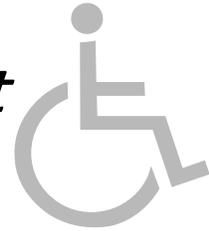




Paratransit Service Guide



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's disability prevents them from traveling to or from the curb without assistance, the 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, the Metro Ride driver will assist the passenger from the entrance of the pick-up location to and onto 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 an unsafe condition is present. Passengers are to let Metro Ride know at the time the trip is booked that they will need additional assistance and they 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. When 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 exceeds 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 when the vehicle arrives (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 Monday through Friday from 6:30 a.m. until 6:30 p.m. Please note that the earliest pick up time cannot be before 6:45 a.m. and the latest pick up time cannot be after 6:00 p.m.

CERTIFICATION OF ELIGIBILITY

Metro Ride determines eligibility for all applicants to the Metro Ride paratransit program. Eligible participants will be certified for a period not to exceed two (2) years. Length of eligibility may be less if applicant disability and circumstance are temporary.

Applicants may be granted “conditional” eligibility, meaning that paratransit service will be provided only under certain conditions. Applicants may use Metro Ride’s ADA accessible bus service for those trips where eligibility conditions are not met.

Recertification of eligibility must be obtained by the paratransit participant prior to expiration. Please notify Metro Ride of your desire for recertification by using the contact information shown below.

CONTACT INFORMATION

Metro Ride office hours:

Monday – Friday
8:00 a.m. - 4:30 p.m.

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 p.m., Monday thru Sunday. Reservation requests must be made no later than 4:30 p.m. on the day prior to your trip. All rides are to be scheduled for specific times (including return rides from medical and dental appointments). Be sure to allow plenty of time for your appointment so you can 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?
- On what date do you wish to travel?
- What is your pick-up address?
- 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 permitted 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 do not 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

The Americans with Disabilities Act (ADA) provides that public transit systems establish and enforce a No-Show policy, to encourage responsible trip scheduling and paratransit use.

Metro Ride anticipates that paratransit trips will occasionally result in a no-show and the reason is sometimes beyond the rider's control. However, a pattern or practice of no-shows or late cancellations can be costly and it reduces the efficiency and effectiveness of the Metro Ride paratransit program. This no-show policy is intended to reduce missed paratransit trips and late cancellations in order to provide better service to our riders.

A No-Show occurs when the rider fails to be present to board the vehicle at the pick-up point, within five (5) minutes after the vehicle arrives within the ready-time window. A No-Show also occurs when a scheduled trip is cancelled less than one (1) hour prior to a scheduled pick up.

Riders who establish a pattern or practice of missing scheduled trips may be suspended from service. Trips missed for reasons beyond the rider's control (including but not limited to trips missed due transit system error) will not be used in determining that a pattern or practice exists. No-shows that are beyond the rider's control will not be the basis for suspending paratransit service.

NO-SHOW NOTICES AND SUSPENSIONS

Metro Ride will notify riders by telephone or in writing when a scheduled ride results in a no-show. If a rider exceeds the No-Show Limits per Month, they will be subject to Suspension of Service. New riders will not be assessed a no-show for their first five (5) trips. Limits and suspension schedules are as follows:

No-Show Limits per Month

Trips Taken	No-Shows Permitted
1 to 20 trips *	Maximum 2 per month
21 to 30 trips	Maximum 3 per month
31 to 40 trips	Maximum 4 per month
41 to 50 trips	Maximum 5 per month
51 to 60 trips	Maximum 5 per month

** No penalty for new riders for first five (5) trips*

No-Show Suspension of Service

1st violation	letter of warning
2nd violation	3-day suspension of service
3rd violation	5-day suspension of service
All subsequent violations	10-day suspension of service

A record of no-show violations will be kept only for a six-month period of time. This ensures that someone with a no-show problem in January, will not be unduly punished in August unless the problem persists.

Before suspending service, Metro Ride will notify the individual by letter and provide an opportunity for appeal. Riders must submit written appeal requests within 60 days of the date of the notice of the suspension letter. Paratransit service will continue until an appeal is heard and decided. Riders who miss the appeal request deadline will be suspended from Metro Ride Paratransit on the date listed on the suspension notice. All suspension appeals will follow the Metro Ride paratransit appeal policy.

RETURN TRIP 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.**

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 sound generating entertainment equipment is 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

Requests to appeal a denial of eligibility must be received within 60 days of the date on the eligibility denial letter. Requests to appeal a suspension must be received within 60 days of the date of the notice of the suspension letter.

Requests for an appeal must be sent in writing to:

Metro Ride
420 Plumer Street or metroride@ci.wausau.wi.us
Wausau, WI 54403

Once the request for an appeal is received, it will be reviewed by the City of Wausau Transit Commission, which meets once a month. The Transit Commission will issue a final written decision within 30 days of the appeal hearing. The decisions of the Transit Commission shall be final.

Metro Ride is not required to provide service to persons pursuing an eligibility appeal. However, if the Transit Commission has not made a decision within 30 days after the hearing, temporary service will be provided. This temporary service will continue until a decision on the appeal is reached.

Persons requesting an appeal will be notified in writing of the time, date and location of the appeal hearing. They are encouraged to attend the appeal hearing, although attendance is not mandatory. They will have an opportunity to be heard and to present information and arguments.

Accommodations such as interpreter services will be provided if requested in the appeal letter. If persons requesting appeals cannot attend, they may request a telephone interview or have another person(s) represent them at the hearing. If the individual or a designated representative is not present at the appeal hearing, the Transit Commission decision will be based on the documentation submitted. All copies of the appellants' application and all supporting materials used in the appeals process remain confidential.

Upon appeal for a No-Show or suspension of service, paratransit service will be provided pending the appeal; suspension of service will not begin until the appeals process is complete. If a decision is not made within 30 days of the completion of the appeal hearing, the person appealing the suspension shall be granted service until a final decision has been reached.

Applicants who have been denied eligibility may reapply for service at any time if there is a change in their functional mobility.

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	\$2.50
Guest	\$2.50
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.**

PARATRANSIT SERVICE COMPLAINTS

If for any reason our paratransit services do not meet your expectations, please contact Metro Ride at 715-842-9287 or <https://metroride@ci.wausau.wi.us>. A prompt and thorough investigation will be conducted in order to resolve the matter as quickly as possible.

All complaints will be documented when received. A Supervisor will review, investigate and respond to the complaint within ten (7) business days from the date the complaint was received. All complaints will be placed on file and retained pursuant to the Wisconsin public records law.

ADA POLICY NOTICE

In accordance with requirements of Title II of the Americans with Disabilities Act (ADA), Metro Ride will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities. If you need assistance or reasonable accommodation in participating in a meeting or event due to a disability as defined by the ADA, please contact the City of Wausau ADA Coordinator at 715-261-6626 or via email at clerk@ci.wausau.wi.us at least 48 hours prior to the scheduled meeting or event to request an accommodation.

ADA COMPLAINT PROCEDURES

Complaints regarding ADA violations must be submitted in writing to the City of Wausau ADA coordinator. ADA Complaint forms are available on the City of Wausau website at <https://www.ci.wausau.wi.us/Departments/Clerk> or by contacting the City of Wausau ADA Coordinator at 715-261-6626.

Submit ADA complaint forms to:

ADA Coordinator
407 Grant Street, Wausau, WI 54403
Email: clerk@ci.wausau.wi.us