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# **U-Trans Direct Passenger's Service Guide May 2009**

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All U-Trans Direct Paratransit Documents may be obtained in alternate formats by calling 541-440-6500 or 541-229-0037(TTY)



A message from Toby Notenboom,  
U-Trans Transportation Services manager

Dear U-Trans Direct Rider:

U-Trans is committed to providing all riders with convenient and reliable transit service through its fully accessible fixed route buses and its U-Trans Direct paratransit service available for trips where a disability prevents the use of a fixed route bus. Each year hundreds of customers who are disabled ride the fixed route buses as well as receive rides on our paratransit service. We at U-Trans appreciate our customers and continue to strive to give you the best transit service possible, U-Trans Direct meets and exceeds the guidelines of the Americans with Disabilities Act (ADA), and U-Trans works closely with local disability groups to seek ways to further improve our programs and services.

We are most successful in providing high quality services when U-Trans and its customers work together. To meet the continuing need to provide more trips to more people, we must put U-Trans resources to best use. That's where you can help.

You make a difference when you:

- choose the fixed route bus for a trip, whenever possible
- have an exact fare ready each time you board

- are ready to board the U-Trans vehicle at the start of the pickup window
- cancel unneeded rides in advance

Each customer counts, and you can help us provide you and your fellow riders with the best service possible. We look forward to serving you.

Toby Notenboom  
U-Trans Transportation Services Manager



## **Welcome to the U-Trans Direct Program**

The U-Trans Direct paratransit program is a shared-ride, public transportation service for people with disabilities that prevent them from using U-Trans regular fixed route bus service for some or all of their trips. U-Trans Direct service operates during the same hours and covers the same geographic area as regular U-Trans fixed route service in Roseburg.

### **Who can use U-Trans Direct?**

- U-Trans Direct service is available only to people who have a physical and/or mental disability that prevents them from independently using U-trans fixed route buses for some or all of their trips.
- You must apply and be certified as eligible before scheduling your first U-Trans Direct trip.
- Many U-Trans Direct customers find that regular U-Trans fixed route bus service is their preferred choice for some trips. Choosing a fixed route bus for some trips does not affect U-Trans Direct eligibility.

### **When and where does U-Trans Direct operate?**

- U-Trans Direct operates during the same hours as the

U-Trans fixed route bus service, from 6:50 a.m. to 6:40 p.m., Monday through Friday.

- The U-Trans Direct service area covers all locations that are within three-fourths of a mile of the U-Trans fixed route system in Roseburg.
- U-Trans Direct does not serve locations outside the three quarter mile limit from the fixed route system.

### **How does U-Trans Direct provide service?**

- U-Trans Direct uses a fleet of small buses to provide service.
- U-Trans Direct rides are scheduled by advance reservation. Service is from the door or a designated curbside stop at the pickup location to the door or a designated curbside stop at the destination.
- Several passengers may share the vehicle, and vehicles may stop and travel in other directions during any passenger's trip to accommodate other riders.
- Travel time will vary, depending on trip distance and stops made to accommodate other riders during the trip.

### **Getting more information and assistance**

U-Trans Direct by phone

- 541-440-6500 is the main U-Trans Direct office phone number, open 8:00 a.m. to noon and from 1:00 p.m. to 5:00 p.m. Monday through Friday. Call this office for help and questions about U-Trans Direct eligibility and any other questions you may have about our service.

- To make a trip reservation, call the dispatch center at: 1-888-227-8206 between the hours of 8:00 a.m. and 5:00 P.M. Sunday through Friday.

Reservations for next-day trips must be made no later than 5:00 p.m. the day before. We prefer that you call on Friday for Monday trips, but you may call on Sundays between 8:00 a.m. and 5:00 p.m. and leave a message on our answering machine and your trip will be scheduled.

For large-print or other alternative formats of this Passenger's Service Guide, call U-Trans Direct Administration at 541-440-6500

### **What to expect from U-Trans Direct service**

- U-Trans Direct service is another form of U-Trans' public transportation; it is not intended to serve all transportation needs of people with disabilities.
- Other customers may share the ride. Vehicles may travel in several directions during your trip and may make stops to serve others.
- Advance reservations are required. You may choose to have your trip scheduled based on either the time you wish to be picked up, or the time you wish to arrive at your destination (referred to as "appointment time").
- Your scheduled pick-up time may be up to 60 minutes earlier or later than you requested in order to accommodate other trips being served.
- You need to be ready to leave at your scheduled pick-up time. The U-Trans Direct operator will wait a maximum of five minutes past your scheduled pick-up time.
- If the U-Trans Direct vehicle hasn't arrived within 30 minutes of your scheduled pick-up time, call U-Trans at 541-440-6500.

- Travel time will vary based on trip distance and others being served.
- U-Trans Direct operators do their best to make pickups on time and to get customers to their destinations on time. The system standard for on-time performance is 90 percent or above.
- When providing door-to-door service, U-Trans Direct operators must be able to park their vehicles in a safe location that does not block or impede traffic and must be able to maintain sight of the vehicle at all times.
- Service may be delayed by factors outside U-Trans' control (such as heavy traffic). Customers may wish to allow for possible delays when scheduling trips.
- Eligible customers may bring a Personal Care Attendant (PCA) with them on their trip. A PCA rides free of charge.
- Customers may bring one companion in addition to a PCA (additional companions may be scheduled if space is available). Companions pay the regular U-Trans Direct fare.

## **How U-Trans Direct operators assist customers**

### **U-Trans Direct operators can help you with:**

- getting from your door or designated stop location to the U-Trans Direct vehicle
- getting in and out of the vehicle (if you are unable to use the bus steps, you may stand on the bus lift to get on and off)
- carrying groceries—a maximum of four bags per customer (PCAs and/or companions are not eligible for assistance with carrying groceries or other items)
- depositing your fare, if requested
- fastening seat belts or securing wheelchairs and scooters

- getting from the U-Trans Direct vehicle to the entry door or the designated stop location at your destination

## **Expectations**

If requested, U-Trans Direct operators will assist customers with manual mobility devices by:

- pushing and guiding you to/from the vehicle, on/off the lift platform of the vehicle, and inside the vehicle
- moving you and your device up or down a single step or a curb when it is possible to do so safely.

**For safety reasons, U-Trans Direct operators are not permitted to operate the controls of any powered mobility device, handle a service animal or enter a private residence.**

## **Items customers may bring on the U-Trans Direct vehicle**

- **Animals**

Service animals are permitted on U-Trans vehicles as provided under U-trans guidelines (under owner's control, on a leash or in a container). Other animals are permitted on vehicles only in a secure container.

- **Groceries**

You may bring up to four grocery-sized bags on board. Operators can assist you if necessary.

- **Luggage**

You and your PCA and/or companion may each take two pieces of luggage plus a carry-on bag. Operators are not able to handle luggage, so be sure to make any necessary arrangements.

- **Oxygen**

Personal oxygen tanks may be transported on U-Trans Direct vehicles. The U-Trans Direct operator will secure the tank but cannot operate the controls.

- **Other items**

Operators are not able to assist with other items. You may bring other items on board the vehicle only if:

- You or someone else traveling with you is able to carry the item to and from the vehicle.

- The item is small enough to fit on your lap, under your seat or elsewhere clear of the aisles, seats and securement areas in a U-Trans Direct bus.

## **Responsibilities**

### **U-Trans Direct customer responsibilities**

Customers count and you make a difference! All U-Trans Direct customers are responsible for doing their part in helping U-Trans provide safe, reliable and efficient service.

Here are some ways that customers and others who arrange for service can help.

### **Have exact fare ready**

(Operators cannot make change)

You may buy a book of tickets from your operator or from the U-Trans office.

### **Cancel unneeded rides in advance**

Cancel as soon as possible, and not later than one hour before the scheduled pick-up time to avoid a “no-show.” If you have scheduled a return trip that you no longer need, be sure to cancel that as well. Canceling in advance saves resources and avoids you being counted as a no-show. Please call all cancellations in to our dispatch center at: 1-888-227-8206

### **Be ready to leave at the scheduled time**

It is most helpful if you are ready to leave when the vehicle arrives and you meet the operator at the door or at the stop location. There is a 30 minute window for your pick up. (for example if your ride is scheduled for an 8:30 a.m. pickup the bus may arrive anytime from 8:15 to 8:45) When the operator arrives during this window he/she will wait for no more than five minutes.

If the vehicle arrives before your scheduled pick-up time window, you may leave if you are ready. If you are not ready, the operator will wait until the pick-up time window and then up to five additional minutes if necessary. Not being available to board within the allotted time will be counted as a “no-show.”

### **Use required securement and seat belts**

Operators will secure mobility devices and fasten lap belts for customers in mobility devices. All ambulatory customers **must** use seat belts.

## **Maintain mobility devices and accessible pathways**

- Please make sure your wheelchair or scooter is in good working order.
- Provide an accessible pathway with no steps to the entrance of your residence, and confirm the accessibility of your destinations.

## **Size and weight limits for mobility devices**

U-Trans Direct cannot accommodate mobility devices that exceed outside dimensions of 30 inches in width by 48 inches in length, and/or when the combined weight of the device and the occupant exceeds 600 pounds.

## **Rules for riding**

All U-Trans Direct riders are required to follow these rules:

- Valid and correct fare is required for each trip.
- Smoking is prohibited in all U-Trans vehicles and facilities.
- Keep food and drink in closed containers.
- Keep animals in a pet carrier (except service animals).
- No disruptive or threatening behavior is allowed.
- Don't be so loud that you disturb others.
- Use radios and CD/MP3 players with headphones only.
- Follow all U-Trans policies regarding U-Trans Direct service.

## **Responsibilities**

### **Keep information up-to-date**

Please call U-Trans Administration at 541-440-6500 if there is a change in your:

- address or telephone number
- emergency contact's name or telephone number
- disability or health condition as related to your need for U-Trans Direct service
- need for a Personal Care Attendant
- mobility device and/or your use of a device

U-Trans Direct reserves the right to evaluate any new form of mobility device customers may obtain prior to providing service. (Please see Size and weight limits for mobility devices)

### **Share your questions, concerns or comments**

We will do our best to answer any questions or resolve your concerns. Call 541-440-6500 to reach U-Trans Direct Customer Service weekdays from 8 a.m. to noon and 1 p.m. to 5 p.m.

### **Refusal or suspension of service**

The U-Trans Direct paratransit service program is committed to providing safe and reliable service to all customers, while putting U-Trans resources to best use.

The U-Trans Direct program does not discriminate on any basis in providing its services to eligible customers. Under ADA regulations, however, U-Trans may refuse or suspend U-Trans Paratransit service to individuals who engage in violent, seriously disruptive or illegal conduct.

Decisions to refuse or suspend U-Trans Direct service are made under the specific guidelines set out in “U-Trans Direct Paratransit Service Refusal and Suspension Policy” and “Refusal and Suspension Standard Operating Procedures.” Copies of these documents and other information regarding suspensions and appeals are available by calling U-Trans Administration at 541-440-6500 or from the U-Trans website [www.umpquatransit.com](http://www.umpquatransit.com).

Below is a summary of the conduct that may result in a service refusal or suspension, but U-Trans Direct riders should familiarize themselves with the complete policies and procedures.

### **Refusal of service**

U-Trans Direct operators may refuse service to an individual on a specific occasion at the point of service if the individual’s conduct poses an immediate actual or potential risk to safety of the customer, the operator or others.

### **Immediate suspension of service**

Conduct that inflicts serious harm on the customer, U-Trans employee or others, results in serious damage to U-Trans property, or creates an immediate actual risk to safety may warrant immediate suspension of service.

### **Suspension of service**

A demonstrated pattern of no-shows (late cancellations of unneeded rides, not present or ready to board when U-Trans Direct vehicle arrives) is seriously disruptive to U-Trans Direct service. Three or more no-shows in any

30-day period are considered grounds for service suspension.

Also, a demonstrated pattern of violent, seriously disruptive or illegal conduct will result in a suspension of service. Service suspensions for a pattern of behavior generally are imposed for a specified length of time, and only after the customer has been previously warned. The suspension will begin on a specific date, after the customer has been informed in writing of the pending suspension and the basis for it, and has had an opportunity to present information relevant to the pending suspension.

## **Review and Appeal**

### **Rights to request review and appeal of suspensions**

Upon receiving notice of suspension, a customer has the opportunity to contest the suspension. The steps for initiating a review or appeal are described in the document “U-Trans Direct Appeal Procedure” .

This document is available by calling U-Trans Administration at 541-440-6500, or from the U-Trans website at [www.umpquatransit.com](http://www.umpquatransit.com)

### **Reserving U-Trans Direct rides**

- You can reserve a ride in advance of your trip with no limit as to how far in advance.
- Rides for the next day must be reserved no later than 5:00 p.m. the day before.

Have the following information ready before you call (in this order).

- Your last name, then first name.

- Pick-up address and phone number.
- Destination address and phone number, including building name and any specific drop-off and pick-up information (for medical appointments, include the name of the doctor and suite number).
- Your preferred pick-up time.
- Your appointment time, if needed.
- Day and date of the ride.
- Any additional information about your trip such as:
  - if you will use a wheelchair, scooter, other mobility aid, or need to board using the bus lift.
  - if a Personal Care Attendant (PCA) or other companion(s) will travel with you.

## **Setting your trip times**

U-Trans Direct can plan your trip around either a pick-up time or an appointment time.

- Always use a pick-up time to schedule your ride unless you must arrive at the destination not later than a certain time, such as for work or a doctor's appointment.
- Let the call taker know how much flexibility you have on the time you are to be picked up.

When reserving rides to/from a specific appointment, be sure to:

- Allow for time you may need to get from the U-Trans Direct vehicle to your destination inside the building.
- Set your return trip time so that you have sufficient time to finish your appointment and be ready to depart.
- Find out about building opening and closing times at your destination and plan your trip so you won't have to wait outside.

## **Other important tips**

- Before ending the call, listen carefully to all dates, times and addresses as they are read back to you. Make sure the information is correct, and please ask if you're not sure about something.
- By reserving trips two or more days in advance, you will have the best chance of scheduling a ride at your preferred time.

## **Changing or canceling your reservation**

If you need to change your reservation, please call U-Trans Direct as soon as possible. Changes to a reservation need to be made before 5:00 p.m. the day before the ride.  
Call 1-888-227-8206

If you need to cancel your reservation, please call U-Trans Direct as soon as possible. By canceling well in advance, you help U-Trans provide quality service to other customers.

## **“No-shows”**

Cancellations made less than one hour in advance of the pick-up time, a cancellation at the door, or not being present or ready to leave within five minutes after the vehicle operator comes to the door are all considered “no-shows.” Three no-shows within a 30-day period is grounds for a temporary suspension of U-Trans Direct service. If a customer is a no-show on a ride starting from their home, they must call U-Trans Direct to cancel any other rides later

that day that they will not be taking. This will avoid being counted as a no-show on other rides that day.

## **Fares**

### **U-Trans Direct fares**

Passengers must pay exact fare or present a previously purchased ticket:

- cash fare in exact change (operators cannot give change)
- one U-Trans Paratransit ticket

Books of 10 tickets may be purchased from the driver/operator or from the U-Trans office at:  
610 S.E Rose Street  
Roseburg, OR 97470

Current fares are listed on the U-Trans website  
[www.umpquatransit.com](http://www.umpquatransit.com)  
or call our office at: 541-440-6500

### **Personal Care Attendants (PCAs) and companions**

PCAs riding with an eligible U-Trans Direct customer do not pay a fare. Passengers may bring along one companion in addition to a PCA. PCAs and companions must be picked up and dropped off at the same location as the customer. Additional companions may be scheduled if space is available. Companions pay the regular U-Trans Direct fare.

Children of U-Trans Direct customers are considered companions. Children age six and above pay the regular U-Trans Direct fare. Children under age six ride free with an accompanying adult.

