

YOUR GUIDE TO USING PARATRANSIT

WELCOME

Welcome to Project Mobility, the Greater Dayton Regional Transit Authority's (RTA) paratransit service for eligible individuals with disabilities. RTA considers it a privilege to serve your transportation needs.

This guide is designed to help you understand Project Mobility's service and your responsibilities when using it. Please familiarize yourself with the information contained within this booklet, as it will help us to better serve you and other Project Mobility consumers.

GENERAL INFORMATION

RTA is committed to providing quality transportation to everyone in the Miami Valley. Since 1977, the RTA has offered Project Mobility paratransit service which provides public transportation for people who are functionally unable to ride RTA fixed routes because of the severity of one or more of their disabilities combined with environmental barriers.

Project Mobility service is available upon completion of a Project Mobility application and certification through the Project Mobility Certification Center. Once you are certified to use paratransit, under the guidelines of the Americans with Disabilities Act (ADA), you are eligible to ride Project Mobility.



PROJECT MOBILITY CERTIFICATION AND ELIGIBILITY PROCESS

Persons applying for Project Mobility services must complete an application. Applications can be mailed directly to you when you request one at 937-425-8300. For TDD, use Ohio Relay at 800-750-0750.

Applications are available for pick up at either of these offices at 4 South Main Street Dayton OH 45402:

RTA Wright Stop Plaza Customer Service

Phone: 937-425-8383

Project Mobility Certification Center

Phone: 937-425-8301

Applications can be downloaded from www.greaterdaytonrta.org.

Applicants are not required to live in the service area, however, the trip origin and destination must be within the RTA service area.

Please mail the completed, original application to:

Project Mobility Certification Center

4 South Main Street
Dayton, OH 45402

After the Certification Center receives your application, you will be called for a certification interview appointment. You will receive written notification as to your eligibility status for Project Mobility services within 21 days after your certification appointment.

The usual length of the certification period is three years. A shorter period of time is designated in temporary or short-term situations. Prior to the expiration of any type of eligibility, you will receive a letter and new application to complete and return for re-certification.

Your type of eligibility is determined by the Certification Center and is based upon the result of the assessment. The determined

eligibility is written on your certification letter and ID card. Three kinds of eligibility are possible:

1. Unconditional Eligibility has no trip restrictions.
2. Temporary Eligibility is given to individuals with short-term conditions. Trips are provided for the duration of time during which the individual is unable to use fixed route service
3. Conditional Eligibility, also referred to as trip-by-trip eligibility, limits trips to the specific conditions which prevent an individual from riding fixed route service. Examples of trip types are trips to dialysis, medical appointments or work.

Read your certification letter and ID card to find your specific eligibility conditions. Several eligibility conditions may be listed, and a trip can be scheduled when AT LEAST ONE (1) of those conditions would prevent you from taking RTA fixed route.

SNOW AND ICE ELIGIBILITY

Consumers with snow and ice conditional eligibility will be eligible for Project Mobility trips when the National Weather Service predicts a 30% chance of a ¼” or more of snow or a 30% chance of freezing rain or ice the following day. Consumers with snow/ice conditional eligibility may only schedule trips one day ahead of time.

Reservationists will inform the consumer at the time the trip is requested if the trip will be allowed under the current weather prediction.

Consumers who have not scheduled trips on Project Mobility for a particular day due to their conditional eligibility and find that travel conditions have changed, will be allowed to schedule same-day service. Project Mobility will make every effort to fill consumers' requests in a prompt manner.

PROJECT MOBILITY SERVICE HOURS & AREA

The RTA provides Project Mobility service during the same hours and days as fixed route service. All trips origins and destinations must be within the RTA authorized service area which is $\frac{3}{4}$ mile corridor of all regular fixed routes.

TRIP TYPES

Project Mobility offers two types of trip reservations - subscription and casual.

Subscription reservations are trips that occur regularly. Once scheduled, subscription trips are automatically rescheduled unless Project Mobility is notified of a cancellation or change.

As capacity allows, subscription reservations will be made available for the following trip priorities:

- Life sustaining medical trips
- Work trips (where employment provides the primary means of support)
- Non-agency school trips
- Other subscription trips will be made available as capacity allows.

Once a subscription trip has been developed and scheduled, you may temporarily discontinue the subscription for a period of up to 60 calendar days. If you return to subscription service within 60 days, and request no change in trip origin, destination or times, your subscription service will not be affected. Contact the Project Mobility Call Center at 937-425-8300 to suspend and resume subscription trips.

When any request is made to change the trip origin, destination or time, the change will be considered a new request for subscription service. Note that requests to change subscriptions may require two

to four weeks to process. Project Mobility's scheduling office will call you to confirm your requested change. Every effort will be made to accommodate requests.

Casual trip reservations are requests that must be booked for individual trips that either:

- occur regularly but do not fall into one of the trip priority categories, or
- occur infrequently at different times, or from different locations.

A reservation must be made for each casual trip through the Project Mobility Call Center.

MAKING A RESERVATION

All calls to the Project Mobility Call Center are recorded for consumer service purposes. Reservations for trips of any purpose are accepted and handled on an equal basis. Except for the scheduling of subscription trips, trip requests are not prioritized by trip purpose.

To reserve a trip with Project Mobility, call (937) 425-8300 or TDD (937) 425-8388 or Ohio Relay at 800-750-0750 during the following hours:

Monday-Friday: 8:00 AM - 5 00 PM

Saturday, Sunday and Holidays: 8:00 AM - 4:00 PM

Reservations may be made no later than the day before and up to 7 days in advance (Sat. - Sun. - Holidays, next day reservations only). Same day service cannot be accommodated. Please remember that trips will be provided on a first-come, first-serve basis.

At times, a vehicle may not be available at your requested trip time. To accommodate you, it may be necessary for the Project Mobility reservationist to offer you a different trip time. The reservationist

can offer you a trip up to an hour before or after your originally preferred time.

When calling to schedule a trip, please have the following information available:

- Your name
- Your origin and destination addresses
- The date of your requested trip
- The time that you need to be at your destination
- The requested time of return
- Please specify if you or the person who will be traveling with you will be using any mobility aids, i.e. motorized wheelchairs or scooters, walkers, canes.
- Please confirm/specify if you will be traveling with a personal care attendant and/or companion(s).

A personal care attendant (PCA) is someone designated or employed specifically to help the eligible individual meet his/her personal needs. The attendant must be capable of assisting the consumer he/she accompanies. Consumers are designated PCA eligible through the certification process. One PCA per trip may ride for free.

Family members and friends not employed or designated to provide personal assistance to the certified Project Mobility consumer are considered companions. The companion will pay the same fare as the certified Project Mobility consumer.

At the time a trip is scheduled, the consumer must state if they will be accompanied. This will allow Project Mobility to have appropriate seating available for the companion or PCA who will accompany the consumer. The accompanying individuals cannot be accepted to ride on a trip without advance notification.

Other additional individuals accompanying the Project Mobility consumer shall be provided service, only if:

- space is available for the person and that transportation of additional individuals will not result in a denial of service to ADA paratransit eligible individuals.

Children accompanying a certified consumer are considered traveling companions. Up to two (2) children may travel free of charge provided they are

- no taller than 45 inches in height
- are accompanied by a fare-paying parent or guardian
- space is available for them.

All child restraining laws apply to children riding project mobility vehicles. It is the responsibility of the parent or guardian to comply with all prevailing regulations. Children under 6 years old weighing 40 pounds or less must ride in a child safety seat. The consumer must provide the safety seat, secure child in the seat, and secure the seat to vehicle.

TAKING A TRIP

Project Mobility is a “shared ride service,” and so more than one consumer may be scheduled during the time you are on the vehicle. A consumer may not refuse to ride with other consumers. You must ride in the vehicle that is sent for you.

Requests for particular operators cannot be honored. To assure that Project Mobility operators can easily find your home or apartment, please make sure the street number and/or apartment number is clearly displayed and in a visible location.

Please be ready ten minutes prior to your scheduled pick up time and be ready to board. If the vehicle has not arrived 20 minutes after your scheduled time, please call Project Mobility Dispatch at (937) 425-8598.

Schedules are designed to keep operators moving from place to place; therefore, they cannot wait on a consumer who expects to be at a destination a brief amount of time. The consumer will need to schedule a return trip no less than one hour after arrival at the destination.

All Project Mobility trips are scheduled within a thirty-minute window time frame. This means that the Project Mobility operator could arrive up to ten minutes before or twenty minutes after the scheduled pick up time. For example, if a consumer is given a 2:00 p.m. pick up time, the consumer should expect the operator anywhere from 1:50 p.m. to 2:20 p.m.

Vehicle operators are permitted to stop only at the location designated in the reservation. Travel arrangements with more than one destination will be scheduled as separate trips, and will require a separate fare.

PLEASE NOTE: PROJECT MOBILITY USES LOCAL CAB COMPANIES AT TIMES

Consumers should be aware that Project Mobility occasionally uses the services of local cab companies. Whenever a cab comes for you, the operator will collect the usual Project Mobility fare.

DOOR-TO-DOOR SERVICE

The Project Mobility operator will knock at your door to inform you of their arrival and provide you assistance from the outside door of your pick-up location to the outside door of your destination.

Project Mobility operators are not able to assist consumers inside their pick-up or drop-off points. Operators are not permitted to enter a private residence. Consumers requiring assistance before or after their trip need to make their own arrangements with other appropriate individuals. Please notify the Project Mobility reservationist if you are door-to-door certified when making your reservation.

FARE

One-way fare on Project Mobility is \$3.50. Please have exact fare ready when boarding the vehicle. Operators cannot give change for cash exceeding the full one-way fare. The \$3.00 full fare must be paid at the time service is provided, or you will not be permitted to ride. State law requires that you pay a fare when using public transportation services. Vehicle operators are not permitted to accept gifts or tips.

For riders who do not wish to carry cash, RTA offers Project Mobility tickets. The tickets are sold in convenient 10-ride strips for \$35.00, and can be purchased from:

Wright Stop Plaza
4 South Main Street
Dayton, OH 45402

Cork and Bottle Carry Out
881 East Franklin St
Centerville, OH 45459-5617

Zion Culture and RTA Transit Center
40 South Edwin C. Moses Boulevard
Dayton, OH 45402

They can also be purchased by mail. To purchase tickets by mail, send a check or money order along with a self-addressed stamped envelope to:

RTA Accounting Department
4 S. Main St.
Dayton, OH 45402

Please allow two to four weeks for delivery.

CARRY-ON ITEMS

Carry-on packages must be comfortably handled by the consumer, PCA, and/or companion. Operators only help with packages when a consumer is getting on or off Project Mobility vehicles. Operators cannot carry parcels, groceries or other large and heavy items to your door.

Project Mobility will allow one personal shopping cart, filled to normal capacity, per certified consumer.

SERVICE ANIMALS

Guide dogs and other assistance animals may accompany you if such a need was discussed and certified during the certification process. Cleanliness of service animals would be appreciated.

Family pets are also permitted only if properly contained during the trip. Pet carriers must be the same type used in commercial transport.

NO SHOWS

A trip is considered a no-show when:

- The consumer calls to cancel a trip LESS than two hours prior to the scheduled pick-up time, or
- The consumer is not available when the vehicle arrives for pick-up.

Note: It is your responsibility to be at the prearranged pick-up point at least 10 minutes prior to the time confirmed with Project Mobility reservations. If you are not available when the operator arrives, a second or duplicate trip may be arranged when possible, but is not guaranteed. Project Mobility's ability to reschedule the trip is based on vehicle and operator availability. A rescheduled trip does not remove the "no-show" from the consumer's record. **If the person no shows on the first half of their trip, the second half will be unscheduled until we hear from the consumer.**

No shows will be tracked on a rolling six (6) month cycle. The first date of a no show occurrence begins the cycle. During the following six (6) months, penalties will incur if a consumer has received a no show for over three (3%) percent of their scheduled trips.

Penalties for excessive no shows above three percent (3%) of total scheduled trips in a six (6) month period are as follows:

A. First No Show	Courtesy Contact when possible
B. Three No Shows	Warning Letter
C. Four No Shows	Seven (7) day suspension
D. Five No Shows	Fourteen (14) day suspension

For each no show after five (5), a fourteen (14) day suspension will be imposed. A case-by-case evaluation for continued Project Mobility eligibility will be conducted for consumers who display a pattern or practice of no shows. Project Mobility staff will track this information and will notify consumers of a warning or suspension in writing.

When a consumer believes a no show was beyond their personal control, the consumer can contact Project Mobility to discuss the cause. This may lead to a possible excused no-show. A consumer whose service is to be suspended has the right to an administrative appeal. A written copy of the Appeals Process Policy may be obtained by calling Project Mobility at 937-425-8514.

SEAT BELTS

Ohio State law requires consumers to use seat belts in motor vehicles. Consumers in Project Mobility vehicles are required to observe this law. Operators can assist consumers with fastening and unfastening seat belts. You must have your seat belt fastened before the vehicle leaves with you.

Consumers with wheelchairs can expect the operator to attach wheelchair securements, lap belt, shoulder harness and set the wheel brakes before the vehicle leaves with you.

WHEELCHAIR SIZE & WEIGHT

The ADA specifies the maximum wheelchair (including scooters) dimensions and weight that can be accommodated on public transportation. Wheelchairs must be no more than 30" wide and 48" long, and weigh no more than 600 pounds when occupied by the user. Vehicle lift/ramp equipment and securement areas may be unable to accommodate consumers with wheelchairs or scooters exceeding these dimensions or weight.

INACCESSIBILITY

- Operators cannot assist consumers in wheelchairs up or down steps.
- They cannot clear an accessible path to the vehicle obstructed by ice, snow, or other physical barrier.
- Consumers requiring such assistance will need to make their own arrangements with other appropriate individuals.

PRINTED MATERIAL

This booklet is written in large print. Written information about Project Mobility is available in alternative formats; Braille, ASCII (computer disk), and audio tape. To request an alternative format, call Project Mobility at 937-425-8300. The booklet can be downloaded from: www.greaterdaytonrta.org.

CUSTOMER SERVICE

All consumer inquiries/concerns can be discussed by contacting Project Mobility at 937-425-8300. Your concern will receive appropriate action. If a consumer needs the immediate attention of RTA to a situation during a trip, the consumer can call 937-425-8593 to request a RTA street supervisor come to the location to determine a prompt solution.

CUSTOMER MISCONDUCT

For the safety and comfort of all Project Mobility consumers and employees, the RTA has established the following definitions and consequences to address inappropriate consumer conduct.

Hazardous misconduct is defined as any consumer act which creates the potential for injury or death to any consumer, vehicle operator or the general public.

Abusive misconduct is defined as any verbal or physical act that is generally offensive, invades the privacy rights of others or involves touching another person in a rude, insolent or angry manner.

Hazardous or abusive misconduct may result in a service suspension:

- A first offense may result in a suspension of service of up to 60 days.
- A second offense within a one-year period may result in a suspension of service for up to one year. At the end of the suspension period, a consumer must reapply for eligibility for Project Mobility service.

Unintentional misconduct is defined as any act that would qualify as hazardous or abusive misconduct, but is the direct and immediate consequence of the consumer's disability.

Consequences of unintentional misconduct:

- A consumer may be required to ride with a Personal Care Attendant (see page 6).
- A consumer may be subject to any reasonable accommodation that will ensure safety. This accommodation may last for a time period sufficient to allow the consumer to learn appropriate behavior, or the accommodation may be permanent if the conduct is beyond the consumer's control.

A case-by-case evaluation for continued Project Mobility eligibility will be conducted for consumers engaging in repeat hazardous, abusive or unintentional misconduct.

Project Mobility staff will track this information and will notify consumers of a warning or suspension in writing. A consumer whose service is to be suspended has the right to an administrative appeal. A written copy of the Appeals Process Policy may be obtained by calling Project Mobility at 937-425-8514.

INFORMATION FOR CUSTOMERS WITH CONDITIONAL ELIGIBILITY: HOW TO RIDE RTA FIXED ROUTE

Throughout 2009, when you board fixed route and show your Project Mobility ID card, fare will be free.

- Buses are equipped with lifts, ramps, and two (2) wheelchair securement areas. Consumers with wheelchairs and scooters can board frontwards or backwards.
- The bus can kneel closer to the ground to help consumers who walk climb the steps. If this does not help, consumers may request to board by using the ramp or lift. All lifts have hand rails on each side to hold onto when the lift is moving.
- Automated stop announcements inform people with visual disabilities about the next bus stop the bus is approaching. Consumers with any disability can request a particular stop to be announced.

AIDS FOR RIDING FIXED ROUTE

- The Bus Hailer Kit is designed to assist persons who have difficulty identifying and hailing their bus. The hailer kit is composed of a vinyl pocket sized binder with plastic card inserts

- Stop Assistance Cards help people with communication difficulties to tell the operator where they need to get off the bus. The consumer writes the bus stop destination on the card and gives it to the operator upon boarding. The operator will keep the card until the bus comes to that stop. At the stop, the card will be returned to the consumer so it can be used over and over. These aids are free upon request at the same locations where Project Mobility tickets are sold.

Travel Training is available to help consumers learn how to use the RTA fixed route service. The training is free. Call 425-8357 to schedule a session or for more information.

Securement straps are available to permanently attach to a wheelchair or scooter to identify the best location for a bus securement to be hooked. These are provided and attached for free. Please contact Project Mobility at 937-425-8598 to make arrangements.

VISITOR SERVICE

If you are a visitor to the area, you may use Project Mobility if you are certified as being ADA eligible for paratransit service elsewhere. Please contact Project Mobility prior to your visit to expedite your visitor status. You will be asked to provide your current paratransit identification as proof of ADA eligibility from your home base. At the time of making your trip request, let the reservationist know that you are visiting from another area and by what paratransit system you have been certified. You will be required to follow the same guidelines as those individuals locally certified to ride RTA Project Mobility paratransit service.

On the day of the trip visitors are requested to present their current paratransit identification to the Project Mobility operator. Visitors may use Project Mobility service on any combination of 21 days throughout a 365-day period. For example, if Ms. Smith first uses the service on

April 1, she could use the service on April 2-6, May 17, July 10-15, October 7, etc. until she has used the service on 21 days in the period extending through March 31 of the next calendar year. If you require Project Mobility service beyond this you must become locally certified by the RTA.

Project Mobility consumers can arrange for paratransit service in cities they are visiting by contacting the local bus company.

PMOB Call Center: 425-8300

- For TDD use Ohio Relay at 800-750-0750

PMOB Dispatch: 425-8598

PMOB Certification Center: 425-8301

RTA Call Center: 425-8300

RTA Wright Stop Plaza Customer Service: 425-8383

RTA Travel Training: 425-8357

RTA Website: www.greaterdaytonrta.org



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