

HARRISONBURG PARATRANSIT RIDER'S GUIDE

Our Priorities Are:

- *Safety*
- *Customer Service*
- *The Schedule*

City Of Harrisonburg
Department Of Public Transportation
475 E. Washington Street
Harrisonburg, VA 22802
(540) 432-0492

WHAT IS ADA PARATRANSIT SERVICE: The Department of Transportation Americans with Disabilities Act was signed into federal law in 1990. This is a civil rights law that requires all public entities operating fixed route transit to provide complementary paratransit to persons with disabilities. Eligibility is to be strictly limited to certain categories of individuals:

Any person with a disability who is unable to board, ride or disembark from an accessible vehicle without the assistance of another person (except for the operator of a lift or other boarding device).

Any person with a disability who could ride an accessible vehicle but the route is not accessible.

Any person with a disability who has a specific impairment-related condition that prevents the person from traveling to or from a boarding/disembarking location.

HARRISONBURG PARATRANSIT GUIDELINES: Our services are designed for the rider. We use special equipped vehicles and skilled drivers and dispatchers to provide the safest and quickest transportation possible. Our guidelines incorporate the ADA (Americans with Disabilities Act) and many Federal, State and City requirements.

Paratransit passengers are welcome to use the fixed route bus for any of their trips.

WHAT IS FIXED ROUTE SERVICE

Fixed route buses provide bus service within the City of Harrisonburg. Service is at designated bus stops on set schedules along specific routes OR on demand for some stops. If your stop is on demand you should call within the hour of your needed time for the bus to stop. Fixed Route buses now have features to make riding easier, including wheelchair lifts, kneeling features, low floor buses and voice announcements of stops.

WHAT IS HARRISONBURG PARATRANSIT

Paratransit Service is a public transportation service that operates within the City of Harrisonburg for people whose disability prevents them from riding Fixed Route buses some or all of the time. Paratransit is a curb-to-curb, shared ride public transportation service. Wheelchair accessible vehicles serve the patron. You must call in advance to make an appointment. Drivers are not allowed to enter homes or assist with packages. Assistance from the vehicle to the first doorway or from the doorway to the vehicle, for customers who need additional assistance to complete the trip is available.

WHO IS ELIGIBLE

Any person living in or visiting Harrisonburg who has a disability preventing them from using the regular transit bus, and who is certified eligible for Harrisonburg Paratransit.

TYPE OF ELIGIBILITY

- Unconditional Eligibility corresponds to persons whose disability prevents them from using Fixed Route Service in all situations. Certification with no expiration date.

How To Schedule a Trip

Once you have been certified eligible for ADA paratransit service, you should become familiar with how to arrange a trip. Certain guidelines need to be followed:

- When calling dispatch for a trip, be sure to state that paratransit service is being requested.
- We recommend you schedule a reservation **the day before** your trip. However, when this is not possible same day reservations will be taken on a first come, first serve basis as the schedule permits. There will not be a dispatcher at nights after hours or on Sundays. Therefore, please leave a message on the voice-mail system or email us at hdpt-dispatch@harrisonburgva.gov. In order to leave a voice message, simply remain on the line and you will be automatically transferred to the voice-mail system. This message should contain the same information that you would give the dispatcher if calling or emailing at any other time. A dispatcher will be available between the hours of 6am to 9pm Monday-Saturday to take your call all other requests should be referred to the after-hours voice mail system.
- If you must cancel a scheduled trip, please call the dispatcher as soon as possible. Failure to complete a requested trip without notifying the dispatcher prior to the scheduled pickup time will be recorded as a “no show” (please see the no show policy below). Waiving of the “no show” will be considered for those individuals who were unable to make the scheduled trip due to an unexpected hospitalization or illness and errors made by a third-party in appointment scheduling. Other extenuating circumstances will be considered on a case-by-case basis. In order to cancel a trip scheduled for a time when the dispatcher is not in the office, you must call and leave a message on the voice-mail system indicating your desire to cancel a scheduled trip. The City of Harrisonburg reserves the right to temporarily suspend a person’s eligibility for service if an excessive number of no shows are recorded for that person.
- Be ready and waiting for the paratransit vehicle. The driver is not required to wait longer than five minutes past the specified appointment time.
- Please be prepared to give the dispatcher, or voice-mail system the following information:
 1. Your name
 2. The day and time you would like transportation
 3. Your pick up address
 4. The address of your destination
 5. Your return time and return address
 6. Whether a personal service assistant or companion will accompany you
 7. Whether you will be using a walker, wheelchair or other mobility device

Return Trips After 9pm or on Sundays

If you plan on using paratransit after 9pm Monday-Saturday, or on Sundays when JMU is in session, please call the after-hours phone number (540) 820-0980. This number will connect you directly with the operator or a Supervisor to arrange your return trip during these times.

NO SHOW POLICY

Excessive no shows can result in a suspension of service. A passenger that exceeds 10% of schedule trips within a 30 day period will be given a verbal warning. A second violation will merit a 7 day suspension of service.

- *Notice of Policy Violations*

In the event that is determined that a customer is in violation of the no show policy, the customer will receive written notice regarding suspension of service. The notice will include the date/time of each no show violation. Customers receiving service suspensions will be provided 30 day notice prior to the beginning of any service suspension.

- *Service Suspension Appeals*

Appeals of service suspensions must be received prior to the beginning of the service suspension period. Customers receiving service suspensions will be provided thirty (30) days notice prior to the beginning of any service suspension. Transportation service will be provided throughout the appeal process.

Persons may begin the appeal process by sending a letter to:

City of Harrisonburg
Department of Public Transportation
475 East Washington Street
Harrisonburg, VA 22802

HDPT will provide a written response within (10) business days. The decision by HDPT of the appeal shall be final.

PASSENGER SAFETY

The safety of our customers and employees is our primary responsibility as a transit provider. Bus transportation, like all automotive and truck transportation, involves frequent changes of speed, merging, lane changes, some sharp turns, and unexpected stops. These characteristics create potential risk of injury for passengers traveling in unsecured mobility devices as they are likely to tip over, causing injury to themselves or to other passengers. Additionally, many scooter manufacturers explicitly advise that remaining seated on a scooter while in a moving vehicle may result in personal injury and or property damage.

HDPT MOBILITY DEVICE SECUREMENT POLICY

All mobility devices will be properly secured to the vehicle using the installed securement system (4-point tie down). As of March 1, 2007, HDPT operators (drivers) will decline transport to a passenger that refuses to have their mobility device

properly secured as defined in HDPT ADA Policy 6, and 49 CFR 37.165 (c) (2) (3). Passengers using a mobility device will be requested to wear a seat belt and must be properly restrained using the vehicle restraint system. Those able to do so will be requested to move to a seat and use the vehicle seat belt system if vehicle is so designed.

Please note: Drivers have a choice to wear protective gloving when handling a mobility device for their safety and for the safety of the passenger.

HDPT PACKAGE POLICY

Drivers will not help passengers load bags, packages, etc. Passengers may only bring aboard what they can carry in one trip. If planning a large shopping trip make arrangements to have an alternative ride home or bring along a Personal Care Attendant.

WILL-CALLS/CALLBACKS

Passengers are encouraged to schedule a return trip when making a reservation. Waiting to schedule a return trip (i.e., will-call option) may result in additional wait time. A will-call is when a passenger books a pickup time but tells the dispatcher that a will-call is needed for the return trip because the exact time is unknown. HDPT's goal is to accommodate will-call return trips within 90 minutes from the requested time. Passengers may request no more than one will-call for each scheduled one-way trip. If you have more than one destination for a day, there must be a time scheduled for each ride to each destination. If there is not a time scheduled in advance for each ride/destination, then trips after the first one (which must be scheduled) will be treated as a same-day trip and must be requested the day of the trip. Same-day trips are only performed as we are able, based on the scheduled call volume for the day, therefore they are not guaranteed. If you have multiple scheduled trips for a day and miss any of them, the remaining trips are considered cancelled for the rest of the day. If the missed trip was one that was scheduled after your first trip was completed, passengers can still call HDPT to request a ride home.

HARRISONBURG TRANSIT

(540) 432-0492

This number is used to request an application or for paratransit trip information. For information about paratransit services, or to find HDPT's ADA Policy, please visit <https://harrisonburgva.gov/hdpt>

MY NOTES:

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