and comfortably serve you.

The customer service representative will enter this information into our computer scheduling system. The customer service representative will repeat what they understood your request to be. Pay close attention to what is repeated back to you.

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

It is very important for you to keep us updated on new phone numbers. From time to time, it is necessary for us to change your pick-up time to prevent multiple buses being sent to a location, or to better group riders on the same bus. Your requested time may be negotiated up to one hour before or one hour after the requested time. If this occurs, we will notify you of the time change either

by speaking directly with you or leaving a message for you about the time change. Calls may be made up to 5:00 p.m. the night before your ride.

Scheduling Tip: 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 GLTC'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 a.m., you might want to tell the customer service representative you would like to arrive no later than 8:45 a.m. 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 p.m., you might want to ask the customer service representative for a 5:15 p.m. pick up.

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 customer service representative 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.

CHANGING YOUR RESERVATION

If you need to change a reservation, you must call a GLTC customer service representative between the hours of 8:00 a.m. and 5:00 p.m. no later than the day before your scheduled trip. **Requests for changes to your reservation on the day of your trip cannot be done. Do not ask the driver to make changes to your trip, such as dropping you at a different address. Drivers are not allowed to make changes to their assigned trips.**

CANCELLING YOUR RESERVATION

Scheduled rides that are cancelled after a driver is assigned to drive you (5:00 p.m. the night before), cost GLTC thousands of dollars each year and affects our ability to provide that trip opportunity to other riders. **If you have scheduled a ride that you no longer need to take, please call the Paratransit office as soon as possible to cancel the ride.**

Riders are asked to cancel at least two hours prior to the ride. You can cancel all trips up to ten (10) days in advance, or put subscription service on hold for any amount of time.

During regular business hours (8:00 a.m. and 5:00 p.m.) you can cancel your trips with a customer service representative.

After regular business hours, rides can be cancelled by leaving a message on the voicemail. You must leave your first and last name, the date, and time of the trip(s) information you want to cancel.

Rides can also be cancelled online at www.gltconline.com ***Click on Services - Cancel a Paratransit Ride on the right. Ride cancels can also be faxed to (434) 616-3138.***

No-Show Policy

To emphasize the importance of avoiding no-shows, GLTC, with the review of the GLTC ADA Advisory Council and approval of the GLTC Board of Directors, has adopted a new No-Show Policy.

Please note that prior to being subject to any penalties including suspension of service you need to have utilized GLTC's Paratransit service for at least ten (10) trips in a rolling 30 day period (this equates to about a full week of trips to and from work for example). If you do not use our service more often than this we do not apply penalties.

The following questions and answers help to outline all details of the policy.

Q. What is considered a no-show?

A. A no-show is when a Paratransit trip is scheduled but then a rider:

- 1) Makes a cancellation less than 2 hours before the scheduled trip.
- 2) Without any notice to GLTC, the rider fails to take the scheduled trip.
- 3) Without any notice to GLTC, the rider delayed the scheduled trip.
- 4) The driver arrives at a drop-off location and the rider delays the bus by not getting off the bus promptly, or when no one is at the location to receive the rider and the rider cannot be left unattended.

Q. What if the rider feels the no-show was GLTC's error?

A. The rider should call 434-455-5099 immediately. The customer service representative will research GLTC's records for accuracy. Although our call information is recorded, it is impossible for us to check every record. If you are unable to provide specific information on the date/time of the scheduled trip and who the trip was scheduled with, GLTC staff will not be able to research the dispute and will have to rely on the data it has to determine the validity of the error.

Q. What if the rider feels the no-show was outside of their control?

A. Again, the rider should call 434-455-5099 and explain to the customer service representative what prevented them from taking the

scheduled ride. The rider may be requested to provide documentation. The purpose of the documentation is to provide a fair and consistent policy for all.

Q. Why does GLTC need a No-Show Policy?

A. A no-show ultimately results in a wasted trip. This is both very expensive and may take away a trip that could have been scheduled for someone else.

Q. How does the No-Show Policy work?

A. Excessive no-shows and/or late cancellations can result in a suspension of service. A customer that no-shows for 25% of their scheduled trips in a calendar month is subject to a service suspension. This helps to ensure that our services are accessible to all those who need them. You can avoid this happening by simply contacting us to cancel your trip at least two (2) hours prior to your scheduled pickup time.

Q. What do these violations mean?

A. The following suspension shall apply to violations to this policy that occur within the same rolling 12-month period:

1. 1st Violation – Letter of Warning

2. 2nd Violation – 7 Day suspension of service

3. 3rd Violation – 14 Day suspension of service

4. All subsequent violations will result in an additional 14-day suspension

Q. How does a rider appeal a suspension?

A. A rider can appeal a service suspension over the phone or by written request. To appeal via phone, the rider should call 434-455-5099 and ask to speak with the paratransit manager. To appeal via written request, the rider should send their letter to Paratransit Manager, GLTC, PO Box 11286, Lynchburg, VA 24506.

Either request must be received within seven calendar days after the date of the *Letter of Suspension*, and no later than the appeal deadline date listed on the letter.

When an appeal is received, the riders No-Show and Late Cancellation records are reviewed. Then the rider will be sent a letter discussing the results of the review and if the originally prescribed suspension still stands.

If the rider disagrees with the results of the appeal, the rider can request an appeal hearing by writing to: GLTC General Manager, PO Box 11286, Lynchburg, VA 24506.

In accordance with U.S. DOT ADA Regulations Part 49 CFR 37.131(b), when a rider is a “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, this will help to ensure you do not receive any no-show penalties.

If a rider schedules a one-way ride and no-shows, no other bus will be sent to pick up that rider. This means that if Paratransit did not take the rider to the location and the rider no-shows the trip, no Paratransit bus will be sent back to get the rider. GLTC's policy is, "If we take you somewhere, we will not strand you. If we did not take you, you will have to find other means of transportation."

Failure to cancel rides that are no longer needed will result in the assessment of as outlined in the current No-Show Policy. Each trip that is a no-show is assessed independently in accordance with ADA regulations. Riders will be assessed 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 the rider decides to find another way to their appointment after waiting 30 minutes from the scheduled time, it is the rider's responsibility to let GLTC know another ride was found so a bus is not sent out.

GLTC will not suspend any rider without advance notification of a service suspension. A rider will be given the opportunity to meet with GLTC management staff prior to a suspension.

TAKING YOUR PARATRANSIT TRIP

Pickup

Customers will receive a notification call the night before the scheduled trip to notify them that they are on schedule to be picked up and at what time the trip is scheduled. You are expected to be ready to ride when the vehicle arrives.

The Paratransit drivers will stop the bus as close to the front door of the pickup address as possible. You are expected to be at the front door of your pickup location 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 passengers. **The driver is not permitted to honk the horn or ring apartments to let you know the vehicle has arrived.** Wait in an area where you can see or hear the vehicle arrive or where the driver will be able to see you.

Remember, when you make your reservation, the customer service representative will confirm your trip by giving you a 30-minute “pick-up window.” The bus may arrive to pick you up at any time during the pick-up window.

Riders’ Tip: 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 customer service representative which entrance you will be at. If your exit is not by the main door, also let us know which door you will come out of. 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.

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 pickup window. The vehicle will depart when the five-minute period is up. You can check your clock with GLTC at any time to make sure the times match by asking the customers service representative when you call in.

Riders must be ready to depart at any time during the thirty (30)-minute pickup window described when the reservation was made. If a rider has not boarded the vehicle within five (5) minutes 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 appropriate door, prepared to board, when the vehicle arrives. If the rider does not board the bus within the five (5)-minute period, the driver will contact dispatch for permission to depart, and the trip marked as a "No Show."

If the trip is the originating trip of the day (first 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).

Early Pickup

Sometimes, your vehicle will arrive before the start of the pickup window because of a cancellation or especially light traffic. If your bus arrives before the start of the pickup window, you may wait to get on the vehicle until the start of the pickup window time, or you may get into the vehicle and leave right away. It is your choice.

Late Pickup

Unexpected delays can happen because of road construction, traffic conditions, bad weather, or on occasion, mechanical problems with a vehicle. If a Paratransit vehicle has not arrived 30 minutes after your scheduled pickup time, you can call GLTC to find out the estimated time the bus will show up. Stay within sight of the pickup location if at all possible, in case the vehicle arrives while you are calling.

Curb-to-Curb Service

GLTC's basic service policy for Paratransit service is curb-to-curb. This type of service requires you to be at the curb in front of your residence or in front of your destination point after your business is complete within five minutes of the bus's arrival. For some individuals and at some locations, this may not be possible. It may depend on:

- The nature of a particular individual's disability.
- Adverse weather conditions.
- Whether a physical barrier exists (e.g., sidewalk construction).

Whether or not you require door-to-door service will be determined in the Paratransit eligibility review process and noted on your application. If door-to-door service is required every now and then, advance notice will be required at the time of making the reservation for the trip.

Due to safety reasons, GLTC requires that the driver not leave their vehicle unattended or lose the ability to keep their vehicle in sight when assisting a rider that requires door-to-door service.

Steps and Ramps

In order to assure the safety of the bus drivers and Paratransit riders using a wheelchair or mobility aid, when door-to-door service is provided to a rider that is eligible for this service, it may be provided only if ramps are available that meet the following specifications:

- A nonslip surface is on the ramp to provide sure footing. A nonslip surface can be achieved by applying adhesive nonskid strips or wooden cross-strips. If wooden cross strips are used, the strips must be placed in the center of the ramp and cannot exceed the width of the wheelbase on the rider's wheelchair or mobility aid.

- Protection is installed at the edge of the ramp at a minimum of 2 inches high to protect the wheelchair or mobility aid from going off the edge.
- There is a minimum of 60 inches of maneuvering space at the top and bottom of the ramp to minimize the lifting needed to maneuver a turn and to protect the wheelchair from going off the landing at the top.
- The slope of the ramp does not exceed 1:12 (12 inches long for every 1-inch change in elevation) or is in accordance with ADA guidelines.

If a ramp does not meet these criteria, GLTC will provide service but will not assist you up or down the ramp at that location.

GLTC drivers are allowed to assist a Paratransit rider using a wheelchair up or down one step. In the event that a home or business has more than one step, a landing that is large enough to contain the wheelchair on all four wheels must separate the steps. Under no circumstances will a driver be allowed to assist a person using a wheelchair up more than two steps. If such a condition exists, you are responsible for arranging assistance from someone other than the GLTC driver.

BRINGING OTHER PEOPLE

Personal Care Attendant (PCA)

A Personal Care Attendant (PCA) is someone you need to help you with daily activities such as opening doors, traveling in a wheelchair, or finding your way. You must inform the customer service representative that a PCA will be riding with you when scheduling a ride request, or any time before 5:00 p.m. the day before your scheduled trip. 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 you are. Drivers cannot add riders who do not have a reservation, so if you fail to make a reservation for your PCA, they will not be allowed to ride with you.

Unless otherwise requested, the PCA is responsible for assisting you when on the bus, not GLTC drivers.

To be able to have one PCA ride free with you, you must be **registered with us as needing a PCA**. This is done as part of your eligibility process. If you did not indicate a need for a PCA when you first applied to be eligible for Paratransit and now need a PCA, you should call the Paratransit office at 434-455-5099 and request the PCA application form be mailed to you.

NOTE: A registered rider who is listed as needing a PCA cannot ride as a PCA for another

registered rider. In this case, the “PCA” will have to travel as a companion, and pay for their ride.

Companion

A companion is a friend, relative, or other person who is traveling with you but is not coming along to assist you. Companions must pay a \$4.00 fare when accompanying you, and must get on and off the vehicle at the same places and times as you. You must inform the customer service representative that a companion will be riding with you when you schedule a ride request, or any time before 5:00 p.m. the day before your scheduled ride. This ensures that there will be room on the vehicle for you, your companion, and other scheduled riders. You may schedule only one (1) companion to ride with you. Drivers cannot add riders who do not have a reservation, so if you fail to make a reservation for your companion, they will not be allowed to ride with you.

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

Both PCAs and companions must also be ready for boarding when the rider boards. Drivers will not wait for a PCA or companion if they are not ready.

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, GLTC's policy allows two (2) children under six (6) to ride for free with a full-fare paying adult.

Children under six (6) years of age will be considered for Paratransit eligibility based on the functional ability of both the accompanying adult and the child (as a team) to use fixed route bus service. When an eligible child is traveling with an adult (who is serving as a personal care attendant), a fare must be paid for the child and the adult attendant rides free.

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

MOBILITY DEVICES

Wheelchairs

Paratransit vehicles are designed to accommodate most wheelchairs and mobility aids. It is required that you allow the driver to use the lap belt in addition to the wheelchair securements for your safety.

In order to be transported, a wheel chair must be able to be boarded by the lift (usually a maximum of 800 lbs total weight when occupied) and fit into a designated space.

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

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.

BRINGING THINGS ALONG

Package Limitations

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 customer service representative know when you request your transportation.

If you delay the departure of the bus beyond 5 minutes at the pickup location and/or the drop off location, you will be assessed a no show.

Grocery Carts

Any groceries or shopping carts must not block the aisle and must be secured by the rider so as not to present a safety hazard to the riders.

Under no circumstances will the groceries or the cart be stored in the door step area.

A wheelchair rider is limited to the number of bags and the other groceries that can safely be attached to their wheelchair. If the wheelchair rider exceeds this limit, in the judgment of the driver, the wheelchair rider will be told that if this occurs again, service may be denied.

If the groceries or shopping cart cannot be accommodated under these guidelines due to the size of the cart and/or the groceries blocking or narrowing the aisle, the driver may deny the passenger a ride.

Life Support

You may bring your respirator, portable oxygen (attached to your chair if you have one), or other life support equipment as long as it does not violate

laws or rules related to the transportation of hazardous materials. Your equipment must be small enough to fit into the Paratransit bus and managed by you or your personal care attendant.

Service Animals

Riders may travel on all GLTC 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 customer service representative when you are scheduling a ride. This ensures there will be room on the vehicle for you and your service animal, along with other scheduled riders.

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

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

Pets

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

TRAVEL TO OTHER CITIES WITH PARATRANSIT SERVICE

All public transit agencies in the United States offer Paratransit services to meet the requirements of the Americans with Disabilities Act (ADA). If you travel outside the GLTC service area, the eligibility determination made by GLTC allows you to use the ADA Paratransit service of other public transit agencies in the United States for a period of 21 days per year.

CAREGIVER RESPONSIBILITIES

If a rider cannot be left on their own without safety concerns at either the pickup point or the drop-off point due to mental or cognitive disabilities or because of severe memory problems, it is the responsibility of the rider's caregivers or family, to clearly identify them to the customer service representative when making the reservation. The driver will be informed of the rider's condition and take appropriate precautions as necessary. The driver cannot act as an attendant for a rider in this condition. Riders with mental or cognitive disabilities will be allowed to travel without an

attendant only if they exhibit safe behavior on the bus.

An attendant or caregiver must be present at the pickup point or drop-off point for riders who cannot be left alone. If a responsible attendant or caregiver is not present when the driver attempts to pick-up or drop-off a rider with a disability of this type, GLTC may suspend service to the rider and report the situation to adult protective services.

RIDER COURTESY AND CONDUCT

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

- Board the vehicle promptly
- Remain seated once on board
- Wear the seat belt
- Depart the vehicle upon demand of an authorized GLTC representative including the bus driver.
- No smoking on the vehicles
- Riders shall maintain appropriate, reasonable personal hygiene
- No eating or drinking on-board (unless 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 or other noisy electronic equipment (without headphones), or other noisy equipment while on board.
- No operating or tampering with any vehicle equipment
- Littering is prohibited
- Shirts and shoes or other footwear (if ambulatory) must be worn
- Baby strollers must be folded and stored 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 GLTC buses

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

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

Riders, personal care attendants, or companions traveling with riders, who engage in an activity that disrupts the safe or effective operation of Paratransit services, may also be subject to a suspension of service. If a rider is disruptive to GLTC service, GLTC reserves the right to require that a personal care attendant travel with the rider as an option instead of service suspension.

EXCEPTIONS TO THE RULES

GLTC recognizes that some disabilities and health-related conditions may cause people to act in ways

that may break some of the GLTC Paratransit rules. GLTC will take disability-related conditions into consideration before suspending service. However, suspension will still be an option if it is necessary to maintain a safe operating Paratransit service. In such cases, service can be reinstated when the rider and the rider’s caregivers develop a plan to ensure that the safety of the GLTC Paratransit service is not compromised.

ELIGIBILITY APPEAL PROCESS

A rider who disagrees with their eligibility decision may request an appeal. The appeal request must be made in writing and must be received by GLTC’s ADA compliance officer within 60 days of the eligibility determination. Send written request to:

GLTC General Manager
PO Box 11286
Lynchburg, VA 24506

Physical Address
419 Bradley Drive
Lynchburg, VA 24501

A written copy of the appeal process can be found on the back page of your eligibility determination letter.

WEATHER CONDITIONS

You are responsible for snow and ice removal to make your home accessible to the GLTC bus driver. If the home is not accessible, the ride will be considered a door cancel. If you live in an apartment complex, it is your responsibility to make the apartment manager aware of the policy. If there is a recurring problem with the apartment management not removing the snow, please contact the Paratransit Manager.

Winter Weather Procedures

In the event of an accumulation of snow or ice, GLTC will follow the procedures listed below:

- If weather conditions and/or snow or ice accumulations do not allow the bus lift to be safely deployed, the driver will not attempt a pickup. The driver will notify dispatch who will then contact you to notify you of your ride cancellation.
- If the lift can be safely deployed, but the sidewalk or driveway to or from the bus is not sufficiently clear of snow or ice to enable you to proceed to and from the bus safely, the driver will notify dispatch of the condition. Dispatch will then notify you of the condition and you will have one hour from the time of contact to clear a pathway. After the task is complete, call the customer service representative for a driver to return to the pickup location. A driver will return for you as soon as a bus is available.

- If the pathway at your pickup location is impassable, you are encouraged to notify GLTC before the scheduled pickup time. Your ride can either be cancelled or you can let the customer service representative know that you will need the extra hour to clear a pathway.

Cancellation of Service

GLTC 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 local radio or television. Paratransit service announcements may be included with school closure information. The customer service representatives will also be able to tell you if service will be cancelled.

If your trip is for dialysis, chemotherapy, or another life-sustaining purpose, call the Paratransit office 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 vehicles.

If you are traveling during times of 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 weather.

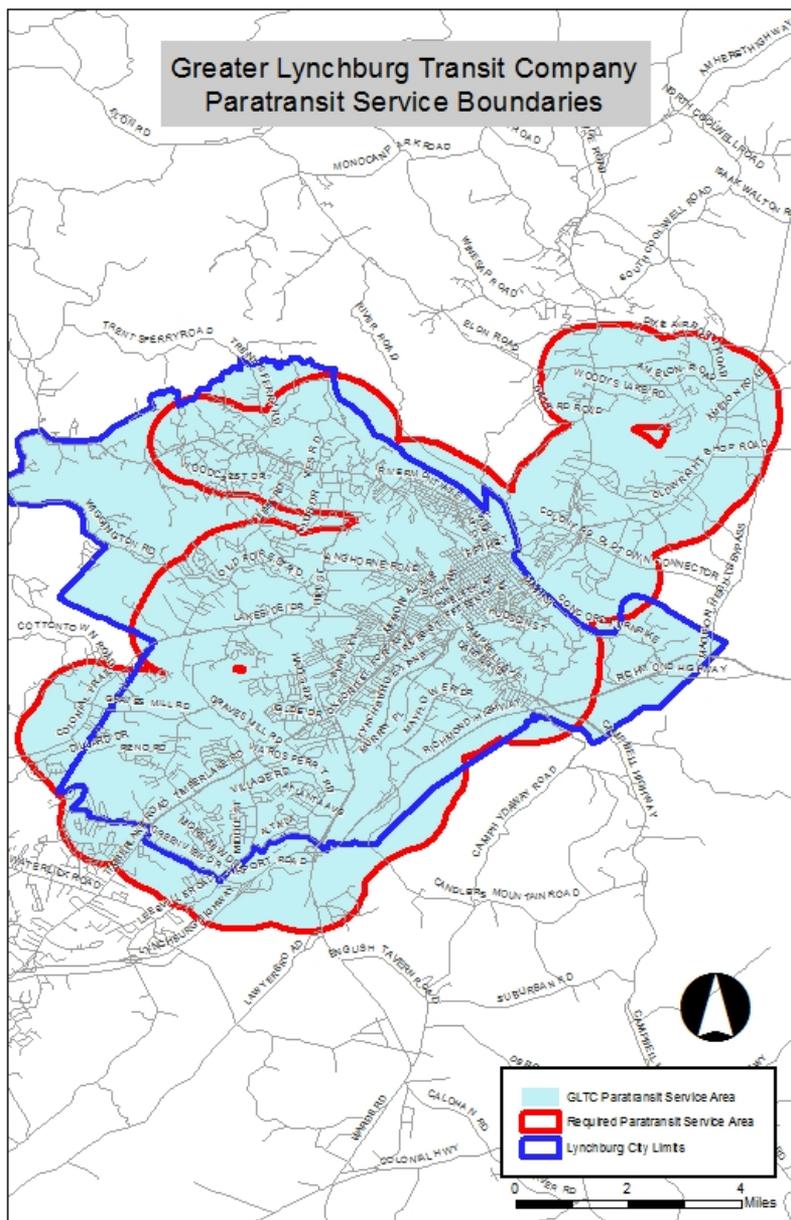
EMERGENCY PROCEDURES

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

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

If a rider, due to their disability, is to be met when they are dropped off and the person meeting them is not there when the driver arrives, the rider will be transported back to the GLTC office (or to another safe location) and the rider's guardian or caregiver will be notified and required to come to pick up the rider or to make other transportation arrangements. If we are unable to make contact with the guardian or caregiver, the proper authorities will be notified. **This will result in a No Show being assessed to the rider's record.**

Paratransit Service Area Boundaries



MAIN OFFICE
(434) 455-5080

PARATRANSIT
(434) 455-5099



www.gltconline.com

WE'RE HERE TO GET YOU THERE!