

SCAT PARATRANSIT

Ride Guide

An in-depth guide to
paratransit service use
and responsibilities



Greensboro Transit Authority
November 2017

Note: The SCAT User’s Ride Guide was developed to provide an overview of the benefits and responsibilities of using the paratransit service. In-depth policies and procedures regarding SCAT are available online at www.ridegta.com or by calling (336) 373-2634. Accessible formats of this document are available upon request.

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About ADA Paratransit

The Americans with Disabilities Act (ADA) was signed into federal law in 1990. It prohibits discrimination against persons with disabilities in the areas of employment, public services such as transit, public accommodations, private services, and telecommunications.

The ADA requires all federally-funded public transit operators to provide a special service to eligible disabled individuals whose disabilities prevent them from using lift-equipped public transit. This special service, called “paratransit service,” is required by the ADA to complement fixed-route public transit service. For this reason, it operates at similar times and in similar areas as fixed-route transportation (defined by the ADA as a minimum of $\frac{3}{4}$ of a mile on either side of existing public non-commute fixed-route transit).

The ADA also requires transit operators to establish specific eligibility criteria for users of paratransit service and that there be no trip priorities given (e.g. medical versus recreation).

- *Service Area ADA/Premium Service*

SCAT currently operates within the city limits of Greensboro, although this is a larger service area than required by the ADA. Please note that as with fixed route service, schedules can change between days of the week and hours of the day due to weather, holidays or other factors.

- *Shared Ride*

Although paratransit provides a wonderful service to those in need, it does not work for everyone in every situation any more than fixed-route works for everyone. Due to the nature of the shared ride system, paratransit passengers may be required to wait for pickup or arrive early at their destination. Flexibility is key for you as a transit rider. As it is a shared ride service, you will often have to make several stops en route to your destination. Individuals requiring a direct trip to or from their destination are encouraged to consider other options such as a volunteer driver or taxicab.

Eligibility

- Process

You must first determine if you live within or can come to our service area. Our service area is anywhere within the incorporated city limits of Greensboro. Due to annexation, you may live in the city limits even if you are located away from the main Greensboro area. Typically, if your residence receives garbage services from the City, you are within the city limits.

If you wish to submit an application for paratransit service, you may do so by calling our office at (336) 373-2634 between 8 am and 5 pm Monday - Friday. If you are in need of special assistance in completing your application or an alternate format, please let the staff know when making your request. Downloadable applications are also available by visiting www.ridegta.com and clicking on "About SCAT".

The application must be filled out completely to be considered for approval. The application along with supporting professional information must be provided to GTA at the time, or prior to your in-person interview. GTA will schedule your interview as well as free transportation to and from the interview site if needed. During this time, you will be asked questions about your condition and needs. Also, a photo will be taken for your SCAT identification card if you are determined eligible.

Once the interview is completed, you will be notified if you are eligible. If you are found eligible, you will qualify for one of four statuses: Unconditional, Conditional, Temporary or Referral to Fixed Route Service.

Unconditional Eligibility

A disability or health condition always prevents use of the fixed route buses and ADA Paratransit service is provided for all trips.

Conditional Eligibility

A disability or health condition prevents use of fixed route buses under certain conditions and ADA Paratransit service provided only when those conditions apply.

Temporary Eligibility

A disability or health condition temporarily prevents use of the fixed route buses and ADA Paratransit service is provided only during that time period.

Referral to Fixed Route Service

If you are determined eligible for fixed route service, you will be referred to GTA's fixed route service and provided information about schedules and routes as well as travel training options.

- Appeals

Applicants for SCAT eligibility may appeal the eligibility determination, in accordance with the ADA, if:

1. The applicant is referred to fixed route service (ineligible for SCAT paratransit services); or
2. Conditions are placed on the eligibility.

- If the applicant is unable to appeal in writing or needs special assistance, the applicant may call the Transit Services Specialist at (336) 373-2166 for assistance in filing an appeal.
- The Public Transportation Division Manager will make a decision regarding the original eligibility decision.
- Appeals must be filed within 60 calendar days of receiving notification of the decision. A written decision on the appeal will be provided within 30 calendar days, including reasons for the decision. If the decision is not provided within 30 calendar days, you will be provided paratransit service until such time as the appeal decision is issued.
- If you disagree with the decision of the Public Transportation Division Manager, you may appeal to the Director of the Greensboro Department of Transportation within 30 calendar days of the Manager's decision. This appeal must be sent to: *Director of Greensboro Department of Transportation P. O. Box 3136 Greensboro, NC 27402*
- If you further disagree with decision of the Director of GDOT, you may appeal to the Transit Eligibility Review Committee within 30 calendar days of the Director's decision. This appeal must be sent to: *Transit Eligibility Review Committee, Greensboro Transit Authority P. O. Box 3136 Greensboro, NC 27402-3136*
- The Transit Eligibility Review Committee shall be comprised of the following individuals:
 - STAC Committee Chair
 - City of Greensboro ADA Coordinator
 - Director, Greensboro Department of Transportation
 - At least 4 Agency Representatives to be appointed by the GTA Board
- You are encouraged to state in the appeal letter the reasons for disagreement with GTA's decision.
- After the committee receives the appeal, GTA transit staff will provide notification of the day and time of the appeals hearing. You are encouraged to bring to the hearing another person (agency representative, social worker, family member, etc.) who can provide support and/or additional information relevant to the appeal.
- The committee will make a decision regarding the original eligibility decision.
- You will receive notification of the decision within 30 calendar days after the date of the hearing.
- The decision of the Review Committee shall be final.

All new appeals must be filed in writing and addressed to:
Public Transportation Division
Manager
P. O. Box 3136
Greensboro, NC 27402

- Recertification

Recertification of eligibility is required every three years (or less with a temporary disability). However, we understand that some conditions do not change over time.

It is very important that you keep your eligibility information up to date to ensure emergency contact and other information is available. Please contact us if you have a change in the following:

- Your address or telephone number (including cell phone and 24-hour access number)
- Your emergency contact's name or telephone number
- The type of mobility device you are using
- Your disability type
- Your need for a personal care attendant

Scheduling A Ride

- How to Schedule a Ride

You must schedule your paratransit rides in advance. SCAT will accept reservations no less than one day in advance and no more than seven days ahead. When you call, schedulers are instructed to give their names at the time they answer. If they do not give their name, make sure to ask for it when making a reservation, cancellation, changes to your scheduled pick up or request for expected arrival times.

Also, make sure to advise SCAT of your total travel needs so that the schedulers may coordinate services and advise you of your total fare and any other requirements. Let the scheduler know of any special transportation needs you have (for example, an infant car seat.)

Your scheduler will offer you the best reservation time possible. However, the exact pick-up time you want may not be available.

In Case of Emergency

Please note that paratransit is not emergency medical transportation. If you are at home or out in the community and have a medical emergency, **call 911.**

If there is a medical or health emergency on board the paratransit vehicle, the operator will pull over, call dispatch (who will in turn call 911 and your emergency contact), and wait for a medical professional to arrive.

- Pick-up Window

At the time you call, you will be given a range of time for pick up. This is referred to as your pick-up window. This 30-minute span is when you can expect your pick-up to occur. You are expected to be ready to board the vehicle within five minutes when the operator arrives at any point within the window.

For your convenience, the operator will attempt to call you after leaving the prior destination to alert you they are on the way if your 24-hour contact number is on file. This however does not remove your responsibility to board the bus within five minutes of arrival.

- Making Reservations

When calling the reservation line, please be prepared to offer the following information:

- *Your name*
- *The day and date you would like transportation*
- *Your appointment time or preferred pick-up time*
- *Your pick-up address*
- *Your destination address and any scheduled appointment you might have at that location*
- *Your return time and return address*
- *Whether a personal care attendant or companion(s) will accompany you and if you have any special needs (for example, mobility devices, children, service animals, car seat needs etc.)*
- *Whether you will be using a manual or motorized wheelchair*
- *Whether you will be using a cane, walker or other mobility device*
- *Whether you are ambulatory and require the wheelchair lift to board*
- *The telephone number of the destination when it is available*



Trips may be reserved from one day to seven days in advance. Early booking helps our scheduling department, as it provides more time to put together a quality schedule. If you book your trip early, you still may be contacted to ask if you are able to adjust your pick-up time to accommodate other riders. Paratransit is an equal rights service and it is against the law to give priority to one trip over another for any reason.

For your convenience, you can also make your reservations online by visiting ridegta.com, clicking on the "SCAT Paratransit Services" page and the "Online Reservations" link. To use the online reservations system, you must first be registered by contacting the Transit Services Specialist at (336) 373-2166.



- Subscription or Standing Order Trips

These trips are available for riders who will be traveling to and from the same origin and destination on the same day of week and at the same time for a minimum period of 30 days. Types of qualified trips are: *Medical, Educational, Religious or Employment*. Once a standing order has been set up, SCAT will continue to pick you up without the need for you to make an individual reservation for each trip. It is important to remember when you have a standing ride to call and cancel if you will not be able to take your ride. Failing to do so wastes time that could be used to provide this valuable service to others. Missing your ride will result in a no-show and you will incur one penalty point. Call the reservations line to request a standing order at (336) 333-6589.

Using SCAT

- *Vehicle Arrival*

When your operator arrives for your pick-up during your scheduled window, he/she can wait no more than five minutes for you to begin boarding the vehicle. If you are not ready to leave within five minutes of the vehicle's arrival, the operator will be required to move on to their next pick-up and you will be marked a "no-show."

- *Will Call*

If you are not ready at the time of your pick-up for your return trip, you will be placed on will call. SCAT will make every effort to ensure you are not stranded in the community. If you are out in the community, we will attempt to pick you up within one hour from your location. However, it is your responsibility to call when you are ready for pick-up and to remain at your pick-up point until a vehicle can be dispatched to you. It is best to estimate the time of your return trip as accurately as possible to avoid this situation.

The Greensboro Transit Authority will make every effort to accommodate such requests within a reasonable time period based on vehicle availability; however there is no guarantee that the vehicle will return within the hour.

If you miss a trip that is later determined was within your control and the trip starts at your residence, SCAT will not honor the "Will Call" trip and the trip will be marked as a no-show (refer to no-show/late cancellation policy for standing order trips.). In this instance, you will be responsible for cancelling any remaining trips impacted by the missed trip. If the affected trips are not cancelled, you will be issued a no-show for both trips. If the missed trip is a general purpose trip, you will be issued a warning letter.

- *Trip Length*

As a shared ride system, travel time can vary depending on the number of rides being accommodated. Rides are scheduled to ensure your time on board is no more than one hour. Usually much less time is required to complete the trip. Sometimes extenuating circumstances do occur, creating exceptions over which SCAT has no control (e.g., traffic conditions, road construction, weather, vehicle breakdown, etc.). Occasionally when this happens, some trips may exceed this standard. Passengers are advised to discuss their travel times with SCAT if they have any concerns. SCAT Customer Service can be reached at (336) 373-2732.

- *What if I Am Late For My Scheduled Ride or the Bus is Late?*

If you find yourself running late, call the SCAT “Where’s My Ride” line as soon as possible at (336) 333-6589 and press “0”. SCAT will try to adjust their schedule to accommodate you. SCAT Operators are only allotted five minutes to make their pick-ups. If you are not ready to leave within five minutes of the vehicle’s arrival, the driver may have to leave without you in order to be on time for his/her next passenger. If a second vehicle must be dispatched to pick you up, this becomes a “will call” trip which is subject to availability.

If the bus has not arrived by the end of your pick-up window, please call the Where’s My Ride line to ask about the arrival status.



- *Door-to-Door or Curb-to-Curb*

SCAT is considered a door-to-door or curb-to-curb service depending upon your eligibility.

- ***Curb-to-Curb Service:*** SCAT paratransit service in which, on both the origin and destination end of the trip, the driver gets out of the vehicle and assists the passenger between the vehicle and a sidewalk or other safe waiting area no more than 15 feet from the vehicle.
- ***Door-to-Door Service:*** SCAT paratransit service in which the driver gets out of the vehicle and meets/escorts the passenger from or to the door threshold of a residence, building or main lobby of a public building. This could occur at the trip’s origin and/or destination. Door service is available by request. Door service cannot be provided for those individuals whose pick-up or drop-off locations would cause the driver to lose sight of the vehicle or where the assistance by the driver may harm the individual, the driver or both. An exception may be made for dialysis centers upon approval by dispatch. Drivers may never enter a rider’s residence.

Operators are not allowed to cross into interior areas within living accommodations or enter into facilities to search for you. If you require assistance in these areas, it is recommended that you bring a Personal Care Attendant for your trip.

- *Companions/Personal Care Attendants*

You may bring additional riders along with you on your SCAT ride as long as they are traveling to and from the same locations. These additional passengers do not need to be eligible for the service and are considered “companions.” Fares for companions are the same as for passengers.

You may also bring a Personal Care Attendant (PCA) to assist you during your ride. A PCA is someone designated or employed specifically to help the eligible individual to meet his or her personal needs. PCA’s always may ride with the eligible individual at no charge. The “personal needs” being met by the attendant may or may not involve any aspect of the eligible individual’s trip, however, the presence of a personal care attendant shall not relieve the SCAT operator of their responsibility for the rider’s safety during transport.

- *Caregiving*

Please understand that paratransit operators are not caregivers. Operators are there to safely transport you from your origin to your destination. Behaviors that keep operators from performing this duty may be grounds for removal from the service (for example, moving around the vehicle while in motion, uncontrollable screaming, etc.) If you need assistance, we highly recommend that you bring a Personal Care Attendant.

- *Caregiver Responsibility*

An attendant or caregiver must be present at the pick-up point and at the drop-off point for riders who cannot be left alone. If a responsible attendant or caregiver is not present when the driver attempts to pick-up or drop-off these riders, it can seriously disrupt the driver's schedule.

If SCAT encounters absences of an attendant or caregiver at pick-up or drop-off, service to the rider may be suspended.

- *Cancelling/Changing Rides*

Please cancel or change trip reservations at least one day in advance whenever possible. A cancellation made less than two hours prior to the scheduled pick-up will be recorded as a late cancellation unless it was caused by a situation beyond your control. Examples of these "Excused No-shows" include illness, failure of mobility aid or a sudden family emergency.

Riding the Bus

- *Passenger Safety*

Each SCAT vehicle is fitted with seat belts for every passenger seat and securements for each wheelchair position. GTA Transit Operators will ask each passenger using or traveling with a common wheelchair to allow the operator to use a lap restraint while transporting them to and from the door or curb of their destination to ensure the safety of both the passenger and the operator. The operator will stress that the passenger is under no obligation to allow the operator to use the lap restraint, and they will still be transported to their destination even if they decline to use the lap restraint.

If you use a three- or four-wheeled mobility device or scooter, the driver may ask you to transfer to a regular seat. This is done for your safety and protection as these devices are typically not constructed to withstand the rigors of being used as a seat in a passenger vehicle (especially in the case of an accident). If you are unable or unwilling to comply with this request, you may decline, and the driver will secure you in your mobility device and continue with your ride.

Children, eight years of age and under are required by law to use a child safety seat, a booster seat, or other safety restraint system. An adult is responsible for providing such safety equipment and for securing it, and the child, in the paratransit vehicle. As a courtesy, SCAT will provide a child booster seat if requested at the time of reservation and the operator may assist with securing the child and seat; however the child shall remain in the custody of the parent/guardian at all times.

- Drop-off Location Safety

If it is determined that a location you would like to travel to or from is not safe to maneuver in one of our paratransit vehicles, we will not be able to serve that location (for example, dangerous double parking, required backing of vehicle, no safe loading area, etc.) Arrangements may be made for an alternative pick-up and drop-off address that is safer.

- Children

Children may ride SCAT independently (as long as their condition allows) and may be certified for paratransit.

- Fares

The one-way fare for travel within the paratransit service area in Greensboro is payable at time of boarding. Punch cards are available for sale from the operator and from the GTA Administrative Offices. Checks are accepted for fares and punch card purchases. Operators are not able to provide change.

Children under the age of five are not charged a fare if they are not ADA eligible. Children over the age of five must pay the full fare unless serving in the capacity of a Personal Care Attendant. Be sure to alert your scheduler at the time of booking if you are traveling with children. All rules applying to adult riders also apply to children.

- Paying Round-Trip

SCAT riders are expected to pay the required fare each time they board the SCAT vehicle. Passengers who have extreme physical or mental disabilities that functionally limit their ability to handle cash fare or a punch card will be permitted to pay for their round trip when they first board the vehicle. These disabilities may include, but not be limited to, Down's syndrome, multiple sclerosis, spina bifida and dementia. In the event that a passenger pays the round trip fare, but cancels any portion of the trip after the fact; the rider will not be reimbursed for the portion of the trip that was paid for in advance.

- Operator Training, Uniforms and Identification

SCAT provides training to all operators. Training includes defensive driving, behind-the-wheel training and sensitivity training. SCAT operators wear uniforms bearing the name "GTA" on the shirt, jacket, and/or cap. Operators also wear badges with their name and picture displayed prominently on the front. Operators will greet each passenger and then confirm the passenger's name and destination for each scheduled pick-up.

- Lost and Found

GTA accepts no responsibility for personal items left on a vehicle. Passengers may call SCAT to find out about any personal items they may have left on the vehicle. If recovered, SCAT will hold personal items for 30 days prior to disposal. Perishable items are held for 24 hours before it is disposed of.

- Life Support Equipment

You may bring your respirator, portable oxygen, or other life support equipment on the vehicle as long as it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the paratransit vehicle and be managed by you or your Personal Care Attendant.

- Service Animals

A service animal is defined by the ADA as an animal that is individually trained to perform tasks for people with disabilities, such as guiding people who are visually impaired, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks. Service animals are working animals...not pets. The work or task an animal has been trained to provide must be directly related to the person's disability. Be prepared to indicate if the animal is required because of a disability and what task the animal has been trained to perform.

When scheduling a trip with SCAT, advise the scheduler that a service animal will be riding. Service animals are not required to have special ID cards or harnesses but must be under the control of their owner at all times while in the vehicle (it cannot wander around at will, and it will be removed if showing signs of aggression (i.e., growling, snarling, or biting).

- Wheelchair Size

When purchasing a new wheelchair or scooter, riders should consider if it will fit on SCAT vehicles. A site assessment of the wheelchair or scooter is required to be performed to determine if it can be safely transported on SCAT.

- Using The Lift

Ambulatory passengers who have difficulty navigating stairs may request to board the vehicle on the wheelchair lift.

- Wheelchair Securement

If you ride in a wheelchair, your wheelchair will be secured to our vehicle via a four-point tie-down system or a similar device. We may refuse to transport you if you will not allow your wheelchair to be properly secured prior to transport.

- Mobility Device Condition

For your safety, please be sure that your wheelchair or other mobility device is properly maintained in accordance with manufacturer's specification. We may refuse to transport any mobility device that is not properly maintained and could pose a hazard of any type to the rider, operator, or to our equipment.

- Carry-On Policy

Riders on SCAT services are limited to bringing on-board no more than four regular shopping bags or other small packages or parcels equivalent in combined number and/or size. They must

be able to carry their carry-on items safely onto and off of the GTA or SCAT vehicle as well as safely control these items during vehicle operations. Packages or parcels may not obstruct the aisle, interfere with the operation of the passenger lift, or prevent seats from being used by other passengers. Personal bags or pocket books that are attached to mobility aids will not be counted towards the limit on carry-on items, as long as they do not impede the securement of that mobility aid and do not require special assistance from the operator. Further, carry-on items must not jeopardize the safety, or disturb the reasonable comfort, of the passengers or transit operator.

No other large carry-on items (with the exception of wheelchairs, shopping/utility carts, strollers, car seats, bicycles, walkers and small luggage that can be safely stored under the seat, or otherwise controlled by the passenger without obstructing the aisle), will be allowed on the vehicle. In the event the GTA or SCAT vehicle arrives and the passenger exceeds the allowed number or size of carry-on items, the operator will notify the dispatcher and the dispatcher will advise. All violators of this policy will be subject to disciplinary action under the Greensboro Transit Authority's Disruptive Behavior Policy

Operators will assist you with up to four packages that fit into SCAT's Carry-On Policy. If you are trying to bring items on board the bus that exceed this policy, you will not be permitted to ride. This is for your own safety as well as the safety of all people on board the vehicle.

Eating, Drinking and Smoking

SCAT requires that passengers refrain from eating, drinking, and smoking while on the vehicle. Exception: Passengers who have a medical condition which requires the intake of food or drink (i.e. diabetics) may eat or drink on board the vehicle if doing so is required to help prevent the onset of a serious medical condition.

Strong Scents

Passengers are requested not to wear strongly scented personal care products while on board. This helps to ensure that vans are accessible for passengers with chemical sensitivity or environmental illness.

Fare Free Fixed Route Service

If your mobility condition improves temporarily to the point you feel comfortable using a fixed-route GTA bus, you can ride any of the GTA and HEAT buses fare free. Just show the bus operator your SCAT Identification Card. If you require the services of a PCA, they can join you on the GTA or HEAT bus at half fare.

Infant Boarding Policy

It is the mission of the Greensboro Transit Authority to provide a safe, friendly and reliable transportation service. Therefore, infant children may board onto a Greensboro Transit Authority SCAT Paratransit or a Fixed Route Vehicle only in the custody of a parent or approved guardian. Neither GTA employees, nor the Contactor will take custody of the infant child to board the child separately. The Contractor or GTA employees may assist the parent/guardian in securing the child to the parent/guardian or their mobility devices; however the child shall remain in the custody of the parent/guardian at all times.

-Procedure for GTA SCAT Paratransit Service:

Client Pick ups- Door to Door and Curb to Curb

1. When picking up a customer utilizing a wheelchair and being transported with an infant child, the SCAT Operator must utilize a Posey belt at all times when allowing the infant to remain in the parent/guardian's lap while being boarded onto and off of the SCAT vehicle.
2. This procedure shall take place at the door for all riders certified as door -to-door or at the curb for all riders certified as curb-to-curb.
3. The Posey belt will be removed once the Operator has safely assisted the passenger and child onto the vehicle.
4. If the Customer refuses to use the Posey belt device, the Operator will politely remind the passenger that the belt is for their safety and the safety of their infant child; however, if the passenger continues to refuse, the Operator will notify Dispatch that the passenger has refused the restraint device.
5. The Dispatcher will document the refusal on the daily log and the information will be submitted to the Transit Services Specialist the next business day.
6. The Transit Services Specialist will follow up with the passenger to confirm the occurrence, document the passengers file and provide the SCAT Operations Manager with the appropriate follow up documentation.

Client Drop-offs

1. When dropping off a Customer, a Posey belt must be placed securely, but comfortably around the passenger and their infant child prior to boarding the lift.
2. The Posey belt will be removed once the Operator has safely assisted the passenger and their infant child off the vehicle and to the appropriate door if the passenger is certified eligible for door-to-door service or dropped off at the curb for passengers certified as curb-to-curb.

-Procedure for GTA Fixed Route Service:

Client Pick ups

1. When picking up a customer utilizing a wheelchair and being transported with an infant child, the Fixed Route Operator must assist the passenger from the curb by utilizing a Posey belt at all times when allowing the infant to remain in the parent/guardian's lap while being boarded onto and off of the fixed route vehicle.
2. The Posey belt will be removed once the Operator has safely assisted the passenger and child onto the fixed route vehicle.
3. If the Customer refuses to use the Posey belt device, the Operator will politely remind the passenger that the belt is for their safety and the safety of their infant child; however, if the passenger continues to refuse, the Operator will notify Dispatch that the passenger has refused the restraint device.
4. The Fixed Route Dispatcher will document the refusal on the daily log and the information will be submitted to the Director of Fixed Route Operations the next business day.

Client Drop-offs

1. When dropping off the Customer, a Posey belt must be placed securely, but comfortably around the passenger and their infant child prior to boarding the lift.
2. The Posey belt will be removed once the Operator has safely assisted the passenger and their infant child off the fixed route vehicle at the curb.

Rider Code of Conduct

The following are the rules of riding SCAT paratransit established in order to provide the best transportation experience for everyone:

- Treat your fellow passengers kindly - don't abuse, threaten, use obscene language or attempt to engage them in conversation that makes them uncomfortable
- Respect others - please no soliciting or panhandling
- Let the operator do his/her job. Don't interfere with the operator's control while the bus is in motion
- Remain seated with your seatbelt buckled until the vehicle comes to a complete stop
- Don't behave in ways that disrupt the service or delay the vehicle
- Pay your fare
- It is illegal to smoke on board the bus
- Do not eat or drink on board the bus*
- It is illegal to drink alcohol on board the bus
- It is illegal to carry and/or use illegal substances on board the bus/vehicle
- Do not abuse or damage property or equipment, including creating graffiti or scratch or vandalizing fixtures
- Clean up after yourself. Don't litter
- Listen to music or media devices only with headphones or earphones. Keep cell phone conversations to a minimum
- Store all items underneath the seat, or on your lap
- Do not soil the vehicle with bodily fluids or waste, or fail to maintain acceptable standards of personal hygiene
- Don't commit violent or illegal actions on board the vehicle or use paratransit as a mode of transportation while in the process of committing a crime
- Do not fraudulently obtain paratransit service for yourself or for others
- Don't carry a weapon, firearm, explosive, flammable material, or corrosive liquid on board (small oxygen tanks required for medical purposes are acceptable)
- Do not harass other riders or SCAT staff, including racial, sexual, gender, or age-related harassment
- Do not participate in distracting, disruptive or dangerous behavior or verbal abuse as defined in the GTA Disruptive Behavior Policy

Violation of any of these rules can result in arrest, fine, refusal of service, and/or removal from the system

**Exception: those who have a medical condition which requires the intake of food or drink (i.e. diabetics) may eat or drink on board the vehicle if doing so is required to help prevent the onset of a serious medical condition.*

- *Distractive/Disruptive Behavior*

To ensure that your ride experience is as enjoyable and safe as possible, please refrain from distracting

the operator while he or she is operating the vehicle. Disruptive behavior such as screaming, yelling, banging on any surface of the vehicle and loud cell phone conversations are also not acceptable on board a SCAT vehicle.

- *Dangerous Behavior*

Dangerous behavior is defined as any threat or action that could cause direct or indirect physical harm to the operator, vehicle or other passenger(s).

Physical abuse is defined as any action that may cause direct or indirect physical harm to a passenger, operator, or SCAT staff. The penalty for a proven incident of dangerous/unsafe behavior or physical abuse will be determined through consultation and investigation by SCAT staff. The penalty will range from a warning letter to permanent suspension from the SCAT service.

- *Verbal Abuse*

Verbal abuse is defined as any oral presentation that is offensive to a passenger, operator, or SCAT staff. The penalty for a proven incident of verbal abuse will be determined through consultation and investigation by SCAT staff. The penalty will range from a warning letter to temporary suspension from the SCAT service.

- *Disciplinary Process*

Our disciplinary process progresses from warnings to suspension. Typically a rider is first warned by a letter from SCAT. If the behavior or action continues, the rider may be suspended and a hearing established to review the suspension.

Any step in this process may be bypassed should the behavior warrant doing so. For instance, suspensions can be immediate when the behavior is illegal or potentially compromises the safety of our operator, other riders, or our equipment.

- *Bathroom Accidents*

Should an accident happen to you on board the vehicle, please discretely notify the operator of the situation so that they can make arrangements to get you home quickly and return the vehicle to a clean state. SCAT vehicles are not permitted to make stops along your scheduled route of travel to allow you to use a restroom. Please make the proper precautions prior to departure to ensure you will be able to make your entire trip without incident.

Late Cancellation and No Show Policy

- *Definitions for the policy include:*

a. No-show – A no-show shall be attributed to a rider when vehicle arrives within the pickup window and the rider cannot be located at the specific pick-up location, when a rider refuses a trip once the SCAT vehicle arrives, or if the rider does not have the proper fare.

b. Excused No-show – A no-show shall not be assessed to a rider if the reason is beyond the rider's control, which includes but is not limited to:

- the rider is sick and unable to travel and there is not adequate time to notify SCAT;
- the rider's mobility aid failed and the rider is unable to travel;
- a sudden family emergency caused the rider to change plans and the emergency did not allow the rider time to notify SCAT of this change;
- the vehicle arrived at the pickup location early and the rider was not ready, the vehicle arrived late and the rider has left to call "Where's my Ride", or the rider made other arrangements after the vehicle arrived outside the pick-up window;
- missed trips caused by SCAT scheduling errors; or
- the rider or caretaker has made a reasonable effort to notify SCAT that service would not be needed but experienced an unreasonable delay on the telephone.

c. Late cancellation - A rider or caretaker on behalf of the rider must contact the SCAT office to cancel a trip at least one (1) hour before the scheduled trip pickup time; any cancellation occurring less than one (1) hour prior to the scheduled pickup time is a late cancellation, unless the cancellation was beyond the rider's control as defined by this policy.

i. When a call is received in dispatch for a late cancellation, the Dispatcher/Phone Clerk will ask for a reason for the late cancellation. The specific reason will be noted in the Trapeze trips booking information.

ii. When an Operator calls in to cancel-at-the-door or to no-show a trip, the Dispatcher will call the 24-hour contact number prior to the Operator departing.

iii. If the Dispatcher speaks to the passenger, a note will be placed in the Trapeze trip booking information. If the Dispatcher is unable to reach the passenger by phone at the time of the no-show, a note will be placed in the Trapeze booking information indicating that there was no contact or reason provided for the no-show/late cancellation.

iv. After all Trapeze data have been validated for the day, a no-show/late cancellation report will be generated by the Director of Paratransit Service or designee.

v. All No-Show trips, Cancellations- at-the-door, and Late Cancellations will be checked for non-chargeable or chargeable reasons by the Director of Paratransit Service or designee.

vi. All chargeable and non-chargeable results will be documented appropriately, the passenger will receive a written notification in accordance with the No-show/Late Cancellation policy.

vii. Within five (5) days of receipt of a notice of violation, the rider or caretaker may request that the violation be purged from the rider's record. Said request should include any available documentation to support the request.

- Remaining Trips

If a rider is reported as a no-show for their departing trip, the rider will be responsible for calling to cancel any remaining trips for that day. If the return trip is not canceled and should have been, the rider will receive a no-show for the return trip as well.

The rider or caretaker shall take reasonable efforts to notify SCAT of any changes in their schedule and need for services.

Sanctions apply when a rider has a pattern or practice of scheduling trips and cancelling late or not riding when the bus arrives. Any rider who receives a minimum of (3) "no-shows" or "late cancellations" and "no-shows" or "late cancels" 10% of their total trips in one (1) month will receive sanctions.

Examples: If a rider books (4) trips and no-shows or late cancels (3) of those trips in one (1) month, sanctions will apply.

If a rider books (30) trips and no-shows or late cancels (3) of those trips in one (1) month, sanctions will apply.

If a rider books (40) trips and no-shows or late cancels (3) of those trips in one (1) month, sanctions will not apply.

- Sanctions

For purposes of this policy, sanctions are applied in the following manner, based on a six month time period. No-shows, late cancellations, and cancellations at the door are evaluated on a monthly basis.

- First Time that Rider Reaches or Exceeds 10% Threshold in the Six Month Period:

SCAT issues a notice of warning.

(All notices and warnings will be issued in writing using accessible formats where necessary. The notice shall state in detail the circumstances causing a no-show/late cancellation to be recorded against them.)

- Second Time that Rider Reaches or Exceeds 10% Threshold in the Six Month Period:

Rider is suspended from service for 7 calendar days.

- Third Time that Rider Reaches or Exceeds 10% Threshold in the Six Month Period:

Rider is suspended from service for 14 calendar days.

- Fourth and Subsequent Time that Rider Reaches or Exceeds 10% Threshold in the Six Month Period:

Rider is suspended from service for 21 calendar days.

- Special Exceptions

When a suspension would prevent a rider from receiving medical services that are deemed life-sustaining by the rider's medical provider, the Public Transportation Manager may grant an exception to a rider's suspension for the life-sustaining trips. Such special exception medical trips will be provided as demand trips and require individual trip reservations.

- Request to Excuse No-Show or Late Cancel

Within five (5) business days of receipt of a notice of violation, the rider or caretaker may request of the SCAT customer service representative that the violation be purged from the rider's record. Said request should include any available documentation to support the request. The Public Transportation Manager or designee shall have the discretion to purge the violation from the rider's record. If the violation is not purged from the rider's record, there is no further appeal unless the rider receives notice of suspension.

- Appeals

The rider or caretaker may appeal any suspension to the Public Transportation Manager within five (5) business days of receipt of the notice of suspension. The suspension shall be stayed until the appeal is decided. A rider or caretaker may appeal the decision of the Public Transportation Manager to the Director, City of Greensboro Department of Transportation within 5 business days of the decision from the Public Transportation Manager. If the rider or caretaker wishes to appeal the decision of the GDOT Director, he may do so to the GTA Board. Appeal to the GTA Board will be heard at the next regular meeting of the GTA Board. The rider or caretaker may attend the GTA Board meeting, but attendance is not necessary to maintain the appeal. At all times, the rider shall bear the burden of proving that he or she should not be deemed in violation of this policy and a no-show/late cancellation should not be noted on their record. The decision of the GTA Board is final and is not capable of further appeal. GTA reserves the right to challenge the rider if a pattern of abuse or fraud is determined.

Boards/Committees/Public Involvement

Community feedback and recommendations are greatly appreciated. As a rider of the service your perspective and input can help us make SCAT an even better service. If you would like to get involved, you are welcome to attend and participate in any of the boards and committees listed below:

- GTA Board
- STAC Committee
- RAC Committee
- Transportation Advisory Committee

Title VI Policy Notice To The Public

The Greensboro Transit Authority is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. It is GTA's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, national origin or disability.
- Promote the full and fair participation of all affected populations in transportation decision-making
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

GTA is committed to a policy of non-discrimination in the conduct of its business, including adherence to Title VI responsibilities and the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color, national origin or disability may file a Title VI complaint with GTA.

Any such complaint must be in writing and submitted to the GTA Title VI Coordinator within 180 days following the date of the alleged discrimination. A Title VI Civil Rights Complaint Form is available online at www.ridegta.com or by calling 336-373-2634. Complaints should be addressed to:

*GTA Title VI Coordinator
223 W. Meadowview Rd.
Greensboro, NC 27406.*

Contact Information

Greensboro Transit Authority
223 W. Meadowview Road
Greensboro, NC 27406

(336) 333-6589

(336) 373-2732

(336) 373-2166

(336) 333-6589 Press "0"

(336) 373-2634

(336) 373-2809

SCAT Reservations and Cancellations

SCAT Customer Service

SCAT Eligibility

"Where's My Ride?" Line

GTA Main Line

GTA Fax Line