



Windham Region Transit District

**Dial-A-Ride
&
ADA Paratransit
Rider's Guide**

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Introduction

Windham Region Transit District Services

Windham Region Transit District (WRTD) operates several services that serve the Windham region, including Dial-A-Ride, fixed routes, a commuter route, a deviated fixed route and ADA Paratransit.

Fixed routes run on published schedules and may be used by waiting at designated stops along the route. A commuter route and a deviated fixed route also operate on a published schedule, but with less frequency and fewer designated stops. Flag stops are permitted on some routes in certain locations. Fixed route, commuter route, and deviated fixed route schedules and maps are available, on the bus, at www.wrtd.net and at many public locations throughout the region.

For persons with a disability that prevents them from using the fixed-route service, WRTD offers ADA Paratransit service within $\frac{3}{4}$ mile of the route during the same hours and days of the fixed route. ADA Paratransit service is not provided along the commuter route and deviated fixed route. Reservations are required for all ADA trips.

In areas not served by fixed routes, WRTD offers Dial-A-Ride (DAR) Monday through Friday, 8:00 a.m. – 4:00 p.m., providing door-to-door, shared-ride transit service within the limits of the towns of Ashford, Chaplin, Columbia, Coventry, Lebanon, Mansfield, Scotland, Willington and Windham/Willimantic. The trip duration may be more than one hour from origin to destination due to the size of the WRTD service area. Reservations are required for all DAR trips.

Eligibility

DAR, fixed route, commuter and deviated fixed route service is open to the general public, with no age or disability limitations. ADA Paratransit eligibility requires a disability that prevents the use of fixed-route service. Applications for ADA Paratransit certification can be found online at www.ctada.com or by calling 860-456-2223.

Reservations

There are two types of reservations offered by WRTD for **DAR** and **ADA Paratransit** trips: casual and subscription.

Casual Reservation Service allows an individual customer to make a reservation for a trip anywhere from two weeks up to the day before they wish to travel. A customer can make unlimited casual reservations for any given service day, and multiple trips may be reserved during one telephone call. These trips must be booked by **4:00 p.m. one business day prior for DAR service**, and by **4:00 p.m. one calendar day prior for ADA Paratransit service**, and may be booked up to two weeks in advance. All trips are on a first-come, first-served, so early reservations are recommended.

Subscription Service is offered to customers who have repeat travel patterns to and from the same addresses during the same days and hours. Customers who have schedules that change frequently are not eligible for subscription service.

Subscription service is restricted to work, medical and educational trips. A customer approved for subscription service must contact a customer service agent to confirm the desired dates and times of travel. Once a subscription schedule is confirmed by a customer service agent, a customer does not have to make any further reservation calls except to cancel a trip.

Long-term or permanent changes to a customer's subscription service must be submitted to WRTD at least one week prior to the date the change will take effect. WRTD cannot guarantee that changes in subscription service can be accommodated. Temporary changes to subscription service must remain in effect for a minimum of two weeks and be submitted one week in advance of the effective date. The regular subscription service can be reinstated with as little as two business day's notice. Unfortunately, same-day changes cannot be accommodated. Subscription service is offered as a convenience to our customers. Availability is based upon a first-come, first-serve basis, and certain restrictions may apply due to capacity constraints.

Making a Reservation

Reservations may be made by calling a customer service agent at 860-456-2223. *Reservation requests cannot be called in to any other phone numbers, left on voicemail (except ADA Paratransit trips on Sundays) or made through a driver.*

Reservation Periods

Monday – Friday 8:00 a.m. - 4:00 p.m.

Sunday (ADA Paratransit only, by voicemail) 8:00 a.m. - 4:00 p.m.

On Sundays, customers may leave a message on the ADA voicemail during the reservation period for ADA Paratransit trip reservations for the next day only. A customer service agent will call the customer Monday morning to verify the trip has been scheduled.

Drivers cannot book, change, or cancel reservations. In order to change a reservation, a customer

must to contact a customer reservation agent.

Reservation Information:

Please provide the following information when making a reservation:

- customer name;
- exact street addresses (origin and destination);
- names of complexes or subdivisions, as well as building, apartment, or suite numbers;
- easily identified pick-up points, where applicable, such as a hospital, shopping mall, or doctor's office;
- appointment or the pick-up time (indicate if the customer is traveling with a Personal Care Attendant or any companions);
- mobility device information (e.g. cane, wheelchair, scooter); and
- return trip information, including pick-up time; if no return trip pick-up time is provided, the trip will be scheduled as one-way.

Customer service agents will make an effort to schedule a pick-up time within one hour before and one hour after the requested pick-up time. The pick-up will occur within a 30-minute window (15 minutes before of 15 minutes after the scheduled pick-up time). Please be ready to board the bus any time within this 30-minute window. Specific arrival times are not available by phone. Please try to limit calls to when the vehicle is more than 15 minutes late.

If a customer's pick-up trip is late and requires additional time, the customer may call to request a later return trip and the trip will not be counted as a no-show.

Please remember that customers are responsible for making arrangements for WRTD's vehicle to gain access to gated communities or secured complexes. A driver cannot be delayed trying to locate personnel to provide them with access to a complex.

Will Calls

WRTD requires a return trip pick-up time for most trip purposes. However, WRTD allows "will calls" for medical trips. Customers must inform the customer service agent when scheduling the trip that they will call for the return trip. "Will calls" are permitted for medical trips only. When a customer's appointment is completed, the customer must call the customer service line to arrange a return trip. A customer service agent will make every effort to schedule a pickup within one hour of the "will call".

Cancellations & No Shows

To cancel a scheduled trip, call 860-456-2223 as soon as possible. Cancellations may be made 24 hours a day by voicemail.

A customer who demonstrates a pattern of missing scheduled trips creates problems for all transit patrons since trips scheduled, but not taken, lower the capacity of WRTD services. The term for this practice is "no-show" and includes last-minute cancellations and trips where the customer is not at the pick-up point when the WRTD vehicle arrives. Trips cancelled at least two hours prior to the beginning of the pick-up window are not considered no-show.

If a DAR customer is a no-show, subsequent trips are automatically cancelled. However, if an ADA customer is a no-show, subsequent trips are *not* automatically cancelled and, so, an ADA customer can have multiple no-shows in one day. Dial-A-Ride & ADA Paratransit No-Show Penalties

No-Show Trips	Within Period of	Suspension Period
3	30 Days	7 Days
6	60 Days	14 Days
12	120 Days	28 Days
18	180 Days	90 Days

Emergency Cancellations

Cancellations or no-shows that occur because of an emergency situation beyond the customer's control will not be considered a late cancellation or no-show, provided the customer can offer an explanation with documentation.

Appeals

Customers have the right to appeal any written notification they receive from WRTD. The customer must appeal the notification within fourteen (14) days of receipt of the notification. Appeals must be in writing and forwarded to:

**Windham Region Transit District
Attn: Appeals
28 South Frontage Rd
Mansfield Center, CT 06250**

WRTD will respond to all customer appeals in writing within fourteen (14) days of receipt. If a customer chooses not to appeal the warning or suspension notification letter, then sanctions will occur and become effective on the date stated in the notification letter.

Should a customer wish to appeal the initial decision, a written appeal may be made to the Administrator within fourteen (14) days of receipt of the initial decision.

Anyone unable to file a written appeal due to a disability may schedule an oral appeal by calling 860-456-2223.

PCAs

When a customer is unable to travel alone, WRTD encourages them to travel with a Personal Care Attendant (PCA). Authorized PCAs can travel with WRTD customers at no cost on all WRTD services. A PCA may be a friend, family member, or a paid employee who will assist the customer.

When using DAR, a customer must inform the customer service agent at the time of the reservation if a guest or PCA will be accompanying them to ensure an accurate count of individuals traveling on a vehicle. WRTD reserves the right to require documentation of the need for a PCA, at WRTD's discretion.

WRTD Fares

Exact cash fare or WRTD ticket is required; no change will be provided. A fare is required upon each boarding of the vehicle. Authorized personal care attendants and children age four and under accompanied by an adult ride free.

WRTD also offers ticket booklets at a discounted rate. Tickets may be purchased at the WRTD office or from the driver. ADA tickets must be requested one day prior to purchase. Tickets may also be purchased by sending payment with order instructions to:

**Windham Region Transit District
28 South Frontage Rd
Mansfield Center, CT 06250**

Failure to pay a fare will result in denial of service and will be considered a notice-at-door no-show. Customers with a pattern of failing to pay fares are subject to suspension of service.

Pick-up Procedures

In order for us to provide customers with safe, on-time service, a customer must specifically designate a pickup location. WRTD has developed the following procedures for all DAR pick-ups to ensure safe vehicle movement and standardized connecting point guidelines:

- Customers living in a large, multiple unit apartment complexes must meet the vehicle either at the curb closest to their address or at the door of the main entrance, unless instructed otherwise.
- If an apartment complex is inaccessible to a WRTD vehicle, the customer must meet the vehicle at the main entrance to the complex. A customer traveling from a large convalescent home, medical facility, or other similar area must meet the vehicle at the main reception desk or main lobby entrance door.
- Before any WRTD vehicle can enter apartment complexes that are not easily accessible, the location must be inspected. If the facility has a guarded gate or limited access, the customer should inform security staff of the scheduled pick-up and return windows. It is the customer's responsibility to notify a WRTD customer service agent of security procedures when the

reservation is made and to arrange access for our vehicle. Our vehicle cannot be delayed due to complicated access requirements.

- Customers are also responsible for ensuring that driveways and/or walkways are cleared of snow and ice. WRTD drivers may not enter uncleared driveways or use uncleared walkways. If the driveway and/or walkway is not cleared, the customer may be required to meet the vehicle at the curb.
- WRTD will make every effort to arrive within the 30-minute pick-up window (15 minutes before or after the scheduled pick-up time). Customers must be ready to depart at any time during the 30-minute window described when reservations are made. Out of courtesy for other WRTD customers who are scheduled on the same vehicle, the driver will wait no longer than a five-minute grace period. If a customer is not at the proper pick-up location within the designated pick-up window and the five-minute grace period has expired, our vehicle will depart and the customer will be declared a no-show.
- If a customer has not boarded the vehicle within the five-minute grace period, the vehicle will depart. The customer service agent will not call the customer by telephone to advise them that the vehicle has arrived. However, a customer service agent will, upon request, call by telephone any customer who is sight- or hearing-impaired to notify them that the vehicle has arrived. It is the customer's responsibility to be within viewing distance of the driver when the vehicle arrives. Drivers are not responsible for going inside establishments to look for customer and will not check alternate locations to find a customer.
- Please note that, for all customers' convenience, a driver cannot wait while customers conduct business at their destination.

Boarding the WRTD Vehicle:

Customers are required to have the correct fare in cash or authorized WRTD fare tickets when boarding a WRTD vehicle. *Drivers can neither make change nor get change for customers.* Fares are to be inserted into the farebox as the customer boards the vehicle, prior to sitting down. If a customer is prevented from inserting the fare in the farebox due to a disability, the driver may insert the fare for the customer.

Customers are only to pay for the current one-way trip, since the customer may ride with a different driver on the return trip. Each time the customer boards the vehicle, a cash fare or ticket is required. WRTD cannot be held responsible for any overpayment of fare.

Driver Assistance:

Drivers will assist a customer on or off the vehicle on any WRTD service. The driver will assist a customer from the outermost door of a building to the outermost door of the destination. Drivers will make every attempt to be within view of the vehicle at all times, and are strictly prohibited from entering any building.

Riding WRTD Vehicles

Ambulatory Customers:

Customers unable to use the steps to enter the vehicle may request the ramp or wheelchair lift be extended to board the vehicle. Ambulatory customers who use the lift must be able to stand without assistance to hold onto the handrails.

Wheelchairs:

WRTD will transport all types of wheelchairs provided they fit onto the vehicle lift. WRTD cannot transport customers with inoperative mobility devices or with inoperative locking brakes.

Wheelchair Securement:

It is the responsibility of the driver to see that mobility devices are properly secured. Customer wheelchairs or scooters are required to be secured using a four-point tie down system at all times while riding the vehicle. WRTD policy requires for customer safety that the operators secure the lap belt. WRTD will not transport any mobility device that is not properly secured unless it is not secured due to the capabilities of a vehicle's securement system.

Seatbelts:

All customers are required to secure their seatbelts where available. Operators will assist with securement of ambulatory customers upon request. Drivers are responsible for securing the seatbelt of customers using a wheelchair or scooter.

Transporting Packages:

Each customer is allowed up to three packages. Customers should make other arrangements for transport of packages exceeding three parcels, excessive luggage and large boxes.

Customers may be required to secure their packages at their seats, as storage space on the vehicle is limited. The maximum combined weight of each package cannot exceed 15 pounds. *Drivers are only allowed to load a maximum of three bags onto the vehicle.*

Animals:

Service animals and service animals in training are allowed on all WRTD vehicles without being caged. WRTD will transport other animals if they are caged and small enough to be kept in the customer's lap. *For safety reasons, drivers are not allowed to carry cages or handle service animals.*

Customer Responsibility when Riding a WRTD Vehicle:

The following rules of conduct are provided for the safety and comfort of all WRTD customers.

- Each customer must comply with the rules of conduct. Actions of misconduct, including illegal, violent or seriously disruptive behavior will be grounds for suspension of service for the customer. Anyone found acting in an unsafe manner which may endanger other customers, the

driver, or the vehicle, may be terminated from service immediately. WRTD will consider an appeal for such suspension of services on a case-by-case basis.

- Customers requiring physical assistance beyond that described in “Driver Assistance” must have a PCA or a guest accompany them on the vehicle who will be responsible for providing the physical assistance the customer requires. Drivers will assist customers on or off the bus. However, drivers are not allowed to leave their vehicle unattended; it is the responsibility of the customer to watch for the bus.
- Customers requiring medication or oxygen at regular intervals should be advised that travel time on a paratransit vehicle is comparable to that of a bus on the fixed-route system. Rides are subject to delays that may result in on-board time longer than 60 minutes. Public transportation is subject to unpredictable conditions such as traffic delays and mechanical problems.
- Drivers cannot be held responsible for the administration of medications. The administration of medication in a WRTD vehicle is the customer’s responsibility. Any customer requiring assistance in the administration of medication or oxygen while on the vehicle must travel with a PCA or companion. Should the administration of medications or oxygen become necessary while on the vehicle, WRTD will contact emergency medical services to administer the required medication at the customer’s expense. Repeated incidents in which medication schedules disrupt or delay other WRTD customers may result in an evaluation of the customer’s suitability to use WRTD services.
- WRTD has a no-smoking policy throughout the transit system.
- Customers are prohibited from eating or drinking on the vehicle unless a documented medical problem exists that requires eating or drinking at specified time periods. In such cases, the customer must advise the driver of this fact.
- The use of alcoholic beverages or riding under the influence of intoxicating drugs or alcohol is prohibited at all times.
- Customers are prohibited from playing radios without the use of headphones.
- Customers must be respectful of other customers and refrain from being loud and/or disruptive. This includes cell phone conversations. The use of foul language is prohibited.
- Customers may not operate or tamper with any equipment while on the vehicle. This rule includes the operation of the hydraulic lift, ramp and attempts to remove wheelchair tie-downs or passenger seat belts.

Failure to adhere to these regulations may result in the loss of riding privileges.

Driver Responsibilities:

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

- Drivers can assist with no more than three packages per customer.
- Drivers do not accept tips or gratuities or act in a manner that would suggest that tipping is appropriate.

- Drivers are responsible for the operation of the hydraulic lift, ramp and securing mobility devices safely in the vehicle.
- Drivers cannot leave their vehicle unattended. A driver may only leave the vehicle in the case that the main entrance or accessible entrance is out of view of the vehicle.
- Drivers cannot handle fares unless the customer is unable to insert the fare in the farebox without assistance. Drivers can handle cash for ticket or pass purchases.
- Drivers cannot make unscheduled stops or deviations without the permission of a customer service agent.
- Drivers cannot make change.

Lost & Found Procedure:

Any article left on a WRTD vehicle will be stored at the WRTD office. Articles will be held for 60 days. Customers are responsible for claiming lost articles. To claim a lost article, call 860-456-2223.

Suggestions, Comments & Complaints

WRTD seeks to provide its customers with safe, reliable, and customer-oriented service. We look forward to working with customers to provide the best service possible. If customers have a suggestion, comment or complaint about our services, they may call our reservation line or write to:

**Windham Region Transit District
28 South Frontage Road
Mansfield Center, CT 06250**

Specific details will help WRTD thoroughly address suggestions, complaints or comments in an expeditious fashion. If a complaint is not addressed to the customer's satisfaction by the customer service agent, a customer may request to file a complaint, and the complaint will be forwarded to the appropriate manager for review.

Senior citizens utilizing the Senior Resources Agency on Aging grant may appeal to Senior Resources Agency on Aging for assistance in resolving a grievance. The full grievance procedure is available upon request.

