

## **City of Casper**

### **ADA Complementary Paratransit Service Riders' Guide**

#### **Introduction**

Casper Area Transit is the public transportation provider for the City of Casper and the surrounding area. Our goal is to provide the best possible transportation service to our customers.

Casper Area transit operates three types of service:

- Accessible fixed-route bus service (branded LINK)
- ADA complementary paratransit service (branded ASSIST)
- Door-to-door service (branded ASSIST)

Casper Area Transit's fixed-route buses are lift-equipped, making them accessible for people who use a mobility device or cannot climb stairs. Our drivers receive special training in assisting people with disabilities. Our goal is to make our fixed-route accessible and convenient for everyone.

Casper Area Transit's door-to-door and ADA complementary paratransit service provides comparable service to our regular fixed-route service for citizens whose disabling conditions prevent their use of the regular bus service (must complete the application process) within defined service boundaries. Door-to-door and ADA complementary paratransit applications are available in large print, PDF format or Word format. The rider should expect a shared-ride service. Others may be picked up after or dropped off before the rider reaches their destination. Should the system reach capacity, passengers who are certified ADA paratransit eligible will be given priority. Whenever possible, fixed route buses are to be utilized.

Any person who rides onboard a Casper Area Transit vehicle is deemed to have accepted the normal risks that may be encountered when traveling onboard a public vehicle. Casper Area Transit staff members do their utmost to operate in a safe and professional manner at all times. Passengers are reminded that sudden stops may occur without warning. Passengers shall remain seated and utilize seatbelts while the vehicle is in motion.

If you have any questions on this Riders' Guide or our services, please call Casper Area Transit at 307-235-8214.

#### **Application Process**

Any individual wishing to apply for ADA complementary paratransit eligibility, based on a disability, may pick up an application at the Casper Area Transit office at 1715 E. 4<sup>th</sup> Street, Casper, on the website at [www.casperareatransit.org](http://www.casperareatransit.org), or call 307-235-8214 to obtain an application by mail.

On the application form, each applicant must provide the name and address of a health care professional who is familiar with the applicant's disabling condition, and how that condition prevents the applicant from using fixed-route service. **Any fees charged for the completion of certification forms are *NOT* the responsibility of the City of Casper or Casper Area Transit.**

Under the ADA, the standard for determining eligibility is not whether a disabling condition exists, but whether (or under what circumstances) the applicant's disabling condition prevents them from using the regular fixed-route bus service. In some cases, eligibility is established for certain circumstances only.

An eligibility determination will be made, and the applicant will be notified in writing, within 21 calendar days after the completed application has been received. If it takes longer than 21 days to complete the process you will receive presumptive eligibility until the application process is completed. Eligibility will remain in effect a maximum of 3 years. Eligibility will be valid for at least 90 calendar days (depending on eligibility criterion). Recertification is required at the end of the eligibility period. If you are dissatisfied with your eligibility determination, you may appeal within 60 calendar days of the date of the letter notifying you of your eligibility status. Please review the section on how to file an appeal later in this guide.

### **Visitors**

Visitors from out of town who are certified ADA-eligible by another transit provider, provide documentation of a disability, or self-certify that they have a disability that prevents them from using the fixed-route buses may use the ADA complementary paratransit service for up to 21 calendar days in a 12 month period without going through the application process. Casper Area Transit may request proof of residency. Please call 307-235-8214 for a visitor's pass. A visitor who needs ADA complementary paratransit service for more than 21 calendar days in a 12 month period must apply for eligibility.

### **Service Area**

Casper Area Transit provides ADA complementary paratransit service within a 3/4 mile radius of a Casper Area Transit fixed route. All trips must take place within the defined service area. Casper Area Transit will determine whether your trip is eligible when you call to schedule a ride.

#### **Service boundaries**

- South – Wyoming Boulevard SW (SR-258)
- North – Events Drive at the Ford Wyoming Center
- East – Granite Peak Boulevard on 2<sup>nd</sup> Street
- West – Valley Drive and CY Avenue (SR-220)

### **Service Hours**

Casper Area Transit's ADA complementary paratransit service operates the same days and hours as our fixed-route service. For Monday through Friday, trips can be scheduled for a pick-up as

early as 6:30 a.m. and drop off until 6:30 p.m. On Saturdays, trips can be scheduled for pick up at 7:30 a.m. and return trips until 3:30 p.m.

No service is provided on Sundays.

### **Holidays**

No service is provided and the office is closed on the following holidays:

- New Year's Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

When a named holiday falls on a Saturday, the preceding Friday is recognized as the holiday. When a named holiday falls on a Sunday, the holiday is recognized on the following Monday.

### **Fares - \$2**

For passengers with an Americans with Disabilities Act (ADA) certification on file with Casper Area Transit, the fare is \$2. Children 12 and under accompanying the qualified passenger ride for \$1. Passengers are charged for each leg of a trip. Payment is required at the time of boarding. If a passenger does not have payment, service will not be provided. Fares may be paid with cash (must have exact fare as drivers do not carry change) or an ASSIST ticket.

ASSIST tickets may be purchased at the Casper Area Transit Office at 1715 East 4<sup>th</sup> Street, or by calling 307-235-8214. Casper Area Transit does not accept credit cards as form of payment on the buses.

### **Personal Care Attendants and Companions**

If you require the assistance of a personal care attendant, the attendant travels with you at no charge. The need for a personal care attendant is identified in the application process. At the time of scheduling a ride, please indicate if you will have a personal care attendant with you. The attendant must get on and get off at the same location as you.

At least one companion may accompany you. Companions will pay the same fare as the ADA eligible rider. At the time of scheduling a ride, please indicate if a companion will accompany you. Companions must get on and get off at the same location as you.

## **Service Animals**

A “service animal” is any guide dog, signal dog or any other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. (28 CFR §36.104)

Service animals are always welcome. The passenger must have the service animal fully under control at all times so as not to disrupt other passengers or the schedule. Service animals may not occupy a seat. Drivers cannot and will not assume any responsibility for service animals. At the time of scheduling a ride, please indicate if a service animal will accompany you.

## **Scheduling Rides**

Reservations can be made at least the day before or up to 14 calendar days in advance by calling 307-235-8273, between 8 a.m. - 5 p.m., Monday - Friday. A telephone answering machine is available on Sundays and holidays between 8 a.m. - 5 p.m. Drivers cannot take reservation requests or trip changes from passengers.

## **Prepare for Your Call**

Following is the information the dispatcher will need to schedule your trip:

- Name
- Date of travel
- Origin address
- Destination address
- Desired arrival time
- Desired pick-up time
- Whether you use a wheelchair or walker
- Whether a personal care attendant, companion, or service animal will accompany you

The dispatcher will let you know your pick-up and return times, or may call back later with the times. Casper Area Transit will make every effort to schedule your trip at the desired times. The ADA allows the ride to be scheduled up to one hour before or one hour after the requested times.

## **Return Trips**

Casper Area Transit requires return trips to be scheduled at the same time original trips are scheduled. Passengers should anticipate the latest possible time needed for their return and schedule a trip for that time. If you are ready to return before your scheduled time, please call Casper Area Transit. We will make every effort to pick you up at the earlier time.

## **On Time Performance**

Please be ready to go 15 minutes before the scheduled pick-up time. Casper Area Transit makes every effort to arrive as close to the scheduled pick-up time as possible. However, service will be considered on time if it is within 15 minutes before or 15 minutes after the scheduled pick up time. Example: If your scheduled pick-up time is 9:30 a.m., the vehicle may arrive between 9:15 a.m. - 9:45 a.m.

Drivers, after arriving within the pick-up time period, will wait up to 5 minutes. Passengers who are not at their scheduled pick-up point and ready to go by that time, will be considered a “no-show” and the driver will leave. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment. If you know that you will be detained during a medical appointment, please notify Casper Area Transit at 307-235-8273 as soon as possible. When you are ready, call Casper Area Transit and we will dispatch the next available vehicle to pick you up.

## **Negotiating a Trip Request**

Casper Area Transit is not always able to give riders the exact time they request. ADA allows for a negotiated pick-up time of up to one hour on either side of the request. Casper Area Transit makes every effort to offer trip times as close as possible to those requested. However, if a rider refuses the negotiated trip time, it is considered a customer trip refusal and not a denial of service. Riders should be aware that the trip may be shared with other Casper Area Transit customers in compliance with ADA laws.

## **Cancellations**

If you are unable to make your scheduled ride for any reason, please call the office at 307-235-8273 at least 2 hours prior to your scheduled pick-up time to cancel your ride. Cancellations made within 2 hours of the scheduled pick-up time will be considered a no show. Casper Area Transit drivers cannot make schedule changes for you.

## **No Show Policy**

A no show occurs when:

- You fail to show up for your scheduled trip.
- You fail to cancel at least 2 hours prior to your scheduled trip.
- You are not ready within 5 minutes of the driver's arrival during the pick-up window.

If you are a no show for your going trip, your return trip will remain unless you call to cancel. No shows are not counted when they are due to situations beyond the rider's control, such as: medical emergency, hospitalization, sudden illness.

Riders may be suspended from paratransit service when they show a "pattern or practice" of no shows, which occurs when:

- Rider has (4) or more no shows in a calendar month; AND
- The number of no shows represents more than 20% of the trips booked by the rider in the same calendar month.

Consequences for pattern and practice of no shows:

1st violation - letter of warning

2nd violation - 5 day suspension

3rd violation - 15 day suspension

4th violation (and subsequent violations) - 30 day suspension

Casper Area Transit will notify you by mail of the date on which the suspension will begin, which will be no less than 15 calendar days from the date the letter is sent. Passengers have the opportunity to appeal any no shows listed. Appeals should be addressed to: Casper Area Transit, No Show Appeals, 1715 East 4<sup>th</sup> Street, Casper, WY 82601. Riders who miss the appeal request deadline will be suspended from Casper Area Transit on the date listed on the suspension notice. All suspension appeals follow Casper Area Transit's appeal policy.

### **Wheelchairs and Mobility Devices**

In accordance with the ADA, Casper Area Transit vehicles are designed to accommodate mobility devices that, when measured at two inches off the ground, are not more than thirty inches wide and forty-eight inches long and weigh no more than six hundred pounds when occupied. If your mobility device exceeds these specifications, we may still be able to transport you. Please call Casper Area Transit for an evaluation to determine whether we can accommodate your mobility device. Passengers must be in an upright sitting position for transport. All mobility devices must be in safe operating condition.

### **Driver Assistance**

Casper Area Transit drivers are specially trained to assist you. Drivers will:

- Deploy lifts and ramps for persons using mobility devices and those without mobility devices who cannot navigate the bus steps, upon request.
- Secure passengers using mobility devices.

To ensure your safety and the safety of our drivers, Casper Area Transit has the following restrictions:

- Drivers will not assist passengers using wheelchairs up or down steps. Please arrange with someone else to assist you.
- Drivers will not carry packages.
- Drivers will not dress passengers.
- Drivers will not search a passenger's body or belongings for the appropriate fare or ticket.

- Drivers will not clear pathways of ice, snow, or other barriers anywhere, except at the Transfer Station.

### **General Ridership Policies**

Casper Area Transit has established the following general ridership policies for ADA complementary paratransit service. Many of the policies also apply to Casper Area Transit's fixed route service.

- If a passenger uses oxygen, the tank must be portable, i.e., the passenger must be able to carry the tank into the vehicle themselves. If the passenger is in a wheelchair, the tank must be attached to the wheelchair. Once on board, the portable oxygen tank must ride in a secure location, for example, in the passenger's lap, in front of the passenger on the floor between seats, or on the floor behind the modesty panel.
- All passengers must wear seatbelts.
- Child restraints must be used.
- Strollers, grocery carts and walkers must be folded and stored out of the aisles.
- Children may not remain in strollers during vehicle movement.
- All passengers using a wheelchair or scooter must use the restraint system that is used to secure the wheelchair or scooter to the floor of the vehicle.
- The number of packages a passenger can have along is limited to the equivalent of or four (4) grocery bags, which passenger must be capable of carrying themselves.
- Large items such as furniture, etc. are not permitted on Casper Area Transit buses.

### **Extreme Weather Conditions**

In the event of extreme weather conditions which make travel unsafe, Casper Area Transit may cancel service. This announcement is made public through local media. Therefore, you must tune in to local radio, television or the website ([www.casperareatransit.org](http://www.casperareatransit.org)), as this is the only notification that will be provided.

### **Riders' Code of Conduct**

As a rider on the Casper Area Transit system, I agree to:

- Wear a shirt and shoes at all times
- Have exact change ready as the driver cannot make change
- Refrain from smoking, eating or drinking on the bus and have all drinks and food contained in spill-proof containers
- Use electronic devices, such as a radio or walkman only with headphones as long as the sound is not audible to others
- Not distract the driver and stay behind the yellow line while the bus is in motion
- Yield the seats in the front of the vehicle for senior and disabled customers

- Not bring on the bus pets or animals with the exception of service animals which are trained to assist individuals with a disability as defined by the Americans with Disabilities Act (ADA)
- Not bring on the bus any article defined as a weapon
- Stay clear of doorways and stairwells
- Refrain from fighting, using vulgar, offensive or abusive language, pushing, shouting or participating in rough behavior
- Remove children from strollers and fold down strollers
- Not bring on the bus any cart that cannot be folded or put between the seats
- Not bring on the bus certain restricted items including used gasoline cans, car batteries, skateboards, scooters and skates (unless placed in a bag or container with wheels covered), tires or any object too large to fit between passenger seats
- Keep aisle clear of grocery bags or other packages
- Not interfere with the safe operation of the bus
- Respect the instructions of the bus driver in regard to the vehicle's operation
- Keep conversations between riders or on cell phones to a reasonable volume
- Not occupy more than one seat
- Not hang out, reach out or put anything out of Casper Area Transit bus windows
- Refrain from loitering, soliciting for contributions or distributing materials on Casper Area Transit properties
- Keep feet off the seats, off the back of the seats, and off the bus walls
- Remain seated while vehicle is in motion

These rules are not intended to be complete. They serve as a guide only. Violation may result in removal from the bus.

### **Appeals Process – Eligibility Determination**

You may appeal your ADA (Americans with Disabilities Act) complementary paratransit eligibility determination or paratransit suspension within 60 calendar days of receipt of denial letter or suspension letter.

Your request must be made in writing. The appeal is decided by an Appeals Committee made up of three individuals independent from the Transit Division who did not take part in the original eligibility determination or suspension determination. Casper Area Transit will notify you of the date and time of the Appeals Committee meeting and you may be present. A written decision will be issued within 30 calendar days of the written request of the appeal.

Send appeal requests to:

Casper Area Transit  
 Appeals Committee  
 1715 East 4<sup>th</sup> Street  
 Casper, WY 82601

Denied or suspended applicants may reapply for service at any time if there is a change in their functional mobility or after 6 months from the date of their denial/suspension.



## **Statement of Rights**

Casper Area Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services on the basis of race, color, or national origin, or any other characteristics protected by law, including Title VI of the Civil Rights Act of 1964, as amended. Further, under the Americans with Disabilities Act (ADA) of 1990, no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation service.

To obtain more information on Casper Area Transit's nondiscrimination obligations or to file a complaint, contact Casper Area Transit, Attention Complaints, 1715 East 4<sup>th</sup> Street, Casper, WY 82601. For questions or further assistance, please contact Casper Area Transit at (307) 235-8214. You may file a written complaint no later than 180 calendar days after the date of the alleged discrimination.

Information on non-English alternative formats may be obtained from the Casper Area Transit Office.

## **Surveillance**

Casper Area Transit buses and facilities are equipped with audio and video surveillance.