



Eureka Springs Transit System



ADA-Paratransit & Share-A-Ride Passenger Handbook

Includes

◆ Eligibility ◆ Schedule of Operations ◆ Services Available

April 2016

Table of Contents

Section 1. What are your options	3
Fixed-Route Services	3
Demand-Response Services	3
ADA-Paratransit	3
Share-A-Ride	5
Section 2. Scheduling Rides	5
Reservations	6
Routine Trip Service	6
Deviations from Scheduled Trips	6
Fares	6
Ready Time	6
Packages & Personal Items	7
Personal Assistance	7
Boarding	7
Service Animals	7
Section 3. Cancellations	7
No-Show Trips	7
Appeals Process	9
Reasonable Modification	9
Section 4. Notice of Nondiscrimination	9
Section 5. Transit Etiquette	9
Section 6. Definitions	10
Notes	11
Address information & Fares	12

ADA-Paratransit/Share-A-Ride Passenger Handbook

Section 1. What are your options?

FIXED-ROUTE SERVICES: For most people relying on public transportation, Fixed-Route services offer the most convenient way to travel. Within the published schedule times, you can travel whenever you want; and, overall, the cost is less.

Fixed-Route service is just what the name implies: transit vehicles cover a set area, with pre-established stops, over a fixed period of time. All that is required of the rider is to be at a stop and to have a ticket or the correct fare.

Each of the vehicles that serves Eureka's fixed routes is equipped with a wheelchair lift that makes it easier for people with disabilities to board and exit. However, the lifts are not just for people in wheelchairs—our Drivers have been trained to deploy the lift whenever its use will make it easier for people who otherwise would have difficulty boarding one of our vehicles.

DEMAND-RESPONSE SERVICE: This is a shared-ride service in which there may be other people on the vehicle with you and the driver may stop to pick-up and drop-off other people on the way to your destination. Eureka Springs Transit offers two versions of demand-response service: One is tailored to conform to the Americans with Disabilities Act (ADA) and is available (a) whenever regular fixed-route services are offered and (b) to and from any destination within 3/4-mile of a fixed route; and the other is open to the general public and offers public transit services to and from destinations within the State of Arkansas.

I. ADA-PARATRANSIT: This service is required by law for those persons with disabilities *who are not able to use fixed-route service*. It is a curb-to-curb service based upon the following guidelines:

1. Trips must be scheduled not later than 4:30 pm on the day prior to the requested trip. If the prior day is one of the few during the year on which Eureka Transit is not open, the trip request may be left on the Automated Voice Mail system;
2. ADA-Paratransit Service is available on any day on which regular fixed route service is offered. Please check the latest "Rider's Guide and Map" or www.EurekaTrolley.org for the most current fixed-route schedule information;
3. It is available to origins and destinations within corridors that have a width of 3/4 mile on each side of a fixed route;

4. To be eligible for ADA-Paratransit Service, you are required to have an application on file that includes personal information, emergency contact and an eligibility section providing the details about why you are unable to access fixed route services. Your application will be reviewed and processed within twenty-one (21) days from submission;

5. An ADA-Paratransit Eligibility Application may be obtained from the Eureka Springs Transit or it may be obtained online at www.EurekaTrolley.org/ADAParatransit.html;

6. Eligibility is based upon one of these three (3) categories:

a. Someone who, because of a physical or mental impairment, is unable to board, ride or disembark independently from an accessible fixed-route vehicle or who, because of a physical or mental impairment, is unable independently to navigate the system;

b. Someone who can use an accessible fixed-route vehicle as long as one is available; or

c. Someone with a disability who has a specific impairment-related condition that “prevents” him/her from traveling to a boarding location or from a disembarking location. Inconvenience or difficulty is not sufficient. This is often referred to as a conditional eligibility, meaning that the existence of certain conditions determine one’s eligibility;

7. Once an applicant has been certified as eligible for ADA-Paratransit Services, he/she will be assigned an identification card that will indicate the extent to which ADA-Paratransit Services are available:

A. **Temporary:** A Temporary qualification is based upon a short-term illness or injury that prevents usage of regular fixed-route service for a period not exceeding 12 months. In the event the disability continues beyond the ending date indicated in the certification letter, a reapplication for ADA-paratransit eligibility will be necessary.

B. **Conditional:** This type of eligibility will be issued to an individual if his/her disability prevents usage of regular fixed route services under certain conditions. He/she is expected to use regular fixed-route service for any rides that are possible.

i. The specific impairment-related condition must prevent the person from using the fixed-route system. Conditions that make getting to or from a stop more difficult or less comfortable do not confer eligibility.

ii. Architectural barriers not under the control of the Eureka Springs Transit System to remove (for example, curb cuts) along with environmental barriers (such as distance, terrain and weather) do not, when considered alone, confer eligibility. If, however, travel to or from a stop is impossible when combined with an individual’s specific impairment-related condition, ADA-paratransit service must be provided.

C. **Full:** Use is unconditional and may be used for all rides on days when regular fixed-route service is provided.

8. Paratransit eligibility is not determined solely on the basis of whether or not an individual has a disability, rather it relates to whether or not an individual—*because of his/her disability*—is unable to use regular fixed-route service under all circumstances or under certain

circumstances only;

9. Verified “Personal Care Attendants” ride free when providing care assistance to someone who has been certified as eligible for ADA-Paratransit Services. Companions may ride on a space-available basis for the same fare as the ADA-Paratransit eligible passenger.

II. SHARE-A-RIDE: In addition to the ADA-Paratransit Service, a program called Share-A-Ride was begun in 2009 as an expansion of Eureka’s Call & Ride service that was created in the early 1990’s. Like ADA-Paratransit, Share-A-Ride is a demand-response service providing curb-to-curb travel with a one-day advance reservation requirement, but unlike ADA-Paratransit, its service area goes beyond the regular fixed-routes.

Share-A-Ride is offered on a first-come, first served basis, from 8:30 am to 4:30 am (excluding holidays). PLEASE CHECK THE CURRENT TRANSIT SCHEDULE OF OPERATIONS. It is open to the general public with priority being given to ADA-Paratransit eligible individuals traveling (1) on a day when fixed-route services also are offered and (2) who are traveling from and to a point within 3/4 –mile of a fixed route.

Section 2. Scheduling Rides: A Transit Dispatcher will guide you through the process of scheduling transportation, but be prepared to provide the following information:

1. *First and Last Name of Rider;*

2. *The date and time you wish to ride.* Because of the number of riders we handle, you may have to compromise on travel times. Eureka Transit will try to schedule transportation as closely to the desired time as possible but there are no guarantees. If service is requested on a day on which Eureka Transit has scheduled regular fixed route service, passengers who are ADA-Paratransit eligible will be given a pick-up time from one hour before to one after their requested time for travel within Eureka Transit’s Paratransit service area (3/4 mile from any fixed route);

3. *Pick-up address;*

4. *Destination address;*

5. *Pick-up time from destination.* Although it may be difficult for the rider to know exactly what time they will be ready for their return trip, it is recommended that the rider leave ample time. For example, if the purpose of the trip is medical, the rider is encouraged to check with his/her medical provider in advance to see how long the appointment should take;

6. *Whether a personal care attendant or a companion will accompany the rider.* A personal care attendant for an ADA-Paratransit eligible rider will be permitted to accompany the rider at no charge. A companion will be permitted to travel when space permits at the regular ADA-Paratransit/Share-A-Ride fare. *The request for a personal care attendant must be made in the original or an amended application for ADA-Paratransit Eligibility.* A personal care attendant is someone without whom an ADA-Paratransit eligible passenger is unable to travel. This person is distinguishable from a companion, one who is traveling with the ADA-Paratransit eligible passenger for company rather than to assist;

7. Whether a service animal will accompany the rider; and
8. Whether the rider will need the use of the lift in order to board and exit the transit vehicle.

NOTE: Companions may ride on a space-available basis.

In order to accommodate as many requests as possible, Eureka Transit may schedule ADA-Paratransit pick-up times up to one hour before or after the requested times and all rides may be shared rides.

RESERVATIONS: Reservations are made on a first come, first served basis and may be made by transit office staff personnel only. Drivers are not permitted to take reservations. Reservations may be made for next day service and up to fourteen (14) days in advance. **Next-day scheduling is required at a minimum.**

To make a reservation, please call Eureka Transit at (479) 253-9572 between the hours of 8:30 am and 4:30 pm, Monday through Friday.

We will schedule trips by either appointment time or request time. If you have an appointment, please tell the Transit Dispatcher that you need to arrange your trip by time and give him/her the time you must be at your appointment. If you need to be picked up following a scheduled appointment, please indicate that time as well but prepared for a minimum thirty (30) minute layover.

ROUTINE TRIP SERVICE: Repetitive trips of a routine nature may be requested for such purposes as going to and from work or medical appointments or to and from the same destination on a regular basis. Such trips will be scheduled by Eureka Transit with one call and will continue until the request is terminated or cancellations and no-shows become excessive. *Since routine trip service is not a requirement of the ADA, Eureka Transit may limit the number of routine trip service openings available at any one time in order to ensure that our ability to serve ADA-mandated trips is not compromised.*

DEVIATIONS: Deviations on a scheduled trip are not permitted on the day of the trip without approval from the Transit Office. Drivers are not allowed to add stops to the schedule. A rider may cancel a stop but any cancellation may not affect another rider's schedule.

FARES: You must have the exact change for the planned trip. Drivers are not permitted to carry cash for making change.

READY TIME: The actual pick-up time that is offered shall be considered as the rider's "Ready Time". "Ready Time" implies that the transit vehicle may arrive up to 10 minutes before the scheduled pick up and up to 20 minutes after the planned time. This time window is necessary to accommodate unanticipated delays such as traffic conditions, the effects of inclement weather or other factors that may delay schedules.

PACKAGES & PERSONAL ITEMS: Passengers may bring on board anything that they are able to personally handle. Our drivers are not permitted to carry sacks or packages to the door. Please bring only those packages that you can carry, load and unload yourself. If you need assistance with your packages, please bring a companion or a personal care attendant to assist you. Companions will be charged the regular Share-A-Ride fare. At the time of your booking, please inform the Transit Dispatcher of your desire to bring a companion.

PERSONAL ASSISTANCE: Drivers only can assist the passengers on and off the bus. All service provided is curb-to-curb. Drivers may assist riders with mobility issues to the first doorway of a residence or business. Drivers are not permitted to go inside any residence or business.

BOARDING: Passengers who experience mobility limitations will be given reasonable time to board once the bus arrives. However, passengers should be ready to board prior to the bus' arrival in order to help maintain an efficient transportation system for all users.

SERVICE ANIMALS: "Service dogs" are permitted on all transit vehicles but "pets" are not regardless of their size, breed or disposition. Drivers are permitted to ask you if an accompanying animal is a service animal and about the kinds of tasks that the animal has been trained to assist you with.

Section 3. Cancellations

In order to minimize the impact on our service to other passengers, we encourage riders to call as soon as they know they need to cancel a trip. Trips not cancelled before driver arrives will be considered a "no-show". In addition, when the driver arrives in the allotted time frame and the passenger does not make a reasonable effort to board the bus within five (5) minutes, that trip will be classified as a "no-show" trip. (Reasonable effort is defined as approaching the bus for the purpose of boarding.)

NO-SHOW TRIPS:

The no show policy encourages a client to follow-through with rides they have scheduled or to cancel a ride at least thirty (30) minutes in advance. No show trips are defined as involving a pattern or practice involving intentional, repeated or regular actions, not isolated, accidental, or singular incidents. Examples of excused and unexcused no-shows are as follows:

Excused no-shows beyond the riders control:

- The customer is observed by transit staff as being sick.
- A family emergency, verified by transit staff, such as an immediate illness of a family member, death.
- A mobility aid fails and prevents the passenger from accessing the bus system.
- A passenger is late because of experiences associated with connecting transportation, i.e. airplane, etc.
- The passenger encounters adverse weather conditions.
- Acts of God

- Staffing error
- Other occurrences verified by the Transit Director or designated recipient.
- Operator error, scheduling problems, vehicle breakdowns.

Unexcused no-shows or cancellations when a trip is missed for the following pattern or practice the rider indicates were reasons for a missed ride:

- Customer didn't want to travel today.
- Customer changed their mind about using appointment.
- Customer didn't know that he or she had a ride scheduled or was supposed to call to cancel.
- Customer got another ride.
- Customer told someone else he or she was not planning to travel.
- Customer doesn't want to ride with a specific driver or passenger or on a specific vehicle.
- Customer failed to Board within the ten (10) minute window five (5) minutes before to five (5) minutes after the schedule pickup time.
- Customer failed to cancel their trip reservation within thirty (30) minutes of the scheduled trip.
- Other occurrences verified by the Transit Director or designated recipient.

The Eureka Springs Transit System's No-Show Guidelines	
Trips completed per month	Maximum number of no-shows per month
1-14	1
15-39	3
40 or more	5
Please do not consider this guidance as justification for not calling when a trip is not needed.	

Consequences for an established pattern/practice of no shows as defined in the table above:	
1 st Violation (Exceeding Maximum per Month)	Certified Letter of Warning
2 nd Violation (Exceeding Maximum per Month)	2 Day Suspension
3 rd Violation (Exceeding Maximum per Month)	5 Day Suspension
4 th Violation (Exceeding Maximum per Month)	10 Day Suspension
5 th Violation (Exceeding Maximum per Month)	15 Day Suspension

APPEALS PROCESS:

As cited above, after the second (2nd) violation your eligibility to use ADA-Paratransit/Share-A-Ride will be suspended for two days. A rider will receive a notice by certified mail that service has been suspended with a date that service will be restored.

Any objections must be made known to the Transit Director in writing or by email at smitty@cityofeurekasprings.org within five (5) business days of receiving the notice of suspension letter.

REASONABLE MODIFICATIONS: The Eureka Springs Transit System in providing designated public transportation, in meeting the reasonable modification requirement of §37.5(i)(3) with respect to its fixed route, demand responsive and complementary paratransit services, will respond to requests for reasonable modification to policies and practices consistent with 49 CFR 37.169.

Section 4. Notice of Nondiscrimination

The Eureka Springs Transit System (ESTS) complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, ESTS does not discriminate on the basis of race, sex, color, age, national origin, religion or disability, in admission or access to and treatment in its programs and activities, as well as in its hiring or employment practices. Complaints of alleged discrimination and inquiries regarding ESTS's nondiscrimination policies may be directed to Kenneth "Smitty" Smith, Transit Director, at 137 W. Van Buren, Eureka Springs, AR 72632 (479) 253-9572 or by email to smitty@cityofeurekasprings.org

This notice is available from the ADA/504/Title VI Coordinator in large print, on audiotape and in Braille.

Section 5. Transit Etiquette

Passengers may not play an audio device unless using a headset and keeping the volume low so that others are not disturbed.

A Driver may refuse to transport a passenger who appears under the influence of alcohol or illegal or dangerous substances, or whose behavior or language appears abusive, offensive, disorderly or dangerous to the Driver or to other passengers.

Smoking, eating and drinking on any transit vehicle are prohibited.

If you are bringing shopping cart with you, please fold it before you board.

Passengers are asked not to socialize with the Driver while the vehicle is in service. Our drivers are friendly, but please keep in mind that their attention must be on safe driving.

Before leaving, please check (and double-check) for any packages or other items you brought with you.

Priority Seating—Any seats located near the front marked “Priority” should be reserved for any passenger who has walking limitations. Passengers are encouraged to avoid using these specific seats unless needed.

Section 6. Definitions

Wheelchair: A mobility device that is not wider than 30 inches, not longer than 48 inches, measured 2 inches off the ground and no heavier than 600 pounds when occupied.

Curb-to-Curb: A service that picks up and delivers passengers at the curb or roadside, as distinguished from door-to-door service. Passenger assistance is not rendered other than for actual boarding and alighting.

Destination: The point at which a trip ends.

Fixed-Route: A system in which transit vehicles follow a predetermined route with an established schedule. It is distinguished from a demand-response service or a taxi-cab insofar as each trip may differ in its origin, destination and route.

Mobility Device: Any device that is used to aid someone with a disability such as a wheelchair, walker, scooter, cane or crutches.

Origin: The point at which a trip begins.

Paratransit/Demand Response: This is a transportation service that is distinguished from fixed-route service in the way in which the service is carried out. While fixed-route vehicles follow established routes, Paratransit/Demand Response is curb-to-curb service designed to pick up patrons and deliver them to a specific destination. It is a “by reservation” **shared-ride service in which there may be other people on the vehicle and the driver may stop to pick-up and drop off other people on the way to a particular destination.**

Demand Response is the general term used to describe curb-to-curb service. Please check with the Transit Office for the current schedule and service area.

ADA-Paratransit refers specifically to the service required by the Americans with Disabilities Act (ADA). Under ADA, we are mandated to provide equal transportation benefits to individuals with physical or mental disabilities who have limitations that prevent their ability to safely access or use our fixed routes. ADA-Paratransit is available whenever fixed-route services are offered and within 3/4-mile of any fixed route.

“Shared Rides”: Public transportation is based on the concept of shared rides. At any time and on any vehicle, whether it is fixed-route or Paratransit/Demand Response, there may be other people on the vehicle with you and the driver may stop to pick-up and drop off other people before you reach your destination. No service provided Eureka Springs Transit is offered on an exclusive basis.

NOTES

**ADA-Paratransit & Share-A-Ride
Passenger Handbook**
(April 2016)

Eureka Springs Transit System
137 W. Van Buren
Eureka Springs, AR 72632
Telephone: (479) 253-9572
Fax: (479) 253-8272
Email: trolleyinfo@EurekaTrolley.org
Website: www.EurekaTrolley.org

FARES
(As of April 20, 2016)

**Trips originating and ending within City Limits of Eureka Springs:
\$1.50 for each boarding**

For all other trips:
0 to 7 miles: \$2.00 for each boarding
7 to 15 miles: \$4.00 for each boarding
15 to 25 miles: \$6.00 for each boarding
More than 25 miles: \$8.00 plus 75¢ per mile over 25 miles

(FARES SUBJECT TO CHANGE)