



Windham Region Transit District Dial-A-Ride and ADA Paratransit Rider's Guide

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Introduction

Windham Region Transit District Services

Windham Region Transit District operates several services that serve the Windham region. These services include Dial-A-Ride, fixed-routes, commuter routes and ADA Paratransit.

Fixed-routes run on a published schedule and may be used by waiting at designated stops along the route. Commuter routes also operate on a published schedule, but with less frequency and fewer designated stops. Flag stops are permitted on some routes in certain locations. No reservations are required for pick-ups. Fixed-route and commuter route schedules and route maps are available on-line, on the bus, and at many public locations throughout the region.

For persons with a disability that prevents them from using the fixed-route service, Windham Region Transit District routes also 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 commuter routes. Reservations are required for all trips.

In areas of the region not served by fixed-routes, Windham Region Transit District offers Dial-A-Ride (DAR). DAR service provides door to door shared ride transit service to and from anywhere in the Windham region. Reservations are required for all trips.

Service Area:

Windham Region Transit District Dial-A-Ride (DAR) service operates Monday through Friday. The service area includes all areas within the city limits of the towns of Ashford, Columbia, Chaplin, Coventry, Mansfield, Scotland, Willington and Windham.

A trip may require more than one hour from origin to destination due to the size of the WRTD service area. To get more information regarding the WRTD service area, please call and speak with one of our customer service representatives.

Reservations/Information
(860) 456-2223
TTD (800) 842-9710

Eligibility

Dial-A-Ride is services are open to the general public, with no age or disability limitations. ADA Paratransit 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 for Dial-A-Ride and ADA Paratransit trips that are offered by WRTD:

Casual Reservation service allows an individual rider to make a reservation for a trip anywhere from two weeks up to the day before they wish to travel. There is no limit to the number of non-subscription trips that a passenger can book on any given service day. Multiple trips may be reserved during one telephone call. Trips must be booked by 4:00 PM two business days prior for Dial-A-Ride service, and by 4:00 PM one calendar day prior for ADA Paratransit service.

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

Subscription service is restricted to work, medical and educational trips. When a person is approved for subscription service it is necessary for that person to contact the scheduler to confirm the desired days and times of travel. Once a subscription schedule is confirmed by WRTD, the customer does not have to make any further reservation calls except to cancel any trip you do not plan to take.

Long term or permanent changes to a rider's subscription service must be submitted to WRTD at least one week prior to the date when the change will take effect. WRTD cannot guarantee that changes in subscription service can be accommodated. Temporary changes to subscription service must be 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 our reservation agents 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 the driver.*

Reservation Periods

Monday - Friday

8:00 a.m. – 5:00 p.m.

Sunday (ADA Paratransit Only by voicemail)

8:00 a.m. – 5:00 p.m.

On Sundays, you may leave a message on the dispatch voicemail during the reservation period for ADA Paratransit trips requesting reservations for the next day only. A dispatcher will call you Monday morning to verify the trip has been scheduled.

Please remember, drivers cannot book, change, or cancel your reservations. In order to change your reservation you need to contact a WRTD reservation agent.

Reservation Information:

Please have the following information available when making a reservation:

- Customer name.
- The exact street address (origin and destination).
- Names of complexes or subdivisions, as well as building, apartment, or suite numbers.
- Easily identified pick-up points should be communicated, where applicable, such as a hospital, shopping mall, or doctor's office.
- The appointment or the pick-up time. (Remember to indicate if the customer is traveling with a Personal Care Attendant (PCA) or any companions.)
- If you will be using a mobility device (i.e. cane, wheelchair, scooter, etc.)
- The return trip information, including pick-up time. If no return trip pick-up time is provided, then the trip will be scheduled as one-way.

WRTD will make an effort to accommodate trips within one hour before and one hour after the requested pick-up time. If your trip can be scheduled within 15 minutes (before or after) of the promised pick-up time, there will be no call back from WRTD to inform you of the pick-up time. Please be ready to board the bus any time within this 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 passenger's pick-up trip is late and requires additional time, the rider may call to request a later return trip and the trip will not be charged as a no-show.

Please remember that you are responsible for making arrangements for the vehicle to gain access to gated communities or secured complexes. A driver cannot be delayed trying to locate personnel to provide access to a complex.

Will Calls

WRTD requires a return trip pick-up time for most trip purposes, however WRTD will allow "will calls" for medical trips. You must inform the reservation agent when you schedule the trip that you will call for the return trip. Will calls will not be permitted for any other trip purpose. When your appointment is completed, call the reservation line to arrange a return trip. WRTD will attempt to arrive within one hour of the will call.

Cancellations & No Shows

To cancel a scheduled trip, call WRTD as soon as possible. Trips must be canceled no later than 5 p.m. the day prior to the scheduled pickup. This call can 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 scheduled but not taken trips lower the capacity of the WRTD services. The term for this practice is "No Show" and is further defined for WRTD services as a person who cancels a reserved trip too late for the trip to be reassigned to another patron or who fails to be at the pick-up point when the WRTD vehicle arrives. Trips cancelled at least thirty (30) minutes prior to the beginning of the pick-up window are not considered a no-show. *For a no-show of a return trip, the vehicle will not return.*

If a passenger no-shows a trip, subsequent trips will not automatically be cancelled. Therefore, a customer can have multiple no-shows in one day.

ADA Paratransit No-Show Penalties

When a customer's no-show percentage reaches 5% in a thirty day period (but no less than 3 trips), the customer will be issued a notice of a 3-day suspension of ADA para-transit service, subject to the appeals hearing process. With each successive no-show, the percentage will be recalculated. If the percentage is equal to or greater than 5%, each successive no-show (within 6 months of the last suspension) will result in the length of suspension as follows:

- Second occurrence—5 consecutive day suspension.
- Third occurrence—10 consecutive day suspension.
- Fourth occurrence—15 consecutive day suspension.
- Fifth occurrence—20 consecutive day suspension.
- Sixth occurrence—25 consecutive day suspension

Dial-A-Ride 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 be considered a "non-chargeable" 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 relating to their eligibility. 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 S Frontage Rd
Mansfield Center, CT 06250**

WRTD will respond to all customer appeals in writing within fourteen (14) days of the receipt. If a customer chooses not to appeal the warning or the 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 Executive Director within fourteen (14) days of receipt of the initial appeal decision.

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

Pick-up Procedures

In order for us to provide you with safe, on-time service you must specifically designate a location and inform us where you will be waiting for your pick-up. 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 the 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 office complex, 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 of the scheduled pick-up and return times should inform the security staff. It is your responsibility to notify WRTD of security procedures when the reservation is made and to arrange access for the vehicle. The 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 un-cleared driveways or use un-cleared 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 time). If the customer is not at the proper pick-up location within the designated pick-up window

and the five-minute grace period has expired, the vehicle will depart and the customer will be declared a “No-Show”. 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. Customers must be ready to depart at any time during the 30-minute window described when reservations are made.

If a customer has not boarded the vehicle within the five-minute grace period, the vehicle will depart. *The dispatcher will not call the customer by telephone to advise that the vehicle has arrived.* WRTD, however, will call by telephone any customer that is sight-impaired or hearing-impaired, upon request, 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. WRTD operators are not responsible for going inside of establishments to look for passengers, and will not check alternate locations to find a customer.

Please note that for your and other customer’s convenience the WRTD vehicle *cannot wait* while customers conduct business at their destination.

Boarding the WRTD Vehicle:

WRTD customers are required to have the correct fare in cash or authorized WRTD fare tickets when boarding the vehicle. *Drivers cannot make change, nor get change for passengers.* Fares are to be inserted into the farebox as the customer boards the vehicle, prior to sitting down. If a person 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 the customer on or off the vehicle on any Windham Region Transit District service. DAR The driver will assist a customer from the outermost door of a building to the outermost door of the destination. Driver’s will make every attempt to be within view of the vehicle at all times. WRTD drivers are strictly prohibited from entering any building.

PCA’s

When you are unable to travel alone, WRTD encourages you to travel with a Personal Care Attendant (PCA). Authorized PCA’s can travel with WRTD customers at no cost on all Windham Region Transit District services. A PCA may include a friend, family member, or a paid employee who will assist you.

When using DAR or Off-Route Shuttle, you must inform the reservation agent at the time of the reservation whether a guest or PCA will be accompanying you 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 Fare

The cash fare to ride WRTD’s Dial-A-Ride is \$3.00 per one-way trip, ADA trips are \$2.50. 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. Seniors age 60 or over residing in the towns serviced by Dial-A-Ride may be eligible for a fare subsidy. Contact customer service to register.

WRTD also offers ticket books at a significantly discounted rate. Tickets may be purchased at the WRTD office, online at www.wrtd.org or by mail by sending your payment to:

**Windham Region Transit District
28 South Frontage Rd
Mansfield, CT 06450**

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.

Using Windham Region Transit District

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. There are many types of wheelchairs, and it is often difficult to identify the main-frame of a wheelchair. WRTD cannot transport customers with inoperative mobility devices or with inoperative locking brakes.

Wheelchair Securement / Seat Belts:

It is the responsibility of your WRTD driver to see that mobility devices are properly secured prior to transporting you. Passengers using wheelchairs or scooters are required to be secured, using a four-point tie down system at all times while riding the vehicle. WRTD policy recommends for your safety that the operators to secure the lap belt. Failure to cooperate with safety related policies may result in loss of service privileges.

Transporting Packages:

Each passenger is allowed up to three packages (plastic grocery or shopping bags). Customers should make other arrangements for packages exceeding three parcels. Excessive luggage and large boxes cannot be accommodated.

Customers may be required to secure their packages at their seats, as storage space on the vehicle is limited. The maximum combined weight of all packages cannot exceed 25 pounds. Drivers are only allowed to load a maximum of three bags onto the vehicle. Shuttle operators are not allowed to carry packages to/from 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 the service animals.

Your Responsibility when Riding a WRTD Vehicle:

The following rules of conduct are provided for your safety and comfort as well as 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. The PCA will be responsible for providing the physical assistance the customer requires. Paratransit Operators will assist you on or off the bus; however, WRTD 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 the Paratransit vehicle is comparable to that of the fixed-route system. Rides are subject to delays that may result in a customer’s on-board time being longer than 60 minutes. Public transportation is subject to unpredictable conditions such as traffic delays and mechanical problems.
- WRTD operators cannot be held responsible for the administration of medications. The administration of medication when in an 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 assistance 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 the evaluation of the individual’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’s 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.
- Drivers cannot handle fares or cash unless the customer is unable to insert the fare in the farebox without assistance.
- Drivers cannot make unscheduled stops or deviations without the permission of dispatch.
- Drivers cannot make change.

Lost & Found Procedure:

Any article left on a WRTD vehicle will be stored at the WRTD. Articles will be held for 30 days. To claim a lost article, please call 860-456-2223. Customers are responsible for claiming lost articles.

Suggestions, Comments & Complaints

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

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

Specific details will help WRTD thoroughly address your suggestions, complaints or comments in an expeditious fashion.

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