

## Riders Rules - Paratransit

1. We are available Monday – Friday 8:00 AM to 5:00 PM to assist you with scheduling a ride.
  - a. You may schedule a paratransit pick up between 5:00 AM – 7:00 PM, Monday through Friday. This is a reflection of the BTA bus route hours.
2. We require a minimum of 24 hours advance notice to schedule.
3. Rides may be scheduled seven days in advance of your trip. **Same day rides are not permitted.**
4. You must have the following information ready when scheduling a pickup. Appointment date, time, exact location, including building name and number. We also need to know if you will be bringing oxygen, a wheelchair, walker or other means of transportation with you.
5. A working phone number is required with voicemail capabilities requested, in case of unforeseen changes in scheduling.
6. If you need a ride to the same place, at the same time, at least once a week, let the dispatcher know. You will then be automatically placed on the schedule each week via subscription service.
7. If you are planning on bringing a personal care attendant (PCA) to assist you to and from your appointment or if there will be more than one rider going, you must notify the dispatcher at the time you schedule a pickup.
8. Any child under the age of ten (10) must be accompanied by an adult.
9. Multiple trips may be scheduled at a time as long as **24 hour notice is provided.** Certain times may or may not be available.
10. Drivers are allotted a maximum of one (1) hour per client, per trip. If you need more time contact dispatch to schedule another trip.
  - a. Drivers are not permitted to stay during long waiting periods (15 minutes or more). If you expect to exceed 15 minutes, the driver will drop you off and await further instructions for a pick up.
11. Drivers are NOT permitted to schedule trips. All scheduling must be done through BTA dispatch.
12. Drivers are NOT to be contacted on their personal cell phones for any reason.
13. BTA may not be able to accommodate any unscheduled trips/stops due to scheduling conflicts.
14. If your plans change and you need to adjust your ride times or experience delays please call the Paratransit Scheduling Office at 435-722-5221.
15. If you have scheduled a ride you no longer need please call and cancel **as soon as possible.** If we are not made aware of a cancellation you will be counted as a no show for that day.
16. No show - BTA will suspend the provision of service to ADA paratransit eligible individuals who establish a pattern or practice of missing scheduled trips.
17. Paratransit is an origin to destination service. Drivers are not permitted to enter your home. If requested, drivers will assist with the seat belt and cargo (baggage, groceries, etc.) that may be reasonably carried aboard by one person.
  - a. As there is limited space aboard the paratransit vehicles, no more than two to five bags are permitted **at the driver's discretion.**
  - b. Our drivers are NOT responsible for getting you ready and are NOT allowed to go into your home.
18. Please be ready to go when the vehicle arrives so the driver can stay on schedule for all clients.

19. BTA requires you to use a safety belt and remain seated while riding in a Paratransit vehicle.
20. Wheelchairs/scooters are required to be secured at all times during the ride and riders are required to allow operators to secure lap belts to ensure the customer's safety.
  - a. Some three-wheeled scooters are difficult to secure and come with a manufacturer warning that they should not be used as seats in moving vehicles. You may be asked to transfer to a vehicle seat for safety reasons.
21. Portable oxygen equipment and portable respirators are permitted on Paratransit. The driver will assist you in securing this equipment on the vehicle.
22. Animals are not permitted in the vehicle with the exception of service animals. Service animals include, but are not limited to: guide dogs, signal dogs, and other animals trained to work or perform tasks for persons with disabilities.
23. You may bring grocery bags, luggage, or other packages or personal items with you. Keep in mind that space is limited to no more than 2 – 5 bags. Bag limit to be determined by the driver for safety purposes.
24. The transportation of alcohol is not permitted.
25. If you become ill, or notice another rider who may be ill, inform your driver immediately.
26. We may at any time cancel our services due to severe weather that may cause unsafe driving conditions. We will inform you in a timely manner if said situation occurs.
27. BTA has a list of common-sense rules to ensure the safety of all riders and drivers. They are as follows:
  - a. No tobacco use of any kind in the vehicles.
  - b. Riders shall maintain appropriate, reasonable personal hygiene, to the best of their ability.
  - c. No eating or drinking on board (unless required for health reasons).
  - d. No abusive, threatening, or obscene language or actions.
  - e. No physical abuse of another rider or the driver.
  - f. No petting service animals without permission of the owner.
  - g. No playing of audio devices without headphones.
  - h. No operation or tampering with any vehicle's equipment.
  - i. No littering.
  - j. Shirts and shoes or other footwear is required.
  - k. Head, arms, and other body parts must be kept inside the vehicle.
  - l. Objects must not be thrown from windows.
  - m. Parents are responsible for their children and their actions.
  - n. Transportation of flammable or explosive materials is prohibited.
  - o. Dangerous weapons are prohibited.