UNIVERSITY OF WYOMING

PARATRANSIT

RIDER'S GUIDE

UWYO ROUNDUP

UNIVERSITY OF WYOMING TRANSIT SYSTEM

Updated 5/1/2020

UW Transit & Parking Services
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This document can be made available in other accessible formats upon request.

Contact Information

Mailing Address
University of Wyoming
Transit & Parking Services
Dept. 4313
1000 E. University Ave.
Laramie, WY 82071

Transit & Parking Services Main Office Location
Service Building, #104
(Located on the corner of 14th & Lewis)

Paratransit Dispatch Office Location
403 S. 3rd Street
Laramie, WY 82070

Phone: (307) 766-6686
Fax: (307) 766-9804

Email: tppara@uwyo.edu
Website: www.uwyo.edu/paratransit

Individuals that are deaf, hard of hearing, or speech impaired may contact us at the above phone number through a relay service or by dialing 711.

Paratransit Purpose & Goals

On January 26, 1992, federal regulations under the Americans with Disabilities Act ("ADA") (49 Code of Federal Register ("CFR") Section 37.121 et. seq.) were initiated requiring the implementation of complementary paratransit services for public entities, which operate non-commuter fixed route transportation systems. The paratransit service was established to adhere to the tenet of the ADA's transportation regulations that state: "No entity shall discriminate against an individual with a disability in connection with the provision of transportation service." (49 CFR 37.5) As a result of these guidelines, UW Transit & Parking Services offers paratransit services to accommodate individuals who may not be able to access the fixed route system due to a disability or an ailment. According to ADA regulations, trips need to be offered within ¾ of a mile from each fixed bus route. However, UW Transit & Parking Services offers paratransit rides within the city limits of Laramie, Wyoming.

Trips can be scheduled for any purpose, with the key objective of granting shuttle services for individuals that are unable to benefit from the regular route transit service. A rider may wish to travel to work, attend a doctor's appointment, go shopping, or meet with some friends for lunch.

The paratransit service is a "shared-ride public transportation system" where routes and schedules are planned and designed to effectively transport multiple passengers simultaneously to multiple destinations.

Eligibility

The paratransit service encompasses three (3) categories of specific circumstances under which a person would be considered ADA paratransit eligible. UW Transit & Parking Services hopes that those riders who don't have legitimate means for riding will not intentionally exploit the paratransit system.

Riders that are considered eligible for paratransit rides according to the ADA regulations (49 CFR 37.123) are as follows:

1) Unconditional Eligibility

"Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable individuals with disabilities." (49 CFR 37.123 (e)(1).)

This first category of eligibility includes individuals with disabilities that are unable to use a fully accessible fixed bus route system.

2) Conditional Eligibility for Inaccessible Fixed Route

"Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route." (49 CFR 37.123(e)(2).)

The second category of eligibility only applies when the fixed route system is not fully accessible. **The UW Roundup transit system is fully accessible.**

3) Conditional Eligibility

"Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or to a disembarking location on such system." (49 CFR 37.123(e)(3).)

The third category of eligibility applies to individuals, who because of their disability, cannot access a bus stop to board the fixed route bus and/or cannot access their final destination after disembarking from a fixed route bus. Two important qualifiers to this category are included in

the Regulation. 1) Environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, confer eligibility. 2) Inconvenience in using the fixed route bus system is not a basis for eligibility.

Eligibility is determined each time the eligible rider calls when qualified under conditional eligibility.

The paratransit service offered by UW Transit & Parking Services is reserved to assist individuals with disabilities that prevent the rider from utilizing the fixed route bus system.

Recertification of Eligibility

Each paratransit rider must be recertified upon reaching their eligibility expiration date. It may also be necessary from time to time or if the condition of the disability changes, to re-evaluate an individual's eligibility. Typically, eligibility for a rider extends for three (3) years from certification. It is the rider's responsibility to reapply for services prior to their eligibility expiration date. If a rider fails to renew their eligibility, they will be ineligible for service until they are determined eligible in the application process.

Application Process

All paratransit riders are required to have a completed application on file (see Part I and Part II below). Paratransit riders may also fill out an Information Release form granting other individuals access to their account.

UW Transit & Parking Services will allow a grace period of 14 calendar days from the first trip to allow time for a new rider to complete the application process.

All rider information is confidential and UW Transit & Parking Services complies with HiPAA regulations pertaining to protected health information (PHI).

1) Rider Application (Part I)

The rider is required to fill out an application that provides personal and emergency contact information. The rider application also includes a waiver for UW Transit & Parking Services to contact the rider's physician or other clinical professional directly to help determine ADA eligibility.

2) Clinical Professional / Rider Application (Part II)

After the waiver is signed, a copy will be mailed to the listed clinical professional along with an eligibility verification form. This form will help determine the length and type of disability that the rider may have.

Please note: a clinical professional is a licensed individual that has the ability to diagnose and treat medical and mental conditions.

3) Eligibility Review

Once the eligibility form is completed along with all necessary documentation and returned to UW Transit & Parking Services, all information provided will be reviewed to determine eligibility. It may be necessary for a dispatcher to contact the rider for clarification or more information. The dispatcher may request the rider to meet in person or partake in a transportation functional ability assessment. If so, no fees will apply for a trip to the meeting.

4) Eligibility Approved / Denied

After completion of the application process, the rider will be notified in writing of their eligibility status within 14 calendar days. If a decision is not made within 14 calendar days of the completed application process, paratransit service will continue to be provided until a final decision has been made. If the determination is made that a rider is not eligible, the notice provided to the rider shall state the reasons for the finding in writing. (49 CFR 37.125(d).) If a rider does not agree with the eligibility decision, the rider may appeal the decision by following the information included in the eligibility letter. See *Appealing an Eligibility Denial* (below) for additional information.

Forms

New riders should receive the following forms.

1. Paratransit Riders Guide (this document)
2. Rider Application
3. Information Release Form
4. Text Messaging Directions
5. Subscription Trip Form

Rider Tip: Additional forms can be found online at www.uwyo.edu/paratransit.

Appealing an Eligibility or Service Denial

An applicant may appeal a decision within 60 calendar days to deny service. The appeal must be filed on the *Paratransit Appeal* form requesting an appeal hearing with the Paratransit Appeals Board. The appeal may be mailed to 1000 E. University Ave Dept 4313, Laramie, WY 82071 or emailed to tppara@uwyo.edu. The *Paratransit Appeal* form can be found online at www.uwyo.edu/paratransit or by requesting a dispatcher to mail the form.

Once an appeal has been received, a representative will contact the rider and set up a hearing with the Paratransit Appeals Officer. Should transportation be needed to the hearing, a

paratransit trip will be provided free of any premium charges. Trips will continue to be offered while an appeal is pending.

The rider will be notified of the Paratransit Appeals Board's findings and decision in writing to the address provided on the *Paratransit Appeal* form.

Service Guidelines

The following guidelines have been established by UW Transit & Parking Services to help the paratransit service meet the needs of its riders and the scheduling process:

Hours of Operation

General Service Hours

Academic Year *(The start of the UW fall semester through the end of the spring semester.)*
Monday – Friday: 6:30 am to 6:30 pm
Saturday – Sunday: CLOSED

Summer *(The UW summer semester.)*
Monday – Friday: 6:30 am to 6:00 pm
Saturday – Sunday: CLOSED

Holiday Hours

Service hours on holidays may vary; check the website www.uwyo.edu/paratransit for more details.

The paratransit service does not operate during UW sanctioned holidays/closures or emergency closures. All regular riders will be notified by mail for planned closures or by telephone in the case of emergency situations.

The paratransit service currently does not operate on the following holidays:

New Year's Day
Martin Luther King Jr/Wyoming Equality Day
Memorial Day
Labor Day
Thanksgiving
Christmas
University of Wyoming Winter Closure

Rider Tip: Visit the website www.uwyo.edu/paratransit for updated closures or changes in operating hours.

Door-to-Door Service

UW Transit & Parking Services offers a door-to-door paratransit service. Riders will be picked up and dropped off at the curb. Riders should be ready and waiting during their 20 minute *"ready window"*, which will be issued by the dispatchers. The driver will help the rider get on and off the bus safely and secure any mobility device. If needed, the driver may be able to assist the rider to/from the building door.

The driver will not be able to leave the area to look for the rider or enter the rider's residence or other building. The driver and dispatcher *will not* be able to call the rider to inform them that the paratransit vehicle has arrived. It is the rider's responsibility to be prepared to board when the paratransit vehicle arrives.

Because driver schedules are often tight, the driver will wait no longer than five (5) minutes for the rider except in cases when they have arrived early for the pick-up. If the rider has not boarded the bus within five (5) minutes of the bus's arrival, the driver will depart and assess the rider a no-show. (Please see *No-Show Trips.)*

Rider Tip: Sign up to receive automated text and email messages when the bus is nearby or take advantage of the text in feature to receive updated ETAs (Estimated Time of Arrivals). ***Contact UW Transit & Parking Services for other accommodation communication options.***

The paratransit service may not be used for any type of drive through service, such as banks, pharmacies, restaurants, etc.

Personal Care Attendants

A personal care attendant (PCA) is an individual that may provide assistance to you while traveling. One PCA may travel with the rider free of any charges. The rider must be registered as requiring a PCA, documentation may be requested. If the rider is not registered as requiring a PCA, any individual(s) accompanying the rider will be considered a companion. PCAs must board and depart the bus at the same time and location as the rider. In order to ensure enough room for all passengers, riders must notify the dispatcher while scheduling a ride if they will be bringing a PCA.

Companions

Only one companion is allowed per rider, unless pre-approved through the UW Transit & Parking Services office. In order to ensure enough room for all passengers, riders must notify the dispatcher while scheduling a trip if they will be bringing a companion. Each companion must board and depart the bus at the same location as the rider. The companion passenger will be charged the same fare(s) as the approved paratransit rider. (see *Charges/Fees* section).

Child Safety Seats

Child safety seats must be provided for children as required by the State of Wyoming. The rider must properly secure the child in the safety seat. The driver will not be able to provide assistance.

Carry-Ons

Any carry-on items that the rider brings onto the paratransit vehicle should cause minimal disturbance to other riders and should not take up a large amount of space or block the aisle or seating of other passengers. For the passengers' and the driver's safety, carry-ons are not allowed on the paratransit vehicle if they cannot be properly secured.

Paratransit drivers are able to assist riders with *reasonable* carry-ons. The carry-ons are limited to two (2) reasonable items, for example two (2) grocery bags. Items such as boxes or furniture will not be allowed on the paratransit vehicle.

Service Animals

The Department of Transportation ADA defines a service animal as <u>any</u> guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

Service animals perform some of the functions and tasks that the individual with a disability cannot perform for him or herself. Guide dogs are one type of service animal, used by some individuals who are blind. This is the type of service animal with which most people are familiar. But there are service animals that assist persons with other kinds of disabilities in their day-to-day activities. Some examples include:

- Alerting persons with hearing impairments to sounds.
- Pulling wheelchairs or carrying and picking up things for persons with mobility impairments.
- Assisting persons with mobility impairments with balance.

A service animal is <u>not</u> a pet.

Service animals must remain on the floor without blocking the aisle or on their owner's lap. If this is not an option, the service animal may occupy a seat provided one is available. Riders with service animals may also ask the driver to make ADA priority seating available; seating can be folded up and a service animal may sit on the floor and not block the aisle.

A service animal shall be restrained with a harness, leash, or other tether, unless an individual's disability precludes the use of a restraint or if the restraint would interfere with the animal's safe,

effective performance of work or tasks. If the animal is not tethered, it must be otherwise under the individual's control, whether by voice control, signals, or other effective means.

UW Transit & Parking Services is not responsible for the care or supervision of service animals. Individuals with disabilities are responsible for ensuring the immediate clean-up and proper disposal of all animal waste. Individuals must comply with all applicable laws and regulations, including vaccination, licensure, animal health and leash laws, as well as the University of Wyoming's rules in lease provisions regarding vaccination, licensure, leash control, cleanup rules, animal health, and community relationships.
Although the UW Transit & Parking Services may not charge an individual with a disability a service animal, it may impose charges for damages caused by the animal in the same manner the University of Wyoming imposes charges for damages caused by individuals.

UW Transit & Parking Services may exclude a service animal if the animal is not housebroken; causes substantial physical damage to the property of others; poses a direct threat to the health or safety of others; fundamentally alters the nature of a program or activity; or is not being cared for by the individual.

Pets

Animals that are not service animals may not ride on paratransit vehicles.

Seatbelts

All riders on the UW paratransit vehicles must wear seatbelts while the vehicle is in motion.

Mobility Devices

Paratransit vehicles are designed to accommodate most wheelchairs, scooters, and other mobility devices. UW Transit & Parking Services will offer trips to individuals utilizing wheelchairs or scooters when resources are available and it is safe to do so. Please be aware that the size of the mobility device, combined weight (of the mobility device and the individual), as well as other factors may limit the ability of UW Transit & Parking Services to offer trips.

UW Transit & Parking Services requests that mobility devices be in proper working order. (Spokes should be tight, handgrips secure, and wheel locks/brakes existent and effective.)

Rider Tip: Be certain to keep an updated and accurate description of your mobility device on file with UW Transit & Parking Services to ensure that you are provided the best possible trip opportunities.

When loading a rider in a wheelchair/scooter onto the lift, UW Transit & Parking Services recommends that the rider board with the rear of the wheelchair/scooter toward the vehicle. This ensures safe and proper weight distribution between the rider and the bus.

For safety reasons, mobility devices that are able to be secured on paratransit vehicles are require to be secured using the tie-down system and lap belt. UW Transit & Parking Services recommends that all mobility devices be tied down as best as possible.

Scooters

Although scooters are considered a mobility device, UW Transit & Parking and other agencies have not found a safe way to secure them. For passenger and driver safety, UW Transit & Parking Services recommends that riders transfer to a bus seat and scooters be tied down in another location.

Other Devices

Riders requiring respirators or portable oxygen supplies may travel with them on the UW paratransit vehicles.

The driver will assist riders in securing their equipment. However, drivers are not permitted to assist riders in using the equipment. If you need assistance with your equipment, please arrange to bring someone along on your trip that has the ability to assist you. Be sure to schedule the additional passenger with dispatch.

Emergency Situations

In the case of emergency situations, such as severe weather, UW Transit & Parking Services may be required to suspend paratransit rides for a specific length of time.

UW Transit & Parking Services will attempt to contact all paratransit riders that have scheduled trips during the closure. UW Transit & Parking Services will try to arrange trips for the paratransit riders to arrive at their home destination. Trips will not be given to riders wishing to leave their home.

Please call paratransit dispatch (307) 766-6686 if you suspect that rides may be suspended.

Medical Emergencies

For the safety of our riders, drivers and passengers, the paratransit service will not be able to provide transportation for medical emergencies. Medical emergencies are sudden, urgent, usually unexpected occurrences requiring immediate medical action and need to be treated by a trained professional. Some examples of medical emergencies include (but are not limited to) broken bones, signs of heart attack, and cardiac arrest. If there is a medical emergency and transportation to the hospital is needed please call 911 for assistance. Riders that need to be taken to the hospital for an emergency event (example: relative passing away) may call in requesting a ride and will be scheduled according to regular procedures.

Charges/Fees

There is no boarding fare for complementary ADA paratransit services. These are trips that are scheduled a day in advance and occur within ¾ of a mile radius from a UWYO Roundup bus route.

UW Transit & Parking Services offers a premium service that goes beyond the complementary ADA paratransit service. The premium rate is $1.00 per occurrence. These can include, but are not limited to trips that are scheduled on the same day and trips that are completed outside of the ¾ mile radius from a UWYO Roundup bus route.

For example: trips that are added on the same day and are completed outside of the ¾ mile radius will be charged $2.00.

Fees are due at the time of service. Riders must pay at the time of boarding. Failure to pay a fee may result in the denial of future rides.

A variety of resources are available to help pay for premium rides. Please visit the Wyoming Independent Living Rehabilitation, Inc (WILR) website at www.wilr.org for more information.

Rider Tip: Plan ahead and schedule trips in advance to save yourself a fee.

Payment Methods

Fares can only be paid with cash, checks, or coupons. Riders that wish to pay for their trips with a debit/credit card may stop in or call to purchase a coupon book.

Coupon Books

Coupon books are offered at a discounted price; 20 coupons for $18.00. Each coupon is valid for a $1.00 premium charge. Individuals that hold coupon books will hand the book to the driver at the time of boarding. The driver will tear out the appropriate coupon. Coupons are not valid if they are torn from the book. UW Transit & Parking Services is not responsible for lost or stolen coupons. Coupons are non-refundable. We recommend that you write your name on the back of each coupon book. Riders can stop by the main office located in the Service Building on the corner of 14th & Lewis or the Paratransit office at 403 S. 3rd St. or call (307) 766-6686 to place orders. Riders can request the purchase of a coupon book from the driver. (see *Cash/Check* section.)

Rider Tip: Coupon books are a convenient alternative to carrying cash and will also save you money.

Cash/Check

Drivers are able to accept exact change in the form of cash or check. Checks cannot be postdated. UW Transit & Parking Services encourages the use of coupon books to avoid the exchange of money at the time of pick-up.

Receipts

Receipts will be given any time a rider pays for a trip. We recommend that you keep these receipts to verify payment. If the rider doesn't receive a receipt for a payment please ask the driver for one and call dispatch.

Gratuity Policy

Please understand that UW Transit & Parking Services employees are not allowed to accept gratuities.

If you would like to commend a UW Transit & Parking Services staff member for a job well done please call us (307) 766-6686, email tppara@uwyo.edu, or visit www.uwyo.edu/paratransit to fill out an online form.

Free Trip Voucher

At the beginning of each semester (Fall, Spring, and Summer), UW Transit & Parking Services will provide each eligible rider, who is deemed an active rider, with two (2) free single trip vouchers. The vouchers are non-transferrable and will expire at the end of each semester. UW Transit & Parking Services is not responsible for lost or stolen coupons.

Rider Tip: Save the free trip vouchers for important situations in which you need to schedule a trip, but do not have any cash, check, or coupons with you.

Reserving Trips

In order to guarantee a trip, riders must make a reservation at least 1 calendar day in advance. Trips may be scheduled 1 to 14 calendar days in advance. Every attempt will be made to accommodate trips requests that are made on the same day. (See the section below for *Same Day Trips.*)

Trip requests will be taken Monday through Friday from 6:30 a.m. to 6:30 p.m. UW Transit & Parking Services will attempt to meet ride requests that are left on the messaging system. However, all message requests may not be honored because certain times may already be full, or it may be too little of a notice to make changes. To ensure a scheduled pick up time, please talk to a dispatcher directly.

Scheduling Trips

To request a trip call the office at 766-6686. Individuals that are deaf, hard of hearing, or speech impaired may contact us at the above phone number through a relay service or by dialing 711.

A dispatcher will guide the caller through the process of reserving a trip with the paratransit service. The caller should be prepared to provide the following information:

1. *The rider's first and last name.*
2. *The date and day of the week you need a trip.*
3. *The street address for pick up.*
4. *The destination address.* Riders need to know the address and/or name of the location or the trip can be denied. For larger complexes, riders should also provide information as to which entrance is needed.
5. *Preferred "ready time" and "ready window".* See the section below for more information.
6. *Preferred arrival time.* Be prepared to leave yourself enough time to get from the bus to your final destination. For example, if you have an appointment at 9:00 am, you may want to request that your "ready window" is between 8:00am to 8:20 am and to be dropped off no later than 8:55. Your arrival time needs to have a minimum of 10 minutes between the end of your window and the arrival time.
7. *Preferred return "ready time" and "ready window".* Riders should try to have information about how long their appointment will be, or how long their class period will be. Leave some extra time if you are not sure. There must be 20 minutes between trips; from the end of one window to the beginning of the next.
8. *Whether a care attendant or companion will travel with the rider.*
9. *Whether a service animal will accompany the rider.*
10. *Whether the rider will need the use of the lift and /or wheelchair tie downs.*

After receiving the information above, the dispatcher will offer the caller trip options within the "negotiating window". While dispatchers will make every effort to offer trips as close to the requested times as possible, please understand that the ADA paratransit service is a **shared-ride service.** Other customers may need to be scheduled on the same vehicle or may have already booked the same "ready window".

To ensure all of the trip information was understood correctly, the dispatcher will then reiterate scheduled trips to the rider.

Rider Tip: Keep a pen and paper handy to write down your confirmed trips.
Always leave yourself plenty of time to get to your desired destinations.
Sign up to receive email notifications so that you will get a confirmed list of rides for the upcoming day.

Same Day Trips

Same day trips are those that are requested on the same day as the actual trip. Same day trips must be requested at least one (1) hour in advance. Dispatchers will make every effort to accommodate a request for a same day trip. Please understand that it may not always be possible to accommodate same day trip requests. Premium charges will apply for same day trips. (See the section on *Charges/Fees.*)

Same Day Changes to Existing Trips

UW Transit & Parking Services requests that for any same day changes (i.e. pick up / drop off location) to an existing trip that the rider will give dispatch at least one (1) hour notice. If the rider provides less than one (1) hour notice for these changes and if accommodation is not possible, the dispatcher may hold the rider to the original scheduled ride. A common justification for not being able to accommodate the changes that is requested less than one (1) hour is if the changes will place the next rider's trip outside the ready window.

Rider Tip: To ensure a scheduled trip, request your trip at least a day in advance.

Will-Call Trips

Will-call trips are those in which the rider requests the trip in advance without scheduling a "ready window". Will-call trips will be assessed the appropriate premium charge. Riders that request their will-call trip in advance are not required to give a one (1) hour notice once they are ready to be picked up. The dispatcher will simply schedule the rider into the next available "ready window". Please understand that the times that a dispatcher will be able to accommodate a rider will vary with day-to-day schedules. Will-call trips are often used for medical appointments in which the rider does not know the time that the appointment will end.

Rider Tip: Will-call trips do not guarantee riders a scheduled "ready window". Some riders may find it more beneficial to schedule a trip that allows enough time after appointments so that there is a scheduled "ready window" and no associated premium charge.

Subscription Trips

UW Transit & Parking Services is willing to schedule long-term trips for individuals that need paratransit service on a regular basis (i.e. classes on campus.) Subscription trips may not be for everyone. Riders who have changing schedules may find that using the on-call basis would work better than subscription trips, while riders that have consistent schedules may find that subscription trips would best fit their needs.

UW Transit & Parking Services has limited availability for subscription rides and requested subscription trips are reviewed and granted based on ADA guidelines, such as the purpose of the ride. Those who are not granted subscription trips can be placed on a waitlist for future openings.

Subscription rides can be established on a semester or annual basis. A new subscription form must be completed upon expiration (semester or annually) in order to continue regular subscription service. If changes need to be made to an active subscription, a new form must be completed and returned to the office. Subscription rides may be withdrawn if the rider has a pattern of no showing subscription rides.

Riders may request a *Subscription Trip Form* through a paratransit dispatcher or find it online at www.uwyo.edu/paratransit.

Completed forms can be mailed, faxed, emailed, or given to a driver.

Rider Tip: Make a copy of the subscription trip form for yourself. You will be able to quickly reference what had been requested.

"Negotiating Window"

Dispatchers would like to be able to offer all riders their exact requested trip time, however given the shared ride service and high demand, it is not always possible. When needed, dispatchers may negotiate the "ready window" with riders. Trip times may be offered an hour prior and/or an hour after the requested "ready window" for trips that are booked in advance. The "negotiating window" does not apply for trips that are scheduled the same day.

"Ready Time" and "Ready Window"

A "ready time" and "ready window" is associated with every trip. The dispatcher will notify you of your "ready time" and "ready window" upon scheduling the trip.

The agreed upon trip time is the "ready time". This is the time that the rider will need to be ready and waiting for the paratransit vehicle to arrive. A paratransit vehicle may arrive up to 20 minutes after the "ready time". This is called the 20 minute "ready window".

Please call dispatch if a vehicle has not arrived within the 20 minute "ready window".

Rider Tip: Trips do not have to be scheduled on the quarter hour. For example, trips can have a "ready window" of 5:05pm-5:25pm or something similar.

Examples:

1) You have a doctor's appointment at 4:00 p.m. and would like to be at the doctor's office no later than 3:45 p.m. The dispatcher may offer a ride at 3:15 p.m. If you accept that time, your "**Ready Time"** will be at 3:15 p.m. Your "**Ready Window"** will be from 3:15 p.m. to 3:35 p.m. You will need to be ready anytime within that time window.

2) You would like to schedule a pick-up time for 1:00 p.m. for some shopping you need to do. The dispatcher may offer you a time of 1:20 p.m. Your "**Ready Time"** will be 1:20 p.m. and your "**Ready Window"** will be from 1:20 pm to 1:40 p.m. You will need to be ready anytime within that time window.

3) You have a class ending at 9:50 a.m. To allow maneuvering time between the class and where the bus will pick you up, you notify dispatch that you don't want to be picked up any earlier than 10:00 a.m. Your dispatcher may offer you that time of 10:00 a.m. If you accept that time, your "**Ready Time"** will be 10:00 am**.** Your "**Ready Window"** will be from 10:00 a.m. to 10:20 a.m. You will need to be ready anytime within that time window.

Out of courtesy for other paratransit riders who are scheduled on the same vehicle, the driver will wait no longer than five (5) minutes after their arrival time within the "ready window". The bus will depart after the driver has been on location for five (5) minutes and the trip will be classified as a no-show. (Please see the *No-Show Policy.*)

Rider Tip: Utilizing the text messaging or email alerts will help determine an Estimated Time of Arrival (ETA) within your "ready window". You may also call dispatch to get an ETA. (See the section on notifications.)

Running Late

If a rider experiences unusual circumstances in which they are unable to meet the paratransit vehicle at the appropriate time and will be facing a delay, the rider should call dispatch as soon as possible. The rider will be asked to provide their name and the scheduled ready time. The rider may cancel or attempt to reschedule their ride. Any rescheduled ride is subject *same day trip* requirements.

If a rider habitually cancels without justifiable reasons (i.e. medical or family emergency) UW Transit & Parking Services will address the problem with the particular individual as discussed in the section presented in the *Late Cancellation and No Show Policy*.

Cancellations

For planning and efficiency purposes, UW Transit & Parking Services prefers that riders cancel their scheduled trips at least a day in advance to maximize the trip opportunities available to other riders. Cancellations can be made during regular business hours by calling the paratransit

line at (307) 766-6686 or by leaving a message at any time. When leaving a message, please be sure to include the rider's name, the trip time to be cancelled, and a contact phone number. All cancellations should be reported to dispatch at least one (1) hour prior to the scheduled "ready time".

No-Show Trips

When a rider cancels a trip in too short of notice or fails to appear for their scheduled trip as a no-show, they adversely affect other riders' schedules and the effectiveness of the paratransit service as a whole.

No-Shows

A no-show occurs when a rider has failed to provide adequate notice to dispatch about no longer needing a scheduled trip. "No-shows" occur when any of the following criteria are met:

- The rider is not at his or her pick-up location.
- The rider has not boarded the bus within five (5) minutes of the bus's arrival. (If the driver arrives early, the five (5) minute wait will begin at the rider's scheduled "ready time".)
- The rider cancels their trip after the bus is already en route to pick up the rider.

Requesting an Excused No-Show

A no-show trip will not be treated as a no-show should it result from an error on the part of UW Transit & Parking Services or was a result of something beyond the rider's control. See the examples below.

Examples of an error on behalf of UW Transit & Parking Services:

- The bus went to an incorrect location.
- The rider cancelled their trip, but the message was not recorded properly or relayed to the driver.
- The bus arrived after the "ready window".

Examples of situations beyond the rider's control:

- The rider had a family emergency.
- The rider's mobility device failed.
- The rider has a variable condition, and had a sudden turn for the worse.

Should the rider like to dispute a no-show trip, the rider may complete a *Request for Excused No-Show* form with specific information pertaining to the trip.

The *Request for Excused No-Show* form can be found online at www.uwyo.edu/paratransit or by requesting a dispatcher to mail the form. The form must be postmarked or received by the UW Transit & Parking Services office within ten (10) calendar days of the no-show trip occurrence.

UW Transit & Parking Services management and dispatch will review the *Request for Excused No-Show*. Riders may be asked to provide UW Transit & Parking Services with additional documentation (other than the *Request for Excused No-Show)* in order to make a decision regarding the no-show. UW Transit & Parking Services will make their decision based on all of the written information provided by the rider as well as a review of internal data. Once a decision is made, the rider will be notified in writing to the address provided on the *Request for Excused No –Show* form, and the decision is final.

UW Transit & Parking Services will issue the rider a credit when a no-show is excused and premium charges were applied to a replacement no-show ride.

Additional & Replacement Trips

Additional scheduled trips will not automatically be cancelled after a rider has missed a scheduled trip. It is the rider's responsibility to cancel any remaining trips they no longer need for that day. At their earliest convenience, dispatchers may attempt to contact the rider regarding additional scheduled trips when the rider is a "no-show" for an earlier scheduled trip.

Riders may attempt to reschedule no-show trips. Rescheduled no-show trips are considered a same day trip. These trips must be scheduled with at least a one (1) hour notice and will be assessed the proper premium fee. Rescheduled no-show trips must occur during normal operating hours.

Trip Notifications

Please contact UW Transit & Parking Services if you would like to request a communication accommodation.

Text Messaging

UW Transit & Parking Services offers a text messaging notification service at no additional cost to riders. Standard text messaging rates apply. Please contact your wireless carrier with any questions.

There are two different types of text messaging notifications. Please contact dispatch with any questions about the text messaging notification options.

Next Trip Text

Next trip text messages are completely controlled by the rider. The rider can send a text whenever they want to know the estimated time of arrival (ETA) of the bus for their next trip. The rider will automatically receive a text response with their ETA. Riders do not need to sign up for this type of text message. Riders can use this as often or as little as they would like.

Next Trip Text Messaging Instructions

- Create a text to this number: 25370
- In the message of the text, type exactly: UWPARA mytrips (rider ID)
- Send the text.
- You will receive a response in 1-2 minutes.

Please review your eligibility status letter or contact a dispatcher for your rider ID.

Rider Tip: The Next Trip text message provides an ETA only. Riders should still be ready during the "ready window".

Upcoming Trip Text

The Upcoming Trip Text notification will automatically notify the rider approximately 10 minutes prior to their trip with their estimated time of arrival (ETA). The system will only send one text message per ride. If the rider's ETA changes, another message will not be sent.

Riders need to sign up for this service, and it can be terminated upon the rider's request.

Rider Tip: The Upcoming Trip text message provides an ETA only. Riders should still be ready during the "ready window".

Some riders have taken advantage of both the Next Trip and Upcoming Trip text messaging systems by allowing the system to send the automatic Upcoming Trip message. When it gets closer to the rider's original ETA, the rider will then send a Next Trip message to see if the ETA has changed.

Email

UW Transit & Parking Services offers email notifications at no additional cost to riders.

There are three different types of email notifications. Please contact dispatch with any questions about the email notifications.

Upcoming Trip Email

The Upcoming Trip Email notification will automatically notify the rider approximately 10 minutes prior to their trip with their ETA. The system will only send one email message per trip. If the rider's ETA changes, another message will not be sent.

Riders need to sign up for this service, and it can be terminated upon the rider's request.

Previous Day Email

The day prior to scheduled trips, the Previous Day Email notification will automatically send the rider a detailed list of all of their scheduled trips for the next day. The system will only send one email message each day. If a rider changes their trips or adds trips after 5:00 pm, they will not receive an email message.

Riders need to sign up for this service, and it can be terminated upon the rider's request.

Trip Cancellation Email

A confirmation email will automatically be sent to the rider any time a scheduled trip is cancelled.

Riders need to sign up for this service, and it can be terminated upon the rider's request.

Rider Tip: Riders are signed up for all of the email notifications when indicated on their application. If there are certain notifications that you would not like, simply let the dispatcher know or indicate it on your application.

Rider Code of Conduct

Please obey the following rules to ensure the safety of all riders and drivers. Any personal care attendants or companions also traveling with a rider must also follow the rules. The Rider Code of Conduct includes, but is not limited to:

- **No Smoking.** UW paratransit vehicles are required to be smoke free. See UW Regulation 2-180 for more details.
- **Prohibited Items:** Open containers of alcohol, illegal drugs, and dangerous weapons are not allowed within the vehicle parameters because University policy and/or Federal or State law prohibits these items on University property. (See UW Regulations 2-39; 2-178; 21 CFR 1300.01 et. seq.) Similarly, flammable or explosive materials are not allowed on the UW paratransit vehicles.
- **Personal Hygiene:** Riders shall maintain appropriate and reasonable personal hygiene/body odor.
- **Clothing:** Appropriate clothing, i.e. shirts, shoes, etc., must be worn at all times.
- **Disruptive Behavior:** Riders must maintain appropriate social behavior while interacting with drivers, dispatchers, and other riders. Riders may not physically abuse or threaten others. Obscene language or actions will not be tolerated. All body parts must be kept inside the UW paratransit vehicles at all times. No playing of radios, CD players, or other noisy equipment (without headphones) on the UW paratransit vehicles.
- **Children:** Parents must control children and ensure that they are seated and properly restrained.
- **Service Animals:** No petting guide dogs or service animals without the permission from the owner.
- **Littering:** No littering or throwing objects from the UW paratransit vehicles.
- **Equipment:** No operating or tampering with any vehicle or driver equipment.
- **Departing the Bus:** Riders must depart UW paratransit vehicles upon demand of a driver or any other UW Transit & Parking Services representative. When departing the bus, be sure to take all of your belongings. UW is not responsible for lost, stolen, or damaged items.
- **Charges/Fees:** No deliberate fare evasion.

UW Transit & Parking Services appreciates the cooperation of all riders, so that we may provide a safe, clean, and enjoyable trip for all.

Failure to comply with the Rider Code of Conduct may result in denial of rides, referral to the Dean of Student's office, and/or a report to the University of Wyoming Police Department, depending on the circumstances.

Riders may appeal a decision to deny service. Please see the section on *Appealing Service Denial*.

Courtesy

UW Transit & Parking Services staff has an obligation to treat all riders with respect and dignity and to assist the campus and community through the paratransit service. Riders should treat UW Transit & Parking Services staff in the same manner. We understand that there can be frustrating circumstances; however that does not entitle riders to treat staff in a personally threatening or intimidating manner. Those in violation may be subject to sanctions via the Dean of Student's Office and/or a report to the University of Wyoming Police Department and possible criminal penalties, depending on the circumstances.

Additional Services & Contact Information

University Disability Support Services

If you are a UW student with a disability that requires an accommodation, please contact:

University Disability Support Services
109 Knight Hall
University of Wyoming Campus
(307) 766-6189
TTY: (307) 766-3073
udss@uwyo.edu
www.uwyo.edu/udss

UW Human Resources

If you are a UW employee with a disability that requires an accommodation, please contact:

UW Human Resources
Hill Hall, 3rd Floor
University of Wyoming Campus
(307) 766-2277
www.uwyo.edu/hr

Wyoming Independent Living Rehabilitation (WILR)

Individuals with disabilities may contact WILR to see if they qualify for financial assistance through the Transportation Check Program. WILR also provides the following services at no cost; information, referral, independent living skills training, cross disability peer counseling, individual and systemic advocacy, and can teach individuals how to use public transportation (commonly known as travel training.)

Wyoming Independent Living Rehabilitation
305 West 1st Street
Casper, WY 82601
(307) 266-6956
(800) 735-8322
Fax: (307) 266-6957
www.wilr.org

Wyoming Relay

Information
(307) 577-0539
(800)452-1408

http://wyomingworkforce.org/job-seekers-and-workers/vocational-rehabilitation/Pages/wyoming-relay_deaf-services.aspx

Wyoming Transportation Providers

www.wyomingtransportationproviders.org