



Targhee Regional Public Transportation Authority
1810 W. Broadway #7, Idaho Falls, ID 83402-5072
(208) 529-1489 phone or (208) 524-0216 fax

COMPLEMENTARY PARATRANSIT RIDERS GUIDE

Background

Targhee Regional Public Transportation Authority (TRPTA) offers Complementary Paratransit Service to individuals with qualifying disabilities. Complementary Paratransit is a reservation service within three-fourths of a mile around the fixed service.

-  Complementary Paratransit service does not serve locations outside of TRPTA's Fixed Route Service area. TRPTA does offer origin-to-designation service outside of the Complementary Paratransit boundaries. For more information on Demand visit TRPTA.org.

The Americans with Disabilities Act (ADA) requires federally funded public transit systems to provide a complementary Complementary Paratransit service for individuals with a disability whose condition prevents them from using the fixed route bus service. TRPTA's core Complementary Paratransit service program was established to comply with the ADA. Other services are available, Demand as discussed earlier, and Medical. If your ride request does not qualify under ADA Complementary Complementary Paratransit services, TRPTA may be able to accommodate your ride under one of the other services.

Policies

TRPTA determines eligibility upon review of a completed eligibility form containing information regarding the applicant's functional ability to board, ride or disembark from TRPTA fixed route. TRPTA reserves the right to require a medical professional's opinion and/or a functional assessment prior to determining eligibility.

The ADA certification may be conditional or unconditional depending on the applicant's abilities. TRPTA, in accordance with Title III of the Americans with Disabilities Act of 1990, will determine eligibility no later than 21 days after receiving the completed application. This does not include time waiting for requests for more information from the applicant or the applicant's health care professional.

After the completed eligibility form is received, the Paratransit Eligibility Specialist (PES) will call to schedule an in-person interview. Interviews are conducted by appointment. If necessary, transportation to and from the interview will be provided free of charge. TRPTA has 21 days to give a response as to whether you are eligible for Complementary Paratransit Service.

If eligibility is denied, a reason for the denial will be included in a letter along with TRPTA's Complementary Paratransit Policy. Applicants do have the right to appeal this decision.

Eligibility Criteria:

Individuals meeting any of the following two criteria will be determined ADA Complementary Paratransit eligible as defined by the Americans with Disabilities Act (ADA):

- ü A person who cannot navigate the transit system without assistance. This includes an inability to board, ride, or disembark from a fully accessible TRPTA bus.
- ü A person who, because of a disability, cannot travel to or from the bus stop due to, for example, distance, terrain, weather, safety, or other obstacles that impede them due to their disability.

All TRPTA buses are equipped with a ramp and other accessible features. All routes are served by accessible buses, so there is no eligibility based on inaccessible vehicles. If there is a mechanical failure of a bus's accessible features, the vehicle is immediately replaced with a fully functioning spare bus.

Types of ADA Eligibility:

Unconditional – All Trips – An individual with disabilities that cannot use the fixed route bus system under any circumstance.

Conditional or Trip by Trip – Some Trips - An individual with disabilities that can be reasonably expected to make some trips by bus, but requires Complementary Paratransit for trips under certain circumstances (e.g., deep snow or variable health conditions.)

Temporary Disabilities – An individual that cannot use the fixed route system for a limited period of time due to a temporary disability.

If an applicant is deemed approved he/she will receive a Complementary Paratransit photo identification card, allowing the applicant use of the Complementary Paratransit service.

Appeals Process

To file for an appeal:

- a) TRPTA requires all appeals be ***made in writing within 60 days*** of being notified of a service decision. Appeal letters should be sent to the following:

General Manager
TRPTA
1810 W. Broadway #7
Idaho Falls, ID 83402

- b) The General Manager, Trip Coordinator and Mobility Outreach Specialist will hear the appeal first. If the decision is upheld, the individual may request an appeal to the Board or designated committee.
- c) The General Manager will notify the individual of the ruling on the appeal within 10 days. This notification will outline the ruling and supporting reasons.
- d) Once the individual has been informed of the ruling, the decision will be implemented on the next day of service.
- e) All decisions made by the Board/or designated committee are final.

Refusal of Service

TRPTA Complementary Paratransit Program is committed to provide a safe and reliable service to all customers, while putting TRPTA resources to best use. The Complementary Paratransit Service does not discriminate on any basis in providing its services to eligible customers. Under ADA regulations, however, TRPTA may refuse or suspend Complementary Paratransit service to individuals who engage in violent, seriously disruptive or illegal conduct. Below is a summary of the conduct that may result in a service refusal to provide service at that time. Misconduct may include:

-  inflicts serious harm on a customer, TRPTA employee or others
-  results in serious damage to TRPTA property
-  creates an immediate actual risk to safety
-  constitutes an illegal activity
-  smoking while onboard a TRPTA vehicle

Operations

Service Hours and Days – Trips can be scheduled for pick-up as early as 7 a.m. and as late as 5:30 p.m. Monday – Friday. Service is provided Monday through Friday, except for the following holidays:

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

TRPTA's Complementary Paratransit Service area boundary corresponds with TRPTA's Fixed Route service

Trip Scheduling

Complementary Paratransit riders reserve trips by calling the Trip Coordinators during business hours of 7 a.m. to 4:00 p.m. Monday – Friday. If you call on Saturday or Sunday, please leave a voice message. Your call will be returned on/or before 6:30 am on Monday. The caller should be prepared to provide the Trip Coordinator the following information:

- ü Day and date of the ride
- ü Your first and last name
- ü Pick-up address
- ü Destination address
 - o building name
- ü Your appointment time, if needed
- ü Who will pay for the ride (remember to have exact amount)
- ü Any additional information about your trip such as:
 - o If you will use a wheelchair, scooter or other mobility aid, or need to board using the bus lift
 - o If Personal Care Attendant (PCA) or another companion(s) will travel with you

Next business day service is available by contacting dispatch to make a reservation; however, the rider will not be required to schedule a trip more than one hour prior to the desired pick-up time.

Accessible format or other Assistance

-  For alternative format call TRPTA at **208-529-1489 ext. 2**
-  Individuals who need an interpreter should call **208-529-1489 ext. 2** and options will be provided.

Same Day Trips

TRPTA does not provide same day complementary Complementary Paratransit services. If there is a medical or unforeseen emergency, you will be served through other available services if at all possible.

Trip Purpose

The ADA forbids restrictions or priorities based on trip purpose, however, the Trip Coordinators may ask you to provide the reason for the trip for in-house demographics. All trips are served in the order received and as scheduled. TRPTA will however identify if this is outside of the Complementary Paratransit boundaries and make this a demand trip and the trip will not be counted as Complementary Paratransit.

Pick-Up Window

When your pick-up time is scheduled, the vehicle can arrive anytime within a 30-minute pick-up window. For example, if your pickup window is 9:00 a.m. – 9:30 a.m., pick-ups at 9:01, 9:10, or 9:30 am are all considered on-time. It is the rider's responsibility to be prepared to board the vehicle within the pick-up window.

Wait Time

TRPTA has established a policy that requires Bus Operators to wait at least 5 minutes for riders to board the vehicle. The Bus Operator will wait until the start of the pickup window to begin their 5-minute countdown and will wait until the full five minutes have elapsed before departing. For example: when a pickup window begins at 11:00 am and the vehicle arrives at 10:55 am, the Bus Operator will wait for the rider at least until 11:05 am before departing. Prior to departing Bus Operators will alert the Trip Coordinators that their wait time is over. The Trip Coordinator will then cancel the trip in dispatch. It is the rider's responsibility to acknowledge to the Bus Operator that they are on their way out or need a little more time.

Changing or Cancelling Trips

When a rider needs to cancel a trip, the cancellation should occur more than one hour prior to the scheduled pick-up time.

If you need to change your reservation, please call TRPTA as soon as possible at **208-529-1489 ext. 2**. Changes to reservations need to be made before 4 p.m. the day before the ride.

If you need to cancel your reservation, please call **208-529-1489 ext. 2** as soon as possible. By canceling well in advance, you help TRPTA to provide quality service to other customers.

Personal Care Attendant (PCA) and Companions

The ADA defines a personal care attendant (PCA) as someone designated or employed specifically to help the eligible individual meet his or her personal daily living needs. Passengers may bring along one companion in addition to a PCA. PCAs and companions must be picked up and dropped off at the same location as the customer. Additional companions may be scheduled if space is available. Companions pay the regular TRPTA fare. Children age seven or older pay the regular TRPTA fare. Children age six or under ride free with an accompanying adult.

One personal care attendant (PCA) per ADA program rider is permitted to ride free. One companion may accompany a program rider, but must pay the current cost for each one-way trip. Additional companions may ride and pay a fare, if space is available for safe transport. PCA's and companions must have the same origin and destination per rider. Arrangements for all additional companions must be made at the time of the reservation.

Visitors and Reciprocal Eligibility

TRPTA customers have the option to apply for visitor eligibility when visiting other locations where Complementary Paratransit Service is provided. You should first contact the local transit agency at your destination to determine what information is required for registration and where it should be sent. Upon your request, TRPTA staff will then forward your eligibility status to the transit agency you will be visiting. As a visitor to another transit system, you are eligible to use the service for 21 days in a rolling 365-day period. TRPTA shall accept the certification of another transit agency for visitor service. Individuals from outside the TRPTA service jurisdiction may also self-certify that they are unable to use the fixed route system for visitor service

Visitors to Idaho Falls area who are unable to use the accessible bus system, TRPTA fixed route because of their disabilities may apply for visitor eligibility with TRPTA. The visitor should request that their current Complementary Paratransit provider mail, fax, or email verification of their eligibility to our office at the address listed below. If a visitor does not have Complementary Paratransit Service in their home area, they may submit a written statement of disability and their contact information to our office. Once we receive the information we will contact the individual for any further information to complete the registration.

For more information on visitor eligibility, please contact Complementary Paratransit Specialist at:

1810 W. Broadway #7,
Idaho Falls, ID 83402-5072
208-529-1489 ext. 2

Medical Equipment

TRPTA allows riders to bring medical equipment such as respirators and portable oxygen tanks on board vehicles. Oxygen tanks should remain upright at all times and must be secured to the mobility device or held in an upright position.

Securement While Onboard

TRPTA Does not require passengers to wear seatbelts, this includes our wheelchair passengers. TRPTA's current vehicles will allow up to 800 lbs. max capacity.

How Bus Operator Assist Customers

Bus Operator can help with:

- 🚗 Getting from your door or designated stop location to the TRPTA vehicle
- 🚗 Getting in and out of the vehicle (if you are unable to use the bus steps, you may stand on the bus lift platform to get on and off)
- 🚗 Assist with depositing your fare, when requested
- 🚗 Fastening seat belts and securing wheelchairs and scooters as requested

If requested, Bus Operator will assist customers with manual mobility device by:

- 🚗 Pushing and guiding to/from the vehicle, on/off the lift platform of the vehicle, and inside the vehicle
- 🚗 Moving you and your device to a curb when it is possible to do so safely

For safety reasons, Bus Operators are not permitted to operate the controls of any power mobility device, handle a service animal or enter a private residence.



Items customers may bring on the vehicle

- 🚗 **Animals** – Service animals are permitted on TRPTA vehicles as provided under TRPTA guidelines (under owner's control, on a leash or in a container). Other animals are permitted on vehicles only in a secure container.
- 🚗 **Oxygen** – Personal oxygen tanks maybe transported on TRPTA vehicles. You may bring a respirator, portable oxygen or other life-support equipment as long as it does not violate hazardous materials transportation laws. The equipment must be small enough to fit into the vehicles and be secured. Customers must ensure that there is an adequate oxygen supply before boarding. Drivers are not authorized to operate life support equipment at any time.
- 🚗 **Luggage** – Due to space limitations, each eligible Complementary Paratransit Service customer, PCA and/or companion may take two pieces of luggage plus a carry-on bag. TRPTA Bus Operators are not able to handle any luggage, so be sure to make any necessary arrangements for assistance.
- 🚗 **Groceries** – Due to space limitations, each customer may bring up to six grocery-sized bags.
- 🚗 **Grocery store carts** are NOT permitted on vehicle, but you may bring groceries on board in a personal tow or four-wheel, collapsible cart. If you are bringing a cart with you, let the Trip Coordinator know when you request your ride. Although Bus Operator will not assist you with the collapsible cart, they can assist you with up to six individual grocery-sized bags if necessary.



Complementary Paratransit Customer Responsibilities

Customers count and you make a difference! All customers are responsible for doing their part in helping TRPTA provide safe, reliable and efficient service. Here are some ways that you the customer and others who arrange for service can help.



- Have valid fare.
Have exact change (Bus Operators cannot give change), ticket, punch card etc., ready upon boarding.
- Cancel unneeded rides in advance.
Cancel as soon as possible, and more than one hour before the scheduled pick-up time. If you have scheduled a return trip that you no longer need, be sure to cancel that as well.
- Be ready to leave at scheduled time

It is most helpful if you are ready to leave when the vehicle arrives and you meet the Bus Operator at the door or at the stop location. The Bus Operator will wait for no more than five minutes.

If the vehicle arrives before your scheduled pick-up time, you may leave if you are ready. If you are not ready, the operator will wait until the pick-up time and then up to five additional minutes if necessary.

- Use of securement and seat belts as needed or required.



Bus Operators will secure mobility device and fasten lap belts for customers in mobility devices and assist customers with seat belts if requested.

- Maintain mobility devices and keep accessible pathways clear.
Make sure your wheelchair or scooter is in good working order.
Provide an accessible pathway with no steps to the entrance of your residence, and confirm the accessibility of your destinations

Rules for Riding

All TRPTA Complementary Paratransit riders are required to follow these rules:

- 🚫 Smoking is prohibited in all TRPTA vehicles and facilities
- 🚫 Keep food and drink in closed containers
- 🚫 No disruptive or threatening behavior is allowed
- 🚫 Don't be so loud that you disturb others or distract the Bus Operator from safe operation of the vehicle
- 🚫 Use radios and CD/MP3 players with headphones only

Keep information up-to-date

Please call TRPTA Trip Coordinator at **208-529-1489 ext. 2** if there is a change in your personal information:

- 🚫 Address or telephone number
- 🚫 Emergency contact's name or telephone number
- 🚫 Disability or health conditions as related to your service needs
- 🚫 Use of Personal Care Attendant
- 🚫 Use of mobility device

Share your questions, concerns or comments

We will do our best to answer any questions or resolve your concerns. To reach a Trip Coordinator, call **208-529-1489 ext. 2** weekdays from 7:00 am to 4:00 pm.



Fares



Paying your fare

Passengers must pay a fare with each boarding. Valid fares include

-  Cash fare in exact change (operators cannot give change)
-  Per Boarding fare is \$3.50. We do offer a ten-ride punch bus pass at \$35.00.

Customers taking trips that are paid for by an agency do not pay when boarding. Agency-sponsored rides are confirmed with customers when the ride is reserved, and the TRPTA Operator will have this information. Failure to present the required fare when boarding a TRPTA vehicle may result in not being able to ride the service at that time.

Recertification

Under the ADA, transit providers are allowed to require that users of Complementary Paratransit Services be periodically recertified. While a person's disability may be permanent, other factors which impact the determination of eligibility may change over time.

TRPTA customers are required to apply for recertification every three years and will be notified by mail of the requirement to recertify. You will be asked to complete a new application and may be required to complete an in-person evaluation. The evaluation may also include an assessment of the customer's functional abilities.

FREQUENTLY ASKED QUESTIONS (FAQ)

Question: When can I start riding the TRPTA Complementary Paratransit Vehicle?

Answer: As soon as you receive your approved Complementary Paratransit Identification Card.

Question: What if I run late at the doctor?

Answer: You must notify TRPTA Trip Coordinator that you will not make your pick-up time and call when you are ready. TRPTA Complementary Paratransit Provider will send a ride as soon as possible. The missed ride will not result in a no-show being recorded. However, a late call will be recorded.

Question: Does the cancellation left on the answering machine count as the time the ride was cancelled?

Answer: Yes. The recorder time stamps each message and that time will be listed as the cancellation time.

Question: Do I have to call every weekday for a trip if the time and days that I travel are the same week-to-week?

Answer: No. Subscription service is available when travel is at the same time and day each week. However, when necessary, a passenger must remember to cancel a subscription ride to avoid a no-show being recorded. See "[Subscription Reservation](#)"

Question: Will I be taken directly to and from my destination?

Answer: Not necessarily. The TRPTA Complementary Paratransit Service is shared ride public transportation.

Question: What is origin to destination?

Answer: This means the driver will pick you up at your origin and drop you off at your destination. Drivers will assist from door to door, but will not go inside a building.