

RTD

ADA Paratransit Service

PARATRANSIT
SERVICE
for

DISABLED
CITIZENS

For Additional Information, contact

Rome Transit Department
City of Rome Georgia
168 North Avenue
P.O. Box 1433
Rome, Ga. 30162-1433

**Please keep and read
for
your record**

PASSENGER INFORMATION

Reservations

Any trip reservation pick-up time may be negotiated up to one hour before or one hour after the requested time. For example, if you make a request to be picked up at 8:30 AM to be at work by 9:00 AM, we might request that you be picked up at 7:30 AM, in order to be able to accommodate you and other passengers.

Likewise, if you are finished work at 5:00 PM, we might arrange to pick you up at any time before 6:00 PM. This is the type of flexibility that we need to be able to accommodate ALL of our passengers, even though it might be a personal inconvenience for certain passengers at particular times. More personalized service than we are able to provide will have to be provided to you by a taxi service, where (by charging a higher fee) this type of individual attention can be given.

Cut-off time for calling for a next-day's reservation is now changed to 4 PM daily, to allow for rearranging pickup times when necessary (if any errors have been made, etc., and for calling back passengers to confirm (or rearrange pick-up times. As the RTD paratransit service's demand becomes heavier, this in turn becomes increasingly important.

Wheelchairs

Passengers using wheelchairs will NOT be assisted outside the limits prescribed in this guide, i.e., beyond the chairlift's outermost extremities. Requests should NOT be made to the driver for assistance beyond these limits. All wheel-chairs MUST have functional brakes. They must be in a locked position when the passenger is on the lift or when the vehicle is in motion. **If the wheelchair passenger is unable to negotiate the wheelchair on his/her own, to and from a curbside location, then the passenger must make arrangements for a personal aide to help in this manner, and NOT call the driver for assistance to go beyond these limits to help to negotiate the wheelchair, etc. to the vehicle and back to his home or other building. These services are beyond the limits of RTD's obligations,**

according to ADA regulations. This ADA paratransit service is for mainline bus equivalency only, and most passengers are aware that such responsibilities are not those of the driver of a large bus.

Arrive on Time

At the scheduled pick-up time, the passenger should ALWAYS be ready, at the curb, when the vehicle arrives. The drivers are instructed to wait no longer than five minutes beyond the scheduled pick-up time for passengers. Drivers arriving ten minutes before pick-up time or ten minutes after pick-up time shall be considered to be operating "on-time." There is a certain unpredictability of outside influences while driving a vehicle, such as traffic, other passengers' slowness, etc. Never-the less, meeting schedules is a top priority with RTD and its drivers. Please remember that if a driver gives excessive/preferential *treatment* to any one passenger, and prioritizes such service over scheduling, NO passengers could be properly served.

Ambulatory Passenger

Passenger should always have correct change. Drivers do not carry change. When shopping passengers should limit the carry-on bags to 3 bags.

Passenger Assistance

Drivers may use their own discretion in the amount of assistance offered to passengers in some circumstances, but never to an excessive degree. The required assistance includes not only the afore-mentioned categories helping to push a wheelchair onto and off the lift, and in maneuvering the wheelchair into place for strap downs, etc.), but also assisting certain passengers who need walking support in embarking and disembarking the bus. Remember that wheelchair (or other) assistance should NOT be expected in moving passengers back and forth between buildings and curbside pick-up locations. Neither should a driver be expected to help a passenger up and down steps to a sidewalk, no matter how close to a curb these steps might be. RTD drivers are instructed **NOT** to run errands for passengers. We know that passengers will understand that they

should not ask a driver to do something which is in opposition to operating procedures and regulations, so please don't ask them to do so.

Assistance with MINOR packages which the passenger is unable to handle in the process of boarding the chairlift and the bus is allowed, but not if it requires going beyond the prescribed limits (end of the chairlift). Drivers are never to make multiple trips on and off the bus to carry packages, however, and are instructed **NOT TO CARRY HEAVY PACKAGES AT ALL**. A passenger who arrives at the bus (with a shopping cart, etc.) with an item too heavy to handle by his or herself or with too many items to handle alone should have other assistance (personal care attendant, etc.) ALWAYS, or make separate arrangements with merchants, etc., for help in handling the packages or for package delivery to the home of the individual.

Upon arrival at a destination, if a driver finds the destination closed or unattended, the passenger will be returned to the trip origin as soon as the driver's schedule permits. A second attempt to transport the passenger to that destination will NOT be made on the same day. A destination may NOT be changed after the passenger is on board the vehicle. Please do NOT ask the driver to make an exception in your case, as drivers are directed to adhere strictly to this policy.

Changes/Cancellations/No-Shows

We request at least a forty-minute notice of any change or cancellation. Four cancellations, received less than forty minutes before the scheduled pick-up time in one 30-day period, will result in a two-week suspension of service to that passenger.

Any cancellation received forty minutes or less from the scheduled pickup time will be treated as a no-show and will be subject to the no-show policy.

To cancel a ride, call 236-5036 or 236-4523. Always give your name and the telephone number nearest you (where you can be reached most easily) when you call. Give the date(s) and time(s) of the ride or rides which you want to cancel. Give the address of the original pick-up and the destination, just as you are required to do when you are making reservations.

A "no-show" is defined as no one boarding the vehicle when it arrives on time for pick-up. A fee of \$2.25 to be paid at the time of the next boarding will be charged for each no-show. Two no-shows within a 30-day period will result in a suspension of service for two weeks. One no-show *during* the next 30-day period, after the two-week suspension, will result in a 30-day suspension.

If passengers will just keep in mind that this service is provided to a large number of people and that there are very few open time slots for appointments, they can understand the necessity for enforcing these rules.

Medical Trips

Please make every attempt to schedule medical trips between the hours of 9 AM and 2 PM. Lengthy office waits can cause severe conflicts in scheduling, so please inform the doctor/hospital about your transportation needs when making an appointment; this will help.

Emergency medical trips should always be handled by an ambulance service. If there is any indication that a medical emergency might arise during a trip which you have previously scheduled, you should cancel the paratransit trip and call 911 for an ambulance.

As mentioned previously in a more general way, do NOT ask the driver to leave the RTD vehicle for any purpose, such as helping you into/out of a building. You should know your way around in buildings such as Harbin Clinic; otherwise, you are likely to wait for the driver at the wrong door for your return pick-up. This can cause you and the driver big-time problems. KNOW WHERE

YOU ARE AT ALL TIMES RELATIVE TO YOUR PICK-UP POINT, PLEASE. YOU CAN BE LEFT THERE IF YOU DO NOT

Holidays

Service will not be provided on the following holidays, New Year's Day, Martin Luther King's birthday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. If you have regular ("standing") appointments or doctor's appointments, etc., on any of these holidays, which would require RTD's services, you should have these appointment times changed.

Safety

Individuals carrying hazardous materials (such as kerosene, gasoline, or propane), firearms, dynamite, or anything else which might endanger other passengers or the driver (for example, snakes) **WILL NOT BE ALLOWED TO BOARD** a transit or paratransit vehicle. Properly-trained animals (such as dogs to help visually-impaired persons) will NOT be considered a safety hazard, even though some of the other passengers might be made to feel quite uneasy by their presence. Such an animal, being used in such a role, must be an obvious *need*, and all passengers must understand why the animal is being allowed to travel on the vehicle.

Proper Conduct

All passengers are expected to exercise proper conduct on all vehicles. Being disabled does **not** give anyone free license to use *improper language (obscenities, etc.)*, *to talk openly about sexual experiences*, *tell off-color jokes*, or *to threaten the health, mental stability, or safety of other riders or the driver through distracting behavior of any kind*. *This includes giving or sending cards to the driver, which contain romantic or erotic messages, or making verbal statements to the same effect.*

Animals

Every animal carried on transit vehicles in the City of Rome **must be in a closed carrier or container, except for animals trained to assist passengers, or police dogs with a police-man**. In addition, passengers are discouraged from carrying **any** animal which might frighten or make uneasy any passenger or the driver (except, as mentioned previously, *assistance* animals). This applies also to those animals which are kept in a closed container; i.e., that animals which would frighten or upset other passengers, even when in a cage, should **not be** brought on board transit vehicles.

RTD IS HAPPY TO SERVE THOSE WHO ARE DISABLED, AND WHO MEET ALL ADA REQUIREMENTS AND LOCAL REQUIREMENTS FOR ELIGIBILITY. ELIGIBILITY IS FOR CERTAIN (NOT ALL) OF THOSE WHO ARE UNABLE, BECAUSE OF DISABILITY, TO RIDE MAINLINE BUSES ON THE RTD SYSTEM WITHOUT UNDUE HARDSHIP. THE CRITERIA FOR DETERMINING WHO MIGHT BE ELIGIBLE ARE IDENTIFIED IN ADA REGULATIONS AND ARE SPECIFIED IN VARIOUS RTD OFFICIAL MATERIALS. CERTAIN DISABLED INDIVIDUALS ARE NOT ELIGIBLE FOR PARATRANSIT SERVICE, BUT ARE ELIGIBLE FOR HALF-FARE RIDES ON THE MAINLINE BUS SYSTEM. SOMETIMES A PASSENGER MIGHT REQUEST ELIGIBILITY ON A TRIP-BY-TRIP BASIS, SINCE THERE MAY BE ELIGIBILITY FOR CERTAIN TRIPS, BUT NOT FOR MOST OF HIS/HER RIDES. CHECK WITH RTD FOR MORE INFORMATION ON ELIGIBILITY REQUIREMENTS. SINCE THERE MAY BE ELIGIBILITY FOR CERTAIN TRIPS, BUT NOT FOR MOST OF HIS/HER RIDES. CHECK WITH RTD FOR MORE INFORMATION ON ELIGIBILITY REQUIREMENTS.

Please note that certain regulations applicable to wheelchair passengers (i.e., a driver going into/from buildings to look for or help passengers [ambulatory or not to or from the vehicle) also apply to ambulatory passengers who walk, but require help in walking. Such passengers should have a personal aide.

PARATRANSIT FARE

\$2.25 each time you board the bus.

Client may Purchase ticket:

10 ride ADA card \$22.50

50 ride ADA card \$112.50

Clients need to call Mrs. Gibson's office if they would like to purchase a ticket at 706-236-5036

RTD

ADA Paratransit Service APPLICATION

October 26, 2011

Read the information below thoroughly before applying for RTD's ADA paratransit service.

If you have a disability of such type as it prevents you from being able to use mainline bus service, even though our mainline buses are chairlift-equipped, you might want to apply for this paratransit service. However, be advised that the Federal Transit Administration and the organizations representing disabled citizens across America agree that this service is designed for **those who are, because of their type and/or degree of disability, unable to use accessible mainline bus service. This application can help to determine whether or not you have such a disability.**

For example, if a person's disability makes it difficult for him/her to walk up the steps on a bus, but that person lives within a reasonable walking distance from a bus stop and can walk unaided for that distance on relatively level ground, he or she would probably not be found eligible for paratransit service, since the lifts on mainline buses can be used for boarding ambulatory passengers as well as those in chairlifts. The service is mandated by Congress so that disabled persons can have access to service which is equivalent to mainline service. It is NOT designed and created simply to make bus service MORE CONVENIENT and PERSONAL than that available to the general public. If the latter reasons are the basis of your request, then please do NOT apply, since you will be wasting your time and ours...

To apply, please do the following:

- ✓ Fill out the enclosed application form, or have someone fill it out for you.
- ✓ **Have your Physician to review this application and sign the Professional Verification form, applications are not complete without the physician's signature.**
- ✓ Return the completed application form to Rome Transit Department, and understand that it takes from 14 to 21 days before you might hear whether you have or have not been declared eligible. This time period (14-21 days) begins **after we have received your completed application**. *We cannot declare you eligible if you have failed to answer any of the questions.*

Completing this application will give you an opportunity to tell us if and why you might have difficulty getting to certain bus stops, where you would like to go but cannot, because of transit reasons, and why you are having trouble using the bus to get to these destinations. The more information you provide, the better RTD will understand your transportation needs and your travel challenges.

If you have any questions, please contact (706) 236-5036 or (706) 236-4523.

PLEASE READ THE FOLLOWING STATEMENTS AND CIRCLE THE NUMBERS OF THOSE WHICH BEST DESCRIBE YOUR ABILITY TO USE *RTD* BUS SERVICE BY YOURSELF. YOU MAY SELECT MORE THAN ONE STATEMENT, IF REQUIRED TO DESCRIBE YOURSELF AND YOUR DISABILITY ADEQUATELY.

1. I can use RTD bus service sometimes, but for certain trips, either I haven't been trained, or there are other barriers present.
 2. I have a temporary disability which prevents me from getting to the bus stop. I will need RTD paratransit service only until I recover.
 3. I have an ambulatory disability which prevents me from boarding even an *accessible* RTD bus (a bus with a chairlift, etc.) without assistance.
 4. I have an ambulatory disability which prevents me from boarding a *non-accessible* bus, but I could board an *accessible* bus (one with a lift).
 5. I *never* can get to the bus stop by myself, due to my severe and permanent weakness (related to disability)), or due to some other health or mental problem.
 6. I have a *cognitive* disability which prevents me from remembering and understanding all that I have to do to find my way to and from the bus stop and riding the bus. I don't feel that I can ever learn.
 7. I have a *cognitive* disability which presently prevents me from being able to ride the bus. I think that, with training, I can learn, but I don't know how right now.
 8. I have a *visual* disability which prevents me from getting to and from the bus stop. I think I can learn with training, but I don't know how right now.
 9. I have a *visual* disability which prevents me from getting to and from the bus stop. I don't feel that I could ever learn.
 10. I have a medical condition that results in such impairment that I believe it makes it impossible to use the RTD mainline service.
 11. I have an episodic disability. I can use the bus on those days when I am feeling O.K., but on "bad days," I can't make it to the bus stop, or even get on the bus.
-

1. What is the disability that prevents you from using mainline bus service?

2. Is your disability permanent? (Circle one [YES] [NO]). Explain. _____

3. Designate any mobility aids that you use (check **all** that apply):

Manual wheelchair Prosthesis Crutches Walker Cane

Leg braces White cane Dog guide Other

Motorized wheelchair- Brand, and Number of Wheels _____

4. Do you currently use any RTD bus service at all? (Check one :) Yes No

5. When was the last time you used RTD mainline bus service?

6. Can you name any RTD bus routes, which serve your neighborhood?

7. If you use RTD bus service now, what routes do you use? _____

8. What is the closest bus stop to your home? (Please give the location. For example: the corner at North 5th Avenue and West 10th Street) _____

Can you get to this bus stop by yourself? YES NO SOMETIMES.

If NO, why not?

9. If you use RTD bus service now, do you need the assistance of another person?

(CIRCLE one of the answers below :)

ALWAYS

NEVER

SOMETIMES

10. If you need another person's assistance on the bus, what does this person help you to do?

11. What is it about boarding or riding a mainline bus that you believe is most difficult for you?

12. What are the specific conditions of your disability which prevent you from using the mainline bus? _____

13. Can you ever cross the street by yourself? YES NO. If YES, under what conditions? _____

14. How would you describe the terrain where you live? (For example: very steep hill, long and gradual hill, etc.) _____

15. List below your four or five most frequent destinations and how you get there now:

<i>Destination Address</i>	<i>Frequency Desired</i>	<i>how you get there now</i>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

16. Are there places you would like to go now within Rome to which you cannot travel? List below, if YES.

<i>Destination Address</i>	<i>Frequency Desired</i>	<i>Why you can't get there now</i>
_____	_____	_____
_____	_____	_____

17. Please list the name of someone you would like us to contact in case of emergency. Please select someone who is likely to be home and not with you while you are out.

Name _____ Relationship _____
 Address _____
 Home Phone: _____ Work Phone: _____

18. Please provide the following information about yourself (the applicant) and sign in the designated blank:

Name: _____ Address: _____
 City: _____ State: _____ Zip Code: _____
 Date of Birth: ____, ____, 19__.
 Telephone Numbers: Home: _____
 Work _____
 Other: _____

19. Please list the names of two professionals, which may include physicians, rehabilitation agency directors, etc., who are familiar with your type and degree of disability. RTD might contact professional staff to verify the information you have provided.

Name _____ Telephone Number _____

20. What is your disability and the reason for your disability? (If you have more than one disability, list all.)

<u>Disability</u>	<u>Reason for Disability</u>
_____ (Example: Blindness)	_____ (Example: Glaucoma)
_____ (Example: Paraplegia)	_____ (Example: Spinal cord injury)
_____	_____
_____	_____

21. Mark all of the categories below as they relate to your disability:
- Medically-defined cold/heat sensitivity? YES NO SOMETIMES
 - Distance to fixed-route bus stop is too far? YES NO SOMETIMES
 - Can you recognize destinations/bus stops, or landmarks? YES NO
 SOMETIMES
 - Are you able to walk or travel the physical terrain to or from the bus stop? YES
 NO SOMETIMES.
 - Can you cross the street at busy intersections by yourself? YES NO
 SOMETIMES.
If your answer above is NO, name those intersections which are troublesome: _____

22. Do you ever have to use a personal attendant to travel? YES NO.
23. If you sometimes use a personal attendant to travel, describe the circumstances: _____

- In order for an attendant to ride with you at no charge, you MUST inform the RTD office that you will be accompanied by an attendant when you call for a ride request. The attendant is then responsible for assisting you. If you have not indicated above that you use an attendant, you must make arrangements with RTD to do so, so that enough room will be available on the vehicle for that extra person.*
24. Approximately how many blocks can you travel independently? _____ blocks.
25. If you use a wheelchair, or a scotter what type is it? Manual Power
Make/Model of chair _____

26. Physical dimensions of chair, including foot and/or headrest: _____ Wide _____ High
27. In what form do you need a response to this application, as per your disability?
 Written Audio Tape Large Print Braille
28. Can you walk up and down steps independently? YES NO SOMETIMES.
29. Please indicate below the reasons why you are seeking ADA paratransit eligibility (check all which apply):
- I have heard about the greater convenience from others who ride paratransit.
 - I can use mainline buses to go some places, but in other places, I cannot get to bus stops.
 - Because of my disability, I cannot ever use mainline buses, even though they are equipped with chairlifts.
30. Which type of disability prevents you from using RTD's mainline bus service? (Check any/all, which apply.)

- Physical disability other than blindness (Name the disability: _____)
 Visual impairment/blindness
 Developmental disability
 Mental disability
31. Is the disability described above temporary or permanent? Temporary Permanent
 I don't know.
32. Check the appropriate box below if you require the assistance of a personal care attendant (PCA), i.e., someone who must be with you to assist you in daily life functions.
- Yes, I always require a personal aide. Yes, but I only require a personal aide for the following reasons, and depending on the type of trip which I am making:
- | | |
|--|---|
| <input type="checkbox"/> To help with medication | <input type="checkbox"/> To help get me to/from the vehicle |
| <input type="checkbox"/> To help me to eat | <input type="checkbox"/> To read signage, etc., to me |
| <input type="checkbox"/> To carry packages | |
- Other reasons? _____
33. Have you ever tried to get on/off an RTD bus on your own (without a PCA)?
 YES NO If YES, when? _____
34. Which of the following might allow you to use RTD's mainline buses?
 Route and schedule information Learning to use the buses/routes
 Closer bus stops to where I live and need to go
 None of these would allow me to use a mainline bus.

I declare that everything I have said in this application is true correct, and that I am not only disabled, but disabled to the extent that I believe I am incapable of riding RTD's mainline buses. Riding paratransit is the only way that I can have equal access to other transportation services provided by Rome Transit Department.

(Signature) _____

(Date :) _____

All applicants need to know the following if declared eligible for the service.

This is NOT “same day” service. That is, you cannot call for an appointment on the same day you will ride. You must call at least the day before. This is curb-to-curb service (not door-to-door), and the driver will not go beyond the deployed chairlift to help you in getting on and off the vehicle. If you require that kind of help, you must furnish an aide.

This is NOT a “grocery-shopping-service” of a type where an excessive number of bags will require too much time in loading/unloading and preventing room for others to ride. This service is equivalent to mainline service. The numbers of bags are limited, as on mainline, to three normal size grocery bags per passenger. Please do not bring on more than you can handle.

PARATRANSIT PASSENGER PROFILE 2011

Client Name: _____

Address: _____

Phone Number: _____

Emergency Contact Person: _____

Emergency Contact Person

Number: _____

In the event that you should fall ill while on the bus, which hospital do you prefer?

Hospital Preference: Floyd Medical Center

Redmond Regional

Physicians Name: _____ **Phone** _____

Wheelchair Use _____

Walker _____

Cane _____

Visually Impaired _____ **Service Animal** _____

Other _____

RTD

[This service is for ADA-Disabled Individuals only.]

Paratransit Application Physician Verification Statement

I Doctor _____ have reviewed this application and this is to certify that _____ is, in my professional opinion, unable to ride RTD's mainline buses, even though they have wheelchair lift, due to the following reasons.

(Functional reason, not just the NAME of the disease or other malady):

I am **NOT** giving this statement simply because this person is a patient or client who wants this specialized, curb-to-curb service. I am giving it because this person is in great **need** of the service *due to inability to ride the mainline buses* (which have chairlift equipment).

Physicians Signature

Date

License Number **(Required application to be complete)**