

ZTRANS RIDER'S GUIDE TO ADA PARATRANSIT SERVICE

ADA paratransit service is door-to-door, shared-ride transportation for individuals whose disabilities or health conditions prevent them from using the Ztrans routes. This guide is designed to help you understand the service, and your responsibilities while using it.

BACKGROUND

The Americans with Disabilities Act (ADA) of 1990 requires all public transportation providers like Ztrans to provide specialized transportation that is comparable to the public transit bus service for individuals who do not have the functional ability to ride public transit routes. ADA paratransit service in the Alamogordo and Holloman AFB area is available on a prearranged basis for any trip purpose within the designated service area. If you are interested in using ADA paratransit service, you must apply and be found eligible for the service.

Accessible Formats

This guide is also available in large print by calling (575) 439-4971.

Service Area

The service area for paratransit service is available within 3/4 mile of all Ztrans stops on the fixed routes in the Alamogordo and Holloman AFB area. These routes are 10 Green, 20 Yellow, and 30 Purple.

Service Days and Hours

Paratransit service operates Monday through Friday, excluding holidays, from 6:00 AM to 6:00 PM.

How to Apply

Applications for ADA paratransit service are available by calling the Ztrans office at (575) 439-4971 or by downloading it from the Ztrans webpage at www.ztrans.org. After completing and mailing back the application we will determine how your disability or health-related condition affects your ability to ride Ztrans routes. Only those persons whose disabilities prevents them from the routes all of the time or some of the time are eligible.

Within 21 days of Ztrans' receipt of your completed application, you will be notified by letter as to your eligibility status. If you do not receive written notice of your eligibility determination within 21 days after Ztrans receives your completed application; you may ask for and receive paratransit service until a decision is made, by calling (575) 439-4971.

Out-of-Area Visitor Riding Privileges

Visitors can ride ADA paratransit. To ride either fax, email, or mail:

1. Documentation that you are already eligible for ADA paratransit (a copy of your eligibility letter or your photo ID), or

2. Documentation that you have a disability, such as a note from a treating professional, and documentation of residence, such as a utility bill.

Visitors may also apply in person at our office at 900 First Street, Alamogordo, NM. When applying in person, no documentation of disability is required if the disability is apparent.

A visitor can ride the service for up to 21 days over a year, starting with the first day of travel. To continue to ride after 21 days of service are provided, you must apply for eligibility.

MAKING A RIDE RESERVATION

Number to Call

(575) 439-4971

Advance Reservations Required

Ride requests may be made up to two weeks in advance, but not later than the day before your ride date. Same-day service is possible based on availability.

How to Reserve a Trip

To speak to a dispatcher, please call Monday through Friday between the hours of 6:00 AM to 6:00 PM. Please be ready with paper, a pen/ pencil, and the following information:

- Your first and last name.
- The date of your requested trip.
- Your preferred pickup and return times.
- Your origin and destination addresses and phone numbers at those locations (including building name, specific drop-off and pickup information). If a medical appointment, include the name of the doctor and the suite number.
- If you'll be traveling with an attendant, companion (including children), or service animal so that we have enough seats on the van.

On Saturdays, Sundays, and holidays when the office is closed, please leave a message on the voicemail system by 6:00 PM with the same information.

Since this is a shared-ride service, the driver may make other stops on the way to your drop-off point, so it's best to allow plenty of time to get to and from your destination. If you are unsure of how much time you should allot for your trip, please ask the dispatcher for suggestions. You can also give the dispatcher your appointment time or desired arrival time and the dispatcher will recommend a pickup time.

You will need to use your "best guess" when scheduling your return time, except in the case of Medical appointments. They will be considered an "open return," and will be scheduled for pickup upon notification after the appointment. The driver will then be dispatched as soon as available.

When you call to schedule, the dispatcher will "negotiate your trip" by searching for available space up to one hour on either side of the pickup time you request.

Please write down the trip "ready time" and date and ask the dispatcher to read back the information to ensure every detail is correct.

TAKING A TRIP

Vehicles and Drivers

Special requests for specific vehicles and drivers cannot be honored.

Boarding Time

When you call to reserve your ride, you will be given a 30-minute "pickup window" in which the vehicle will arrive. Please be ready to board at the beginning of your pickup window.

For example, if your negotiated "ready time" is 8:00 AM, your 30-minute pickup window is 7:45 AM to 8:15 AM. In this example, you must be ready to board at 7:45 AM.

By being ready when the paratransit vehicle arrives, you help keep everyone's trip on schedule.

How Long Will the Paratransit Vehicle Wait?

When the vehicle arrives within the pickup window, the driver will wait no more than 5 minutes. If the vehicle arrives before your pickup window starts, you may leave if you are ready. If you are not ready, the driver will wait until your pickup window starts and then an additional 5 minutes.

What If My Ride Is Late?

If your ride has not arrived within 30 minutes after your "ready time," call (575) 439-4971. A dispatcher will update you on the status of your ride.

Personal Attendants

A personal attendant assists the passenger with daily life functions and may provide assistance during the ride or at the destination. Personal attendants must be picked up and dropped off at the same locations and times as the passenger. A passenger's need for a personal attendant must be registered with Ztrans.

Companions

A companion is someone who rides with a registered passenger, but not as a personal attendant. You may arrange to bring one or more companions along on each ride, in addition to a personal attendant. Companions must be picked up and dropped off at the same addresses and times as the customer.

CANCELLING A TRIP

The Cancel Line is open 24 hours. If it is after 6:00 PM, the call will rollover to the voicemail system. The minimum cancelation notice required for trips that are not needed is 1 hour. If your travel plans

change or you will not be ready to board at your "ready time," please call (575) 439-4971. If no one answers, please leave a message.

PREVENTING NO-SHOWS

It is the goal of Ztrans to always connect with passengers and provide their scheduled ride. When riders do not cancel at least 1 hour in advance or are not available to board within 5 minutes, it is considered a "no-show." Riders can prevent no-show situations when they:

- Review dates, times and addresses with the reservationist to be sure information is correct.
- Call Ztrans to cancel rides as soon as the ride is no longer needed.
- Cancel at least 1 hour in advance of the scheduled pickup time.
- Are prepared to board at the starting time of the pickup window and within five minutes after the vehicle arrives.

RIDING THE VAN

Boarding with A Mobility Device

Ztrans vans are lift-equipped and will accommodate most mobility devices, such as wheelchairs, scooters, and walkers, provided the device fits within the ADA-specified boarding envelope and within the maximum weight limits set by the lift manufacturer. All drivers are trained to operate the lift and will secure you after boarding.

NOTE: Some scooters cannot be safely secured. If you are riding one of these vehicles, the driver will notify you that it cannot be secured properly. You will be requested to transfer to one of the bus seats.

Boarding while standing on the lift is allowed.

Transporting Life-Support Equipment

You may bring a respirator or portable oxygen. The device must be secured.

Transporting Animals

You may travel with a service animal such as a guide dog. You must keep the service animal under your control when on a Ztrans vehicle or in a Ztrans facility. Please tell the dispatcher when you book your trip that you will be traveling with a service animal so that we can make sure that there is room on the van for the animal. Small pets and other non-service animals (including Emotional Support Animals) may be carried on paratransit service vehicles in properly secured cages or containers.

PASSENGER RESPONSIBILITIES

Ztrans has a short list of common sense responsibilities designed to ensure safety and comfort for all riders and drivers. Passengers have a responsibility to:

- Read all sections of the Paratransit Rider's Information Guide carefully.
- Make reservations at least the day prior to the scheduled trip in advance.
- Be at designated pickup locations at the agreed time.
- Board the vehicle as soon as it arrives.
- Call to inquire if the vehicle has not arrived within your 30-minute pickup window.
- Call to cancel rides that are not needed.
- Wear seat belts.
- Avoid distracting the driver or annoying other passengers with inappropriate behavior.
- Maintain acceptable standards of personal hygiene.
- Refrain from eating, drinking on the vehicles.

In addition to these responsibilities you must comply with Ztrans' general ridership policies.

DRIVER RESPONSIBILITIES

Paratransit drivers will treat you with courtesy and dignity as they escort you to and from the main door of your pickup locations and help you get on and off the vehicle, if needed and requested. They can stow small personal belongings, but if you need other types of help; like filling prescriptions, managing several bags or packages, etc., please bring along a personal attendant or companion.

Drivers are not permitted to:

- Transfer passengers from wheelchairs/ scooters to vehicle seats
- Lift or carry riders
- Carry riders or wheelchairs up or down steps
- Enter the home

SUSPENSION OF SERVICE

Suspension for "No-Shows"

A rider will be suspended if, within a 30-day period, the rider has three or more no-shows and the no-shows represent 10 percent or more of his or her scheduled trips. (Only no-shows for reasons other than those of a necessary or emergency nature, as determined by the Ztrans Director, will be counted.)

The suspension periods are:

First suspension: 7 days

Second suspension: 14 days

Third suspension: 30 days

Suspensions will not be imposed for circumstances that are beyond your control. Examples are:

- A sudden personal emergency
- Sudden or worsening illness
- Inability to get through on Ztrans phone lines
- Late arrival of the vehicle

Service Suspension for Abusive or Disruptive Behavior

Passengers who engage in violent, seriously disruptive, or illegal conduct directed at other riders or Ztrans personnel will be suspended. Such conduct includes, but is not limited to:

- Threats or fear of physical or verbal abuse
- Unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations
- Unauthorized use of equipment on the vehicle
- Voluntarily and repeatedly violating vehicle-riding rules, including smoking in the vehicle, eating or drinking without medical indication, or defacing equipment

Suspensions will not be imposed for disruptive behavior caused by a disability.

Suspension Process

Prior to a suspension, you will receive a written warning of the proposed suspension period and the reason(s) for the suspension. You will also receive written instructions for appealing your suspension, should you wish to appeal the decision to suspend you. You will be provided an opportunity to explain the reason for each occurrence.

KEEPING ELIGIBILITY AND INFORMATION UP TO DATE

Please call Ztrans at (575) 439-4971 if there is a change in the following:

- Your address or telephone number.
- Your emergency contact's name or telephone number.
- The type of mobility device you are using.

- Your physical or mental condition.
- Your need for a personal attendant.

RECERTIFICATION

Recertification is required every 3 years. We will mail you a recertification packet that must be completed and sent back to us before your expiration date. Failure to do so will result in you needing to reapply.

PARATRANSIT CUSTOMER ADVOCACY AND ASSISTANCE

Ztrans cares about what you think and welcome your compliments, complaints and suggestions. Write or call Ztrans as soon as a good or bad deed has occurred and let them know: Who? What? Where? When? Why?

The mailing address for Ztrans is: 900 First Street, Alamogordo, NM 88310.

Our phone number is (575) 439-4971.

Ztrans will work hard to resolve rider concerns and provide positive results.

BUS SERVICE

Services and Accessible Features

Ztrans provides fully accessible route service in the Alamogordo and Holloman AFB areas. Ztrans encourages seniors and individuals with disabilities to take advantage of the independence and flexibility that is provided by this bus system, which offers the following services and accessible features:

- Stop announcements
- Priority seating for seniors and individuals with disabilities
- Lift-equipped buses to assist riders who use mobility devices or have difficulty getting up and down the bus steps
- Reserved wheelchair securement spaces on buses

Learning to Ride Ztrans Buses

If you have any questions or need assistance riding Ztrans routes, please call us at (575) 439-4971 and we can provide training on riding routes. Ztrans is dedicated to ensuring that you have a positive experience while using our service.