

# ***RAZORBACK TRANSIT***

***University of Arkansas***

***131 ADSB 155 Razorback Rd.***

***Fayetteville, AR 72701***

***Phone: (479) 575 - 6993 Fax: (479) 575 - 7128***

## **Policies And Procedures For Paratransit Van Services For Disabled Persons**

1. **Paratransit Service** is available in an area three quarters (3/4) of a mile in any direction from any of the fixed routes. Persons living outside of the paratransit service area may coordinate a pickup location, within the service area, through the Paratransit Services Manager. Please contact the Paratransit Services Manager at 479-575-6993 with questions about the three quarters (¾) of a mile service area.
2. **Applications in Accessible Format** (i.e. Braille, large print or audio tape) will be made available upon request.
3. **Personal Care Attendants** will not be provided by Razorback Transit. The van driver's responsibility is to safely transport passengers from point of origin to their destination. Any other personal assistance (including but not limited to carrying groceries or other goods from a store to a residence) is the responsibility of the passenger. Another person accompanying the eligible

passenger for the purpose of assistance is considered eligible, as long as the point of origin and destination are the same.

- *While our base mode of service is curb-to-curb, assistance beyond the curb may be available. Please contact the Paratransit Services Manager for additional information.*

4. **Visitor's Requests for Paratransit Service** will be honored, with proof of eligibility from another paratransit provider or with documentation of the passenger's disability from a medical professional, for a total of 21 days within 1 year from the date of the first ride. The visitor must submit an application to Razorback Transit for service beyond these 21 days of service.

The visitor can present, if the individual's disability is not apparent, proof of the disability (e.g., a letter from a doctor or rehabilitation professional) and if required by the local provider, proof of visitor status (i.e., proof of residence somewhere else). Once the documentation is presented and is satisfactory, the local provider will make service available on the basis of the individual's statement that he or she is unable to use the fixed-route transit system, that is, the local provider cannot require functional testing.

Granting visitor eligibility is a fairly simple and quick process enabling individuals to contact Razorback Transit to learn what is required and then be able to easily meet the requirements. This also means that upon receipt of any required documentation described above, Razorback Transit is to quickly enter necessary information into the database permitting visitors to place trip requests.

5. **Next Day Service** will be granted (from schedule requests made the previous day) within one hour on either side of the requested trip time. **Requests for next day service will be taken between the hours of 7:00 a.m. and 4:00 p.m.**

**on normal business days.** Requests made on weekends and holidays, via voice mail, will be honored for next day service. Please call **575-6993** for all schedule requests. It is the responsibility of the passenger to follow up on any messages requesting service, to confirm scheduled pick up times.

6. **Subscription Service or Standing Request Scheduling** will be allowed at the discretion of Razorback Transit and is limited in its manner of service. Primary consideration for this service will be given to eligible passengers with a permanent work or school schedule during peak transportation hours in the mornings and afternoons.

7. **Same Day Schedule Changes or Alterations**, for a person who is already on the schedule for the day, will be allowed only when feasible. Approved changes will be on a first come first served and space available basis. To cancel a ride or make changes on the same day, please call **575-6993** as early as possible.
  
8. **Same Day Requests for Service** for a passenger, who is not already on the schedule for the day, will not be accepted by Razorback Transit.
  
9. **Scheduled Pick-up Times** are actually scheduled **Departure Times**.  
Passengers should allow themselves enough time when requesting a scheduled ride to be at the actual pick-up location (actual van stop) 3 to 5 minutes prior to that scheduled pick up or departure time.
  
10. **Passenger No Shows & Late Shows** for scheduled rides seriously affects the scheduling efficiency of the van service and the schedules of other passengers.  
Please note the following:

## **RAZORBACK PARATRANSIT**

### **NO-SHOW POLICY**

Razorback Paratransit has established trip reservation, cancellation and no-show procedures that help on-time performance and ride availability.

- **Reservations:** Must be made by 4:00 p.m. weekdays for clients certified as ADA eligible. Reservations will be accepted no more than seven days in advance of a ride.

- **Cancellations:** Must be made more than thirty minutes in advance of scheduled ride time.
- **No-Show Policy:** Encourages a client to follow through with rides they have scheduled or to cancel a ride at least thirty minutes in advance.

**[Federal Register, v. 56, no. 173/Rules and Regulations, page 45604]**

*ADA allows public transit providers to sanction passengers who establish a pattern or practice of missing scheduled rides for paratransit service, “Sanctioning individuals who chronically fail to show up for scheduled rides is not refusing to provide service on the basis of disability. An appropriate system of sanctions can help to deter or deal with individuals who misuse the system, absorbing capacity that could otherwise go to people who need rides and increasing costs.”*

*A pattern or practice involves intentional, regular or repeated actions, not isolated, accidental or singular events. No-shows attributable to causes beyond the individual’s control, including problems with the delivery of that service, cannot form part of such a pattern or practice.*

**Excused no-shows beyond the rider’s control:**

1. Illness (Excessive use of this reason may require documentation by client’s physician.)
2. A family emergency: Verified by transit staff, such as illness or death of a family member
3. A mobility aid fails and prevents the client from accessing the bus system
4. Razorback Transit will not count no-shows in case of inclement weather.
5. Acts of God
6. Staffing error
7. Other occurrences verified by the Paratransit Services Manager or designated staff

**Unexcused no-shows or cancellations when a trip is missed for the following reasons:**

1. Establishes pattern of schedule-blocking: reserving ride, then cancelling repeatedly
2. Client didn’t know that he/she had a ride scheduled or was supposed to call to cancel
3. Client doesn’t want to ride with a specific driver or other client on a specific vehicle
4. Client failed to board within the five-minute window after the scheduled pick-up time
5. Client failed to cancel their trip reservation within thirty minutes of the scheduled trip with the following exception:

- a. When canceling a ride that is scheduled between the hours of 7 and 8 a.m. In this case, voice mail messages left prior to 7 a.m. that morning will be honored as proper advanced notification
- 6. Other occurrences verified by the Paratransit Services Manager or designated staff

**Consequences for No-Shows that form a pattern:**

<b>Trips Reserved per Month</b>	<b>Maximum Number of No-Shows per Month</b>
1-10	2
10-30	4
30 or more	6

When maximum number of no-shows has been reached, the Paratransit Services Manager will call you to discuss the situation.

<b>Consequences for Excess No-Shows After Maximum</b>	
1 <sup>st</sup> Violation (Exceeding Maximum per Month)	Letter of Warning
2 <sup>nd</sup> Violation (Exceeding Maximum per Month)	5 Business Days Suspension
3 <sup>rd</sup> Violation (Exceeding Maximum per Month)	10 Business Days Suspension
4 <sup>th</sup> Violation (Exceeding Maximum per Month)	20 Business Days Suspension
<b>Violation history covers a six-month floating period.</b>	
<b>Example:</b>	
<p>In January, you complete between ten to thirty trips and you generate five or more no-shows: You would receive a letter of warning as a first violation.</p> <p>In February, you complete the same number of trips as January and generate an additional five no-show occurrences: You would face suspension for five business days.</p> <p>In March, you complete twelve trips and generate an additional five no-show occurrences: You would face suspension for ten business days.</p> <p>In April, you complete forty two trips and generate an additional six no-shows: No suspension would occur as you are below the maximum no-shows per month.</p> <p>In May, you receive you generate zero no-shows; therefore, no penalties.</p> <p>In June, you exceed the maximum no-shows: You would face suspension for twenty business days.</p> <p>In July, you again exceed the maximum no-show amount which would ordinarily result in a</p>	

thirty-day suspension for the fifth violation; however, because the policy addresses a six-month floating period, January's no-show and violation history is removed making this violation a repeated fourth violation resulting in a twenty- business- day- suspension.

## **APPEALS PROCESS**

Please note the following pertaining to potential sanctions for no-shows:

- The individual will have paratransit service provided for 12 business days from the date of the first, second, third and fourth no-show suspension letter.
- The individual will have this time to present the reasons for objection or an informal appeal of the sanction to the Director of Transit.
- Should the results of this informal appeal to the director not be satisfactory to the individual, an official appeal process may be started. (See Administrative Appeals Process) The individual will retain paratransit service up until such time as the appeals committee reaches a negative result. If the appeals committee should decide in favor of the individual, then no loss of paratransit service will occur.
- Should the individual not desire an informal or a formal appeal of that particular sanction, then the twelve business days granted from 2<sup>nd</sup>, 3<sup>rd</sup>, or 4<sup>th</sup> no-show letter to the first day of suspension will be deemed as adequate time to arrange alternate transportation.