

FAILURE TO BOARD POLICY:

PURPOSE: The purpose of this policy is to minimize repeated failure to board incidents in order to make the best use of scarce transportation resources and maintain high quality service.

POLICY:

- If a passenger schedules a ride with GMT's contracted paratransit service provider and cannot meet the vehicle, s/he must cancel the scheduled ride at least two (2) hours before the scheduled pick-up time.
- Canceling a ride less than two hours before scheduled pickup time can result in being charged with a 'failure to board.'
- After you have scheduled and confirmed your pickup time, your ride may arrive up to ten (10) minutes before or up to twenty (20) minutes after your confirmed pick up time. Please be ready to board the bus within five minutes of its arrival within this "pick up window."
- Not being ready to board the vehicle within five minutes of its arrival can result in being charged with a "failure to board."
- If a customer exhibits a pattern or practice of repeated failures to board, that customer will have their travel privileges suspended for an appropriate period of time.

For the full Failure to Board policy, including suspension details and appeals, visit the GMT website at: www.RideGMT.com/chittenden-county/ada-paratransit.html.

CANCELLING TRIPS:

To cancel a scheduled trip call 878-1527, or Vermont Relay at 711 as soon as possible. Trips cancelled less than 2 hours before scheduled pick-up time may be subject to the "Failure to Board" policy.

SERVICE ANIMALS:

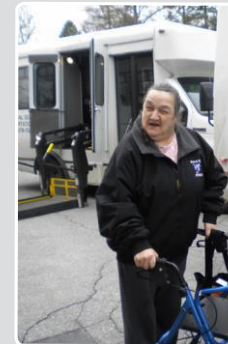
Trained service animals are welcome. Pets must be in a closed and secured carrier.

MOBILITY DEVICES:

Mobility devices must be in good working order (e.g. brakes work, frame and wheels are secure) to ensure safety to all passengers and the driver.



A Paratransit Ride Guide



A step-by-step manual for using GMT's Paratransit service.

PROGRAM OVERVIEW: Green Mountain Transit's (GMT's) paratransit services provide transportation for persons who are unable to use the fixed route bus system due to a disability. These services are provided within three-quarters of a mile on either side of the fixed route bus service, during the operating hours of the fixed route.

FOR MORE INFORMATION:

Call: (802) 540-0874 Go online: RideGMT.com

CONTACT INFORMATION:

For all numbers below you may use VT Relay by dialing 711

- **Eligibility & program information:**
GMT
15 Industrial Parkway
Burlington, VT 05401
(802) 540-0874
- **Trip reservations & scheduling questions:**
GMT's paratransit service provider
SSTA
2091 Main Street,
Colchester, VT 05446
(802) 878-1527

Comments, compliments, and complaints ask for the Operations Manager.

SERVICE GUIDELINES:

This paratransit guide is a companion to GMT's Bus Map and Guide. GMT's code of conduct applies to passengers on both services. It can be found at: www.ridegmt.com. Paratransit service operates at the same hours and days as GMT's fixed route buses, which vary by route, day, and time of year. For specific paratransit service area information, visit the GMT website at: www.RideGMT.com/chittenden-county/ada-paratransit.html.

Information on the fixed route schedule is also available on the GMT website (www.RideGMT.com) and in the current GMT Bus Map and Guide. When GMT makes changes to fixed route bus service, the paratransit service may also be affected.

FARES:

One-way trip fare	\$2.50
Pre-paid Ten (10) ride passes	\$25.00

Available through GMT's paratransit provider:
SSTA, 2091 Main Street Colchester, VT 05446

Please note on the check that it is for a 10-ride pass, and include your return address.

You are welcome to have a companion and/or PCA travel with you provided they have the same origin and destination as you.

- Personal Care Attendants (PCA's) travel Fare Free. A Personal Care Attendant (PCA) is someone traveling as an aide to assist the passenger.
- Travel companions must pay the full fare.

Fare payment is required for service. Please have your fare ready when you board, drivers are not prepared to make change. If there is a pattern of failure to pay, GMT will send notification of the amount owed and may authorize a suspension of service until the passenger pays the fare.

ELIGIBILITY:

Eligibility is determined through an application process. All applicants receive a written eligibility determination letter within 21 days of the date GMT receives the completed application. Determination letters indicate details of eligibility & expiration date, or denial. Applicants who disagree with their determination have a right to appeal, outlined in the letter.

Approved applicants can use a copy of their approval letter when travelling out of town to access ADA paratransit service on another public transportation provider. Out of town ADA eligible visitors can contact 802-540-0874 to set up visitor's status.

TITLE VI:

GMT operates its programs and services without regard to race, color, and national origin as stipulated in Title VI of the Civil Rights Act of 1964. If you feel you have been discriminated against based on your race, color, or national origin, you may file a complaint with GMT by calling 864-0211 and stating that you would like to make a Title VI complaint. If you would like more information about your Title VI rights, you may call 864-0211 and request it be provided to you.

SCHEDULING TRIPS:

Trips can be scheduled up to **7 days in advance**, but no later than 4:30 p.m. the day before the trip. For all trips, the person calling to schedule the trip must have the following information ready:

1. Name of eligible passenger
2. Phone number
3. Exact address of pick-up and destination
4. One-way trip or round trip
5. Date of trip
6. Requested time of pick-up and/or drop-off
7. Number of people traveling, including Personal Care Attendants
8. Special needs regarding mobility: e.g. wheelchair, walker, cane, other mobility devices.
9. Special instructions such as: specific building or door where you will be waiting in large complexes or locations with multiple exits.
10. Appointment time, if you are travelling to an appointment.

- Customer service representatives are available Monday through Friday, 8:00 AM – 5:00 PM to schedule trips.
- When the office is closed, including weekends and holidays, calls will be routed to an answering machine. You will be asked to leave a message requesting your trip. Please include all the above information (1-10) in your request. **A scheduler will call to confirm all phone messages.** Requests made after 4:30 p.m. the day before a trip is needed may not be accommodated.
- Whenever possible, please schedule trips more than one day ahead during weekday office hours to assist the paratransit service provider in efficient scheduling.
- In order to accommodate as many eligible passengers as possible, per federal regulations, schedulers may negotiate pick up times up to one hour before or after the time requested by the passenger. The passenger has a right to next day service within plus or minus one hour of his/her requested pick-up time.