

District Three Public Transit (DTPT) Service Guide

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District Three Public Transit is a service brought to you by your local government in cooperation with federal, state, and regional organizations. It is provided for the benefit of all citizens, without regard to age, income, functional ability, or any other such factor.

This booklet contains information needed to use the system and to help customers understand their responsibilities and DTPT's responsibility as the public transportation service provider in this area. Our goal is to provide high quality, safe, and friendly public transit services. If you have any questions after reading this guide, please call the District Three Public Transit office in Marion, VA at 276-783-8157 or toll free at 1-800-541-0933.

Part 1. General Guidelines-- This section applies to all users of District Three Public Transit Services

District Three Public Transit (DTPT) customer rights and responsibilities

DTPT customers have a right to:

- Be treated with courtesy, dignity and respect;
- Be served without discrimination or partiality;
- Be transported in a safe manner;
- Travel in a clean, well-maintained vehicle;
- Be picked up on time within a reasonable pick up window;
- Be heard and expect DTPT to address and attempt resolve concerns or complaints;
- Have calls answered promptly and courteously;
- Travel with a personal care attendant or service animal if needed; and
- Be notified if DTPT is unable to make a scheduled pick-up.

District Three Public Transit rights and responsibilities

DTPT service staff has a right to expect customers to:

- Maintain good personal hygiene;
- Adhere to safety requirements such as wearing safety belts;
- Assure that driveways and walkways will be safe and clear;
- Cancel trips they do not plan to make so others may have their seat;
- Be ready for pickup throughout the pick-up window of the scheduled trip;
- Upon boarding, present a pass to the driver or pay the fare in exact change; and
- Treat others respectfully and not engage in disruptive or abusive behavior.

About The Service

District Three Public Transit operates a flexible fixed route service.

- Flexible Fixed Route – A fixed route or “loop” is established for the bus to travel. While traveling the route the bus can be “flexible” and change its course, a given distance in any direction, to pick up or drop-off passengers. For example, in town a bus may move up to two blocks off the loop to make pickups. In the rural county areas, a bus can deviate a reasonable distance (miles/time) off its existing route to pick up a passenger

- Request based service – Customers phone in a “request” for service to a given destination and dispatchers schedule a pick up time for the customer. If a customer requests service for a particular appointment, dispatchers will offer the closest pick-up time available at that time. Customers are encouraged to request service as soon as possible if a specific pick-up time is needed.

DTPT reserves the right to assess each customer’s individual situation in order to determine if service can be safely and efficiently provided under agency guidelines. District Three Public Transit currently operates over 85 public routes.

Most routes are one of or a combination of flexible fixed route, and request based service and are divided into the following types

- Town transit – Town transit routes typically operate as request based service in the morning and flexible fixed route in the afternoon. Because request based service is an inefficient method for providing public transit service DTPT is currently exploring options to extend flexible fixed route service for the entire day. In our Marion service area this change has already occurred with positive results.
- County transit – Because of the wide area covered on county transit routes they all operate on a request basis. Callers must call to schedule trips no later than 4:00pm on the previous business day to be sure of being on the schedule on a given day. County transit routes serve most parts of our member counties at least once per week.
- New Freedom (Regional Transit) – Our New Freedom routes operate on a flexible fixed route basis, but are primarily reservation driven. Because of the great distance covered outside our service area and the tight schedule only very small deviations are allowed from the fixed route. Reservations must be made before 3:00pm on the last business day before the route runs.

Eligibility

The general public is eligible for DTPT curb-to-curb service. Curb-to-curb service for District Three means that customers are ready for pick up at their driveway, the nearest curb or next to a public road and do not require special assistance from the driver to board or exit the vehicle.

Children and Babies

Children five (5) years of age and under must be accompanied by an adult. Passengers wanting to bring children or babies on board during their trip are required to also bring an approved child safety seat as required by VA state law applicable for private vehicles. DTPT is not responsible for installing and placing children in the car seat. Children six years and younger may ride without charge.

What does the service cost?

The fare per one way trip is fifty cents. All passengers are required to pay the fare for the trip. The exact change is required: drivers do not carry change. A multiple trip pass may be purchased from the driver.

Tobacco products and alcohol

No tobacco products, alcohol or illegal substances will be consumed on DTPT vehicles. No open alcoholic beverages are allowed onboard vehicles.

Service hours

District Three Public Transit operates from 8:00 a.m. to 5:00 p.m. Monday through Friday. However, at this time, reservations are not taken after 4:00 p.m.. Galax, VA and Marion, VA provide Saturday service from 10:00 AM until 4:00 p.m.. At this time however, our dispatch offices are not staffed on Saturdays.

Senior medical transportation may take place outside of the core hours of operation. This service is contracted between District Three Senior Services and the transit system and is handled through Care Management. Seniors needing medical transportation may contact 1-800-541-0933 to find the nearest case manager.

How to schedule a trip

You may meet the transit vehicle at any scheduled bus stop, or you may call ahead to schedule a pick-up along the route.

- To schedule a trip, call the nearest District Three Public Transit dispatch office:
Abingdon 276-676-0700 (Serving Abingdon and Washington County)
Galax 276-236-3055 (Serving Galax, Carroll and Grayson Counties)
Marion 276-782-9300 (Serving Marion and Smyth County)
Wytheville 276-228-7433 (Serving Wytheville, Wythe and Bland Counties)
- Dispatchers are available Monday through Friday between the hours of 8 a.m. and 4:00 p.m. Trips should be scheduled no later than 24 hours prior to the desired travel time. Be prepared to give the dispatcher the exact addresses of pick-up and drop-off locations.
- If possible, arrange return trips at the same time outgoing reservations are made.
- If a pick-up location is at a building with more than one entrance, we need to know which entrance to use.
- If possible, we need a phone number to call in case of a delay or problem with a customer's ride (this is highly recommended).
- The dispatcher should be advised of a customer's special needs and whether they will be riding with a mobility aid, companion or personal care assistant (PCA).

Points to remember when scheduling a trip

If District Three is unable to provide a trip at the time it is requested, the dispatcher will work with a customer to select the nearest alternative pick-up time available.

District Three Public Transit provides more than 4,200 passenger trips each week. DTPT is not a taxi service, but rather a shared-ride service that carries multiple customers (called grouping) to different destinations on a first come first served basis. Every trip is important and customers may schedule a trip for any purpose.

Service suspensions

Public Transportation services are designed to serve persons who are able to function independently or with only moderate group supervision. Under certain circumstances as described below, it may be necessary to suspend a person's eligibility for some services if a customer's incapacity or behavior poses a health or safety threat to himself/herself or to others.

A service recipient client may be suspended from eligibility for service if he/she:

- Refuses proper securement of a wheelchair or refuses to wear the designated seat belt. DTPT will accept a physician's note requesting an exemption to wearing a personal securement (lap or shoulder belt). No exceptions are made to the requirement that mobility devices be secured;
- Is incapacitated mentally or physically to the degree that an individual companion is required and is not provided by the service recipient;
- Is incapable of maintaining minimal hygiene standards, or unwilling to do so, to the extent that the health and safety of others is threatened;
- Is disorderly or disruptive to a degree that threatens personal safety or interferes with the provision of services to others; or Service also may be suspended due to inappropriate, aggressive or abusive behavior toward drivers, other passengers and/or staff. This includes such behavior toward dispatchers;
- Has a communicable disease that is a threat to the health and safety of others;
- Has a pattern of no-shows and late cancellations (as defined below);
- Will not take medically necessary precautions to protect themselves or others (example: person with diabetes should wear footwear to protect against scrapes and bumps to feet or a person with MRSA must keep an open wound covered to protect against the spread of that communicable disease).

Drivers

Remember, the bus driver's first responsibility is for the safety and security of all the customers and the vehicle. Drivers, whenever possible, are encouraged to stay within sight of the vehicle. Please be advised that passengers may be left alone on the DTPT vehicle anytime that the driver assists other customers who need assistance to and from the door. The vehicle will not always be visible to the operator at those times.

Drivers should not engage in conversations that are not related to the transit trip. In order to help the driver focus on his/her driving, please limit conversation to questions or concerns about the trip. Drivers cannot pick up packages (such as prescriptions) for a customer. DTPT drivers are not allowed to wait while a customer completes a quick errand. Even if only a short time is needed at a destination, a return trip will need to be scheduled as a separate ride. Drivers are not authorized to handle medications or money, other than a fare. Please do not request that they dispense or hold on to such items.

Drivers cannot accept tips, but they do appreciate letters of praise for good service.

Packages

Passengers are allowed to bring a reasonable number of packages along with them, such as bags of groceries or laundry. Passengers may not bring hazardous materials on the bus, including but not limited to car batteries, explosives, and flammable liquids. Also, passengers should not bring more packages than can be carried onto and off of the bus in a single trip. Part 3 of this document describes additional assistance that may be provided to passengers with special needs. Once on the bus, packages must be stowed neatly either beneath the seat or in the passenger's lap. Packages may not be kept in the aisle or

placed in a location that might impede access to an emergency exit. Passengers on county systems may carry more, but no more than can be safely transported on the vehicle for their given trip.

Seat Belts

For safety and security, all customers on DTPT vehicles are required to wear seat belts and remain seated with their seat belt secured during transport. For comfort, seat belt extensions are available by request to the bus driver.

Holidays Observed

DTPT will not operate on the following holidays:

- New Year's Day
- Lee-Jackson Day
- Martin Luther King Day
- President's Day
- Memorial Day
- 4th of July
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day and the Friday that follows it
- Christmas Eve
- Christmas Day
- Other days as may be announced. Refer to the DTPT website for a complete list at: <http://www.district-three.org/transit>

Emergency Closings

During certain unforeseen circumstances including emergencies, severe, icy, or snowy weather, or mechanical failure a route(s) may be closed. If such circumstances arise during the day DTPT will make an effort to help passengers return to their homes before shutting down. The decision to close routes is made by the local dispatcher. During inclement weather passengers should contact their local dispatcher to determine if a route is operating.

Lost & Found

District Three is not responsible for lost or stolen items. If something is believed to be lost on a DTPT bus, the dispatcher with whom the trip was scheduled should be called.

Complaints, commendations and suggestions

District Three Public Transit employees are trained to provide safe, reliable and courteous on-time service. We always want to hear from our riders, whether it's a compliment, suggestion, or complaint. below is an outline of how to submit a complaint, commendation or suggestion. We would encourage customers to work with their local dispatcher (person they call to make reservations) to resolve issues. If this method does not work, customers may contact our central office:

▸ By telephone

Call 1-800-541-0933. weekdays (except holidays) from 8 a.m. to 4:30 p.m.

TTY users should call The Virginia relay at 711.

▸ By mail

Write to: District Three Public Transit, 4453 Lee Highway, Marion, VA 24354

Part 2. Contracted and Request Based Services--

In addition to the loop routes that follow a basic pattern, request based services are provided in some communities during designated hours, for customers with special circumstances. To use this service, a passenger phones in a request to be picked up and taken to a given destination within the service area.

DTPT also provides transportation to certified human service agencies on a contractual basis. For example, District Three Senior Services contracts with DTPT to provide its clients transportation to medical appointments. Also, a Center for Independent Living contracts for persons with disabilities to attend advocacy meetings. In these cases the agency provides a list of its approved riders and DTPT serves them in the manner agreed upon in the contract.

When a customer calls, the dispatcher will do his/her best to accommodate the request. If there is an appointment or the need to be somewhere at a particular time, please notify the scheduler who will make every effort to meet the need. All trips are treated with equal priority. Because there is a limited number of vehicles, it may not always be possible to schedule a pick-up or drop-off at precisely the time the customer requests. The vehicle may arrive a few minutes before or a few minutes after the pick-up time in order to serve other passengers. The driver may have to pick-up or drop-off several riders (grouping). Trips are scheduled to allow for adequate travel time between stops. The cooperation of each passenger is essential in enabling DTPT to provide the best service to all of its passengers.

Pick-up time frame (when to be ready).

District Three endeavors to schedule pick-ups within a 30-minute pick-up time frame to allow for traffic and other delays. That means that instead of giving an exact time, dispatchers will give a 30-minute period (15 minutes before and 15 minutes after the scheduled pick-up time) during which the driver should arrive. For example, if a customer asks to be picked up at 8 a.m., their ride will be scheduled to arrive between 7:45 and 8:15 a.m.

Customers should be ready to leave as early as the start time of the pick-up time frame given them. For example, if the pick-up time given is from 7:45 to 8:15 a.m., the customer needs to be ready at 7:45 a.m. If the driver arrives early, he or she is only required to wait five minutes into the pickup time frame. For example, if the pick-up window is from 7:45 to 8:15 a.m. and the driver arrives at 7:45 or earlier, the passenger must be in the vehicle by 7:50 a.m. A customer is not required to board the vehicle until the pick-up window begins, but may board the vehicle earlier if desired. Our dispatcher will not be able to call to notify a customer that a driver has arrived.

Multiple Trips

Sometimes customers need to go several places in a single day. For instance, someone might go from home to the doctor's office, to the grocery store, to the library, and back home again. If this is desired, a separate trip from each pick-up location to each drop-off destination will need to be scheduled. In order to keep the service affordable and to serve the most people possible DTPT is not able to wait for customers to make "quick" stops. Because this is a shared-ride service, it is important that customers allow ample time between drop-offs and pick-ups to complete their business at each destination. We

recommend no less than one (1) hour (the length of a service “loop”) be allowed between each scheduled pick-up time.

If Your Appointment Is Running Late

If an appointment is running later than anticipated and there is a chance a customer will not be ready for the scheduled return trip, or has missed the bus, the dispatch office should be called, or the driver if the passenger is on a regional route (like New Freedom) or the District Three Governmental Cooperative Central Office at 1-800-541-0933.

Canceling a trip

Town transit system riders are expected to cancel trips at least two hours before the beginning of their pick-up window. Senior Medical Transportation, New Freedom and county route riders should cancel trips the day before the scheduled trip.

Vehicle wait time and customer no-shows

A “no-show” is when a driver arrives at the customer location during the pickup window and the passenger does not ride. Drivers are only obligated to wait for customers five minutes from their arrival at the pickup location. Passengers who receive curb to curb service should be waiting where the driver can see them. For persons receiving door-to-door service, upon arrival, drivers will proceed to the first exterior door and announce themselves. They will wait one minute at the door for the customer. If the customer is not present for boarding within that time, the driver will return to the vehicle and request that the District Three Dispatch office begins the No-Show Authorization Process.

Transit system personnel will seek to verify that the driver is at the correct location and make a good faith effort to contact the customer before authorizing the driver to proceed to the next destination. If the customer can be reached and becomes available for boarding while the driver is still on site during this process, the driver will return to the door to assist the customer.

Customers who are not ready for boarding upon the driver’s arrival and are still not present at the end of the five-minute waiting period, will be considered a “No-Show” and will be subject to the terms and conditions of District Three’s Late Cancellation and No-Show Policy.

Late Cancellation and No-Show Policy

A late cancellation is when a trip is canceled less than two hours before the start of the pickup window. For example, if a trip window begins at 3:30 p.m., a customer has until 1:30 p.m. to cancel without being penalized for a late cancellation.

The second and subsequent late cancellation in a given month will be counted as “no-show” trips as outlined above. Three no-shows will result in suspension of riding privileges for one calendar week within the town systems and one calendar month within the county systems.

Will Calls

Since some appointments have unpredictable ending times, passengers “will call” the DTPT office, when their appointment is finished, to arrange for their return trip. We will make every effort to pick

passengers up as soon as possible. However, passengers should expect pick up no sooner than (1) one hour (the length of a service “loop”). Customers must be aware of the time their local transit office closes.

Part 3. Guidelines for Customers with Disabilities or other Special Needs

Persons with disabilities who are not able to use curb-to-curb service will be served with door-to-door service.

- Door-to-door service for District Three means that drivers will escort passengers from the outermost exterior door of the customer's pick-up address into the vehicle and from the vehicle to the outermost exterior door of the customer's destination address. Passengers may receive additional assistance as determined by transit staff. An example of additional service that may be provided would be if a person with limited use of their hands required assistance to lock the exterior door of their home but may otherwise travel independently, we may lock their door for them.

In order to be eligible for door-to-door service a customer MUST meet one of the following criteria:

- Have a disability as defined by the Americans with Disabilities Act (ADA);
- Need to use a ramp or wheelchair lift to board or exit a public transit vehicle; or
- Be unable to travel to or from a bus stop due to a disability.

To receive door-to-door service, the following conditions must be met:

- There must be a safe and accessible path of travel from the vehicle to the door;
- There must be a safe and accessible (lift must deploy) place to park in the customer's driveway, on a public roadway or public parking lot;
- The driver may only provide assistance over a distance of 100 feet from the vehicle;
- The parked vehicle must not block or impede traffic.

If any of the above conditions are not met, the location could be considered non-serviceable for door-to-door service. If a driver is at a location that he/she determines to be non-serviceable for door-to-door service, the driver must contact the dispatcher to report the reason door-to-door service cannot be provided. Dispatch will attempt to contact the customer. If an alternative cannot be found for that particular trip, District Three Public Transit will arrange for a safety officer to evaluate the location to try to reach a solution.

District Three Public Transit is not responsible for knowing whether customer destinations (location/building) are accessible for people with disabilities. Customers are advised to seek information regarding accessibility before scheduling a trip. If a driver determines a passenger's trip location cannot be entered, he/she will contact the dispatcher to determine alternatives. District Three reserves the right to refuse any destination deemed inaccessible or unsafe for passengers, the driver, or property of DTPT. DTPT will transport customers to the safest location near the desired destination.

Driver assistance: How will the driver assist a customer with special needs?

District Three drivers will provide the following assistance to customers:

- Asking the customer, "How may I assist you?";
- Accompany and assist the customer along the path of travel between the vehicle and the outermost exterior door of the residence;

- Guide customers who have a vision impairment (per customer's approval/request);
- Maneuver the customer's wheelchair (per customer's approval/request) between the outermost exterior door of the residence to the vehicle and from the vehicle to the outermost door of the destination;
- Allow customers to hold the driver's arm for balance; and
- Carry up to four bags for a customer (at no more than 20 lbs per bag).

It is important to note that the driver is not a personal care assistant, and is not permitted to provide assistance beyond what is outlined in this guide. Customers are responsible for making arrangements for any additional assistance needed. Additionally, drivers are prohibited from:

- Entering a customer's private residence at any time;
- Assisting a customer using a wheelchair up or down steps (the driver may assist a customer up or down a single step);
- Assisting with activities of daily living;
- Waiting with customers at their destination;
- Handling a service animal;
- Assisting with the operation of a power wheelchair or scooter;
- Assisting customers who use mobility devices over rough terrain or steep slopes;
- Repairing or "rigging" a mobility device to make it functional; or
- Pushing a power wheelchair that is not operating.

What customers can do to assist DTPT

If a power wheelchair or scooter becomes disabled while out in the community and a ride is already scheduled, please call. If a wheelchair or other mobility aid is used, DTPT asks that it be kept clean and in good condition. It can be a hazard to the passenger using it, the driver and to other customers if, for example, the wheels or other parts are loose or the brakes do not hold the wheels securely.

If a customer has a ramp at their home, it must be cleared of any obstructions and safely constructed. If the driver determines that the customer cannot safely use a ramp, a District Three Safety Officer will be notified. DTPT drivers will not escort over the ramp until a supervisor determines that it is safe. If a customer has a question about the safety or design of the walkway of the pick-up or drop-off location, the dispatcher should be called to schedule an assessment in advance of the scheduled trip.

Drivers will not approach a house where there is a risk of encountering an unfriendly animal. When the driver arrives animals should be on a leash or restrained and under control at all times. Private driveways and lanes leading to houses must be clear of overhanging limbs or other debris that may damage a vehicle. If a location is deemed unserviceable by a driver, a DTPT safety officer will make an assessment. If a location cannot be made serviceable, an alternative pick up location may be arranged. For safety reasons the pathway from the door to the vehicle must be clean of ice, snow and debris.

Drivers are not allowed to search purses, pockets, or backpacks for a customer's fare. If a punch card pass is used, present it to the driver.

It is important to remember that drivers are not allowed to enter anyone's place of residence. This rule applies even if assistance with a wheelchair is needed. If assistance is needed inside the home, passengers will need to arrange to have someone available to ensure they get safely to the door. The driver will assist from the door to the vehicle. If District Three personnel arrive at a location and discover someone has fallen or are in distress, please be advised that drivers are not trained to provide medical assistance. They may however, call emergency medical personnel and wait with a customer until it is safe for them to leave.

What if I need additional assistance?

Some customers have a level of disability that necessitates their use of a Personal Care Attendant (PCA). All customers have the right to travel with a personal care assistant (free of charge) and should indicate their intent to do so when making a reservation. A PCA is someone who travels with someone to assist with personal care and/or activities. A PCA is not a guest or companion. Customers, who cannot travel safely or comfortably without being accompanied by or met by a PCA, must understand that District Three drivers cannot fulfill PCA duties.

Some duties which may be performed by a Personal Care Attendant and not by a District Three driver include, but are not limited to:

- Assisting a customer in removing their jacket and/or repositioning in their wheelchair;
- Providing physical support for a customer so they may walk between the vehicle and the first exterior door of their pick-up or destination;
- Assisting a customer with changing oxygen canisters;
- Traveling with or meeting a customer who cannot be left unattended at their destination;
- Traveling with a customer who cannot be left unattended for a brief time on a District Three vehicle without risk to themselves or others;
- Assisting a customer who travels with a service animal but cannot board or disembark that animal from the vehicle without assistance;
- Assisting a customer inside their destination;
- Searching for a passenger inside any building;
- Assisting a customer into their private residence; and
- Assisting a customer using a wheelchair in navigating up or down steps (other than a single curb if there is no curb cut available at the drop off point).

The driver can only assist the person (with a disability) with four bags, (not weighing over 25 pounds each), or one personal shopping cart (with no extra bags of groceries hanging on the outside of the cart).

A driver's responsibility for your safety begins at the door where the trip begins, and ends at the door of the destination. This means drivers are not permitted to enter a passenger's home (even by invitation). They will escort to and from the vehicle, on and off the vehicle, and will ensure that the customer, any carry-on items, wheelchair, scooter, or walker (if used) are safely secured prior to transport.

Transit drivers are not caregivers and do not provide attendant-to-attendant service. Passengers will be dropped off even if someone is not waiting for them at the destination. We cannot wait with passengers

until someone arrives. If a customer cannot be left alone, they need to arrange for a personal care attendant to travel with them. If attendant-to-attendant service is needed, a personal care attendant or companion should travel with the customer. If assistance is needed from an apartment to the lobby or from a building entry to an office on another floor, someone other than the bus driver must assist the customer.

Drivers will come into the common area or lobby of an apartment or office building to meet passengers. Because there may be other customers on the vehicle, drivers try to stay within sight of the bus. Please be advised that passengers may be left alone on the bus whenever the driver is assisting other customers. The vehicle may not always be visible to the driver at those times.

Drivers do not know the schedules of their passengers. They will not be able to tell riders when their return trip is scheduled. The dispatcher will be able to advise customers on the time of their return trip. Please, do not ask the van driver to change the scheduled return trip, place or time, or to schedule another ride. Drivers cannot make these changes. The dispatcher should be called with these requests.

Passengers with disabilities who require additional time to walk to and enter the bus will be accommodated. Passengers requiring such assistance should advise dispatchers of their needs at the time the reservation is made.

What you may bring with you

- Life support equipment. You may bring a respirator, portable oxygen or other life-support equipment as long as it does not violate hazardous material transportation laws. The equipment must be small enough to fit into the vehicle and be secured. Customers must ensure that there is an adequate oxygen supply to last the entire length of the trip before boarding. Drivers are not authorized to operate life support equipment.
- Companions and personal care assistants (PCAs). Companions, friends, family etc. (who are not PCAs) may travel with a certified rider (being transported by contract) when space is available. Be sure to notify your dispatcher if a companion will ride with you, and if your companion uses a mobility device. Companions, including children age six and older, must pay the full fare. PCAs traveling with certified riders will ride for free.
- Service animals. Service animals may accompany a customer who has a disability. When scheduling a trip a passenger should inform the dispatcher that they will be traveling with a service animal. There is no fee to bring a service animal. Service animals must remain well-behaved and under the control of the handler at all times. Disruption caused by poorly disciplined service animals will not be tolerated. Service animals will not be permitted to ride in a bus seat.
- Pets are not permitted on DTPT vehicles.

District Three Public Transit vehicles

District Three has lift-equipped vehicles and some sedans. District Three does not accommodate requests for specific types of vehicles. Accessible vehicles are used to transport customers who use wheelchairs.

- District Three vans and lifts will hold wheelchairs and scooters up to 48" long x 30" wide that

weigh no more than 600 pounds when occupied. Mobility aids beyond these specifications might not be transportable.

- If assistance is needed boarding the vehicle, the driver will assist the rider. All drivers are trained to operate a wheelchair lift and the vehicle's mobility aid securement devices. Drivers will escort customers from the door to the vehicle, on and off the wheelchair lift, and will fasten and unfasten the wheelchair securement inside the van. Drivers will assist with the placement of passenger restraints (combination seat belt and shoulder strap).
- The pathway between DTPT vehicles and customer pick-up points (i.e., entryways, sidewalks, ramps and driveways) must be clear for DTPT drivers to safely provide assistance. Any obstructions along a vehicle's route must be cleared before we pick up or drop off any passenger. Service may be denied if branches or obstructions damage our vehicles and are not removed or if we determine it is unsafe to complete a trip due to weather related concerns.

The Lift

Customers who do not use wheelchairs may use the lift to board the van. For example, a person with arthritis who is not able to climb steps may use the lift. Customers should advise the dispatcher that they wish to use the lift when booking their trip. This information will be given to the driver. If a customer has not made arrangements to use the lift, but needs to, the driver will accommodate the request.

Mobility Devices

If a customer's wheelchair exceeds the measurements of a common wheelchair as defined in the ADA, please contact our office. Considering the customer's safety and the limitations of their equipment, we will accommodate passenger and chair as best as we can. To ensure the safety of all, the driver may assist a customer in a manual wheelchair up or down a curb or one step to a level service. This rule also applies to unoccupied wheelchairs.

Scooters

Some scooters may be difficult to secure inside the van. Because of this, the driver may recommend that a passenger transfer to the vehicle seat for safety. Customers are not required to transfer to a seat, but for their safety we encourage them to do so if able.

Other Aids

The driver will secure walkers inside the van. Walkers, plus any attachments such as baskets, bags, or water bottles, should weigh no more than 25 pounds total. If a passenger requires an oxygen unit, a portable unit is preferred. If a passenger has an oxygen cylinder, it must be transported in a cylinder holder, be attached firmly to a mobility aid, or be in a cylinder cart on wheels. The driver will secure the cylinder cart inside the van.

For shopping convenience, customers may bring a personal shopping cart with them. The driver will load and secure the shopping cart on the van. Items must be in the cart and not hanging from the cart. If the personal shopping cart has wheels and the lift is used, Up to 100 lbs may be carried.

District Three requires that customers who use wheelchairs also use the vehicle's integrated lap belt and shoulder strap restraint system. Lap belts and postural support belts attached to wheelchairs do not provide effective occupant restraint in the event of a collision.

To caregivers and social service agencies:

We know that caregivers and others may assume the responsibility for reading and understanding this information as well as making reservations and other arrangements for the customer. Please keep in mind, if the person you care for will ride DTPT without an attendant, he or she must be able to follow basic customer responsibilities and to ride independently with only the level of assistance provided.

Travel Training

Travel training helps seniors and persons with disabilities gain more independence by assisting them in becoming transit customers. Trainers familiarize individuals with how the system works, from bus routes to fares etc.. If someone is hesitant to ride the bus, travel training will give them the confidence needed to be comfortable and in control of their schedule. If interested in travel training call (276)783-8157 or (800) 541-0933. TTY users should contact the Virginia Relay Service at 711.

GLOSSARY OF TERMS

Accessible	Able to be entered by a person with a mobility aid such as a wheelchair.
ADA	Americans with Disabilities Act
Certified Rider	A passenger being transported under a contractual agreement with a federally-certified agency allowed to contract for public transit services.
Curb-to-curb	Ordinary transit service in which a passenger meets the transit vehicle at the curb or roadside and gets off the vehicle at a safe stopping point on a roadway or parking lot.
Customer	Transit system user or rider; passenger
Door-to-Door	A specialized service for passengers with disabilities that require additional assistance in using the transit service.
Request based service	A service that provides trips based on prior reservations made by or in behalf of the customer. This service is different from traditional taxi service in several respects: (1) reservations must be made in advance, (2) requests may be grouped so that several passengers are riding at the same time, (3) the pick-up time is established within a time frame, and (4) the transit driver does not wait for the passenger to conduct his or her business.
Dispatcher	A public transit employee whose job it is to schedule routes and pick-ups.
DTPT	District Three Public Transit
Flexible fixed-route	A transit route that follows a general course, but is able to deviate (change its course) a limited amount in order to pick up or deliver a passenger.
Loop	A repeating route that passes by each point at approximately the same time each hour.
Mobility Aid	A wheel chair, scooter, walker, or other such device used by a customer (passenger) to assist them in moving around.
No Show	A customer (passenger) who has scheduled a trip but fails to meet the transit vehicle within the designated time-frame.
PCA	Personal Care Attendant (not provided by the transit service) who provides personal care assistance for a passenger with a disability.
Personal Shopping Cart	A small shopping cart designed for the personal use of a consumer. Personal shopping carts may not exceed 26" in width, 24" in depth, and 48" in height.
Public Transit	A government supported transportation service available for use by anyone, regardless of age or income, who pays a fare and is able to travel within the service area safely without supervision.
Will call	A passenger who has traveled to a location who then must call the dispatcher to schedule a return trip