



**Paratransit Riders Rules – condensed from the Paratransit Riders Guide**

BTA  
Paratransit  
Rider's Guide  
Section

*BTA has a list of common-sense rules to ensure the safety of all riders and drivers. We ask that riders, their personal care attendant and any companion(s) traveling with riders observe the following Rules of Conduct:*

*\*\*\* Public transportation is a protected right, but paratransit has restrictions based on client conduct. Any rider who is unable to follow the rules outlined above may be subject to suspension and potential termination from paratransit services. \*\*\**

- SEC. 102 1. We are available Monday – Friday 8:00 AM to 5:00 PM to assist you with scheduling a ride.
  - a. You may schedule a paratransit pick up between 5:00 AM – 7:00 PM, Monday through Friday. This is a reflection of the BTA bus route hours.
  - b. Standard BTA Paratransit fares are currently waived. This does not preclude someone from the EXTRA NEEDS designation as outlined in the Paratransit Riders Guide and below.
- SEC. 201 2. We require a minimum of 24 hours advance notice to schedule.
- SEC. 201 3. Rides may be scheduled seven days in advance of your trip. **Same day rides are not permitted.**
- SEC. 202 4. You must have the following information ready when scheduling a pickup. Appointment  
SEC. 308 date, time, exact location, including building name and number. We also need to know if you will be bringing oxygen, a wheelchair, walker or other means of transportation with you.
- SEC. 202 5. A working phone number is required with voicemail capabilities requested, in case of unforeseen changes in scheduling.
- SEC. 206 6. If you need a ride to the same place, at the same time, at least once a week, let the dispatcher know. You will then be automatically placed on the schedule each week via subscription service.
- SEC. 304 7. If you are planning on bringing a personal care attendant (PCA) to assist you to and from your appointment or if there will be more than one rider going, you must notify the dispatcher at the time you schedule a pickup.
  - a. To bring a PCA on your trip, you must have the need designated in your paratransit application file.
  - b. If you bring a PCA without consulting dispatch prior to the appointment, you may be subject to additional fares and be designated as “EXTRA NEEDS” until your application is updated; or your trip may be cancelled.
    - i. You will receive progressive notice for each offence in the following order: verbal warning, written warning, suspension of services (1 week), suspension of services (2 weeks), and up to suspension of services (30 days).
- SEC. 306 8. Any child under the age of ten (10) must be accompanied by an adult.
- SEC. 205 9. Multiple trips may be scheduled at a time as long as **24 hour notice is provided.** Certain times may or may not be available.
- SEC. 204 10. Drivers are allotted a maximum of thirty minutes per client, per trip, in town. If you’ve left major town hubs, the time allotted will be extended to 90 minutes. If you need more time



contact dispatch to schedule another trip. Availability will be at BTA discretion based on other appointments.

*SEC. 301* a. Drivers are not permitted to stay during long waiting periods (5 minutes or more). If you expect to exceed 5 minutes, the driver will drop you off and await further instructions for a pickup.

*SEC. 204* b. Feeder to fixed route will be first option in crossing major town hubs.

*SEC. 202* 11. Drivers are NOT permitted to schedule trips. All scheduling must be done through BTA dispatch.

*SEC. 202* 12. Drivers are NOT to be contacted on their personal cell phones for any reason.

*SEC. 207* 13. If your plans change and you need to adjust your ride times or experience delays please call the Paratransit Scheduling Office at 435-722-5221.

*SEC. 207* 14. BTA may not be able to accommodate any unscheduled trips/stops due to scheduling conflicts.

*SEC. 209* 15. If you have scheduled a ride you no longer need please call and cancel **as soon as possible**. If we are not made aware of a cancellation you will be counted as a no show for that day.

*SEC. 210* 16. No show - BTA will suspend the provision of service to ADA paratransit eligible individuals who establish a pattern or practice of missing scheduled trips.

*Page 01* 17. Paratransit is an origin to destination service. Drivers are not permitted to enter your home. If requested, drivers will assist with the seat belt and cargo (baggage, groceries, etc.) that may be reasonably carried aboard by one person.

a. As there is limited space aboard the paratransit vehicles, no more than two to five bags are permitted **at the driver's discretion**.

b. Our drivers are NOT responsible for getting you ready and are NOT allowed to go into your home.

*SEC. 203* 18. Please be ready to go when the vehicle arrives so the driver can stay on schedule for all clients.

*SEC. 203* 19. You have a "window ready time" of 30 minutes. It is 15 minutes before your "pickup time" to 15 minutes after. It is your responsibility to be ready and watching for your ride. Drivers are only required to wait 5 minutes for you. Please be ready to go in this "window ready time".

*SEC. 310* 20. BTA requires you to use a safety belt and remain seated while riding in a Paratransit vehicle.

*SEC. 307* 21. Wheelchairs/scooters are required to be secured at all times during the ride and riders are required to allow operators to the secure lap belts to ensure the customers safety.

a. Some three-wheeled scooters are difficult to secure and come with a manufacturer warning that they should not be used as seats in moving vehicles. You may be asked to transfer to a vehicle seat for safety reasons.

*SEC. 308* 22. Portable oxygen equipment and portable respirators are permitted on Paratransit. The driver will assist you in securing this equipment on the vehicle.



- SEC. 309 23. Animals are not permitted in the vehicle with the exception of service animals. Service animals include, but are not limited to: guide dogs, signal dogs, and other animals trained to work or perform tasks for persons with disabilities.
- SEC. 311 24. You may bring grocery bags, luggage, or other packages or personal items with you. Keep in mind that space is limited to no more than 2 – 5 bags. Bag limit to be determined by the driver for safety purposes.
- a. Passengers MAY NOT leave their personal belongings on the vehicle between stops. Passengers MUST take their belongings when they exit the vehicle (NO EXCEPTIONS).
- SEC. 311 25. The transportation of alcohol is not permitted.
- SEC. 312 26. If you become ill, or notice another rider who may be ill, inform your driver immediately.
- SEC. 313 27. We may at any time cancel our services due to severe weather that may cause unsafe driving conditions. We will inform you in a timely manner if said situation occurs.
- SEC. 020 28. Clients who reside outside the  $\frac{3}{4}$  mile designation MAY be qualified under the status of **EXTRA NEEDS**. **EXTRA NEEDS** clientele are subject to an increased fare rate of \$5.00 per one way trip.
- SEC. 315 29. BTA has a list of common-sense rules to ensure the safety of all riders and drivers. They are as follows:
- a. **NO PHYSICAL OR VERBAL ABUSE OF ANOTHER RIDER OR THE BTA STAFF. This applies to the client as well as any of their party including: friends, family, advocate, or personal care attendant. Disrespectful conduct by any of the aforementioned party and the client will both be subject to disciplinary action including suspension and potential revocation of paratransit eligibility.**
  - b. No tobacco or alcohol of any kind in the vehicles.
  - c. Riders shall maintain appropriate, reasonable personal hygiene, to the best of their ability.
  - d. No eating or drinking on board (unless required for health reasons).
  - e. No abusive, threatening, or obscene language or actions.
  - f. No petting service animals without permission of the owner.
  - g. No playing of audio devices without headphones.
  - h. No operation or tampering with any vehicles equipment.
  - i. No littering.
  - j. Shirts and shoes or other footwear is required.
  - k. Head, arms, and other body parts must be kept inside the vehicle.
  - l. Objects must not be thrown from windows.
  - m. Parents are responsible for their children and their actions.
  - n. Transportation of flammable or explosive materials is prohibited.
  - o. Dangerous weapons are prohibited.



Sec 211 **Code of Conduct Policy Point System and Suspension**

<b>Violation</b>	<b>Points</b>
Minor infractions against the riders rules	½ (0.5)
Verbal Abuse of passenger or driver	½ (0.5)
Use of Controlled Substance	1
Vandalism of BTA property	1
Threatening behavior (immediate dismissal of rider)	1
Violence (immediate dismissal of rider)	1
No Show	1
Late Cancelation	½ (0.5)
Ride Refusal, with no cancelation	1
If repeat infractions occur, an additional 0.5 points will be added as a scaled rolling score.	1 <sup>st</sup> offense – <i>See above points</i> 2 <sup>nd</sup> offense – <i>above score + 0.5 points</i> 3 <sup>rd</sup> offense – <i>above score + 1.0 points</i>

Within a rolling calendar year, totaled points will lead to:

**1.0 points** – *Official verbal warning*

**2.0 points** – *Written warning (Official Letter)*

**3.0 points** – *Suspension (1 week)*

**4.0 points** – *Suspension (1 month)*

**+1.0 point** – *Suspension duration will be progressive with each point by another month.*