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# call-a-ride

## rider's guide



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Meeting Our Customers’ Travel Needs 1

    Paratransit Services.....2

How to Apply for Call-A-Ride Services  
.....4

    Presumptive Eligibility ..... 6

    Administrative Appeal Process.....7

Who is Eligible for Paratransit  
Service? ..... 9

    I. Category 1 Eligibility  
    (Unconditional Eligibility)..... 9

    II. Category 2 Eligibility (Lack of  
    Accessible, Stations, or Bus Stops) 10

    III. Category 3 Eligibility (Conditional  
    Eligibility) ..... 11

Temporary Disabilities ..... 12

Service for Visitors ..... 12

Recertification of Eligibility ..... 13

Call-A-Ride Service Area and Service Hours..... 14

Fares ..... 17

Scheduling Rides on Call-A-Ride ..... 17

    When to Reserve a Ride ..... 17

    How to Reserve a Ride ..... 18

    Pickup Window ..... 21

    Subscription Service ..... 251

    How to Change a Scheduled Ride ... 26

    If Your Appointment is Running Late ..... 27

    How to Cancel a Scheduled Ride .... 28

No-Show Policy ..... 29

    General Policy Statement on No-shows ..... 29

    Definitions: Booked Trip, Pickup Window, and No-show ..... 30

Definition: No-Shows Due to Operator Error or to circumstances Beyond a Rider’s Control .....	32
Policy for Handling Subsequent Trips Following No-shows.....	33
Notification of Recorded No-shows	34
Suspension Policy for a Pattern or Practice of Excessive No-shows .....	15
Policy for Disputing Specific No- Shows .....	36
Policy for Appealing Proposed Suspensions .....	36
When the Call-A-Ride Vehicle Arrives .....	38
Driver Assistance.....	39
To Check on Your Ride .....	40
After-Hour Emergencies.....	41
Additional riders .....	418
Personal Care Attendants.....	18

Guests or Companions.....	42
Children .....	43
Mobility Devices and other Disability Related Aids.....	44
Wheelchairs and Other Mobility Aids .....	44
Scooters .....	45
Wheelchair Securement Policy .....	46
Respirators and Portable Oxygen Equipment.....	46
Service Animals.....	47
Pets and Comfort/Support Animals .	47
Safety Belts and Child Restraints ...	48
Packages and Personal Items .....	48
Emergency Procedures.....	49
Failure to Meet at Drop-off Location .....	49
Inclement Weather.....	50

Community Disaster Emergency Procedures .....	52
Rider Courtesy and Conduct .....	54
Suggestions and Comments .....	59
Reasonable Modification Requests ....	60

# **Meeting Our Customers' Travel Needs**

Connect Transit is committed to providing transportation services that can be used by all our customers. All ‘fixed route buses’ have ramps and are low-floor with a kneeling feature to better serve riders who use wheelchairs or have difficulty getting up and down the bus steps. Pool vans are equipped with a lift and also accessible to all riders.

For everyone’s benefit, buses are equipped with annunciators to announce major stops, intersections, and transfer points to help riders recognize their bus stop or point of transfer. A limited number of seats are usually available near the entrance for persons who have difficulty standing while the bus is moving. There are two

spaces reserved on each bus for passengers in a wheelchair. The drivers will strap in the wheelchairs for a safe and secure ride.

Connect offers a zero fare bus service to all passengers. We encourage our customers with disabilities to take advantage of the independence and the zero fare cost that our fixed route bus and POOL service provides.

For route and schedule information, or any questions you may have about using the Connect fixed route bus or POOL services, call (435) 752-BUSS (2877).

## **Paratransit Services**

For riders who have a disability that prevents them from making some or all of their trips with our fixed stop services, Connect offers a shared-ride



service which is referred to as *Call-A-Ride*. This service is sometimes called “ADA Paratransit Service” because it is provided as part of our efforts to meet the requirements of the American with Disabilities Act of 1990 (or ADA).

*Call-A-Ride* service should be reserved at least 1 day in advance. The Call-A-Ride vehicles are small buses equipped with lifts and securement apparatus.

*Call-A-Ride* service operates in the same areas and during the same days and hours as the fixed stop bus service.

**This Rider’s Guide provides information about Connect’s Call-A-Ride service – how to become eligible to use the service, where it operates, the days and hours of service, how to request a ride and other important information.**

If you still have questions after reading this Guide, you can call the Paratransit Eligibility Office at (435) 792-3122. On request copies of this Rider's Guide can also be provided in other accessible formats.

## **How to Apply for Call-A-Ride Services**

Individuals interested in using Call-A-Ride must first be determined eligible for the service. The eligibility review considers each person's functional ability to use fixed route or POOL bus service. If a disability or health condition prevents you from using these services under any conditions, you will be determined "unconditionally eligible." If you can use fixed route or POOL buses some of the time but not at other times, you will be determined

“conditionally eligible” for those trips you cannot make by fixed stop bus service.

To receive information about the eligibility process, call the Paratransit Eligibility Office, and ask to have the Call-A-Ride eligibility information and application mailed to you.

Once you have reviewed the eligibility information and feel you may be eligible for Call-A-Ride service, complete the application and return it to Connect Transit. If you need assistance in filling out the application simply call the Paratransit Eligibility Coordinator at (435) 792-3122.

The application is designed to gather information from the applicant’s own assessment of his/her environment and functional ability to use Connect’s fixed

route or POOL bus service. The person reviewing your application may ask for additional information as needed.

You will be notified in writing of your eligibility status within 21 days after receiving a completed application.

Applicants will be notified of eligibility denials in writing. **If you do not agree with the decision that is made, you can appeal the decision to a review panel by following the appeals process outlined below.**

## **Presumptive Eligibility**

Connect will review applications and determine eligibility. If, by a date 21 calendar days following submission of a complete application, Connect has not made a determination of eligibility, the applicant will be treated as eligible and

provided service until and unless the entity denies the application.

## **Administrative Appeal Process**

Connect will require that an applicant file a written appeal within 60 days of receipt of eligibility denial. Appeal requests must be sent to:

Connect Transit  
Paratransit Eligibility Office  
3021 N 300 W  
North Logan, UT 84341

Connect will provide an opportunity to be heard and to present information and arguments to an Appeals Committee within 30 days of receipt of the appeal. The Appeals Committee is comprised of:

- (1) The General Manager

## (2) The Administration Director

Written notification of the decision and reasons for the decision will be forwarded to the applicant by the Appeals Committee via Registered Mail.

Connect will not provide Call-A-Ride service to the individual pending the determination on appeal. However, if Connect has not made a decision within 30 days of the completion of the appeal process, Connect will provide Call-A-Ride service from that time until and unless a decision to deny the appeal is issued.

## **Who is Eligible for Paratransit Service?**

The ADA regulations provide that a person may be eligible for Paratransit services under one of the following three categories:

### ***I. Category 1 Eligibility (Unconditional Eligibility)***

The first category of eligibility includes those persons who are unable to use fully accessible fixed route bus services. Included in this category is:

“Any individual with a disability who is unable, as a 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 by individuals with disabilities.” [Section 7.123(e) (1) of the ADA regulations]

## ***II. Category 2 Eligibility (Lack of Accessible, Stations, or Bus Stops)***

The second category of eligibility includes those persons who are able to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities but the vehicle, station, or bus stop is not accessible.

All Connect vehicles and the Intermodal Transit Center are accessible. However, some bus stops are inaccessible.

Category 2 applies to individuals whose trips involve using those stops.



### ***III. Category 3 Eligibility (Conditional Eligibility)***

The third category of eligibility includes those persons who may be able to use fully accessible fixed route bus service some times, but not at other times.

Included in this category is:

“Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.” [Section 37.123(e)(3) of the ADA regulations]

This applies to an individual who, because of his/her disability, cannot access a bus stop to board the fixed route or POOL bus system and/or cannot access his/her final destination

after disembarking from a fixed route or POOL bus. Eligibility is determined each time the eligible customer calls.

**Inconvenience in using the fixed route or POOL bus system is not a basis for eligibility.**

## **Temporary Disabilities**

Temporary eligibility is provided to customers who have a temporary disability that prevents them from using the Connect fixed route or POOL bus system. Eligibility will be provided for the expected duration of the disability.

## **Service for Visitors**

Visitors to the Connect area can use Call-A-Ride for up to 21 days a year by providing documentation that they have been determined eligible for similar ADA Paratransit services by a transit agency in another part of the country. If

additional service is needed after 21 days, the individual must apply by application. Visitors who do not have this kind of eligibility because they live in areas without fixed route public transit service might be asked for documentation of their health condition or disability. In lieu of documentation of health condition or disability, Connect will accept a certification that the visitor is unable to use the fixed route bus system.

### **Recertification of Eligibility**

Each Call-A-Ride customer must be recertified upon reaching his/her eligibility expiration date. It may also be necessary from time to time, for instance—if there is a disability change, to require a rider to recertify his or her eligibility. It is the customer's responsibility to reapply for services

prior to his or her eligibility expiration date. If a customer fails to renew Call-A-Ride eligibility, he/she will be ineligible for service until he/she is determined eligible in the certification process.

## **Call-A-Ride Service Area and Service Hours**

Call-A-Ride service operates in the same areas and during the same days and hours as the Connect fixed route and POOL bus services.

Call-A-Ride is designed to be “comparable to” (or similar to) the fixed route or POOL bus service and can be scheduled for any trip purpose. For this reason, Call-A-Ride service is only required to transport riders to and from locations that are within three-quarters

(3/4) mile of the existing bus services and during the same days and hours.

As a service to the communities, Call-A-Ride service is also provided to locations that and are within the city boundaries of Hyde Park, Hyrum, Logan, Millville, Nibley, North Logan, Providence, Richmond, River Heights and Smithfield. Even if they are beyond the three-quarters (3/4) mile boundary.

### **Weekday and Weekend Service**

Call-A-Ride service is offered Monday through Saturday. Call-A-Ride does not operate on Sundays.

### **For Logan, North Logan, Providence, Millville and River Heights:**

Weekday service hours are from 6:00 am – 8:30 pm.

Saturday service hours are from 10:15 am – 6:30 pm.

**For Hyrum, Nibley, Hyde Park, Smithfield, and Richmond:**

Weekday service hours are from 6:00 am – 7:30 pm.

Saturday service hours are from 10:15 am – 6:30 pm.

**Holidays**

**Paratransit service currently does not operate on the following holidays or the federally observed day of these holidays:**

New Year's Day  
Day

July 4

Thanksgiving Day  
Day

Memorial

Labor Day

Christmas

## **Fares**

Connect is a zero-fare system. There is no additional charge to ride the bus.

Services are funded by a local sales tax and through Federal Transit Administration Urbanized Area Formula Program Grants.

## **Scheduling Rides on Call-A-Ride**

### **When to Reserve a Ride**

You can reserve Call-A-Ride trips from one (1) to fourteen (14) days in advance of your trip. The Call-A-Ride scheduling office is open Monday through Friday (except holidays) from 7:00 am to 6:00 pm. On Saturday, the scheduling offices are open from 10:30 am until 6:00 pm. If you need to call on Sunday or on a holiday to request a ride for the next day, an answering machine

will record your request and we will call you back the next morning to confirm your ride. If your trip request was received before 6:00 pm and you do not receive a call from us, your ride will be scheduled at the time you requested. Calls must be received before 6:00 pm in order to receive service the next day.

Please do not schedule a trip several days in advance if you are not sure if you will actually be going or if you are not sure of the time you want to go. Reserving rides that are later canceled causes buses to be less efficient, can significantly increase the cost of the service and can lead to suspension of your Paratransit service.

**How to Reserve a Ride**To request a ride, call the Call-A-Ride Scheduling Office at (435) 753-CALL (2255). The reservation agent will guide you



through the process of reserving a ride. The reservation agent will ask for the following information. Have this information ready when you call.

1. Your first and last name.
2. The date and/or day of the week you need to ride.
3. The street address where you need to be picked up.
4. The street address of where you are going please indicate the exact point where you would like to be dropped off.
5. The time you would like to arrive (the appointment time, if applicable).
6. The time you will be ready to be picked up for a return trip (if applicable).

7. If you use a mobility aid such as a wheelchair, walker, scooter, or if you will need to use the lift. If you use a very large wheelchair or other large mobility aid, please see the “Wheelchairs and Other Mobility Aids” section later in this brochure for information about the maximum sizes and weights our vehicles are designed to transport.
8. If a personal care attendant or companions will be traveling with you.
9. If a child under the age of five (5) will be traveling with you.
10. If a service animal will be traveling with you.
11. Any other information you feel we should know to safely and comfortably serve you.

The reservation agent will enter this information into our computer scheduling system that will identify a vehicle available to serve you. The reservation agent may sometimes need to put you on hold or request to call you back while the best travel option is identified.

A self-service app is also available. This can be used to schedule and cancel rides, track the location of your bus, and to receive trip alerts. To activate this service or to get more information please contact Connect customer service.

## **Pickup Window**

After you have provided the above trip information, the reservation agent will offer you a 30 minute Pickup Window. Because Call-A-Ride is a shared-ride

service and other customers may need to be scheduled on the same vehicle, it may be necessary to get you to your appointment early, or pick you up for a return later, than your request.

The Call-A-Ride vehicle may arrive at any time within your Pickup Window. This window of time is needed to group rides and to accommodate unexpected traffic conditions, weather conditions or other delays and schedule changes. It is important that you be ready to meet the Call-A-Ride vehicle at the beginning of your Pickup Window.

**EXAMPLE:** A customer asks for a ride to work and needs to arrive by 9:00am. The reservation agent will enter into the scheduling software the time the customer needs to arrive at work. The scheduling software will then provide a 30 minute Pickup Window

necessary to get the customer to work on time. In this example the Pickup Window might be 7:50am – 8:20am.

To ensure the scheduling options offered will meet your needs, Connect has established the following guidelines for the Call-A-Ride scheduling process:

- Every effort will be made to schedule your trip so you do not arrive more than 60 minutes before your requested drop-off time and no later than your requested drop-off time.
- Every effort will be made to schedule a return pick-up no later than 60 minutes after the time you have requested and no earlier than the time you have requested.
- Every effort will be made to schedule trips so travel times are

comparable to the time it would take to make the trip by fixed route bus.

**Out of courtesy to other Call-A-Ride customers who are scheduled on the same vehicle, the driver will wait no longer than five (5) minutes after their arrival time within the Pickup Window. The vehicle will depart when the five-minute period is up.**

**Customers must be ready to depart at any time during the thirty (30) minute pickup window** described when the reservation was made. If a customer has not appeared and is not ready to board the vehicle within five (5) minutes after the vehicle arrives, the vehicle will depart. The trip will be cancelled and marked as a “No-Show.”

## **Subscription Service**

If you need a ride to the same place, at the same time, at least once a week, “Subscription Service” may be a good option for you. This service allows you to schedule these trips with one call. You will then be automatically placed on the schedule each week. Ask the reservation agent about this option.

If you are receiving “Subscription Service,” it is important to let us know immediately if you don’t need a ride on a particular day. This way we can make the change on our schedules. For example, if you have “Subscription Service” for a trip to school each weekday, keep us updated on holiday and vacation times when school is not in session.

Due to federal regulations, it may be necessary to limit the number of subscription requests we can accommodate. If this happens, your request will be put on a waiting list and we will call you back when we are able to meet your request for “Subscription Service.”

## **How to Change a Scheduled Ride**

If your plans change and you need to adjust your ride times, call the Call-A-Ride Scheduling Office at (435) 753-CALL (2255). Remember, the scheduling office is open Monday through Friday (except holidays) from 7:00 am until 6:00 pm and Saturday from 10:30 am to 6:00 pm. If you call on Sunday or on holidays to change or request a ride for the next day only, an answering machine will take the information, and we will call you back



the next morning to confirm your trip. If you do not hear from us, assume your trip was scheduled at your requested time.

The reservation agent will always try to accommodate your needs, but changes to your original ride request may result in adjustments to your pick-up times.

**Call-A-Ride cannot guarantee any changes to pick-up windows or pick-up/drop-off locations on the day of your ride.**

### **If Your Appointment is Running Late**

Everyone has occasional circumstances outside their control that can cause delays at a scheduled appointment. If your appointment is running later than you expected and there is a chance you will not be ready for your scheduled

return trip (or if you have missed the bus), call the Call-A-Ride Scheduling Office as soon as possible.

Every effort will be made to assign another bus to pick you up in a timely manner. **There may be a delay of an hour or more before another vehicle is available to accommodate your trip.**

*Remember: Allow extra time for medical appointments or other appointments that may take longer than expected.*

## **How to Cancel a Scheduled Ride**

If you have scheduled a ride you no longer need to take, please call the Call-A-Ride Scheduling Office as soon as possible. **Rides that are cancelled less than 60 minutes before the pickup**

**window will be marked as a “No-Show.”**

## **No-Show Policy**

### **General Policy Statement on No-shows**

Connect understands that because Call-A-Ride requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. Connect also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips (or failing to cancel trips in a timely way) can lead to suspension of service. The

following information explains  
Connect's no-show policy.

## **Definitions: Booked Trip, Pickup Window, and No-show**

### **Booked Trip:**

A booked trip is defined as any scheduled ride that is taken or no-showed.

### **Pickup Window:**

The pickup window is defined as the 30-minute window in which the vehicle may arrive for a scheduled trip. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of 5

minutes within the pickup window for the rider to appear.

No-show:

A no show occurs when a rider fails to appear, and is ready, to board the vehicle that has arrived within the pickup window and the driver has waited at least 5 minutes at the scheduled pickup location.

Cancellations made less than 60 minutes before the scheduled pickup window. Cancellations made at the door, or a refusal to board a vehicle that has arrived within the pickup window are also considered no-shows.

## **Definition: No-Shows Due to Operator Error or to circumstances Beyond a Rider's Control**

Connect does not count as no-shows any missed trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving within the pickup window, but departing without waiting the required 5 minutes

Connect does not count situations beyond a riders control that prevent the rider from notifying us that the trip cannot be taken as no shows, such as:

- Medical Emergency
- Family emergency
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact The Paratransit Eligibility office at 435-792-3122 when experiencing no-shows due to circumstances beyond their control.

### **Policy for Handling Subsequent Trips Following No-shows**

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel

any subsequent trips they no longer need that day.

## **Notification of Recorded No-shows**

Connect will notify the passenger in writing after no-shows occur. Each letter will contain a reminder of the incident and provide the passenger an opportunity to dispute the no-show. Documentation may be required to verify extenuating circumstances claimed to have caused the no-show.

## **Suspension Policy for a Pattern or Practice of Excessive No-shows**

When a no-show occurs, a notation will be made in the rider's account. At the end of each month, Connect will review the no-shows for the previous three months. Each verified no-show consistent with the above definitions



will remain in the rider's account. A rider will be subject to suspension after they meet all of the following conditions:

- Have at least 30 booked trips in the previous three months.
- Percentage of no-shows to booked trips in the previous three months exceeds 9%.

All suspension notices include the dates of the suspension, a copy of this policy, information on disputing no-shows, and how to appeal suspensions.

The first violation results in a 7-day suspension. Subsequent violations within 6 months of a previous violation will result in the following suspensions:

- Second violation: 14-day

suspension

- Third and subsequent violations:  
30-day suspension

## **Policy for Disputing Specific No-Shows**

Riders wishing to dispute specific no-shows must do so within 10 business days of the post mark date on suspension letters. Riders should contact the ADA Paratransit Eligibility office at 435-792-3122 to explain the circumstances and request the removal of the no-show.

## **Policy for Appealing Proposed Suspensions**

Riders wishing to appeal suspensions under this policy have the right to file

an appeal request, which must be in writing by letter. Riders must submit written appeal requests within 15 business days of the post mark date on suspension letters. Riders who miss the appeal request deadline will be suspended from Call-A-Ride on the date listed on the suspension notice. Appeal requests must be mailed to:

Connect Transit  
Paratransit Eligibility Office  
3021 N 300 W  
North Logan, UT 84341

All suspension appeals follow Connect's appeal policy.

## **When the Call-A-Ride Vehicle Arrives**

The Call-A-Ride driver will pull the vehicle up to the curb in front of the pick-up address you provided within your pickup window. Please be ready to go at the beginning of your pickup window. If you think it may be difficult for you to know when Call-A-Ride vehicles arrive (because of your disability or where you are being picked up), please let us know. We will work with you to figure out ways we can help alert you to when vehicles arrive.

**Please note: Drivers can only wait for 5 minutes after they have arrived. If you are not ready, the driver may have to leave..**

## Driver Assistance

Call-A-Ride is an origin to destination transportation service. Drivers will assist with the seat belt, wheelchair securement, and cargo (baggage, groceries, etc.) that may be reasonably carried aboard by one person in one trip.

If you require assistance beyond the curb, door-to-door assistance will be provided to assist you to and from the threshold of a building, as long as providing that service does not create an undue burden or to take actions that are clearly unsafe. Door-to-door service must be requested when scheduling your trips. Drivers must maintain physical sight of the vehicle at all times, and they are not permitted to enter beyond the threshold or ground level of any building. **Drivers will not operate**

**your power wheelchair or other medical devices.**

If you require assistance beyond what is outlined above, it may be necessary for you to bring someone along to provide the assistance. (see Personal Care Attendant pg 20)

### **To Check on Your Ride**

Unexpected delays can happen because of road construction, traffic conditions, or bad weather. **If you have questions about the status of your trip**, call the Scheduling Office at (435) 753-CALL (2255). Stay within sight of the pick-up location if at all possible, in case the vehicle arrives while you are calling.

**Rider Tip:** Make sure your address is clearly visible from the street, especially at night. If you are being picked up at a large building, make sure when you schedule your ride to tell the reservation agent which entrance you will use. Carry needed medication with you in case your trip takes longer than expected. If you use oxygen, bring an adequate (extra) supply. Consider bringing other items you may need. (For Example: A small snack if you are diabetic or hypoglycemic.)

## **After-Hour Emergencies**

Should an emergency arise after 6:00 pm, call (435) 752-2877 and you will be connected to a Connect Dispatcher.

**This is only for emergencies or if your vehicle is more than 30 minutes late for pick-up. No trip reservations or schedule changes can be made after hours.**

## **Additional riders**

### **Personal Care Attendants**

A Personal Care Attendant (PCA) is someone you may bring with you to assist you with traveling or with

personal care or activities. A PCA must get on and off the bus at the same places and times as you.

You will need to tell the reservation agent when you schedule trips that you will be traveling with a PCA. This ensures that there will be room on the vehicle for you, your PCA, and other scheduled riders.

Connect does not provide Personal Care Attendants.

## **Guests or Companions**

A guest/companion is someone you want to bring along to share the trip, not someone you must bring to assist you. Guests/companions must get on and off the vehicle at the same place and time as you. You will need to tell the reservation agent when you schedule trips if you will be traveling with one or



more guests/companions. Drivers cannot add riders who do not have a reservation.

One guest or companion is guaranteed, all additional guests or companions will be accommodated if there is enough space on the vehicle.

## **Children**

An adult must accompany all children under ten (10) years of age as they cannot ride unattended. State seat belt laws regarding the securement of minors will need to be followed.

Children under (10) years of age will be considered for Paratransit eligibility based on the functional ability of both the accompanying adult and child (as a team) to use fixed route bus service.

An adult accompanying a child on Call-A-Ride is responsible for the child.

Drivers are not permitted to carry children on or off the vehicle for you. If you will need assistance with the child, please bring someone else along to help you. Remember, you will need to tell the reservation agent if you will be traveling with one or more guests/companions. Children under 40 pounds or age 4 must be secured in child restraints with internal harness systems. Connect does not provide child restraints.

## **Mobility Devices and other Disability Related Aids**

### **Wheelchairs and Other Mobility Aids**

Call-A-Ride vehicles are designed to accommodate most wheelchairs as defined by the ADA. We will accommodate all wheelchairs according

to the vehicle manufacturer's specifications and weight ratings as long as accommodating the wheelchair does not present a legitimate safety risk. Wheelchairs may only ride in designated securement locations. Call-A-Ride vehicle lifts can accommodate weights up to 800 pounds.

## **Scooters**

Some three-wheeled scooters are difficult to secure on Call-A-Ride vehicles. Some scooters also come with a warning from the manufacturer that they should not be used as seats on moving vehicles. Because of this, the driver may recommend you transfer to a vehicle seat if you can do so. While the driver will not require you to transfer, we strongly recommend you do so that we can provide you and other passengers with the safest ride possible.

## **Wheelchair Securement Policy**

It is the driver's responsibility to ensure that mobility devices are properly secured. Wheelchairs and scooters are required to be secured into the four-point tie-down system at all times during the ride. Connect requires that riders also allow operators to secure the seat belts to ensure the customer's safety.

## **Respirators and Portable Oxygen Equipment**

Portable oxygen equipment and portable respirators are permitted on Call-A-Ride. The driver will assist you in securing this equipment on the vehicle. Drivers are not permitted, however, to assist you in using this equipment. If you need assistance with portable life support equipment, please

arrange to bring a qualified attendant along with you.

## **Service Animals**

Riders may travel with a service animal. Service animals include guide dogs, signal dogs, and other animals trained to work or perform tasks for persons with disabilities. Be sure to inform the reservation agent when you are scheduling a ride if you will be traveling with a service animal.

## **Pets and Comfort/Support Animals**

Animals that are not service animals may ride on Call-A-Ride only if they are properly secured in a cage or kennel. For safety reasons, drivers are not permitted to carry cages or kennels on or off the Paratransit vehicles. If you need assistance with a pet, please

arrange to travel with someone who can help you.

## **Safety Belts and Child Restraints**

For your safety and security, Connect requires all passengers to use safety belts and remain seated while riding on Call-A-Ride vehicles. Children under 40 pounds or age 4 must be secured in child restraints with internal harness systems. Connect does not supply child restraints.

## **Packages and Personal Items**

You may bring grocery bags, luggage, or other packages or personal items with you on Call-A-Ride. Keep in mind that this is a shared-ride service and space is limited. Grocery store carts are not permitted on vehicles, but you may bring packages on board in personal two-wheeled, collapsible carts. You are

only allowed to bring onboard as many items as may reasonably be carried aboard by one person.

## **Emergency Procedures**

In the event of an accident or emergency, please remain calm and follow the instructions of the driver.

A rider who becomes ill, or notices another rider who may be ill, should immediately inform the driver.

### **Failure to Meet at Drop-off Location**

If a rider, due to their disability, is to be met when they are dropped off and the person meeting them is not there when the driver arrives, the rider will be transported back to the Connect office (or to another safe location) and the

rider's guardian or caregiver will be notified and required to come to pick-up the rider or to make other transportation arrangements. If we are unable to make contact with the guardian or caregiver, the proper authorities will be notified.

## **Inclement Weather**

Connect reserves the right to suspend, modify or cancel service during times of hazardous weather conditions that may jeopardize the safety of our riders and employees. On bad weather days, listen to the reports on the radio. The Scheduling Office will also be able to tell you if service is canceled or not.

If your trip is for dialysis, chemotherapy, or another life-sustaining purpose, call the Scheduling office at (435) 753-CALL (2255) to make sure you can get where you need



to go. Every effort will be made to deliver life-sustaining and essential trips using Paratransit or by arranging other emergency assistance.

Travel is sometimes suspended in areas with higher elevations due to snow or ice. If you are planning to travel to these areas at times when inclement weather is predicted, take into consideration problems you may have in getting a return ride should service be suspended. Also, if you are traveling during inclement weather, be sure to be prepared for longer ride times. For example, bring any medication you may need; if you use oxygen, bring an adequate supply; if you are diabetic or hypoglycemic bring a small snack with you in case the trip is longer than expected due to the weather.

## **Community Disaster Emergency Procedures**

During a community disaster, Connect will make every attempt to transport our clients as scheduled. Due to the nature of the disaster, it may be necessary to establish pick-up points that either requires us to walk into the area to get you, or to have you get assistance from someone at your location to bring you to us. Through coordination with the local Disaster Control Center, we will make every attempt to establish these locations to minimize your travel to reach them.

If you make other transportation arrangements due to the emergency, please let us know so we can account for all our riders who have scheduled trips.

By keeping our records as up to date as possible, we feel we will be able to provide a better service to our clients in times of an emergency. As part of our preparation for an emergency, we will periodically be requesting emergency contact information including a telephone number. If you have common places you travel, please provide us with telephone numbers to those locations as well.

If the nature of the disaster requires you need your Call-A-Ride trip earlier than originally scheduled, contact the Scheduling Office at (435) 753-CALL (2255) and we will attempt to meet your needs. Keep in mind our ability to respond immediately is limited to the nature of the disaster. If you haven't yet been picked up for your trip, or to confirm that Call-A-Ride is able to get

you where you need to go, call the Scheduling Office.

If it is unsafe for Connect to travel into a disaster area, Connect reserves the right to suspend, modify or cancel service.

## **Rider Courtesy and Conduct**

Connect has a list of common-sense rules to ensure the safety of all riders and drivers. We ask that riders, their personal care attendant and any companion(s) traveling with riders observe the following Rules of Conduct:

- ❑ No smoking on the vehicles.
- ❑ Riders shall maintain appropriate, reasonable personal hygiene.
- ❑ No abusive, threatening, or obscene language or actions.

- ❑ No physical abuse of another rider or the driver.
- ❑ No petting guide dogs or other service animals without the permission of the owner.
- ❑ No use of personal electronic devices without headphones while on board.
- ❑ No operation or tampering with any vehicle equipment.
- ❑ Littering is prohibited.
- ❑ Shirts and shoes or other footwear must be worn.
- ❑ Strollers and other large items must be stowed away so as to not block the aisle or cause injury to any person on the bus.
- ❑ Head, arms and other body parts must be kept inside the bus.

- ❑ Objects must not be thrown from the bus window.
- ❑ Parents must control children.
- ❑ Federal regulations prohibit the transportation of flammable or explosive materials on transit vehicles.
- ❑ No person may create a hazardous or offensive condition upon any vehicle or facility including:
  - Brandishing or discharging a firearm.
  - Threatening with or assaulting any person with any weapon.
  - Making comments to a driver regarding their performance while the vehicle is in motion.
  - Making disparaging comments to another person or employee

regarding their race, color, or national origin.

Riders, their personal care attendants or companions traveling with riders, who violate rules of courtesy and conduct, may be subject to penalties, up to and including suspension of service.

In accordance with federal guidance, Connect retains the right to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others. Connect shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons. Connect will

follow the guidance of FTA Circular 4710.1, Chapter 2, Section 2.2.7, before refusing to provide service, including the provision to provide a warning letter before denying service.

If an individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others, Connect reserves the right to require that a personal care attendant travel with the rider as an option instead of service suspension.

Any rider, or personal care attendant or companion traveling with a rider, who is suspended from service will be notified in writing and will be given an opportunity to appeal the suspension.



## **Suggestions and Comments**

To allow us to follow-up on your comments or suggestions, please be specific and provide us with the following information:

- Your name, address, and phone number.
- The date, time, and location of the incident.
- The vehicle number or driver's name.
- If concerning a Paratransit office staff, we need the time of your conversation with them and the name of the employee.
- A detailed explanation of the incident or suggestion.

Connect is committed to evaluating and responding to comments and complaints equitably. Multiple employees will review each communication and will respond by phone, email, or in writing to confirm the comments have been received and an initial contact will be made. This initial contact will generally occur within 24 hours of the original comment or complaint.

## **Reasonable Modification Requests**

Connect wants to provide the best service possible to you and will make reasonable accommodations in policies, practices, or procedures when such

accommodations are necessary and appropriate.

If you need additional service or would like such an accommodation, please contact the Eligibility Office at 435-792-3122 or Call-A-Ride Information at 435-753-2255.

### Contact Information

Scheduling Office	435-753-2255	Option 3
Trip Cancellations	435-753-2255	Option 3
Fixed Route Bus Service	435-752-2877	Option 2
Lost and Found	435-753-2255	Option 2
After Hours Emergency	435-752-2877	Option 2

Call-A-Ride

Eligibility/Policy 435-792-

Info 3122

Connect Website [www.rideconnectutah.gov](http://www.rideconnectutah.gov)

Email

[Eligibility@rideconnectutah.gov](mailto:Eligibility@rideconnectutah.gov)