

# Salisbury Transit System (STS)

## *ADA Paratransit Rider's Guide*



*Information is Conveniently Located on*

**[www.salisburync.gov/transit](http://www.salisburync.gov/transit)**

*Save Time by Going Online*

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If you have any questions or need a copy of this information in large print, by email, audio, various languages, have other needs, or need additional Riders’ Guides, please contact us by visiting our website at [ww.salisburync.gov/transit](http://ww.salisburync.gov/transit), or calling 704-638-5252.

## Introduction

ADA Paratransit's mission is to provide efficient, high-quality transportation accessible to eligible passengers. Riders can expect a clean, serviceable vehicle and a vehicle operator who has been trained to assist. Do not hesitate to ask for help if you need it.

The online Rider's Guide can be found on the STS website:

[www.salisburync.gov/transit](http://www.salisburync.gov/transit)

## Disclaimer

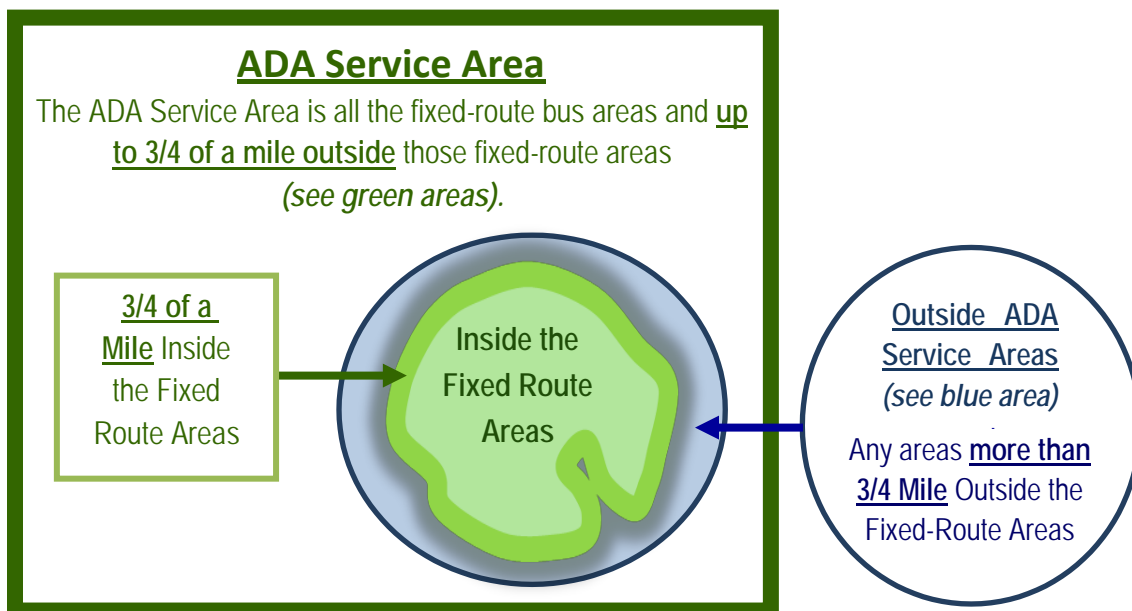
Information in The Rider's Guide is subject to change. For the most current information, please consult a STS team member.

## About ADA Paratransit

The Americans with Disabilities Act (ADA) of 1990 is a civil rights bill designed to remove physical and attitude barriers that have kept persons with disabilities from fully participating in American society.

## ADA Service Area

ADA states that fixed route bus systems should be the primary means of public transportation for everyone including people with disabilities. ADA regulations also require transportation providers of fixed route systems to offer complementary paratransit services to eligible individuals. Based on ADA transportation requirements, the ADA service area extends  $\frac{3}{4}$  of a mile outside the entire fixed route area (refer to the following figure).



## About ADA Paratransit

ADA Paratransit is the City of Salisbury's paratransit service providing complementary service to locations (e.g., origins and destinations) within Salisbury and parts of Rowan County.

## Shared Ride

ADA Paratransit is a ride-sharing program that provides scheduled transportation services for eligible disabled citizens residing in Salisbury and parts of Rowan County.

All its vans are equipped with:

- ✓ Wheelchair lifts
- ✓ First-aid kits
- ✓ Fire extinguishers
- ✓ Emergency exits

Van operators can be identified by their employee badges. Operators have been extensively trained in passenger assistance techniques and defensive driving.

## ADA Paratransit Clients

ADA Transportation Is for eligible ADA passengers needing:

- **Non-emergency trips**
- **Medical trips**
- **Non-medical trips**



## **Paratransit Service for Visitors**

A visitor is a person with a disability who does not reside in our ADA Paratransit service area and does not already have ADA Paratransit eligibility. To use ADA Paratransit, visitors with paratransit service in other cities or states must show their eligibility documentation from their home jurisdiction. Without ADA paratransit eligibility documentation, STS may require documentation showing the visitor's place of residence.

If the passenger's disability is not apparent, documentation may be required. Some examples of apparent disabilities are: a person using a wheelchair, an individual who is blind, or someone visually impaired travelling with a service animal. ADA Paratransit must provide transportation service to these individual(s).

A visitor may continue to use ADA Paratransit for 21 days within a 365-days period. To continue to use the service after that, STS requires the visitor to submit an ADA Paratransit application.

## **Service Hours**

### ***ADA Service Hours***

ADA Paratransit service is offered during the same days and hours when fixed route system is in operation. If fixed route services are offered in your area, ADA Paratransit services will be available in your area. This includes times when the fixed route system is on a limited schedule, such as holidays, inclement weather, and late evening or early morning hours.

# Eligibility Process

## Eligibility Considerations

Factors of eligibility include the passenger's:

- ability to use fixed route independently
- current functional ability

The location of a passenger's residency is not a factor of eligibility, i.e., paratransit eligibility does not depend on where an applicant lives. People who live outside the service area can still apply for ADA service just like other residents. Although paratransit service is not required to go outside the ADA service area, if you are traveling within the  $\frac{3}{4}$  of a mile radius of the fixed route area, ADA Paratransit service will be available.

To apply for ADA Paratransit service, call ***STS Office at 704-638-5252*** between 8 a.m. and 5 p.m., Monday through Friday. If you need assistance completing the application or you need an alternate application format, please let our team member know. Online applications are also available by going to website [www.salisburync.gov/transit](http://www.salisburync.gov/transit).

**Salisbury Transit**  
**704-638-5252**  
**or**  
**[www.salisburync.gov/transit](http://www.salisburync.gov/transit)**

To be considered for eligibility, the application must be completed in its entirety along with supporting professional information. Within a few days of receiving your completed application; you will be contacted by telephone to schedule an in-person interview to determine your abilities to use Salisbury Transit fixed-route service.

During the interview, questions will be asked about your condition and needs as they relate to using public transportation (e.g., city buses and ADA Paratransit). If requested, STS will provide transportation at no charge to and from the appointment for eligibility determinations. Once the interview and assessment have been completed, you will be notified within 21 calendar days to determine the eligibility for transportation services. Riders will qualify for one of 4 statuses: Unconditional, Conditional, Temporary, or Referral to Fixed Route Service.

- ***Unconditional Eligibility*** – disability or health conditions prevent use of fixed route buses under all circumstances. ADA Paratransit service is provided for all trips.
- ***Conditional Eligibility*** – disability or health conditions prevent use of fixed route buses ***under certain conditions***. ADA Paratransit service is provided only when those conditions discussed in the interview apply.



- **Temporary Eligibility** – disability or health conditions temporarily prevent use of fixed route buses. ADA Paratransit service is provided only during that time period.
- **Referral to Fixed Route Service** – individuals who can access regular fixed route bus services are not eligible for ADA Paratransit service.

STS will send a determination letter to all applicants. If you are determined eligible for the ADA Paratransit service (unconditional, conditional, or temporary), you will receive an eligibility letter and an ADA Paratransit Rider's Guide.

## Presumptive Eligibility

If eligibility decisions are not made within 21 calendar days after the in-person interview and assessment, then the person temporarily becomes eligible for service on the 22<sup>nd</sup> day until an eligibility decision is made.

## ADA Paratransit Eligibility Appeal Process

An individual may file an appeal when STS/ADA Paratransit makes a determination other than unconditional for ADA Paratransit service. Appeals will be accepted within 60 days from the date on the eligibility determination letter. If the 60<sup>th</sup> day after the original determination is on a weekend or legal holiday, an appeal will be accepted on the next business day. Refer to Appendix A for the appeals process.

## Recertification

Eligibility recertification (reapply) may be required **every 3 years** for ADA passengers (passengers with temporary disabilities have shorter terms). During this time, it is very important that passengers keep eligibility information up-to-date to ensure personal- and emergency- contact information are correct and available.

Please contact STS if you have a change in the following:

- ✓ Your address or telephone number; including cell phone and 24-hour access number
- ✓ Your emergency contact's name and/or telephone number
- ✓ Mobility device (e.g., wheelchair, walker, cane, service animal)
- ✓ Disability type

## Permanent Disability

ADA Paratransit realizes that some conditions do not change over time. For permanent- disability passengers, eligibility recertification may be required **every 5 years** (for example, if passengers have total loss of vision, cerebral palsy, and spina bifida). **STS Office will issue the permanent recertification form, if this is the case.** Passengers with permanent disabilities are not required to have professional verification forms completed by a physician.

## Ineligibility

An ineligibility letter will include specific reasons why eligibility was denied. Information on how to appeal the ineligibility decision will also be provided.

## Scheduling a Ride

### Weekday Scheduling

Monday through Friday, all passengers may schedule reservations by calling 704-216-8899. Trips may be reserved **up to 7 days** before your actual trip. Early bookings allow more time to provide a quality scheduled trip. However, since it is a shared ride, it may be necessary to contact passengers about adjusting pickup times to accommodate other riders. STS will call riders to negotiate new times. The original pickup time will not be changed without the rider's approval. Changes will not be more than 1 hour before or after the original requested pickup time. Paratransit is an equal rights and opportunity service. It is against FTA regulations to give one trip priority over another.

### Weekend Scheduling

Saturdays from 8:00 a.m. to 5:00 p.m., **ADA Paratransit passengers** can make reservations for the next-day service. If it is a holiday and STS/ADA Paratransit is closed, ADA passengers may leave their trip information and contact telephone number on the after-hours voicemail for next-day trips. A reservationist checks this mailbox each morning.

#### IMPORTANT REMINDERS

Please ask the reservationist to read your reservation information back to you to ensure the times and places are correct. Write the:

- ✓ Reservationist's name
- ✓ Day and time you made the reservation(s)
- ✓ Trip(s) you are scheduling with pickup and drop-off addresses and pickup times

*Keep this information until you have taken the trip(s).*

## Types of Trips

- **Casual Demand Trips** – can be scheduled 1 to 7 days in advance. Trip information is entered into the system while you make your request.
- **Standard or Subscription Trips** – **If there is availability**, these trips are automatically set to repeat the scheduled trip time on a daily, weekly, and/or monthly basis.



## Reducing Telephone Hold Times

When making reservations, please be courteous to others and **have the following information available**, otherwise please consider calling again.

### ***Please provide passenger's:***

- ☐ Name
- ☐ Day and date of requested transportation
- ☐ Pickup address
- ☐ Appointment time(s) and/or preferred pickup time
- ☐ Destination address
- ☐ Return address

### ***Please know answers to these questions***

- ☐ Will a personal care attendant or companion(s) accompany you?
- ☐ Will there be special needs to consider?
  - Will a manual or motorized wheelchair be used?
  - Will a mobility device (such as, cane, walker, crutches, etc.) be used?
  - Will there be children, service animals, and/or car seat needs to consider?
- ☐ If you are ambulatory, will you need a wheelchair lift to board the vehicle?
- ☐ Do you give STS permission to contact your destination telephone number?
  - If applicable, what is the telephone number?

## Canceling/Changing Rides

When **changing a reservation**, it is necessary to call before 5 p.m. the day before the trip.

**Reminder:** **trips must be cancelled at least 1 hour before** the scheduled pickup time; otherwise, a late cancellation (no-show) will be applied to your trip. Cancellations beyond your control will not be recorded as a no-show, late cancellations, or cancellation at the door.

## Using ADA Paratransit Services

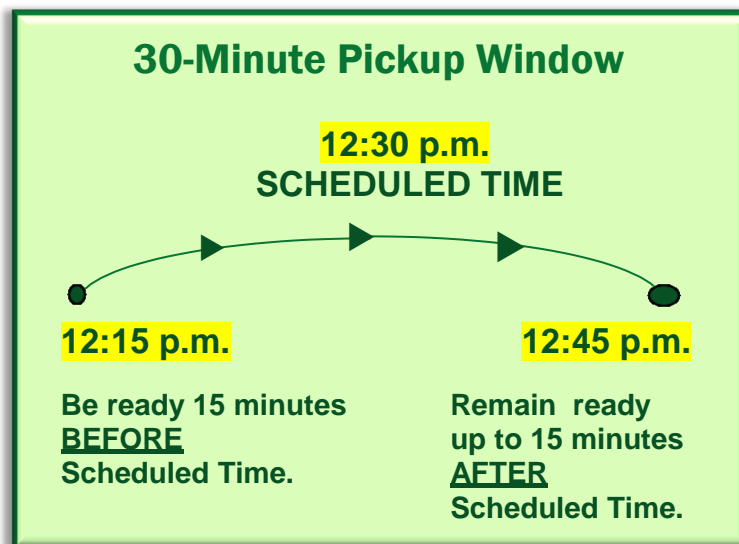
### Access to Information

If you have questions or need a copy of this information in large print, by email, audio, various languages, or have other needs, please call 704-638-5252 or email [tsimm@salisburync.gov](mailto:tsimm@salisburync.gov). We will do our best to accommodate.

### Timeframes

#### Vehicle Arrival

Be courteous to your vehicle operator and fellow passengers and be ready **15 minutes before and 15 minutes after your scheduled pickup time**. When ADA Paratransit arrives, if necessary, **we can only wait 5 minutes** within your pickup window.



The van can arrive 15 minutes before and up to 15 minutes beyond your scheduled return time. For example, if your **scheduled return time is 12:30 pm**; the van may arrive between **12:15 pm to 12:45 pm**.

## **Will-Call Reservations (for Medical trips only)**

Scheduling **return trips** in advance is recommended; **however**, often passengers cannot see their doctor until well after their medical appointment time, so they cannot be ready to go home at the scheduled return time. If there is a chance this might happen, when reserving the trip, it is suggested you tell the reservationist that you need a **will-call for the return trip**. **Pickups** for will-calls will be provided during these hours, Monday through Friday, 8:00 a.m. until 5:30 p.m.



**NOTE:** Please be cautioned that use of a will-call **may cause up to a 60-minute wait** or it may mean waiting until a vehicle is available to pick you up for your return trip. One way to avoid being a no-show is to ask for a will-call ride for your return.

## **Trip Length**

Since ADA Paratransit is a shared-ride system, travel time can vary depending on the number of rides being accommodated. The travel time of your ADA Paratransit trip will be comparable to the travel time of an equivalent trip on the bus (same starting and ending points, same day of week, same time of day). This travel time includes the time it would take to get to a bus stop, wait for the bus, ride the bus, and get from your bus stop to your final destination.

## **What If I Am Late or My Bus Is Late?**

If you are running late, for assistance, call ADA Paratransit (Rowan Transit System) as soon as possible at 704-216-8899. **ADA Paratransit vehicle operators are only allowed to wait 5 minutes** to make their pickups. If you are not ready to leave within 5 minutes of the vehicle's arrival, the operator may leave without you in order to be on time for the next passenger. If a second vehicle must be dispatched to pick you up, this becomes a will-call trip which is **subject to availability**.

If the bus has not arrived by the end of your pickup window, please call ADA Paratransit (Rowan Transit System) to ask about the arrival status.

## Origin to Destination

### *Door-to-Door Transportation*

If needed, operators can provide assistance to an individual with a disability to and from the destination(s). Operators cannot provide “personal services” that exceed “door-to-door” service. For eligible passengers, operators will be required to go to the door of the residence/origin and knock or ring the doorbell. Door-to-door **policy does not allow the vehicle operator to go into the residence nor dwelling.**

ADA Paratransit operators will not be able to provide door-to-door service if the passenger’s home door or point of origin door is out of the ADA Paratransit vehicle’s line of sight. If it is determined the operator will lose sight of the van or if it is considered a safety hazard, the passenger should have someone assist them to the most accessible point of origin. The vehicle operator will provide assistance from that point.

## Companions and Personal Care Attendants

Personal care attendants are individuals who travel with the ADA eligible passenger, assisting with tasks such as grocery shopping or helping passengers with a medical condition upon arrival at their destination. This may be a relative, friend, or care provider. ADA defines a personal care attendant as someone designated or employed specifically to help the eligible individual meet his or her personal needs. The passenger determines the need for a personal care attendant. Often personal care attendants provide private and highly personal assistance. Personal care attendants with eligible passengers are not required to pay a fare.

Eligible passengers are allowed to travel with a personal care attendant and at least one companion. Additional companions may travel with the passenger **if space allows**. Personal care attendants and companions must have the same origin and destination points as the eligible passenger. Companions can be anyone—family member, business associate, friend, etc. However, companions must pay the appropriate fare every time they board the ADA Paratransit vehicles.

All dementia (e.g., Alzheimer’s) passengers are urged to consider having a personal care assistant or family member to assist them during pickup and drop off at their origin and destination. If there is no one to assist the passenger, and assistance is needed, the passenger may be returned to their origin. Also, if needed, passengers with cognitive, emotional, and physical disabilities are advised to consider being accompanied by a personal care assistant.

## Service Animals

If needed, an individual with a disability may have a service animal. A service animal is defined by the ADA as an animal that is individually trained to perform tasks for people with disabilities. Some examples are: guiding people who are visually impaired, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, and performing other special tasks. Service animals are working animals, not pets. The work or task an animal has been trained to provide must be directly related to the person's disability. **Be prepared to indicate if the animal is required due to a disability and what task the animal has been trained to perform.** When scheduling a trip with ADA Paratransit, please advise the customer service representative that a service animal will be riding. Service animals are not required to have documentation/special ID cards but must be under the owner's control at all times while in the vehicle. It cannot wander around at will; and it will be removed if showing signs of aggression (e.g., growling, snarling, or biting). You must also maintain the hygiene of your service animal as it does pose a direct threat to the health and safety of other passengers. **Note:** Pets are not allowed on the ADA Paratransit vehicles.

## Vehicle Operators' Responsibilities

ADA Paratransit operators are expected to conduct themselves in a professional, courteous, and respectful manner at all times. They are also there to ensure each passenger, personal care attendant, and companion receive safe and comfortable transportation service. Vehicle operators are to provide assistance as necessary or requested to ensure that passengers can safely board and de-board the van.

## In Case of Emergency

ADA Paratransit is not emergency medical transportation. If you are home or anywhere and have a medical emergency, call 911. If there is a medical or health emergency on board an ADA Paratransit vehicle, the vehicle operator will pull over and call dispatch. Dispatch will call 911 and your emergency contact, then wait for a medical professional to arrive.

# Riding the Bus

## Rider's Code of Conduct

The Rider's Code of Conduct is a list of ADA Paratransit rules set to provide a positive experience for every rider. Passengers are expected to follow these rules:

- No eating or drinking on the bus
- It is illegal to smoke, drink alcohol, and have illegal substances
- No abusive, threatening, or vulgar language
- No soliciting
- Do not disturb the vehicle operator while he/she is driving
- Remain seated with your buckled seatbelt until the vehicle comes to a complete stop
- No disruptive behavior or behavior that delays the vehicle
- Pay the fare if applicable (companions are free)
- Do not damage vehicle property or equipment. No graffiti or vandalizing permitted
- No littering; clean up after yourself.
- Minimize cell telephone conversations
- Use headphones or earphones when listening to music or media devices
- Store items and laptop under the seat
- Maintain acceptable hygiene standards, and do not soil the vehicle with bodily fluids and waste materials
- No violent or illegal behaviors/crimes
- Do not obtain ADA Paratransit service fraudulently
- No weapons or firearms, explosives, flammable material, or corrosive liquids are permitted in vehicles (Small medical oxygen tanks are allowed.)
- No harassing other riders or staff. This includes sexual, racial, gender, and age-related abuse
- Violating these rules may result in fine, arrest, and/or discontinuing service

## Guidelines



## **Eating, Drinking, and Smoking**



Eating, drinking, and smoking are not allowed in the van—except for medical reasons that a passenger has presented to STS. Passengers are not permitted to carry opened nor unsealed alcoholic beverage containers, consume or have illegal drugs while on the bus.

## **Strong Scents**

Passengers are asked to not wear strongly scented personal care products while in vehicles. This helps ensure that vans are accessible for passengers with chemical sensitivities, allergies, respiratory conditions, and environmental illness.

## **Carry-On Package Policy**

There is no carry-on package limit; however, passengers must be able to manage their own packages. If you have so many items that it requires assistance, you will need to bring someone with you to assist with carrying your items.



## **Lost and Found**

ADA Paratransit accepts no responsibility for personal items left on a vehicle. Passengers may call ADA Paratransit (Rowan Transit) at 704-216-8899 to find out about any personal items they may have left on the vehicle. If recovered, ADA Paratransit will hold personal items for 30 days before disposing them. Perishable items are thrown away after 24 hours.

## **Safety**

### **Seatbelt Policy**

On ADA Paratransit vehicles, all passengers are required to wear lap belts.

### **Children's Safety**

1. Children 12 years or older may be certified for ADA Paratransit and may ride ADA Paratransit independently (as long as their condition allows it). The law does not require children to be both age 8 AND 80 pounds before using a seatbelt alone. When a child reaches age 8 (regardless of weight) OR reaches 80 pounds (regardless of age), a properly fitted seat belt may be used instead of a child restraint/booster to restrain the child. However, keep in mind that the seatbelt may not fit properly even if the child is 8 years old or weighs 80 pounds. The law does require that children stay in a child restraint or booster seat until the seat belt fits properly on its own. An adult is responsible for providing safety equipment (I.E. a child safety seat, a booster seat, or other safety restraint system), and securing it and the child in the ADA Paratransit vehicle. STS does not provide booster nor child carrier seats for use on the vehicles. Caregivers of the child are required to make sure the booster or child carrier seat is buckled properly.

### **Wheelchair Securement**

If a wheelchair is used, the vehicle operator will load the wheelchair onto the vehicle using the four-point tie down or a similar device. If a passenger with a wheelchair needs assistance navigating the wheelchair onto the vehicle, the operator may assist if the combined weight of the wheelchair and passenger does not exceed the lifts capacity (I.E. 600 pounds, 800 pounds). Feel free to ask the operator for assistance. ADA Paratransit may refuse to transport the passenger if he/she will not allow their wheelchair to be properly secured prior to transport.

Each ADA Paratransit vehicle passenger seat has seat belts, and each vehicle has devices to secure wheelchairs. To ensure the safety of both the passenger and the operator, ADA Paratransit operators will ask each passenger with a wheelchair to allow the operator to secure a lap restraint while transporting them to and from their destination. The operator will stress that the passenger is obligated to allow the operator to use the lap restraint.

If the passenger uses a wheelchair, the vehicle operator may ask the passenger to transfer to a regular seat. If the passenger uses a three- or four-wheeled mobility device or scooter, the vehicle operator may ask the passenger to transfer to a regular seat. This is for rider safety and protection; these devices are typically not constructed to withstand the rigors of being used as a seat in a passenger vehicle (especially in the case of an accident). If you are unable or unwilling to comply with this request, you may decline, and

the operator will secure you in your mobility device and continue with your ride.

### ***Drop-Off or Pickup Location Safety***

If it is determined that a drop-off or pickup location is not safe for the ADA Paratransit vehicle, then the service will not be provided. Examples include dangerous double-parking, required backing of vehicle, and no safe loading area. Arrangements may be made for an alternative pickup or drop-off address that is safer. (Refer to the *Reasonable Modification Policy* on the STS website, [www.salisburync.gov/transit](http://www.salisburync.gov/transit).)

### ***Life Support Equipment***

Passengers may bring their respirator, portable oxygen, and other life support equipment on the vehicle as long as it does not violate laws or rules related to transportation of hazardous materials. The equipment must be small enough to fit into the ADA Paratransit vehicle and must be managed by the passenger or personal care attendant.

## **Accessibility to Vehicle Lifts**

### ***Using the Lift***

Ambulatory passengers who have difficulty navigating stairs may request to board the vehicle on the wheelchair lift.

## **Mobility Device Safety Requirements**

For passenger safety, please be sure the wheelchair or other mobility device is properly maintained. STS must carry a passenger and their wheelchair, as long as the lift can accommodate the size and weight of the wheelchair and the passenger and there is space for the wheelchair on the vehicle. However, if a lift or vehicle is unable to accommodate the passenger and their wheelchair, STS is not required to transport the passenger.

## **ADA Paratransit's No Strand Policy**

If ADA Paratransit transports a passenger to a destination, and the scheduled return trip results in a no-show, ADA Paratransit will make every attempt not to leave the passenger stranded. Return service will be provided during normal business hour, without a guaranteed window of time. The no-show will remain on the passenger's record.

# My Responsibilities as a Passenger

## Remember the “15/15 Rule”

### Pickup Trips (Origin to Destination)

Be courteous to your operator and fellow passengers and **be ready to go 15 minutes before, and up to 15 minutes after** your scheduled pickup time. **ADA Paratransit can only wait 5 minutes** after arriving within the window.



### Return Trips (Destination to Origin)

The **van may arrive 15 minutes before and up to 15 minutes beyond your scheduled return time**. For example, if the scheduled return time is 1:15 p.m., the van may arrive between 1:00 and 1:30 p.m.



All passengers are required to have their fare, ADA Paratransit card ready to present to the operator at the time of arrival.



Each ADA Paratransit passenger is allowed a personal care attendant and a companion to accompany them on a trip. Personal care attendants are not required to pay the fare; however, companions must pay the appropriate fare every time they board ADA Paratransit vehicles. Personal care attendants and companions must have the same point of origin and destination as the eligible passenger.



Passengers with disabilities who use service animals must maintain control over the animals. The service animal’s hygiene must be maintained so it will not pose a direct threat to the health and safety of other passengers.



Noisy, abusive, vulgar behavior and/or profane language are not allowed. Actions of this nature will be reported to the ADA Paratransit supervisor on duty, and the passenger’s riding privileges may be suspended for the behavior. Such behavior is a danger to others and the passenger. Actions of passengers with mental or cognitive impairments are given appropriate consideration.



Radios, tape players, and other noise-generating equipment are not to be played on the bus without a headset and must be turned down to low volumes while on the bus.



ADA Paratransit passengers are to provide STS with a current phone number and emergency contact person. STS will be unable to provide good service to riders if STS is given out dated contact information.

## Address Changes

### Permanent and Temporary

For temporary and permanent address changes, please call ADA Paratransit (Rowan Transit) at least two weeks in advance to let us know of the change.

The status of your ADA Paratransit transportation could change if you move to an area that is not within ¾-mile of STS's fixed route bus system. When making an address change, the passenger's casual or standard (subscription) trips may require reevaluation by the STS staff. If moving is a consideration, contact a ADA Paratransit reservationist to find whether the new community address is inside the ADA Paratransit service area.

### Sanitation Accidents

ADA Paratransit vehicles do not have bathrooms. If a sanitation-related accident happens to a passenger inside the vehicle, please discretely notify the operator so the operator can make arrangements to get the passenger home quickly and return the vehicle to a clean state. **Please make proper precautions before the trip to ensure the trip can be made without incident.**

## ADA Paratransit No-Show Policy

If a passenger does not notify ADA Paratransit that they are cancelling their scheduled or standard appointment at least 60 minutes before the scheduled pickup time, the passenger will receive a no-show. Types of ADA Paratransit no-shows are:

- **Cancellation at the Door (CD):** the passenger cancels the trip when the vehicle arrives at the location.
- **No-Show (NS):** the passenger has a request for service, but does not take the ride upon its arrival even though the pickup is on time.
  - This includes when the passenger is not ready to board within 5 minutes after the vehicle arrives within the pickup window
- **Late Cancellation (CL):** the passenger cancels a trip less than 60 minutes before the scheduled pickup time.

When determining whether to suspend a passenger due to their number of no-shows, if missed trips occurred for reasons beyond the passenger's control, those trips will not be considered no-shows.

For eligible individuals who have no-showed, late cancelled, or cancelled at the door, the following warnings may apply:

- If 10 or more trips within 30 days were scheduled and 15 percent of the trips were no-shows, STS may send the passenger a warning letter.
- If 9 or fewer trips within 30 days were scheduled and 25 percent of the trips were no-shows, STS may send the passenger a warning letter.

Number of Scheduled Trips	Time Period	Passenger No-Showed	Passenger May Receive
10 or more	Within 30 days	15 % of their scheduled trips	A Warning Letter
9 or less	Within 30 days	25% of their scheduled trips	A Warning Letter

For the first time-period occurrence in a calendar quarter, the passenger will receive a warning letter to attempt to modify the behavior. The second time-period occurrence (15% or 25%) in a calendar quarter, the passenger may be suspended. The suspension means a passenger will not be able to schedule or receive trips on ADA Paratransit

to 30 days. The suspension length is as follows:

1. 1st suspension = 5 days
2. 2nd suspension = 10 days
3. 3rd suspension = 15 days
4. 4th and all other suspensions = 30 days

Suspension Number	Suspension Length
1	5 days
2	10 days
3	15 days
4	30 days

Before suspending service, STS will notify the passenger by letter. The reason(s) for the proposed suspension will be stated along with proposed corrective action(s). This information will be documented in the passenger’s file.

**Note:** If an **ADA passenger** no-shows on the outbound trip (e.g., from their residence), **ADA Paratransit will not automatically cancel the passenger’s return trip** (e.g., from their destination). If the passenger wants to cancel the return trip, they must call a customer service representative. **Each part (leg) of a trip is treated as a separate trip.**

## **No-Shows beyond the Passenger's Control**

There are situations that may be beyond a passenger's control including:

- Family emergency illness that keeps you from calling to cancel the reservation(s)
- Personal care attendant or another person did not arrive to assist you with getting ready and/or getting to and from the van
- The appointment ran long and there was no opportunity to cancel in a timely manner
- Your mobility aid (e.g., wheelchair, walker, etc.) failed
- Weather conditions impacted your travel plans, including being able to cancel in a timely manner

## **No-Shows Caused by ADA Paratransit**

No-shows due to ADA Paratransit mishaps will not be counted as passenger no-shows; these include:

- Vehicle arrived late, after the pickup window
- Vehicle arrived early, before the pickup window and the rider was not ready to go
- Vehicle never arrived
- Vehicle went to the wrong location
- Vehicle operator did not follow correct procedures to locate the passenger
- The passenger cancelled in a timely manner, but the cancellation was not recorded correctly or was not transmitted to the operator in time

**No-Shows beyond your control or caused by ADA Paratransit will not be counted against individuals.**

## **Request to Excuse No-Shows**

*Within 10 days* of receiving a no-show violation, the passenger may request to have the no-show removed from their record. To do so, passengers may call 704-638-5252 to contact a customer service representative at Salisbury Transit office. The incident will be investigated by appropriate personnel who will document the investigation. After the investigation, the STS staff will determine whether the no-show can be removed from the passenger's record.

The investigation should take no longer than 10 days; however, depending on the incident, a longer period of time may be warranted. If more time is needed, STS staff will advise the complainant regarding the delay. All investigations are documented in the passenger's file with respect to future occurrences. If the no-show is not removed from a passenger's record, no further actions may be taken unless the customer receives a notice of suspension.

## **ADA Paratransit No-Show Appeal Process**

An individual may file an appeal when STS/ADA Paratransit denies paratransit service due to suspension of excessive no-shows. Any passenger who receives a notification letter of suspension may appeal the decision within 5 business days of receiving the letter. If the 5<sup>th</sup> day after the original suspension is on a weekend or legal holiday, an appeal will be accepted on the next subsequent business day. Refer to Appendix A for the appeals process.



## Customer Experience

When sharing a compliment or complaint, please have the following information available, the passenger's:

- Name, address, and telephone number
- Detailed description of customer compliment or complaint  
(e.g., bus operator provided excellent customer service, reservationist was very polite; late bus, rude telephone operator)
- Date and time of incident
- Vehicle identification
- Location of incident
- Call back desired

Any person who believes they have been subjected to discrimination or received inadequate customer service may file a complaint with STS. A complaint must be filed no later than 5 business days after the date of the incident. Complaints must be filed in writing or other format (I.E. e-mail, phone calls, etc.) to City of Salisbury, Attn: Salisbury Transit, PO Box 479, Salisbury, NC 28145, or by calling (704) 638-5252 or (704) 638-5253. The fax number is (704) 638-8573. If the passenger prefers to share a compliment or file a complaint electronically, the information may be emailed to [tsimm@salisburync.gov](mailto:tsimm@salisburync.gov).

Complaints are reviewed by applicable department heads. The incident will be investigated by the appropriate personnel who will document the investigation. An investigation typically takes no longer than 5 business days; however, depending on the incident, a longer timeframe may be warranted. When more time is needed, STS staff will advise the complainant about the delay.

For ADA complaints, staff will telephone the complainant after the investigation has been completed. During the call, the complainant may request a letter stating the investigation findings.

## **Title VI Policy Notice to the Public**

STS is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964 (as amended). STS's objective is to:

- Ensure the level and quality of transportation service is provided without regard to race, color, national origin, or disability
- Promote the full and fair participation of all affected populations in transportation decision making
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations
- Ensure meaningful access to programs and activities by persons with limited English proficiency

STS is committed to a non-discrimination policy in the conduct of its business, including adherence to Title VI responsibilities and delivery of equitable and accessible transportation services. A person believing he or she has been subjected to discrimination under Title VI on the basis of race, color, national origin, or disability may file a Title VI complaint with STS. Such a complaint must be in person or in writing and submitted to the STS within 180 days following the date of the alleged discrimination. A Title VI Civil Rights Complaint Form is available online at [www.salisburync.gov/transit](http://www.salisburync.gov/transit) by calling (704) 638-5252 or (704) 638-5253. Complaints should be addressed to:

City of Salisbury  
Attn: Salisbury Transit  
PO Box 479  
Salisbury, NC 28145

# Appendix A – Appeals Process

Examples this appeals process applies to are listed below:

- ADA Paratransit Eligibility Appeal Process
- ADA Paratransit’s Violent & Disruptive Behavior Appeal Process
- ADA Paratransit No-Show Appeal Process
- **Fixed Route** Violent & Disruptive Behavior Appeal Process

All appeals must be filed in writing to Salisbury Transit - Appeals Board, 300 West Franklin Street, Salisbury, NC 28145.

The telephone number is (704) 638-5252 or (704) 638-5253 and the fax number (704) 638-8573.

<p><b>Salisbury Transit Office</b> <b>300 West Franklin Street</b> <b>Salisbury, NC 28144</b></p> <p><b>Telephone: (704) 638-5252</b> <b>(704) 638-5253</b></p> <p><b>Fax: (704) 638-8573</b></p>
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In the appeal letter, appellants are urged to state reasons why they believe the determination does not accurately reflect their ability to use STS’s services. Written documents regarding a passenger’s condition (physical, mental, or cognitive) or related to one of the following appeals may be submitted:

- For **Eligibility appeals**, state the general nature of the individual’s disability and inability to use fixed route.
- For **Violent and disruptive behavior appeals**, provide an explanation of the individual’s behavioral tendencies.
- For **No-show appeals**, give an explanation of the individual’s no-shows.

This will assist the Review Board in their initial review of the appeal. However, a passenger may request an appeal hearing without providing additional detail and without the submission of additional written material or information.

The initial review of appeal requests is normally within 5 business days of receiving the appeal. After the review, the appeal is taken to the Review Board. Depending on the Review Board’s meeting schedule, the Review Board will normally be completed within 10 business days following the receipt of the appeal. The Review Board will render its determination within 5 days of its consideration of the appeal.

After receiving a denial determination, ADA Paratransit service **will not** be provided to the applicant until the Review Board appeal determination. If the Review Board has not rendered its decision within 30 days of the hearing, the Review Board will provide service on an interim basis until the final determination occurs.

## Appendix B - Distractive, Disruptive, Violent, and Abusive Behavior



### **Violent - Disruptive Behavior & Customer Service Feedback Procedures for ADA Paratransit & Fixed Route Service**

#### **SECTION 1. Purpose**

The safety and well-being of our passengers and employees, violent and/or disruptive behavior will not be tolerated. On occasion, behavior of certain passengers has been disruptive or even dangerous. A passenger's right to transportation can be terminated due to misconduct of the passenger. Such conduct includes but is not limited to:

No profanity or vulgarity is allowed while on board a transportation system vehicle, with the exception of passengers whose actions and verbiage are protected under ADA guidelines due to a disability. Actions of passengers with mental or cognitive impairments are given proper consideration. In the case of a passenger with a mental or cognitive disability we may suggest or mandate that a Personal Care Attendant accompany the passenger on each trip.

If the passenger's behavior warrants it, Salisbury Transit System (STS) reserves the right to immediately and/or permanently suspend a passenger's riding privileges.

No weapons (knives or firearms) will be allowed on a system vehicle.

Passengers are not permitted to eat, drink, or smoke in vehicles. Exception, eating and drinking on vehicles are allowed per ADA requirements and medical situations.

All passengers must wear seat belts to insure the safety of all individuals in the vehicle. Passengers will be denied transportation services if they choose not to abide by the seat belt policy and law.

No screaming, loud talking, singing, or playing of loud music.

No inappropriate display of affection or sexual activity to the driver or another passenger.

No release of human waste, including spitting, on the vehicle. This does not include instances of vomiting due to treatments, medication, or illness.

The driver will reserve the right to refuse transport to any passenger who appears to be intoxicated or under the influence of drugs.

## **SECTION 2. Suspension from Service**

Procedures for violations of these rules are as follows:

- **First Incident:** When a passenger's behavior disrupts the driver or other passengers, the Transit Director, or his/her designee will speak privately with the passenger and the passenger's sponsoring agency representative (if the passenger is a human service agency client) about his/her behavior. The Transit Director, or his/her designee will state to the passenger the reason his/her behavior is objectionable and the steps the passenger must take to correct the behavior. The Transit Director, or his/her designee must document this verbal warning, indicating the date and time the discussion took place.
- **Second Incident:** If the passenger continues his/her disruptive behavior, Transit Director, or his/her designee will speak with the passenger and the passenger's sponsoring agency representative (if the passenger is a human service agency client) a second time. During this conversation, the passenger will be presented with a written warning or in another format of their choice (I.E. e-mail, phone calls, etc.) stating the reasons his/her behavior is objectionable and the steps he/she must take to correct the behavior. The warning will also state that another incident will result in a suspension of privileges to ride the transportation system for up to 30 days.
- **Third Incident:** A third incident will result in a suspension of transportation privileges for up to 30 days. The suspension notice will be delivered to the passenger and to the passenger's sponsoring agency (if the passenger is a human services agency client) by certified mail to his/her address and to that of the sponsoring agency, if applicable.

If a passenger continues his/her disruptive behavior following his/her return from suspension, a written notice will be delivered as identified in the Third Incident above to the passenger notifying him/her that he/she has been permanently suspended from riding a transportation agency vehicle. A copy of this notice will also be sent to the client's sponsoring human service agency, if applicable.

Salisbury Transit reserve the right to exceed the above violation procedures, including calling law enforcement and having a passenger removed from a system vehicle, should it become necessary for the safety of the driver and/or other passengers.

## **SECTION 3. Appeals (ADA Paratransit & Fixed Route)**

Anytime Salisbury Transit must suspend a passenger's service (ADA Paratransit or Fixed Route), that passenger has the right to appeal the decision. Complainants must comply with Salisbury Transit's System Appeals procedures.

#### **SECTION 4. Customer Experience**

When sharing a compliment or complaint, please have the following information available, the passenger's:

- Name, address, and telephone number
- Detailed description of customer compliment or complaint  
(e.g., bus operator provided excellent customer service, reservationist was very polite; late bus, rude telephone operator)
- Date and time of incident
- Vehicle identification
- Location of incident
- Call back desired

Any person who believes they have been subjected to discrimination or received inadequate customer service may file a complaint with STS. A complaint must be filed no later than 5 business days after the date of the incident. Complaints must be filed in writing or other format (I.E. e-mail, phone calls, etc.) to City of Salisbury, Attn: Salisbury Transit, PO Box 479, Salisbury, NC 28145, or by calling (704) 638-5252 or (704) 638-5253. The fax number (704) 638-8573. If the passenger prefers to share a compliment or file a complaint electronically, the information may be emailed to [tsimm@salisburync.gov](mailto:tsimm@salisburync.gov).

Complaints are reviewed by applicable department heads. The incident will be investigated by the appropriate personnel who will document the investigation. An investigation typically takes no longer than 5 business days; however, depending on the incident, a longer timeframe may be warranted. When more time is needed, STS staff will advise the complainant about the delay.

For ADA complaints, staff will telephone the complainant after the investigation has completed. During the call, the complainant may request a letter stating the investigation findings.

#### **SECTION 5. Title VI Policy Notice to the Public**

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- Ensure the level and quality of transportation service is provided without regard to race, color, national origin, or disability
- Promote the full and fair participation of all affected populations in transportation decision making

- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations
- Ensure meaningful access to programs and activities by persons with limited English proficiency

STS is committed to a non-discrimination policy in the conduct of its business, including adherence to Title VI responsibilities and delivery of equitable and accessible transportation services. A person believing he or she has been subjected to discrimination under Title VI on the basis of race, color, national origin, or disability may file a Title VI complaint with STS. Such a complaint must be in person or in writing and submitted to the STS within 180 days following the date of the alleged discrimination. A Title VI Civil Rights Complaint Form is available online at [www.salisburync.gov/transit](http://www.salisburync.gov/transit) by calling (704) 638-5252. Complaints should be addressed to:


City of Salisbury  
 Attn: Salisbury Transit  
 PO Box 479  
 Salisbury, NC 28145

## Contact Information

**Salisbury Transit**  
**300 West Franklin Street**  
**Salisbury, NC 28144**

**Reservations, Information,  
 Cancellations, and  
 Ride Checking**

**704-216-8899**



***Eligibility  
 Website***

**704-638-5252**

**[www.salisburync.gov/transit](http://www.salisburync.gov/transit)**

***ADA Compliance fax***

**704-638-8573**

**Mailing Address:**

**City of Salisbury**

**Salisbury Transit**

**P.O. Box 479**

**Salisbury, NC 28145-0479**

***Please call us when you have a question or concern.***