



Rider's Guide

Revised May 17, 2021

What is RTA Connect Paratransit Service?

RTA Connect Paratransit is a shared ride, door-to-door service for individuals who are unable to use RTA fixed-route transportation due to a disability. Connect Paratransit service operates in the same areas and during the same days and hours as the fixed-route bus.

When and where does Connect Paratransit operate?

Connect Paratransit service covers all of Montgomery County, and areas of Greene County that are within a three-fourths of a mile boundary of a fixed bus route and operates during the same days and hours of the fixed bus route in that area.

How can I contact you and/or find information about Connect Paratransit?

You can contact us by calling 937-425-8300, or visit our website at www.i-riderta.org/rta-connect/paratransit-service for more information.

How does Connect Paratransit service work?

Service is door-to-door. The operator will come to the first point of entry to inform you that they have arrived. Connect Paratransit provides trips on various vehicle sizes, and on some occasions, with other qualified transportation providers. This is a shared trip service and the vehicle may stop to pick-up and drop-off other customer(s) before arriving at your destination. Travel time will vary depending upon the trip distance and stops made to accommodate other customers during the trip.

What type of eligibility do I have and what does it mean?

Your paratransit eligibility is determined after completing the Connect Paratransit certification process. Eligibility is based upon the result of a completed application, interview, and functional assessment.

Eligibility descriptions include the following:

- **Unconditional Eligibility** - has no trip restrictions.
- **Temporary Eligibility** - is given to customers with short term conditions. Trips are provided for the duration of time during which the customer is unable to use fixed-route bus service.
- **Conditional Eligibility** - limits trips to the specific conditions which prevent a customer from riding fixed-route bus service.
- **Visitor Eligibility** - Upon proof of eligibility, visitors can use up to 21 days of trips a year before being required to become certified as eligible for paratransit service.

How do I appeal my eligibility decision?

If you have been found to be conditionally eligible, temporarily eligible, or ineligible for Connect Paratransit, you may appeal the decision. You must file your appeal within sixty (60) days of notification of your eligibility status. If you have questions about the appeal process, please contact us at 937-425-8444 for assistance.

How do I schedule, cancel, or change a trip?

You are able to schedule your trips up to seven (7) days in advance by calling us at 937-425-8300. You are also welcome to schedule a same day trip based on availability. If your requested time is not available, we will offer you a trip up to an hour before or after your original preferred time. Reservations are taken between the hours of 8am to 5pm, seven days a week, including holidays. You may also contact us at any time to check on your trips status, cancel or change a trip, or if you have any questions or concerns you'd like us to hear.

Can I make a trip reservation online?

To enroll and begin using Connect Online, Connect Paratransit's online reservation system, visit <https://connectonline.greaterdaytonrta.org> and click "Enrollment" on the login screen. Type in your client ID (located on

your Connect Paratransit ID), email address, and date of birth to enroll. With Connect Online, you have 24/7 access to manage your service.

How do I pay for my trip?

RTA's fare payment system, Tapp Pay ensures you pay no more than the max daily and monthly rate (within a 31-day rolling period), which means you get to hold onto your money longer.

With Tapp Pay, bus passes are a thing of the pass. You have one of two options when boarding. Either use your Tapp Pay smartphone or smartcard account, and start saving today. When boarding scan the mobile barcode on your phone or tap your smartcard on the payment reader. Make sure to scan or tap every time you board to ensure you always get the best value. You should keep a positive account balance and be sure to check on your balance regularly.

For the latest fares, visit <http://www.i-riderta.org/how-to-ride/fares-passes>

Tapp Pay Mobile

To get started, download Transit app onto your smartphone by visiting the App Store or Google Play and open the app. New customers will need to create a login using a valid email address, and will have to create a password to load money to their account. If you already have a Tapp Pay account, just login. Tap "Buy" and then "Pay with your mobile phone" to add money to your Tapp Pay account. You'll need to add a debit or credit card to your Tapp Pay account to complete the checkout process.

Tapp Pay Smartcard

To create a personalized account, check your balance or add funds, customers can login to the Tapp Pay Hub at www.iriderta.org/tapp-payhub.

Funds can also be added to a Tapp Pay card by using a payment kiosk at any RTA transit center. All kiosks accept credit cards, debit cards, and at Wright Stop Plaza the kiosks also accept cash. Customers should follow the prompts on the kiosk to add funds. Cash can also be used to add funds by going to one of RTA's partner sales outlets. To find the most up to date locations visit: <https://pay.vanilladirect.com/pages/locations>, and search by city for closest location. Common retail outlets include Family Dollar, Dollar General, CVS Pharmacy, 7 Eleven, Speedway, and Walgreens.

Can I schedule reoccurring trips?

If you have a reoccurring trip, you may request subscription service. This service allows you to schedule these trips with one call. If you are receiving subscriptions service, it is important to let us know immediately if you don't need a trip on a particular day(s). If you will not need your trip for an extended amount of time, you may put your subscription service on "hold" for up to 60 days and contact us when you are ready to reactivate your subscription service.

Do you provide trip reminders?

You have the opportunity to receive automated messages providing you with important information regarding your scheduled trips through our phone system. This system includes 24/7 access to confirm or cancel a scheduled trip. The system will also contact you when your vehicle is on its way, and provide a reminder call the evening before your scheduled trip(s) for the following day. We are also available to assist with trip reminders by calling us. Customers may contact the automated messaging system anytime by calling 937-425-8318.

What is the pick-up window?

We will give you a scheduled pick-up time within a 30 minute window time frame. This means that your trip can arrive anywhere between 10 minutes before and 20 minutes after the scheduled pick-up time. For example, if you have a 2:00 PM pick up time, you should expect us

anywhere from 1:50 PM to 2:20 PM. You should be ready 10 minutes before the scheduled pick-up time and be prepared to board as soon as the vehicle arrives.

What do I do when my vehicle arrives?

Our drivers will knock at your door to inform you of their arrival and provide assistance from the outside of your pick-up location to the outside door of your destination. Depending on the location, if there is a shared entrance/lobby, our drivers will travel into that area to pick you up or drop you off. Please wait in an area where you can see or hear the vehicle arrive or where the operator will be able to see you.

If possible, make sure your address is clearly visible from the street, especially at night. If you are being picked-up at a large building, make sure when you schedule your trip to tell us the entrance where you will be waiting. Please remember to bring any needed medication with you in case your trip takes longer than planned. If you use oxygen, bring an adequate supply. If you are diabetic or hypoglycemic, please bring a small snack with you in case the trip is longer than planned.

What if I am running late?

If you are running later than you expected and there is a chance that you will not be ready for your scheduled return trip or if you have missed your trip, contact us as soon as possible. Every effort will be made to accommodate your new return trip pick-up time. Please allow extra time for medical appointments or other appointments that may take longer than expected. If you are not ready, or if you call to change your appointment because you are running late, you may receive a no show for your trip.

Will the vehicle still pick me up during bad weather?

Yes and if you are traveling during inclement weather please plan accordingly in case wait and travel time is longer than expected due to the weather.

What are some valuable tips?

- If you are using our service for life-sustaining medical trips on a regular basis, you may want to consider setting up subscription service.
- Be sure we can find you if your residence or clinic has more than one entrance. Please inform us when making your reservation, what entrance you will be using.
- Allow ample time for medical appointments and plan for the unexpected. Please allow extra time in scheduling your return trip from any medical appointment. We may be unable to wait for you if you are not ready at your scheduled pick up time.
- Contact us immediately if your trip has not arrived within the 30-minute pick up window. If you are unable to contact us, ask the medical staff to contact us to check on your trip.
- Let us know as soon as possible if your treatment schedule changes. If you have a subscription service with us and the clinic changes the schedule of your treatments, please contact right away to let us know. On holidays, your clinic may operate on a different schedule so it is important to check with your clinic staff before a holiday.

What if I need extra assistance?

If you require extra assistance you may bring a Personal Attendant (PA) with you on your trip. A PA is someone you may bring to assist you while traveling, with personal care or activities. You must tell us that your PA is traveling with you when you schedule your trip. This ensures that there will be room on the vehicle for you, your PA and the other scheduled customers. You may schedule only one (1) PA and they may trip at no charge when traveling with you. A PA must also get on and off the vehicle at the same places and times as you.

For your safety and the safety of our drivers, we are not permitted to:

- Assist you on unsafe or steeply inclined mobility ramps or stairs.
- Enter a private residence beyond the door threshold.
- Lock/unlock doors or activate/deactivate house alarms.
- Pull on to and/or park on private driveways.

Can I bring a companion?

Yes, as space allows. A companion is someone you want to bring along to share the trip. Companions must pay a fare when accompanying you and must get on and off the vehicle at the same place and time as you. Please tell us when you schedule trip if you will be traveling with a companion. This ensures that there will be room on the vehicle for you, your companion and other scheduled customers.

Are there size restrictions for mobility devices?

The platform on the Connect Paratransit vehicle lift measures 48” long and 34” wide. This will accommodate most three or more wheeled mobility devices. The maximum weight requirements are provided by the lift manufacturer. The mobility device must be fully operational and must be operated solely by you or your designated personal assistant (PA).

Does my mobility device need to be secured?

It is our responsibility to ensure that all mobility devices are properly secured. We can assist you with fastening and unfastening seat belts. We will also attach wheelchair securements, lap belt, and a shoulder harness.

Do I have to wear the safety belt?

For your safety and security, it is required that you use a safety belt and that you remain seated while traveling with us or one of our qualified transportation providers.

Do you transport respirators and portable oxygen equipment?

Portable oxygen and respirators equipment are permitted on all our vehicles. We will assist in securing the equipment on the vehicle. We are not permitted, however, to assist you in using this equipment. If you need assistance with portable life-support equipment, please arrange to bring someone who can assist you.

Can I bring my pet?

Yes, animals that are not service animals may ride with you if they are in appropriate carriers during the trip. For safety reasons, we are not permitted to handle pet carriers on or off the vehicle. If you need assistance with a pet, please arrange to travel with someone who can help you. The animal must not be aggressive towards people or other animals. You are responsible for any damage or soiling caused by the animal.

Can I travel with a service animal?

Yes, service animals are welcome on all RTA vehicles and facilities. In addition, please:

- Maintain control of your animal while on board.
- The animal must remain at your feet or on your lap.
- The animal must not be aggressive towards people or other animals.
- You are responsible for any damage or soiling caused by the animal.
- The animal must be clean and well groomed.

Can I bring packages and personal items?

Customers are allowed one (1) personal shopping cart, filled to normal capacity. Our operator's primary responsibility is for customer safety during their trip. As such, carry-on items should be handled by you, your Personal Assistant (PA), and/or companion. Our drivers cannot carry large and heavy items to the customer's door.

What if I think I lost something on the vehicle?

Please contact us at 937-425-8300 if you think you left an item(s) on the vehicle. We assume no responsibility for items left on the vehicle or at our facilities.

Do I need to bring a special seat for my child?

All child restraining laws apply to children riding in Connect Paratransit vehicles and those vehicles of our qualified transportation providers. It is the responsibility of the parent or guardian of the child to comply with all prevailing regulations.*

Children under 6 years old weighing 40 pounds or less must ride in an appropriate child safety seat. Whoever is accompanying the child must provide the safety seat, secure the seat, and secure the child in the seat. Every child under 8 years old must ride in a booster seat or another appropriate child safety seat unless the child is 4'9" or taller. Follow the seat manufacturer's instructions for weight limits and proper use.**

**Unless there is a life-threatening situation, the parent has an affidavit signed by licensed physician exempting the child from the law due to a physical impairment, or the vehicle is a taxicab, a public safety vehicle, is regulated under Ohio Revised Code 5104.011, or was manufactured without seat belts.*

*** Child safety seats include infant seats, convertible seats, forward facing seats, booster seats or other federally-approved safety devices.*

What emergency procedures are in place if there is an incident on the vehicle?

Personal Medical Issues - A customer who becomes ill, or notices customer rider who may be ill, should immediately inform the driver.

Health and/or safety - If a customer can't be left alone and the person meeting them is not at the location when we arrive, the customer will be transported to a safe location and the guardian or caregiver will be notified. If we are unable to make contact with the guardian or caregiver, the proper authorities will be notified.

What are your customer conduct policies?

We have enacted a Facilities Code of Conduct and Rules of the Road to ensure a safe, convenient and enjoyable experience for customers using our services.

Both the Facilities Code of Conduct and Rules of the Road establish reasonable expectations with regards to behavior for all persons on our property. Any person's failure to comply may result in removal from the property, prohibition from our facilities and services (including vehicles) in the future, criminal prosecution, and further penalty as outlined in Ohio Revised Code 306.99.

The Facilities Code of Conduct and Rules of the Road will be strictly enforced. Any person who has been denied access to any RTA facility may appeal that decision to the RTA Chief Operating Officer by providing written notice of appeal within 14 days of removal to 600 Longworth Street, Dayton, OH 45402.

For more information and details on the Facilities Code of Conduct and Rules of the Road, please visit: <http://www.i-riderta.org/how-to-ride/safety-and-security>, or contact us at 937-425-8300.

What is a no show and do you have a policy?

While we understand some situations are out of your control, there are still consequences when you have a pattern of either not being ready or simply not showing up to take your scheduled trip.

A trip is considered a no show when:

- You cancel a trip less than two hours prior to the scheduled pickup time, or
- You are not available when we arrive within the scheduling window.

It is your responsibility to be at the prearranged pick-up location at least ten (10) minutes prior to the scheduled pick-up time you confirmed with us. If you are not available when we arrive, the trip will be considered a no show. If you no show on the first half of your trip, you must contact us to cancel the return trip.

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 you have received no show for over three (3%) percent of your 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 Connect Paratransit service will be conducted for you displaying a pattern or practice of no shows. We will track this information and will notify you of a warning or suspension in writing.

What if the no show was outside of my control?

Please contact us as soon as possible to explain what prevented you from taking your scheduled trip. This may lead to an excused no show.

What if I disagree with my no Show suspension?

A written copy of the Appeals Process Policy may be obtained by contacting us at 937-425-8383. We will always give you advance notification of a service suspension. If your service is suspended, you have a right to an administrative appeal.

How do I reach you with suggestions and comments?

We want to hear about your experience and welcome your feedback. We will respond to all complaints, including those related to the Americans with Disabilities Act (ADA) and Title VI, within three (3) days and resolve within thirty (30) days.

To submit complaints, commendations, suggestions or questions contact us at 937-425-8300 or email us at customerservice@greaterdaytonrta.org.

For ADA related complaints, you may fill out the ADA Complaint Form found here: www.i-riderta.org/how-to-ride/accessibility or by contacting us at 937-425-8300.

Mail or deliver the form to:

Greater Dayton Regional Transit Authority
Attn: Customer Service
4 South Main Street
Dayton, Ohio 45402

How do I request a reasonable modification?

We will make every effort to ensure individuals with disabilities have access to, and benefits from all our services. In compliance

with the Americans with Disabilities Act (ADA), and Federal Transit Administration requirements, we invite requests for reasonable modifications to customers with disabilities. Reasonable modifications include changes, exceptions or adjustments to our rules, policies, practices, and procedures to provide everyone with the opportunity to use all our services. Reasonable Modification Requests can be made by us at 937-425-8300, Ohio Relay at 800-750-0750 (or 7-1-1) or by email at customerservice@greaterdaytonrta.org.

How can I access accessible information or if I need communication assistance?

Information can be printed in braille, large print, or sent electronically via email. For special requests contact us 937-425-8300, Ohio Relay at 800-750-0750 (or 7-1-1) or by email at customerservice@greaterdaytonrta.org.

The following communication assistance is available for all public meetings we conduct:

- Language interpreters.
- Sign-language interpreters.
- Assisted-listening devices.

Please notify us of the communication assistance you require at least 48 hours in advance of the meeting you wish to attend by calling 937-425-8300 or by email at customerservice@greaterdaytonrta.org.

What if I still have questions?

Please contact us anytime at 937-425-8300 or visit us at www.irisdaytonrta.org for more information. For TDD, use Ohio Relay at 7-1-1.

FACILITIES CODE OF CONDUCT

Updated: July 1, 2020

This facility is owned and operated by the Greater Dayton Regional Transit Authority (RTA). The RTA has enacted this Code of Conduct to ensure a safe, convenient and enjoyable experience for customers using our transit services.

The Code of Conduct establishes reasonable expectations with regards to behavior for all persons on RTA property. Any person's failure to comply with the Code of Conduct may result in removal from the property, prohibition from RTA's facilities and services (including buses) in the future, criminal prosecution, and further penalty as outlined in Ohio Revised Code 306.99.

WHILE YOU ARE ON RTA PROPERTY, YOU ARE PROHIBITED FROM:

1. Carrying or possessing weapons of any kind, except lawfully carried and possessed firearms.
2. Using profanity or engaging in any disruptive or threatening behavior.
3. Destroying, damaging or defacing RTA property or the property of its customers and tenants.
4. Loitering, delaying or lingering about the property or its exterior.
5. Littering.
6. Smoking (including e-cigarettes), except in clearly designated areas.
7. Obstructing facility entrances or interfering with the free flow of pedestrian traffic.

8. Possessing an open alcoholic beverage or public intoxication.
9. Possessing, selling, or using any illicit or illegal drugs or related paraphernalia.
10. Gambling.
11. Unsafe or Disruptive behavior such as running, riding a bike or scooter, skating or skateboarding on the property.
12. Making or causing noise loud enough, including electronic devices, to disturb the peace of other persons.
13. Soliciting, picketing, handbilling, distributing, or selling materials on RTA property without the prior written consent of RTA.
14. Failing to wear clothing that appropriately covers your body and undergarments so as not to offend others. Additionally, failing to wear shoes and shirts or wearing apparel that has obscene language or gestures or racial, religious, sexual, ethnic or other slurs or comments that are likely to create a disturbance or otherwise disturb the peace of other persons.
15. Wearing ski masks or other non-health related face coverings. Face coverings worn for religious purposes are allowed.
16. Engaging in any unlawful activity or any behavior that is disruptive to RTA's business or offensive to the general public.
17. Carrying or transporting animals, except for service animals or those in appropriate carriers.

This Code of Conduct will be strictly enforced. Any person who has been denied access to any RTA facility may appeal that decision to the RTA Chief Operating Officer by providing written notice of appeal within 14 days of removal to 600 Longworth Street, Dayton, OH 45402.

Rules of the Road

Updated: July 1, 2020

1. No smoking (including e-cigarettes), eating, or drinking on RTA vehicles. Food and drinks carried onboard must be in a sealed container.
2. Customers must wear clothing that appropriately covers their body. Customers must wear shoes and shirts and may not wear apparel that has obscene language or gestures or racial, religious, sexual, ethnic or other slurs or offensive comments
3. Customers must use headsets when listening to audio and video devices.
4. Customers are asked to refrain from speaking on cell phones while on RTA vehicles.
5. Customers must not use profanity or engage in disruptive or threatening behavior.
6. Vandalism of RTA property or littering will not be tolerated.
7. Customers must keep aisles clear.
8. Customers must remain behind the standee line when the bus is in motion.
9. Bicycles must be functional and able to be secured on the bike rack.
10. Customers prior to boarding the vehicle, are responsible for providing a valid form of payment, ensuring an appropriate account balance, and providing proof of eligibility when obtaining a reduced fare.
11. Customers must vacate designated seating areas for older customers and customers with disabilities as requested by RTA drivers.

12. Customers may not carry onto an RTA vehicle any item which could cause injury or damage to RTA customers or property, including hazardous materials, except lawfully carried and possessed firearms.
13. Customers must maintain personal hygiene so as not to offend fellow customers.
14. Ski masks or other non-health related face coverings must be removed upon boarding RTA vehicles. Face coverings worn for religious purposes are allowed.
15. Loitering on vehicles is prohibited. RTA services are designed to provide mass movement of customers for single trip purposes to maximize customer safety and comfort.

RTA Call Center and RTA Certification 937-425-8300
TDD us Ohio Relay at 7-1-1

4 S. Main St. • Dayton, OH 45402
www.iriderta.org