



*Paratransit
Service
Guide*



Metro Ride paratransit service is public Transportation for persons with disabilities. Access to this service is limited to persons whose physical or mental disability **prevents** them from riding Metro Ride busses. Please note that all Metro Ride busses are equipped with wheelchair lifts that can be used with or without a wheelchair. Metro Ride paratransit service was designed to meet the service standards established by the Americans with Disabilities Act of 1990 (ADA).

We hope this guide answers all of your questions. If you need further information, please don't hesitate to contact us. We're here to provide safe, reliable, dependable, and efficient public transportation for persons with disabilities.

ORIGIN-TO-DESTINATION SERVICE

Metro Ride paratransit is an "origin-to-destination" service, meaning that passengers will meet the van at the curb near the pick-up address, and will be left at the curb near their destination address. Passengers are expected to get to the curb at the pick-up point and from the curb at the destination point on their own. If the passenger has a disability that requires assistance in traveling to or from the curb, that passenger is to arrange for a Personal Care Attendant (PCA) to provide the needed assistance.

Metro Ride drivers are expected to offer and provide assistance as needed for passengers boarding and/or exiting the bus. This includes assistance in climbing the steps of the bus, deploying the lift or ramp, and assistance for both ambulatory passengers and those in wheelchairs.

In isolated situations where the passenger's disability necessitates assistance to or from the curb and the passenger is without a PCA, then the Metro Ride driver will assist the passenger from the entrance of the pick-up location to and on the bus. The driver will also assist the passenger off the bus and to the entrance of the destination, unless this will take the driver out of sight of the vehicle, or there is an unsafe condition. Passengers are to let Metro Ride know at the time the trip is booked that they will need additional assistance and do not have access to a PCA.

While driver assistance in boarding or exiting the bus is routine and customary, any assistance beyond the curb is an exception and is provided only to passengers whose disabilities necessitate such extra assistance. Passengers knowing they will need extra

assistance should inform Metro Ride of this at the time the trip is booked. However, in providing assistance beyond the curb, the driver is never expected to place himself or herself, or the customer in danger (i.e., pushing/pulling/lifting weights that strain the driver, traveling over threatening or potentially harmful terrain, slippery surfaces, etc.).

Passengers requiring additional assistance on a regular basis must provide this information as part of the application process for complementary ADA paratransit eligibility or at the time that a change in circumstances makes the regular provision of additional assistance necessary. Drivers will at no time provide services that exceed door-to-door service.

When the passenger is transported to facilities with multiple entrances, such as a mall or hospital, the driver may drop off the passenger at any safe location of the passenger's choosing. However, the driver is to inform the passenger of the designated pick-up point and advise the passenger of his or her responsibility to be at that specific pick-up point during the entire thirty (30) minute pick-up window.

If you are unable to navigate without assistance once you arrive at your destination, you should travel with a personal care attendant. Please note that Personal Care Attendants ride free. Metro Ride does not provide personal care attendant services.

SHARED-RIDE SERVICE

Metro Ride paratransit is a shared-ride service, meaning that you may be sharing your ride with other passengers. We try to combine passenger trips as much as possible to increase efficiency and save taxpayer dollars.

SERVICE AREA

Metro Ride paratransit service is provided in the City of Wausau, in all areas that are within 3/4 of a mile from a regular bus route. The origin and destination of all trips must be within the Metro Ride service area.

SERVICE HOURS

Metro Ride paratransit service is provided on the same days and during the same hours as Metro Ride bus service as follows: Monday through Friday from 6:30AM until 6:30 PM.**

- ** Please note that the last ride of the day must be scheduled 30 minutes prior to the ending time, as the driver and the vehicle are to be back to the garage at this time.

CERTIFICATION OF ELIGIBILITY

Metro Ride determines eligibility for all applicants. Eligible paratransit program participants are certified for services for a maximum period not to exceed two (2) years. It is the participant's responsibility to renew their application prior to the expiration date. The eligibility period will depend on the paratransit participant's specific disability and circumstance (if temporary). Eligibility for Metro Ride paratransit may be on a "conditional" basis, meaning service will only be provided for those rides in which ADA paratransit eligibility standards have been met. Riders will be required to use Metro Ride bus services or find alternative transportation for rides that are not deemed as ADA paratransit eligible.

Re-certification for services will be required of each paratransit participant prior to the expiration of the current eligibility period. New applicants and re-certifying riders must complete an application to identify their potential, rather than limitations in their ability to use Metro Ride bus service.

CONTACT INFORMATION

You can contact Metro Ride during the following hours:

Monday - Friday, 8:00 am - 4:30 pm

Metro Ride, 420 Plumer Street, Wausau, WI 54403

Phone: 842-9287, Fax 842-1541, TDD: 715-843-6827

Email: metroride@ci.wausau.wi.us

SCHEDULING YOUR RIDE

To schedule a ride, please call Metro Ride at 715-842-9287 between 8:00 am and 4:30 pm, Monday thru Sunday. Reservation requests must be made by 4:30 pm, at least one day in advance. All rides are to be scheduled for specific times (including return rides from medical and dental appointments). Be sure to allow plenty of time to finish your appointment in order to meet the vehicle at your scheduled pick up time. When scheduling a ride, please be prepared to answer the following questions:

- What is your name?
- What is your pick-up address?
- On what date do you wish to travel?
- What time is your appointment time/what time do you need to be at your destination?
- What is the street address of your destination?
- Will you be traveling with a Personal Care Attendant (PCA?).

- Will you be traveling with a guest (including children) other than your PCA?

ALTERNATIVE TRAVEL TIMES

Metro Ride paratransit tries to combine passenger rides whenever possible. You may be asked to schedule your ride up to one (1) one hour before or (1) one hour after your desired travel time, as established by the ADA.

SUBSCRIPTION SERVICE

Subscription Service is available for recurring rides (ie: work, school, therapy, etc.). Reservations can be made in advance for periods of 2-12 months. Users are discouraged from scheduling subscription service if they don't intend to use it. Three (3) cancellations of the same subscription ride in a one (1) month period will result in the loss of subscription service, and future reservations will be required on a one-day advance only basis.

WHEN TO BE READY FOR PICK-UP

When you call to schedule a ride, we will ask you a series of questions to determine your travel needs. Based on your responses, we will provide you with a "ready time window". This is a 30-minute period of time when you should be ready and waiting for your pick-up. We will arrive any time within your "ready time window". Please be ready, because the driver will only wait five (5) minutes upon arrival. **If the rider is not ready at the pick-up location within five (5) minutes, the driver will leave and the ride will be recorded as a No-Show.**

WHERE TO WAIT

When you call to schedule your ride, please ask where you should wait. When the vehicle pulls up, the driver will wait five (5) minutes for you to get out to the vehicle. The driver will not come to the door and will not provide assistance, other than helping you get in and out of the vehicle unless your disability necessitates additional assistance and you have notified Metro Ride in advance of your trip. If you are unable to navigate without assistance once you arrive at your destination, you should travel with a personal care attendant. Please note that Personal Care Attendants ride free. Metro Ride does not provide personal care attendant services.

WHEN THE VEHICLE ARRIVES

You are required to pay the cash fare to the driver prior to boarding. The driver cannot

take you to your requested destination without the required fare.

BOARDING WHEELCHAIRS AND OTHER MOBILITY DEVICES

All mobility devices must be secured to the Metro Ride vehicle. Metro Ride will accommodate wheelchairs, scooters and other mobility devices so long as they fit into the vehicle and are not too heavy for our lift equipment. Mobility devices that are larger than can be accommodated may be denied service aboard Metro Ride vehicles. Please note that Metro Ride does not provide wheelchairs or other mobility devices.

DROP OFF

The driver will assist the rider out of the vehicle at their destination. Assistance beyond the curb is an exception and is provided only to passengers whose disability necessitates such extra assistance. Passengers knowing they will need extra assistance should inform Metro Ride of this at the time the trip is booked. In providing assistance beyond the curb, the driver is never expected to place himself or herself, or the customer in danger (i.e., pushing/pulling/lifting weights that strain the driver, traveling over threatening or potentially harmful terrain, slippery surfaces, etc.). The driver will not enter the building.

If you are unable to navigate without assistance once you arrive at your destination, you should travel with a personal care attendant or have someone meet you there. Please note that Personal Care Attendants ride free. If the driver determines that the rider should not be left unattended and a personal care attendant is not available to assist, the driver will wait five (5) minutes and then return the rider to the origin of their trip.

HOW LONG WILL THE VEHICLE WAIT FOR YOU?

Metro Ride drivers will wait five (5) minutes for a rider at their pick-up location, when arriving within the thirty (30) minute ready-time window. **If a rider is not available within the five (5) minute wait time, the driver will consider the rider a no-show and will depart the location.**

LATE VEHICLE

If the vehicle has not arrived at the end of your ready time window, please call Metro Ride at 715-842-9287.

CHANGING RESERVATIONS

If you need to change your reservation, contact Metro Ride at least one (1) hour prior to your scheduled pick up time. Please note that changes made on the day of your scheduled

ride will only be accommodated if space is available.

RIDE CANCELLATIONS

Canceling your ride well in advance allows Metro Ride to redirect vehicles to other riders needing service. Rides must be cancelled at least one (1) hour prior to your scheduled pick up time. **Rides that are not cancelled at least one (1) hour before the scheduled pick up time will be considered No-Shows.**

NO-SHOW POLICY

A No-Show occurs when you fail to board the paratransit vehicle within five (5) minutes after it arrives within the ready time window. A No-Show will also occur if you fail to cancel your scheduled ride at least one (1) hour prior to your scheduled pick up. We ask that you do your best to avoid No-Shows.

RETURN RIDE CANCELLATION

If you are a No-Show for your ride to a destination, and you had scheduled a return ride from that destination, **Metro Ride will not automatically cancel your return ride for you. If you do not need the return ride, you must cancel at least an hour prior to your scheduled pick up.**

PENALTIES FOR A NO-SHOW

Each no-show will count as one occurrence. The first and second occurrence of no-show will trigger a phone call. A third occurrence of no-show within a rolling 30-day period will trigger a written notice. An additional occurrence beyond the first 3 no-shows within a 30-day period will result in a 14-day suspension of service, if it results in a percentage of 10% of scheduled rides or higher. If the percentage threshold of 10% of scheduled rides has not been reached, another written notice will be provided.

Any further occurrences within a 6 month period after the initial 14-day suspension, which also meet or exceed the 10% or higher threshold will result in progressive sanctions; a 21-day suspension, followed by a 28-day suspension of service. Repeated instances within the 12 month period following the 28-day period may result in additional suspension(s) or termination of service. All suspension notices include a copy of this policy, information on disputing no-shows and how to appeal suspensions.

Suspensions typically begin on Mondays.

PERSONAL CARE ATTENDANT (PCA)

A Personal Care Attendant (PCA) may accompany a registered paratransit rider at no additional charge. Your file must indicate that you are eligible to have a PCA travel with you. You must reserve space for your PCA when scheduling your ride. Metro Ride does not provide PCAs. PCAs must be picked up and dropped off at the same location as the certified Metro Ride paratransit customer.

GUESTS

Guests are welcome to ride with you for the current fare. Due to limited space, each rider is allowed one guest per ride. You must reserve space for your guest (including children) when scheduling your ride. Seating for more than one guest is on a space available basis when scheduling your rides. Children accompanying you are considered traveling guests. Children under the age of five (5) can travel free, but must be accompanied by an adult. Guests must be picked up and dropped off at the same location as the certified Metro Ride customer. If a rider is traveling with a child who is four (4) years of age or younger, or weighs 40 pounds or less, Metro Ride requires that the child be secured in a child safety seat. Metro Ride does not provide child safety seats for children.

PACKAGES

Riders are limited to three (3) grocery bags or similar sized packages on board the Metro Ride vehicle. Drivers will assist in loading/unloading these packages at the curb. At no time will the driver go to the door of the house/building. Packages should weigh no more than 20 pounds each.

VISITORS

Metro Ride provides 21 days of paratransit service per year to out-of-town visitors. These 21 days do not have to be consecutive. If you have been certified as ADA eligible by another transit system, please send us eligibility documentation and contact information to Metro Ride so your reservation(s) can be booked into our scheduling system before you arrive. If you are not currently certified, please contact Metro Ride to arrange for a short eligibility interview. We will require documentation of your disability or a certification that you are unable to use fixed-route buses as proof of eligibility. We will also require proof of residency.

SERVICE ANIMALS

Guide dogs and other service animals are allowed to accompany you. Please inform Metro Ride of your intent to travel with a service animal when you schedule your ride.

REQUESTS FOR REASONABLE MODIFICATION OF SERVICES

Metro Ride will honor and accommodate any reasonable request for modification of services, as long as the request:

1. Does not fundamentally alter the service;
2. Does not create a direct threat to the health and safety of others; or
3. Is unnecessary for the disabled individual to fully use Metro Ride services for their intended purpose.

All requests for reasonable modification should be made as soon as possible. Advanced notice will allow for proper consideration and planning. Requests for reasonable modification on Metro Ride Paratransit should be made at the time a trip is scheduled. Requests for information in another language or another format will also be accommodated to the best of our ability.

RULES OF CONDUCT

Riders are asked to follow these rules of conduct to ensure the safety and comfort of all riders and the operator.

- No eating, drinking, or smoking on board.
- No riding under the influence of alcohol or illegal drugs.
- No abusive, threatening, or obscene language or actions.
- No deliberate fare evasion.
- No physical abuse of another rider, or the operator.
- No operating or tampering with any equipment while on board the Metro Ride vehicle.
- No radios, cassette tape players, compact disc players, or other sound generating equipment to be played aboard the vehicle without the use of headphones.

Riders who violate rules of conduct are subject to penalties, up to and including suspension of service. Please note that riders who engage in physical abuse or cause physical injury to another rider or operator may be subject to immediate and permanent suspension, and possible criminal prosecution.

SNOW/ICE REMOVAL POLICY

In order to provide safe transportation for our customers, Metro Ride requires driveways and walkways to be clear of snow and ice before pickup and drop-off times. Anytime a driver feels it is unsafe to enter or exit a driveway, or to load or unload a customer due to slippery conditions, the driver will not provide pick-up/drop-off at that location.

APPEAL PROCESS FOR SERVICE SUSPENSION OR TERMINATION

A rider who wishes to dispute the basis for a suspension or termination of service may request an appeal hearing within ten days of notification by writing to:

Metro Ride Paratransit, 420 Plumer Street, Wausau, WI 54403

METRO RIDE PARATRANSIT FARES

Certified User	\$2.25
Guest	\$2.25
Personal Care Attendant (PCA)	Free
Children under age five (5)	Free with paid adult

All eligible riders, regardless of age, must pay the cash fare each time when boarding. Notices will be posted in Metro Ride vehicles in the event of a fare increase. **Please note that operators are not allowed to accept tips or gratuities.**

ADA COMPLAINT PROCEDURES

All complaints regarding the Americans with Disabilities Act (ADA) shall be dealt with as follows:

1. Complaints received shall be forwarded the Transit Director.
2. The Transit Director shall review the complaint and respond to the complainant in writing with ten (10) business days.
3. If the complaint cannot be resolved by the Transit Director, the complainant shall be informed in writing that the complaint has been forwarded to the Transit Commission.
4. A response to the complaint shall be issued by the appropriate authority within thirty (30) days after referral from the Transit Director.
5. A final written response to all Civil Rights complaints shall be issued within forty (40) days of receipt.