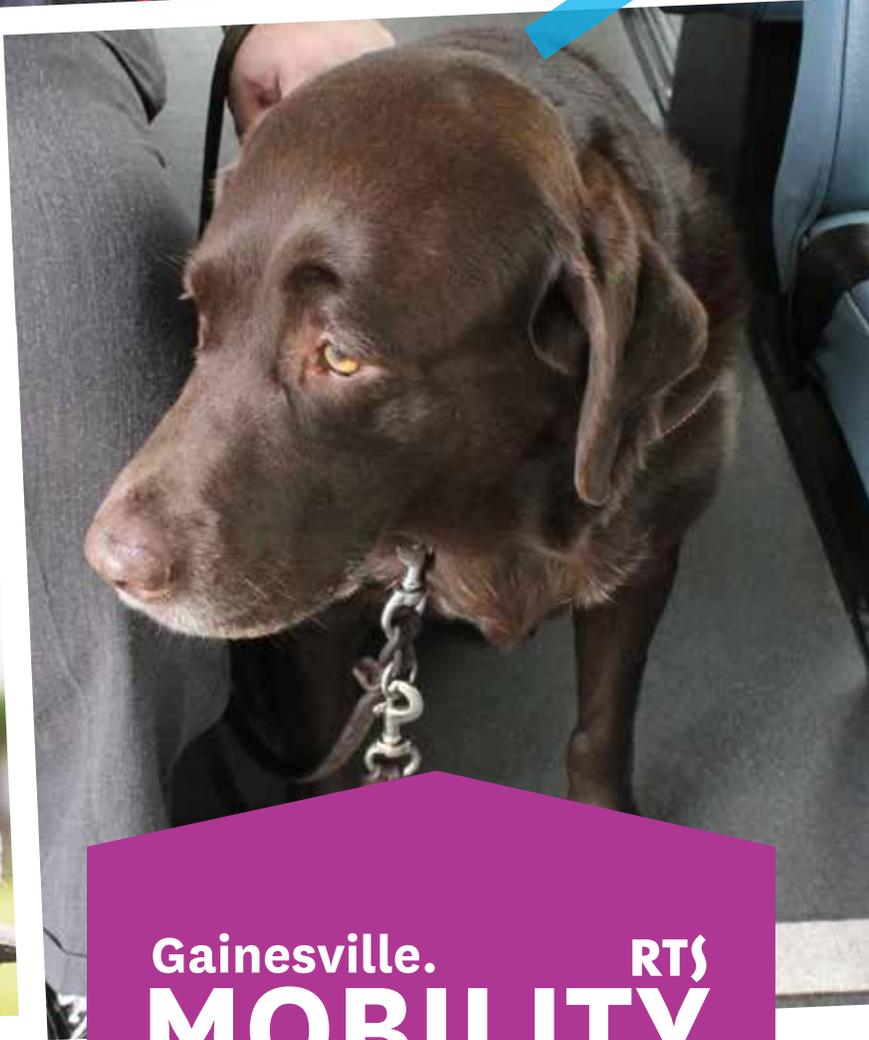


# ADA

## COMPLEMENTARY PARATRANSIT SERVICE GUIDE 2025



Gainesville. RT'S  
**MOBILITY**



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# ADA COMPLEMENTARY PARATRANSIT SERVICE GUIDE

## MISSION STATEMENT

*To provide our community with a safe, courteous and reliable transportation alternative.*

## INTRODUCTION

All demand-response service is provided through the Community Transportation Coordinator or CTC. MV Transportation is the Alachua County CTC.

MV Transportation provides transportation for residents and visitors in Alachua County under the following major programs:

- **The Americans with Disabilities Act (or ADA) Program:** Gainesville urban area only
- **Transportation Disadvantaged (or TD) Program:** Rural transportation provided
- **5310 Elderly and Disabled:** Trips provided from urbanized area to the rural area, as designated by census data, and vice versa.
- **5311 Rural Transportation:** Trips throughout Alachua County
- **Alachua County**
- **Vocational Services**
- **Foster Grandparents**
- **Elder Care and the RSVP Program**

For more information on these and other services, please call MV Transportation at [352-375-2784](tel:352-375-2784).

In an effort to explain the services offered, RTS has prepared this rider's guide to help you plan and make your trip trouble-free. Throughout this guide, you will find helpful customer information regarding:

- Eligibility
- Important Telephone Numbers

- Hours of Operation, and
- How to Make a Reservation

## WHAT IS THE ADA?

**ADA**  
Americans with Disabilities Act

The Americans with Disabilities Act or ADA is a federal law that guarantees people with disabilities full and equal access to the same services and accommodations available to people without disabilities. Under the ADA, public buses that run on regular schedules along specific routes (called fixed-route service) must be accessible to people with disabilities. When fixed-route service is not accessible, or when a passenger with a disability is not able to use the fixed-route system, the ADA mandates that transit systems operate complementary paratransit service. The purpose of the trip is not a factor considered when scheduling your ADA service.

## WHAT IS COMPLEMENTARY PARATRANSIT SERVICE?



For eligible riders who have a disability that prevents them from making some or all of their trips on the fixed-route buses, RTS offers a shared ride door-to-door service called Paratransit. This service is available to Gainesville citizens who live in the ADA service area or within three-quarters of a mile from a fixed route. This service is called "ADA Paratransit Service" because it is provided as part of RTS's efforts to meet the requirements of the Americans with Disabilities Act of 1990.

**Paratransit service must be reserved at least one day in advance.** The service

is provided with lift-equipped accessible vehicles. Paratransit service operates in the same areas and during the same days and hours as fixed-route buses. Paratransit service is only provided within the RTS service area.

## **ELIGIBILITY FOR ADA PARATRANSIT**

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The ADA specifies three categories of eligibility. To qualify for Paratransit service, a person must meet the criteria of at least one category. Eligibility for Complementary Paratransit Service is directly related to the inability of a person with a disability to use the existing fixed-route service.

**Category 1:** Paratransit eligibility under Category 1 includes those persons who are unable to use fully accessible fixed-route services. This would include any person who is unable, as a result of a physical (including vision) or mental impairment, and without the assistance of another individual to access, board, ride and disembark from the fixed-route system.

**Category 2:** Eligibility under Category 2 includes individuals who need the assistance of a wheelchair lift or other boarding assistance device, and are able with such assistance to board, ride and disembark from any vehicle which is readily accessible.

**Category 3:** Eligibility under Category 3 includes any individual with a disability who has a specific impairment-related condition which prevents such an individual from traveling to a boarding location or from a disembarking location on such a system.

Any of these categories include temporary or permanent disabilities that can be verified by a qualified health care professional or rehabilitation professional. This includes having a disability that prevents you from doing things such as identifying your bus,

following or understanding directions, waiting outside unassisted at a bus stop, moving from one bus to another or recognizing your destination.

You must begin and end your travel within the RTS ADA Service area. This area is three-quarters of a mile from a fixed-route. Persons whose travel destinations are outside this area are not eligible for ADA service. There are other funding sources available for trips outside the ADA service area.

Please visit <http://go-rts.com/ada> for more information.

Eligibility depends on the nature of the disability and the routes you wish to travel. Eligibility may be permanent or temporary depending on the disability and whether or not you could learn to use the fixed-route system by participating in travel training.

## **HOW TO APPLY FOR ADA CERTIFICATION AND ADA PARATRANSIT SERVICE**

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Individuals interested in using Paratransit must first be determined eligible for the service. The eligibility review considers each person's functional ability to use the fixed-route bus. If a disability

or health condition prevents you from using the fixed-route bus under any condition, you might be determined "fully" eligible. If you can use the fixed-route buses some of the time, but not at other times, you will be determined "conditionally" eligible for those trips that you cannot make by bus.

To receive information about the ADA eligibility process or start the process, call the Center for Independent Living (CIL) at [\(352\) 378-7474](tel:3523787474), and ask to make an ADA certification appointment. If you need

translation services for the ADA certification appointment, please make that request when the ADA appointment is booked and state the language that is needed.

If there is enough time before your appointment, ask to be mailed or faxed a “Professional Verification Form.” This form is used to help the CIL make the determination as to whether your disability will qualify you to be ADA certified and must be signed by a healthcare professional.

The appointment will take approximately one hour. If the Professional Verification Form was sent to you before your appointment, and you have had your doctor complete the form, you will need to bring it with you to your appointment. You also need to bring a current picture ID, if available.

If you are not able to get the Professional Verification Form filled out and signed prior to your appointment, the CIL staff can fax or mail it to your healthcare provider. Once you have made the Certification appointment with the CIL, call MV Transportation at [\(352\) 375-2784](tel:352-375-2784) and tell the reservationist you have a certification appointment at the Center for Independent Living. Be prepared to give them your address, phone number and the date of your trip. RTS will provide one roundtrip on paratransit at no charge to the Center for Independent Living (CIL).

When the healthcare provider returns the completed form, the application completed with the CIL staff will be reviewed and your ADA eligibility will be determined.

After your application is completed, a professional verification form is signed and your disability is verified, the CIL has up to 21 days to determine your ADA eligibility. Most of the time it does not take the full 21 days to complete the eligibility process; however,

if it takes longer than 10 business days, the professional verification is usually the reason.

Once the CIL has determined your eligibility, they will mail you a written notification, and if you are determined eligible, also your identification card. This card will specify your expiration date and whether you are eligible for a personal care attendant (PCA). The CIL Transportation Program Director makes the final determination of eligibility in all cases.

Applicants are granted presumptive eligibility if a determination of eligibility has not been made within 21 calendar days of the submission of a completed application and completed professional verification form. Service for the applicant will be provided and the applicant will be presumed eligible until and unless the determination is complete and the person is found to be ineligible. An application is considered to be complete once the person has provided all of the information required, and the applicant’s healthcare provider has completed the professional verification form. Once all information has been received, the 21-day review process will begin.

## **IF YOU ARE NOT ADA ELIGIBLE**

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You may appeal any decision that declares you ineligible. Instructions for filing an appeal will be included in your notification letter. All appeals will be heard by an independent appeals committee. If you do not wish to have the in-person hearing, you may waive the in-person hearing and proceed on the basis of a written presentation. If the eligibility determination takes longer than 30 days to decide after completion of the appeals process paratransit service will be provided from that time until a decision to deny the appeal is issued.

You may also call MV Transportation at [\(352\) 375-2784](tel:352-375-2784) to see if you are eligible

for Transportation Disadvantaged (TD), a Grant funded trip or Medicaid transportation services.

## **ADA PARATRANSIT SERVICE TIMES**



Service hours change each semester. To determine current service hours, visit our website at [www.go-rts.com](http://www.go-rts.com).

ADA Complementary

Paratransit Service is provided by MV Transportation:

- Monday through Friday: 5:30am to 9:00pm
- Saturdays: 6:00am to 7:00pm
- Sundays: 9:00am to 6:00pm

RTS provides early morning Complementary Paratransit service **only** during Fall and Spring Semesters:

- Monday through Friday: 4:45am to 5:30am

Year-round RTS provides late-night Complementary Paratransit service in the areas where the fixed-route bus provides late-night service

- Monday through Friday: after 9:00pm to 4:00am
- Saturdays: 9:00pm to 3:30am

**NOTE: MV provides the only paratransit service on Sunday.**

Call the RTS ADA coordinator at [\(352\) 334-2650](tel:352-334-2650) or [\(352\) 393-7826](tel:352-393-7826) to find out if your trip qualifies for early morning or late-night service.

## **HOW TO SCHEDULE AN ADA PARATRANSIT TRIP**

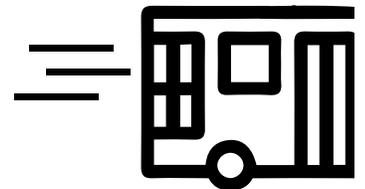
Reservations can be made 1 to 14 days **prior** to when service is needed. Reservations are taken Monday through Saturday, 8:00am to 5:00pm. Sunday reservations are taken

9:00am to 5:00pm. Call MV Transportation at [\(352\) 375-2784](tel:352-375-2784) to make a reservation or for more information.

- There is a 30-minute pick-up window, in which MV has 30 minutes from your scheduled pickup time to pick you up and 30 minutes to get you to your appointment destination.
- MV is allowed to negotiate trip times. If the time you wish to travel is over booked, MV is allowed to ask if you would be willing to travel an hour on either side of your requested travel time (i.e. if you are requesting a 10AM pick up the reservationist can ask if you would be willing to travel at either 9:00AM or 11:00AM to help them better schedule their trip volume). Currently 10:00 AM and 3:00 PM are the most requested pick up times.

### **While making a reservation:**

- Tell the reservationist that you wish to schedule an ADA Complementary Paratransit Trip.
- Be sure to include any personal care attendants (PCA) or companions that will be accompanying you on your trip. You are allowed to have two accompanying riders: a PCA and a companion or two companions. There is no charge for a PCA. Companions are charged the same co-pay as the ADA client.
- Make the reservationist aware if you are traveling with a service animal or a pet.
- Let the reservationist know your mobility status (i.e. If you need a mobility aid, wheelchair or walker, etc.).
- If you usually travel with a wheelchair but decide not to take your wheelchair,



let the reservationist know you will be an ambulatory rider.

- Let the reservationist know if you need additional time to board the bus. Drivers are only required to wait 5 minutes, but can be allowed to wait longer if additional time is needed to board the vehicle.
- When you book your trip, make sure to allow enough time between trips. Remember, you must be at your destination at least 1 hour prior to pickup, and that you could be on the van for at least 1 hour within the service area. Consecutive trips must be scheduled a minimum of 90 minutes apart.

**Additional Tip:** Give yourself a 5 to 10 minute buffer before your actual appointment time when scheduling medical appointments to ensure an on-time arrival.

#### **EXAMPLE: SCHEDULING A TRIP**

- The first leg of the trip: the appointment time is 9:00am. The pick-up window opens at 8:00am and MV has 30 minutes to pick you up and at least 30 minutes to get you to your appointment.
- You have to be at your appointment for at least 1 hour before MV can come back to pick you up.

#### **EXAMPLE: RETURNING FROM A TRIP**

- MV Transportation has a 30-minute window for a return pick up. So for a requested 10:00am pickup, MV could pick you up as late as 10:30am and still be in the window.

At no time should you be on a vehicle for more than 60 minutes while traveling within the ADA service area.

## **TAKING A TRIP**

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MV Transportation provides a shared-ride, paratransit service, which means other riders may be on the same transport vehicle with you. Drivers will meet you at the front door of any private residence or at the ground floor door of a public building.

Drivers are prohibited from entering any private residence, so please be ready and waiting to board the vehicle at the start of your scheduled “pick-up window”.

Drivers can go into the first floor lobby door of a public building, but are not required to search for clients or go to the second floor of a building. Drivers are not allowed to escort passengers into building to internal offices. RTS provides a door-to-door service, not a door-through-door service. If you require an escort to an internal office of a building, contact the office and have them provide the needed escort to the office.

The pick-up window starts 60 minutes prior to your scheduled appointment time for clients who are traveling within the ADA service area limit. For clients living within the ADA service area but traveling outside the ADA service area, the window opens 90 minutes prior to the scheduled appointment time.

Trip reservations for Gainesville residents traveling outside the ADA service area would no longer be funded as an ADA trip, but as either a Transportation Disadvantaged (TD) trip, a Grant funded trip or a Medicaid trip. Eligibility for other funding sources will depend on whether you are eligible under the funding source program or the trips meets the criteria established by the funding source (i.e. medical appointment or a trip outside the ADA service area).

#### **RIDER BOARDING TIMES**

The driver will only wait 5 minutes for you

to board from the beginning of the pick-up window. If you do not board within 5 minutes, the driver will depart without you, and you will be a no-show. If your disability makes it difficult for you to board the vehicle in 5 minutes, then please notify MV Transportation so the 5-minute boarding requirement can be modified for you.

The correct fare is required at the time of your trip. Drivers are prohibited from making change. Drivers are also prohibited from accepting gifts or gratuities of any kind.

Once at your destination, you must remain there at least 1 hour from the time you were dropped off, before MV Transportation can return to pick you up.

### **RIDER TIPS:**

- Make sure that your address is clearly visible from the street, especially at night.
- If you are being picked up at the mall or a large building, make sure when you schedule your ride to tell the reservationist at what entrance you will be waiting.
- Carry necessary medication with you in case MV Transportation is delayed and your trip takes longer than expected.
- If you use oxygen, bring an adequate (extra) supply.
- If you are diabetic or hypoglycemic, please bring a small snack with you in case the trip takes longer than expected.
- Give yourself a 5 to 10 minute buffer before your actual appointment time when scheduling medical appointments to ensure your on-time arrival.
- If you need assistance once inside a building, make arrangements with the office you are going to visit, and request they meet you at the lobby door to escort you to the internal office. MV drivers are not to enter into buildings to provide escort to internal offices.

## **WHEN THE PARATRANSIT VEHICLE ARRIVES**

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The Paratransit driver will pull up to the pick-up address you provided, and unless something is preventing them from doing so, they will park as close as possible to the location. The vehicle might arrive before your pick-up window opens; you are *not* required to leave earlier than your requested pick-up time. The driver may come to the door and let you know they have arrived. *If you are ready, you may accompany them to the van.*

If you are not ready and the driver is early, the van will wait and the driver will come to the door when your window opens. The driver is required to get out of the vehicle and come to the door; they are to identify themselves to you and to escort you to the van. The driver is not permitted to honk the horn to let you know they have arrived. Please report such incidents to either the RTS ADA Transit Coordinator or to MV Transportation.

***PLEASE NOTE:*** *The vehicle may arrive at any time within the 30-minute pick-up window to pick you up for your trip. The driver is only permitted to wait 5 minutes after arrival in the pick-up window.*

*If you are not ready, the driver may have to leave to avoid inconveniencing other riders. If you need additional time, you can request a reasonable modification to access and board the vehicle by asking the reservationist to allow more time for you to board the vehicle.*

## **ASSISTANCE ADA PROVIDES**

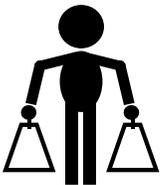
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ADA Paratransit is a door-to-door-service; therefore, drivers are required to escort riders to the van. Upon request, drivers will assist riders in getting to the vehicle,

getting on the vehicle, getting off the vehicle and walking from the vehicle. This assistance may include:

- Drivers may lend a supporting arm, guide, and/or assist up or down steps.
- Drivers will operate the wheelchair lift, and will assist riders with the securement of wheelchairs or mobility aids and with seat belts.
- Drivers may not assist riders in wheelchairs up or down steps.
- Drivers are required to carry packages as determined by MV Transportation.
- Riders are allowed to bring small shopping carts with them on the van to handle groceries.
- Drivers are **prohibited** from lifting or carrying passengers and/or their children.
- Drivers are required to escort riders from the door of their pick-up location, and to the door of the drop off location.
- Clients should wait by the outer most doors for pick-up; drivers are not required to go through doors to lobbies or to the second floor to find clients.
- Drivers are not required to escort riders to internal offices. Arrangements should be made with the office staff to provide assistance if needed.
- If additional time is needed to access and board the vehicle, drivers will assist as needed to help you board the vehicle.

## PASSENGER PROPERTY



Passenger property that can be carried by the passenger and/or driver in one trip, and can be safely stowed on the vehicle shall be allowed to be transported with the passenger at no additional charge.

Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

If you have arrived at your destination, the driver has taken you to the door, but you need further assistance, please arrange to have someone other than the driver assist you. Under the ADA, doctors' offices and other places of business are required to assist clients coming to their establishments. A call in advance to let the office or business know you need assistance will ensure your safe and timely arrival at your ultimate destination. The driver needs to depart after delivering you to your destination in order to pick up other passengers and will not go through doors to take you to appointments.

**NOTE:** *Please do not bring more groceries than you can carry on or off the van, because this can cause delays in the vans departure. If you need a reasonable modification to your boarding time, contact MV Transportation or the ADA Transit Coordinator.*

## HOW TO CHANGE A SCHEDULED RIDE

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Since trip reservations can be made 1 to 14 days in advance of your appointment, plans can change in that time, and you may need to adjust your ride times. Please call MV Transportation at [\(352\) 375-2784](tel:352-375-2784) by 5:00pm as soon as you know your trip plans have changed, but no later than the day prior to your trip.

Reservations are open

- Monday through Saturday: 8:00am until 5:00pm
- Sunday: 9:00am to 5:00pm

MV transportation will try to accommodate your needs, but changes to your original ride request may result in adjustment to your pick-up times.

On the day of your trip, MV Transportation cannot change pick-up times or pick-up/drop-off locations. This is considered same-day service, and MV Transportation is not required to accommodate such requests. These changes create an inconvenience to other riders.

## **WILL CALL: IF YOUR APPOINTMENT IS RUNNING LATE**

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Everyone has occasional circumstances outside of their control that can cause delays at a scheduled appointment. If your appointment is running later than you expected, and there is a chance you will not be ready for your scheduled return trip (or if you have missed the van), call MV Transportation as soon as possible. Your request will be coordinated with the dispatch office that stays in radio contact with drivers. Every effort will be made to adjust your return pick-up time and assign another bus to pick you up at a later time. *Because schedules are set the day before, there may be a delay of at least 2 hours before another vehicle is available to accommodate your trip.*

**REMEMBER:** *Allow extra time for medical appointments or other appointments that may take longer than expected. This will reduce the unnecessary cost of sending an additional vehicle.*

**NOTE:** *If a bus is sent and you are not ready, you will be considered a will-call. If you call to change your appointment because you are running late, you will be considered a will-call, and MV has **2 hours** to provide another pick-up.*

## **HOW TO CANCEL A SCHEDULED RIDE**

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Late cancellations cost RTS and taxpayers thousands of dollars each year, and affect our ability to provide that trip opportunity to other riders. If you have scheduled

a ride that you no longer need to take, please call MV Transportation as soon as possible to cancel prior to your scheduled pick-up time. You can cancel all trips the day before and up to fourteen (14) days in advance, or put subscription service on hold for longer periods of time.

For trip cancellations, call MV Transportation at [\(352\) 375-2784](tel:352-375-2784) during regular business hours.

Dispatchers will take next-day cancellations until 9:00pm the day prior. After hours, a recording will ask you to state your name and the date and time of the trip(s) you wish to cancel.

## **THE “NO-SHOW” POLICY**

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### **Q: WHAT IS A NO-SHOW?**

*A: No-Show is when you schedule a Paratransit trip, but then you:*

- Without any notice to MV Transportation, fail to take your trip.
- Cancel the trip too close to your scheduled pick-up time to allow the trip to be rescheduled for someone else.
- Without any notice to MV Transportation, delay your scheduled trip.
- The driver arrives at a drop-off location and the rider delays the van by not getting off the van. Or when no one is at the location to receive the rider and the rider cannot be left unattended.

### **Q: WHY DO WE NEED A NO-SHOW POLICY?**

*A: No-Show usually results in a wasted trip. This is very expensive and takes away a trip that could have been scheduled for someone else.*

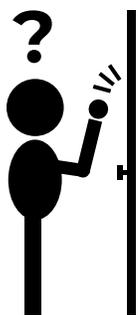
Space on the paratransit system is limited and costly to provide. MV drivers will wait for passengers for 5 minutes (unless an accommodation has been requested) within the on-time pick-up window.

## On-time Pick-up Windows

The on-time pick-up window for “Pick-up/Going,” is defined as being thirty (30) minutes prior to a requested pick-up time (within the ADA service area). For “Return Trip/Pick-up,” the on-time pick-up window is defined as being thirty (30) minutes after a requested pick-up time (within the ADA service area):

**Pick-up Prior to Appointment:** The thirty- (30) minute pick-up window allows time for MV drivers to arrive to pick up riders before a requested pick-up time. Actual travel time to an appointment is to be no more than one (1) hour within the ADA service area.

**Pick-up After Appointment:** The thirty- (30) minute pick-up window allows time for MV drivers to arrive to pick up riders for a return trip from a requested appointment. Actual travel time for a return trip is to be no more than one (1) hour within the ADA service area.



MV drivers are required to make reasonable attempts to locate and alert riders who may not be able to identify a waiting vehicle. MV Transportation is required to ensure that the special instructions for alerting riders are included on run manifests or electronic trip transmissions and are available to drivers and dispatchers. If additional time is needed to access and board the vehicle, please ask the reservationist to add additional wait time to the schedule for you to board the vehicle.

If the driver is not able to make in-person contact with the customer, they will notify dispatch and will make a reasonable effort to locate and alert the customer by telephone. If contact is not made with the customer and at least 5 minutes have elapsed from the time of the driver's arrival, the dispatcher should instruct the

driver to leave a “No-show” door hanger, depart the pick-up location, and record the customer as a “No-show” on the manifest.

Riders who are located or contacted by a driver's dispatcher, and who indicate they are not ready or will not be traveling as scheduled, will also be recorded as no-shows. Dispatchers must enter notes into the trip record related to each no-show approved. *Riders who do not call and cancel at least two hours prior to the negotiated pick-up time will be recorded as “late cancels,” which is considered a form of no-show.*

The ADA regulation allows Paratransit service to be suspended, for a reasonable period of time, when a rider consistently misses scheduled trips. The RTS administrative process for suspending Paratransit service is as follows:

1. A rider may be subject to suspension for a predetermined length of time if they meet all of the following conditions:
  - i. Have accumulated three or more no-shows in a calendar month;
  - ii. Have scheduled at least 10 trips that month;
  - iii. Have no-showed at least 10% of the trips scheduled that month.
2. Riders will be assessed points for same day cancellations, not being ready to travel and/or canceling at the door.
3. The point system is as follows
  - i. *Same Day Notice* is charged to the rider's record if they cancel their ride less than two hours before the pick-up window opens. The client will be assessed 1 point.
  - ii. *Late Notice* is charged against the rider's record if they cancel their ride

between 30 minutes and two hours prior to the scheduled pick-up time. The client will be assessed 2 points.

iii. *No Notice/Cancel at the Door* is charged to the client's record if they cancel the ride less than 30 minutes before the scheduled pick-up time, or they notify the driver when the driver arrives at the door they are not going, or the vehicle has waited 5 minutes and the client is not ready to go. The client will be assessed 3 points.

4. Twelve points within 30 days will trigger a review of the rider's trip record. The review must clearly show the no-shows and late cancels were the rider's fault, the vehicle arrived on time and waited the minimum time required, that the rider was notified that they received a no-show and the no-show was not due to a system no-show.

5. Before suspending service, MV Transportation must notify the rider in writing, by certified mail, of the proposed suspended service, citing specifically the basis of the proposed suspension and describing the proposed sanction. The rider must be told which no-shows they are being suspended for. They have the right to question any of the no-shows recorded if they were beyond the rider's control and appeal the suspension.

6. Q: How do I appeal my suspension?  
A: *You can appeal your service suspension by making a verbal or written appeal of suspension to the RTS ADA Transit Coordinator within ten (10) calendar days after the date of the Letter of Suspension, and no later than the date listed in the body of the letter.*

Verbal request can be made by calling [\(352\) 334-2650](tel:3523342650) or [\(352\) 393-7826](tel:3523937826), Monday through Friday, 7:30 am to 4:30 pm. Or

you can send a written request to the RTS ADA Transit Coordinator at: Station 5, P.O. Box 490, Gainesville, FL 32627.

Or via email to [crawfordma1@cityofgainesville.org](mailto:crawfordma1@cityofgainesville.org) and ask for an appeal review of the service suspension.

7. The suspended rider must be given a chance within 10 business days to be heard and to present information and arguments.

8. MV Transportation must provide the suspended rider with written notification of the decision, the length of time for suspension, and the reasons for it.

9. If a rider is shown to have abused the no-show policy and is suspended from the service, the following suspension times will be utilized:

<b>OCCURENCE</b>	<b>NUMBER OF DAYS</b>
1ST SUSPENSION	A WRITTEN WARNING
2ND SUSPENSION	7 DAYS
3RD SUSPENSION	14 DAYS
4TH SUSPENSION OR MORE	30 DAYS (COULD LEAD TO LOSS OF SUBSCRIPTION SERVICE)

10. In accordance with DOT ADA regulations, Part 49 CFR 37.131(b), when a "no-show" occurs on the first leg of a trip, all later rides for the day will not automatically be canceled. It is the rider's responsibility to cancel rides (service) they no longer need.

11. Failure to cancel rides that are no longer needed will result in the assessment of points from the current no-show policy. Each trip that is no-showed is assessed independently in accordance with ADA regulations. Riders will be assessed no-show points for each trip they no-show regardless of whether there are multiple no-shows for the same day.

12. If a schedule delay, bad weather, or breakdown causes MV Transportation to be late, and you decide to find another way to your appointment after waiting 30 minutes from your scheduled time, please let MV Transportation know you secured another ride so MV does not send the van or assess points for a no-show.

13. If you feel you were charged with a no-show in error, call the ADA Transit Coordinator at [\(352\) 334-2650](tel:352-334-2650) or [\(352\) 393-7826](tel:352-393-7826) so an investigation can be completed.

## ADA PARATRANSIT SERVICE FARES

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- **Fares must be paid when you board the vehicle.** If you do not pay the correct fare, including the use of the correct pass, the driver will refuse to provide the ride and you will be assessed a no-show.
- The ADA allows transit agencies to charge twice the fixed-route fare. *ADA Certified riders using MV Transportation pay \$3.00 per trip.*
- **Personal Care Attendant or PCA: A PCA may travel free with a certified rider.** Please mention that a working PCA is traveling with you when you reserve a ride. Also, a service animal may accompany you at all times on fixed-route and Paratransit service.
- **Other companions:** *ADA passengers are allowed to have two riders accompany them on an ADA trip. If one is a PCA, the other is considered a companion; if you are not authorized to have a PCA, you may travel with up to two companions. You must tell the reservationist when booking your trip that one or two companions are traveling with you. **Companions are required to pay the full \$3.00 fare.** MV may allow more than two accompanying*

riders to travel with you if space permits and prior arrangements are made.

## CHECK ON YOUR RIDE

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Unexpected delays can occur because of road work, traffic conditions, bad weather, or on occasion, mechanical problems with the vehicle. If a MV Transportation vehicle has not arrived 30 minutes after your pick-up window opens, call MV Transportation at [\(352\) 375-2784](tel:352-375-2784) for a “Where’s my ride update.” Dispatch will radio the driver and give you an update on your trip. Stay within sight or hearing of the pick-up location if at all possible, in case the van arrives while you are calling.

## VISITOR POLICY

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If you are a visitor to the Gainesville area and have been determined ADA eligible by another transit or public agency, your eligibility determination will be honored while you are visiting the City of Gainesville. You will need to provide proof of eligibility before you arrive or when you arrive prior to using the ADA paratransit service. You can contact the ADA Transit Coordinator at [352-393-7826](tel:352-393-7826) or the Center for Independent Living at [352-378-7474](tel:352-378-7474) and let them know when you are visiting our area and would like visitor status to use local transportation. This will allow us to notify our Paratransit provider. If you have an ADA card and wish to use the fixed route just show your ADA card to the driver upon boarding the vehicle.

If you are coming from a location that does not provide documentation of ADA certification, RTS asks that you contact the ADA Transit Coordinator at [352-393-7826](tel:352-393-7826) or the Center for Independent Living at [352-378-7474](tel:352-378-7474) and let them know when you are visiting our area and would like visitor status to use local transportation. You will need

to provide documentation of your place of residence (any form of ID with your address on it or a utility bill with your address is acceptable). If your disability is not apparent, a doctor's note attesting to what your disability is will also be requested.

For Gainesville residents wishing to visit other cities you may contact the CIL for help with notifying your destination of your ADA certification or you can call, email or write your destination city with your date and times of arrival to set up access to transportation; if available, in the area you are visiting. Visitor status in the area you are visiting will depend on length of time and on local policy, but 21 days within 365 days is the Federal standard. For visitors to Gainesville you will be able to use the paratransit service for a total of 21 days within a 365 day period. If you are in need of service beyond the 21 days, you will need to apply for local certification.

## **PERSONAL CARE ATTENDANTS**

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A Personal Care Attendant (PCA) is someone you may bring with you to assist you with traveling or with your personal care or activities. One (1) PCA may ride for free when traveling with you. A PCA must get on and off the van at the same places and times as you.

To be able to have one PCA ride free with you, you must be registered with a need for a PCA. This is completed as part of the eligibility process. If you did not indicate the need for a PCA when you first applied for Paratransit eligibility and you are now in need of a PCA, call the Center for Independent Living (CIL) at [\(352\) 378-7474](tel:352-378-7474) and the staff will work with you to change your status and include a PCA.

Riders with mental deficits who will not remain seated, and keep their seatbelts on while the van is in motion, or who

bother other passengers for any reason, will be required—for safety reasons—to travel with a PCA.

**NOTE:** *When scheduling a trip, you will need to tell the reservationist that you are traveling with a PCA. This ensures that there will be room on the vehicle for you, your PCA, and other scheduled riders.*

## **GUEST/COMPANION**

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A guest/companion is someone you want to bring along to share the trip, not someone you must bring to assist you. Guest/companions must pay a fare when accompanying you and must get on and off the vehicle at the same places and times as you.

When scheduling your trips, you will need to tell the reservationist that you will be traveling with one or more guests/companions. Drivers cannot add riders who do not have a reservation.

**NOTE:** *If you make a reservation for your guest/companion, you are always entitled to bring up to two guests/companions with you unless you have a PCA, then you are entitled to one guest/companion and one PCA. Additional guests/companions will be accommodated if there is enough space on the vehicle and prearrangements have been made with MV Transportation.*

## **WHEELCHAIRS AND OTHER MOBILITY AIDS**

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Paratransit vehicles are designed to accommodate most wheelchairs and mobility aids. MV Transportation requests wheelchair riders to wear a Posey belt, and it is recommended that you allow the driver to use the lap belt for your safety.

Wheelchair means a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

Other power-driven mobility devices (OPDMDs) are any mobility device powered by batteries, fuel, or other engines—whether or not designed primarily for use by individuals with mobility disabilities—that is used by individuals with mobility disabilities for the purpose of locomotion. RTS does not allow OPDMDs containing fuel on RTS buses due to safety concerns.

If a rider has a manual wheelchair and needs help getting onto an RTS bus, RTS drivers can aid the rider up the ramp and onto the bus. MV provides door-to-door service and will aid a passenger on to the vehicle lift and onto the MV vehicle. RTS and MV Drivers cannot push any manual wheelchair over curbs, upstairs or down stairs. This is to prevent injury to our drivers and the passenger and is a safety issue.

The maximum amount our lifts on the fixed-route buses can safely accommodate is 600 pounds (chair and rider combined). The maximum our paratransit fleet can safely accommodate is 800 pounds (chair and rider combined). While some of the newer fixed-route buses have the upgraded ramps, which can accommodate 800 pounds, not all the buses have this feature; therefore, RTS cannot ensure all buses on all routes can safely transport a passenger utilizing a mobility device whose combined passenger/mobility device weight exceeds 600 pounds. For driver safety and lift/ramp specification and capabilities, passengers and mobility devices, which exceed the combined weight of 600 pounds, must ride on the paratransit system.

If you weigh more than 800 pounds (mobility device and rider combined), neither RTS nor MV Transportation have vehicles or lifts that can accommodate you, so for safety reasons you will have to make other transportation arrangements.

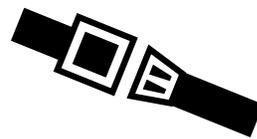
## **SCOOTERS**

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Some 3-wheeled scooters are difficult to secure on paratransit vehicles. Some scooters also come with a warning from the manufacturer that they should not be used as seats in moving vehicles. Because of this, the driver may recommend that you transfer to a vehicle seat if you are able to do so. While the driver will not require you to transfer, we strongly recommend that you do, as this allows us to provide you and other customers with the safest ride possible.

## **WHEELCHAIR SECURITY AND SEAT BELT POLICY**

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It is the driver's responsibility to ensure that mobility devices are properly secured.

Wheelchairs/scooters are required to be secured into the 4-point securement system at all times during the ride. Mobility device users are not required to use Posey belts or lap belts, but RTS and MV Transportation will provide these additional securement devices to passengers upon request to ensure the customer's safety. "Secure Here" stickers are available for riders to place on their mobility aid to assist the driver in placing the securement devices.

## **RESPIRATORS AND PORTABLE OXYGEN EQUIPMENT**

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Portable oxygen equipment and portable respirators are permitted on paratransit vehicles. The driver will assist you in

securing this equipment on the vehicle. Drivers are not permitted to assist you when using this equipment. If you need assistance with portable life support equipment, please arrange to bring a qualified attendant along with you.

## SERVICE ANIMALS

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A service animal is a dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability,

including a physical, psychiatric, sensory, intellectual or other mental disability.

***Comfort or companion animals are not service dogs, and will have to be transported as pets and will have to be in a carrier.***

RTS and MV riders may travel with a service dog. Be sure to inform the reservationist when you are scheduling your trip that you will be traveling with a service animal.

You are responsible for the care and supervision of your animal while on board. If you are planning on riding MV Transportation with a service animal, please follow these guidelines:

- Service animals are to be properly leashed and/or harnessed and/or under voice control of their handlers at all times.
- The animal must remain at your feet or on your lap. The animal may not sit on a vehicle seat.
- The animal must not be aggressive toward people or other animals.
- You are responsible for any damages or soiling caused by the animal.
- The animal must be clean and well groomed.
- No proof is required of an animal's training.
- The animal can be prohibited from boarding if that particular animal poses a threat to the driver or other passengers.

## TRANSPORTING CHILDREN

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MV Transportation is required to transport children in the following manner:

- Children who are between the ages of birth and four (4) years old inclusive, and/or children who weigh less than forty (40) pounds must travel with a responsible guardian, and must ride in a child safety seat which complies with Section 316.613 F.S.
- Children under eight (8) years of age inclusive must travel with a responsible guardian. This requirement may be modified by City as it deems appropriate.

If your child is required by Florida law to be in a child safety seat, it is your responsibility to provide that safety seat and ensure it meets requirements set by Florida statute for child restraint devices. (Section 316.613, F.S.).

## TRANSPORTING PETS OR COMPANION DOGS

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Pets are not to be confused with Service Animals (See section on Service Animals, on page 18).

MV Transportation will transport the pets or companion dogs of riders, as long as such pets are completely enclosed in commercial pet carriers, which fit on the rider's lap or beneath their seat.

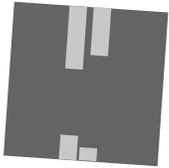
For safety reasons, drivers are not permitted to carry cages or kennels on or off of Paratransit vehicles. If you need assistance with a pet, please arrange to travel with someone who can help you.

You must inform MV Transportation that you wish to travel with a pet at the time you request your trip. Riders scheduled to travel with pets will be identified on the Manifest

or Schedule. MV Transportation may refuse to transport your pet if it causes a disruption to service for you or any other rider.

The animal must not be aggressive toward people or other animals. You are responsible for any damages or soiling caused by the animal.

## TRANSPORTING PACKAGES



MV Transportation will transport packages belonging to riders as long as the rider is on board with their package and the package fits on the rider's lap or beneath their seat.

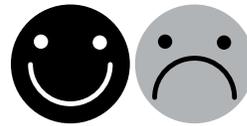
Riders are also permitted to utilize hand pulled collapsible shopping cart/baskets. These carts/baskets will be secured by the driver to ensure they do not roll or tip over while the vehicle is in motion. If you are bringing a shopping cart with you, let the reservationist know when you request your trip to assure an accessible vehicle that will better accommodate the collapsible carts.

## PACKAGE LIMITATIONS

Drivers may help to carry packages for the ADA passengers per MV Transportation guidelines. However, drivers are not required to assist with loading and unloading of packages and personal items, so please do not plan to bring more than you and/or the assistant who is traveling with you can manage without delaying the vehicle. Delaying the vehicle occurs when you bring more items than you can carry on the vehicle at one time. If you are not ready to go, you can be deemed a will-call and a no-show will be assessed to your record.

MV Transportation is prohibited from transporting illegal controlled substances (excluding prescription medication), hazardous materials, fire arms or explosive devices.

## COMPLAINTS AND COMMENDATIONS



A Complaint is defined as, "A report by an eligible rider or representative of a rider which identifies an incident or action by a driver or a member of MV Transportation's Staff, which detracts from the positive image, service quality, and/or non-compliance with the requirements of the paratransit services covered by contractual agreement."

A **Commendation** is defined as, "A report by an eligible rider or representative of a rider which identifies an action by a driver or a member of MV Transportation's Staff in which the staff member or driver has gone above and beyond what is required to provide outstanding service."

Riders with concerns or complaints can notify either RTS or MV Transportation. Riders will be notified of the findings regarding their concern or complaint at the conclusion of the investigation into the incident.

When MV Transportation receives a complaint directly from a client(s), MV Transportation is required to track and investigate those complaints. At the end of the month, MV Transportation is required to report the client's name, the nature of the complaint and the resolution to the City.

MV Transportation is then required to investigate and provide a response to RTS as to how the complaint has been addressed, as well as what corrective actions, if any, have been taken to avoid future complaints of the same nature. MV Transportation has ten (10) business days to respond to service complaints.

If the complaint involves safety or serious misconduct, MV Transportation is required to respond to RTS within twenty-four (24) hours or less.

RTS will review responses to complaints, and if it deems the response to be inadequate, will redirect the complaint to MV Transportation for further action.

In all cases, RTS is the final arbiter as to whether or not complaints have been adequately resolved by MV Transportation.

MV Transportation may discuss complaints with ADA paratransit riders or their representatives. MV Transportation is prohibited from taking any actions against any individual who has reported a complaint in connection with the service.

## **FORMAL GRIEVANCE PROCEDURES**

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A formal grievance is a complaint that is lodged to document serious concerns regarding the administration or operation of the ADA Paratransit service and/or the fixed-route service. A formal grievance is appropriate but not limited to situations that continue to occur that violate the rules governing ADA service (i.e. OTP, TIV, Phone hold times, passenger safety, missed trips, trip denials and vehicle maintenance that remain unresolved for 30 days or more).

A formal grievance can be requested when a concern/comment/complaint is lodged to document continuous or chronic situations/events/incidents regarding the operation or administration of ADA Paratransit service. A formal grievance may also be a service complaint that has been left unresolved for more than 30 days.

Formal Grievances include but are not limited to:

- Chronic, recurring or unresolved Service Complaints for more than 30 days.
- Continuing violations of specific rules governing ADA paratransit service.
- To appeal a Suspension of Service.

If the concern/comment/complaint is related to paratransit service and continues to be a chronic situation that remains unresolved, the ADA Transit coordinator will investigate and evaluate the situation, and report to RTS Transit Director to determine if contractual remediation is required.

If the concern/comment/complaint involves the fixed-route service, the RTS Customer Advocate will complete an investigation of the incident and report the findings to the ADA Transit coordinator and the RTS Transit Director.

As part of the resolution of the disputed situation, the incident may be referred to the Paratransit Passenger Advisory Committee for an open forum discussion to see if other passengers have experienced similar problems to see how pervasive the situation is. This will also provide the rider a forum to be heard, and allow the paratransit provider to seek ideas on how to best deal with and resolve the situation.

Riders who wish to file a formal grievance should contact the RTS ADA Transit Coordinator at [\(352\) 334-2650](tel:352-334-2650) or [\(352\) 393-7826](tel:352-393-7826), and request a formal grievance due to a recurring or chronic service complaint.



## **DISASTERS, PUBLIC EVACUATION**

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Riders who need help evacuating in the event of a disaster or need to go to a shelter in the event of a storm are asked to enroll

with the Alachua County Special Needs Registry. The Special Needs Registry maintains a list of residents who, because of their disability, have special requirements (i.e. life support, oxygen, special diet, visually impaired) and are in need of transportation or shelter in the event of a storm or disaster.

If time allows planning for an upcoming critical event (i.e. tropical storms, hurricanes), these riders will be contacted prior to and asked if they desire transportation to a special needs shelter. Depending on the situation, riders will be transported to a special needs shelter or evacuated. To register with the Alachua County Emergency management call [352\) 264-6500, ext. 311](tel:352-264-6500).

## **REASONABLE MODIFICATIONS**

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The ADA requires public entities to make “reasonable modifications” in their usual ways of doing things, when necessary, to accommodate people who have disabilities. The exception is if the public entity can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity. If you have a request for a reasonable modification, contact the ADA Transit Coordinator at [352\) 393-7826](tel:352-393-7826).

## **RIDER COURTESY AND CONDUCT**

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- Riders must depart the transit vehicle upon demand of an Authorized RTS or MV representative including the van/ bus operator.
- No Smoking on the vehicles.
- Riders shall maintain appropriate, reasonable personal hygiene. If riders

have open or seeping sores, or are leaking bodily fluids, for health and safety reasons RTS or MV can refuse service until the situation has been contained or corrected.

- No eating or drinking on-board (unless required for health reasons).
- No riding with open containers of alcohol or with illegal drugs.
- No abusive, threatening, or obscene language or actions.
- No deliberate fare evasion.
- No physical abuse of another rider or the driver.
- No petting guide dogs or other service animals without the permission of the owner.
- No playing of radios, multimedia devices (e.g. computer, cellphone or tablet), or other noisy equipment without headphones.
- Riders with mental deficits who will not remain seated and keep their seatbelts on while the van is in motion, or who bother other passengers for any reason, will be required for safety reasons to travel with a PCA.
- Family members of clients who cannot be left alone must ensure that a responsible individual is at the residence to accept delivery of the client. If no one can be reached to accept delivery of the client, the client will be returned to the point of pick up. If that’s not possible, the client will be taken to the local police station, and the responsible adults can collect their family member from the police department.

## **FIXED-ROUTE SYSTEM**

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### **ACCESSIBILITY OF RTS FIXED-ROUTE SERVICE**

RTS fixed-route service buses are also accessible to disabled passengers. Drivers are trained to assist you by using a lift and by securing wheelchair passengers on the bus. Drivers are also required to assist manual wheelchair up ramps and onto fixed-route buses. RTS buses have lifts and

ramps for people who use wheelchairs and others who cannot climb stairs. Buses can also be lowered (kneeled) to accommodate individuals with mobility restrictions upon request. The majority of RTS fixed-route bus lifts are rated to the ADA standard of 600 pounds (chair and rider combined).

### **LOW FLOORS**

Some of the newer RTS buses with low floors can accommodate wheelchairs and mobility devices weighing 800 pounds (client plus wheelchair or mobility device). Because of the variety of buses in the RTS fixed-route system, it is recommended that wheelchair/mobility device riders who exceed 600 pounds (client plus wheelchair or mobility device) use paratransit as there is no guarantee that all the buses will be able to accommodate larger wheelchairs/mobility devices. This is a safety and liability issue. If the bus arrives at your bus stop and the lift is inoperable for some reason, or if the bus is full, the bus driver will call for a wheelchair accessible bus or van if the wait for the next bus will exceed 30 minutes.

### **BUS STOP ANNOUNCEMENTS**

In addition, all drivers are trained to announce major stops and transfer points to make sure you do not miss your stop. Simply tell the driver to let you know when you are at your destination. Drivers can also assist you in determining the correct stop you'll need to help you get to your destination or transfer point.

### **FOLD-UP SEATS**

The set of fold-up seats near the front of the bus are designated for use by the elderly and people with disabilities. As a courtesy, please keep these seats open for those who might need them. Also be willing to vacate those seats when asked, to accommodate wheelchairs and other riders with disabilities.

### **CARTS, STROLLERS, LUGGAGE AND OVERSIZED BACKPACKS**

Carts, strollers, luggage and oversized backpacks are allowed as long as they are able to be folded, stowed or personally held (setting in adjacent seat is not proper) without blocking aisles (FDOT Reg. 392.62). If items block the aisles or cannot be properly stowed, then service may be denied. The wheelchair securement area is not to be utilized to accommodate strollers and shopping carts.

### **ARRIVE EARLY**

Be at your bus stop 5 minutes before the bus is scheduled to arrive. When you see or hear your bus approaching, stand by the bus stop sign. That way, our drivers will know to stop and pick you up. If you have a visual impairment and cannot see the bus approaching, consider carrying a sign with the bus number you desire, so the driver is aware you need to take his/her route. Contact the ADA Transit Coordinator for further information.

### **HAVE CORRECT FARE OR ID READY**



When the bus stops and the doors open, help us stay on schedule by having either your exact fare, bus pass, ADA card, or Gator 1 or Santa Fe College Student ID ready. As you board, drop the correct fare into the fare box, or show your ID card or pass to the driver. Remember, bus drivers don't carry change, so you'll need the correct fare.

### **ONLY ONE PERSON AT A TIME**

For the safety of our passengers when boarding, riding and exiting the bus, only one person is allowed in the wheelchair or scooter. Passengers in a wheelchair or scooter traveling with children who are unable to board the bus without assistance should travel with a PCA. Service may be refused for passengers who do not comply with this policy.

## **LARGE PRINT SCHEDULE FOR THE VISUALLY IMPAIRED.**

The Regional Transit System has large print schedules, compact discs and Braille versions of the fixed-route bus schedule. You can also access the RTS website at [www.go-rt.com](http://www.go-rt.com) for route information and the RTS and MV rider's guides.

For more information, please call the RTS ADA Coordinator at [\(352\) 334-2650](tel:3523342650) or [\(352\) 393-7826](tel:3523937826) or the CIL at [\(352\) 378-7474](tel:3523787474). You may also call the RTS Administration at [\(352\) 393-7852](tel:3523937852), or RTS Customer Service [\(352\) 393-7870](tel:3523937870).

## **FARES ON FIXED-ROUTE SERVICE**

Individuals who are ADA certified ride for free on fixed-route buses. Simply show your ADA ID card to the RTS driver. Do not lend your ADA card to family and friends. RTS drivers will confiscate ADA cards in possession of individuals who are not entitled to use the card, and/or who are not pictured on the card, and if the card is expired. ADA certification has to be renewed every 3 years.

## **PERSONAL INSTRUCTION FOR TRAVELING ON FIXED-ROUTE SERVICE**

Learn to navigate Gainesville like a pro! CIL offers personal training to any customer wanting to learn how to use the fixed-route system. Training involves classroom and on-the-road instruction. It provides riders with the skills needed to use Gainesville's public transportation system safely and independently. Instruction is free to any individual with a disability. For information or to register for classes, call the Center for Independent Living (CIL) at [\(352\) 378-7474](tel:3523787474).

## **RTS FIXED-ROUTE SERVICE HOURS**

- Weekdays: 5:00 am to 11:30 pm
- Saturday: 6:00 am to 9:00 pm
- Sunday: 9:00 am to 6:00 pm

## **TRANSPORTATION DISADVANTAGED (TD) PROGRAM**

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### **FLORIDA'S TRANSPORTATION DISADVANTAGED PROGRAM (TD) PROGRAM**

The Florida legislature adopted legislation creating Florida's Transportation Disadvantaged Program in 1979 to provide transportation services to disadvantaged individuals. The Transportation Disadvantaged are defined in Chapter 427, Florida statute as "those persons who because of physical or mental disability, income status or age are unable to transport themselves or to purchase transportation and are, therefore, dependent on others to obtain access to healthcare, employment, education, shopping, social activities or other life sustaining activities or children who are handicapped or high-risk or at-risk as defined in section 411.202, Florida Statutes."

### **ELIGIBILITY CRITERIA**

Eligibility criteria fall under the following categories:

- **Unable to transport themselves:** An individual who is not sponsored by any agency for their transportation, does not have the ability to operate a vehicle, and is unable to use the fixed-route bus system due to a physical or mental disability defined by the ADA; or
- **Unable to purchase transportation:** A nondisabled individual applicant's income meets a maximum of 150% of the current Federal Poverty Guidelines. Individual applicant income must not exceed 100% of the current Federal Poverty Guidelines for the TD Program. Household income will be considered for TD Program applicants through the age of 18.
- **Unable to obtain transportation:** Individual does not have an operational vehicle in the household; or the ability to operate a vehicle; or the ability to find transportation from other sources.

Individuals must apply for Transportation Disadvantaged Program eligibility for their transportation to be sponsored by the Florida Commission for the Transportation Disadvantaged. Eligibility shall be for one year. MV Transportation shall notify individuals 30 days in advance of their eligibility expiration date and need for renewal.

### **TD PROGRAM FARES WILL BE DETERMINED BY THE PURPOSE OF THE TRIP:**

- Rides for the purpose of dialysis treatment = \$2
- Rides for all other purpose = \$3

Eligibility criteria and fare rates changes will be effective July 1, 2021 as recommended by the TD Program Eligibility Committee and approved by The Alachua County Local Coordinating Board.

MV will use the above criteria for new applicants and when current TD Program participants reapply for certification. MV Transportation should provide all TD Program applicants with written notification of eligibility approval or denial within 10 working days after receipt of application. Appeals may be filed with the Alachua County Transportation Disadvantaged Board Grievance Committee.

TD Trust Funds *will not* pay for out-of-county service.

No TD trips are provided on Saturdays *except* for dialysis appointments.

TD Trust Funds *will not* be used to provide non-emergency stretcher service.

TD Bus Passes – No longer provided till further notice due to funding constraints.

### **TD TRIP PRIORITIES**

Trip priorities have been established and are listed by order of importance:

- Vital Care – Medical
- Other Medical
- Employment
- Pharmacy and Grocery Shopping
- Education
- Social Service Agencies
- Shopping
- Recreational

TD certified riders may travel with one escort if it is deemed medically necessary by the applicant's doctor.

***Escorts, companions and personal care attendants will pay the \$3.00 co-pay under TD funded trips.***

MV Transportation shall notify TD Program eligible individuals and other interested persons/agencies 30 days in advance of the implementation of the TD trip priorities due to TD Trust Fund availability. MV Transportation shall notify eligible individuals of the types of trips that are available for sponsorship under the TD Program.

### **OTHER FUNDS AVAILABLE TO SPONSOR TRIPS**

RTS has applied for and was awarded grant funding to purchase trips for Gainesville and Alachua County. The following funds are available, but are limited to specific trip purposes:

- **U.S.C. Sec. 5310: Elderly Persons and Persons with Disabilities:** 5310 trips are provided for ADA eligible riders who are either elderly or disabled, do not currently live in the ADA service area, but who do reside in the urbanized area surrounding Gainesville. The trip must either originate in the urbanized area or end in the urbanized area. 5310 will also expand the service area on Sunday to include areas outside the reduced ADA Sunday service area.
- **U.S.C. Sec. 5311: Non urbanized Area Formula:** 5311 trips are provided for any rider living in Alachua County. These

trips must originate in the areas around the City of Gainesville that are not currently covered by the current ADA service area. Areas covered by this grant include Alachua, Archer, High Springs, Micanopy, and Newberry.

MV Transportation or the RTS ADA coordinator can help you determine if you are eligible for trips under one of the above named funding sources.

## **IMPORTANT PHONE NUMBERS AND INFORMATION**

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For information about door-to-door ADA Paratransit or fixed-route service, call the RTS ADA Transit Coordinator at [\(352\) 334-2650](tel:(352)334-2650) or [\(352\) 393-7826](tel:(352)393-7826).

For ADA Paratransit certification or travel training, call CIL-NCF at [\(352\) 378-7474](tel:(352)378-7474).

### **CENTER FOR INDEPENDENT LIVING OF NORTH CENTRAL FLORIDA OR CIL-NCF**

The Center for Independent Living or CIL is a nonprofit private organization dedicated to creating equal access and opportunity for individuals with disabilities who live as they choose in the community.

- **Tony Delisle, Executive Director**
- **Myrtle Hoffman, Transportation Advocate**  
[222 Southwest 36th Terrace,](mailto:myrtle@cilncf.org)  
[Gainesville, FL 32607](mailto:myrtle@cilncf.org)  
[\(352\) 378-7474](tel:(352)378-7474)

### **MV TRANSPORTATION**

MV Transportation has been contracted by RTS to provide ADA Complementary Paratransit trips. MV Transportation also provides Transportation Disadvantaged and door-to-door Medicaid transportation.

[3713 Southwest 42nd Ave.](https://www.mvtransportation.com/3713-Southwest-42nd-Ave-Suite-2-and-3-Gainesville-FL-32608)

[Suite 2 and 3](https://www.mvtransportation.com/3713-Southwest-42nd-Ave-Suite-2-and-3-Gainesville-FL-32608)

[Gainesville, FL 32608](https://www.mvtransportation.com/3713-Southwest-42nd-Ave-Suite-2-and-3-Gainesville-FL-32608)

[\(352\) 375-2784](tel:(352)375-2784)

Monday through Saturday: 8:00am to 5:00pm

Sunday: 9:00am to 5:00pm

### **MV Transportation After Hours**

*If you are concerned about your return trip and are not able to contact MV Transportation after 6:00pm, you can contact the RTS Operations Clerk at: [\(352\) 393-7854](tel:(352)393-7854) or the RTS Dispatcher at: [\(352\) 393-7810](tel:(352)393-7810). There is someone manning these numbers until 4:00am, Monday through Saturday.*

### **REGIONAL TRANSIT SYSTEM ADA COORDINATOR**

Station 5 Box 490

Gainesville, FL 32627

[\(352\) 334-2650](tel:(352)334-2650) or [\(352\) 393-7826](tel:(352)393-7826)

Monday through Thursday: 7:30am to

5:30pm. Friday 8:30am to 11:30am.

Closed Saturday and Sunday

The Regional Transit System or RTS retains all rights to set and enforce policies with respect to ADA Paratransit service and eligibility for such service, public transit fixed-route service, fares, public transit equipment and personnel, and grievances related to any of these elements of public transportation.

### **THE ROSA PARKS REGIONAL TRANSIT SYSTEM DOWNTOWN STATION**

- [700 SE 3rd Street](https://www.rts.com/700-SE-3rd-Street)
- Customer Service: [\(352\) 334-2600](tel:(352)334-2600) ext. 1
- Monday through Friday 7:00am to 6:00pm
- Closed Saturday and Sunday



## THE BUTLER PLAZA TRANSFER STATION

- [4231 Southwest 30th Ave](#)
- Customer Service: [\(352\) 334-2600 ext. 1](#)
- Monday through Friday 8:00am to 5:00pm
- Closed Saturday and Sunday

## THE DIVISION OF BLIND SERVICES

[\(352\) 955-2075](#) provides: Independent living skills training for persons with visual impairments.

## REGIONAL TRANSIT SYSTEM CUSTOMER SERVICE

- [\(352\) 334-2600](#)
- Select "1" (*do not select the star key unless you know the 4-digit extension*).

## REGIONAL TRANSIT SYSTEM DISPATCH/ LOST AND FOUND

Provides: Fixed-route bus service and ADA Paratransit service information.

- [\(352\) 334-2600](#)
- Select "2" (*do not select the star key unless you know the 4-digit extension*)

## REGIONAL TRANSIT SYSTEM ADMINISTRATION

- [\(352\) 334-2600](#)
- Select "4" (*do not select the star key unless you know the 4-digit extension*).



# RULES OF THE ROAD

*If it's your first time riding the bus, here are a few important tips that can help make your experience a smooth one.*

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## GETTING ONTO THE BUS

*Getting your bus riding skills in top shape before you get on the bus can make a big difference.*

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### Electronic Destination Signs

Check the electronic destination signs on the front and sides of each bus to make sure you're boarding the right one. (We'd hate to take you somewhere you don't want to go.)

**GOING YOUR WAY**

### Have Exact Change Ready

When the bus stops and the doors open, help us stay on schedule by having the exact fare, your pass, ADA card, Gator 1 or Santa Fe ID ready. As you board, just show your ID Card or activate/swipe your pass, or drop the correct fare into the farebox. Remember, bus drivers don't carry change, so a credit for future RTS purchases will be provided.

### Remain Seated

Buses move unexpectedly. Please remain seated, or if you have to stand, hold on to a support at all times

### Signaling the Driver To Stop

As the bus approaches your destination, pull the buzzer cord or press the bar located above the windows. This lets the driver know that your stop is coming. Try to do this about one block before your destination so the driver can make a smooth stop.

For your safety, please exit through the rear doors and step clear of the bus. After exiting, do not cross in front of the bus. Wait for traffic to clear before attempting to cross the road.

## Carts, Strollers, Luggage and Oversized Backpacks

Carts, strollers, luggage and oversized backpacks are allowed as long as they are able to be folded, stowed or personally held (setting in adjacent seat is not proper) without blocking aisles (FDOT Reg. 392.62). If items block the aisles or cannot be properly stowed, then service may be denied.

### Children

Children under 45 inches in height ride free when accompanied by an adult.

### Pets

No pets are allowed on RTS buses unless they are in a carrier. Service animals are allowed.

### Hazardous Materials

No gasoline or batteries are allowed.

## GOOD BEHAVIOR

*To make the bus a better place for you and for others, follow these simple etiquette rules for a smoother and safer ride.*

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### Arrive Early

Be at your bus stop five (5) minutes before the bus is scheduled to arrive. When you see your bus approaching, stand by the bus stop sign. This way our drivers will know to stop and pick you up.

### Required Attire

Passengers should dress properly to ride the bus. This means shirts, shoes and pants are required. Light colored clothing should be worn at night for visibility.

## Hygiene

Riders shall maintain appropriate, reasonable personal hygiene. If riders have offensive odor, open or seeping sores, or are leaking bodily fluids for health and safety reasons, RTS can refuse service until the situation has been contained or corrected.

## KEEP IT CLEAN

*We pride ourselves on keeping our buses clean, and we appreciate your helping us keep up the tradition.*

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## Food and Drinks



Eating, smoking, e-cigs and vapors are not permitted on RTS buses or at stops/shelters (Imagine the mess.). Beverages are allowed, as long as they're in a securely covered drink

container as approved by RTS officials.

## Trash

Please do not leave newspapers or beverage containers on the bus.

## Feet Off Seats

Please be considerate of others and keep your feet off the bus seats.

## Personal Belongings

Don't forget to take your things with you when you leave the bus. We try to return as many items as we can, but RTS is not responsible for items left on the bus.

## BE MINDFUL OF OTHERS

*To keep your bus ride a pleasurable experience, be mindful of how your actions can affect others.*

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## Personal Phone Calls

Please feel free to use your cell phone while on the bus; however, your conversation should not be so loud that it interferes with the bus operator and/or other passengers.

Remember, not everyone is interested in your conversation.

## Multimedia Devices



Feel free to bring and use your multimedia devices (e.g. a cell phone or tablet to listen to music or watch video). Use of headphones is required and the music must not interfere with the

bus operator and/or other passengers. (Everyone loves music, just not as loudly as you do.)

## Keep Your Eyes Open

Please remember to take all your belongings and report any suspicious packages or activity immediately to the driver.

- Local police: [\(352\) 955-1818](tel:3529551818)
- Local FBI: [\(352\) 372-9600](tel:3523729600)

## ELDERLY AND THE DISABLED

*We know everyone is differently abled, so we make special accommodations for the elderly and people with disabilities.*

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## Reserved Seating for Elderly and Disabled

On each bus, you'll notice several seats near the front designated for use by the elderly and people with disabilities. As a courtesy, please keep these seats open for those who might need them.

## Wheelchair Assistance

RTS or MV Drivers cannot push any manual wheelchairs over curbs or upstairs. This is to prevent injury to our drivers and is a safety issue.

If the rider has a manual wheelchair, neither RTS nor MV drivers can push clients in wheelchairs up ramps or onto vehicles if client and manual wheelchair weigh more than 350 pounds combined.

Drivers cannot assist them by pushing or pulling their chair.

Drivers are not to operate power chairs or scooters for clients. Clients on scooters and/or in power chairs are responsible for maneuvering their own chairs onto vehicles.

### **Weight Limits**

The maximum weight our lifts on the fixed-route buses can accommodate is 600 pounds (chair and rider combined).

The maximum weight our paratransit fleet can accommodate is 800 pounds.

While some of the newer fixed-route buses have the upgraded ramps which can accommodate 800 pounds, not all the buses have this feature. Therefore, RTS cannot ensure all buses on all routes can transport a passenger in a wheelchair or on a scooter whose combined weight exceeds 600 pounds.

**NOTE:** For driver safety and lift/ramp specifications and capabilities, passengers who exceed the combined weight of 600 pounds must ride on the paratransit system.

*If the client and chair exceed 800 pounds, our equipment cannot safely accommodate these riders and therefore they will need to make other transportation arrangements.*

## LOST AND FOUND

If you lose an item, call [\(352\) 334-2600](tel:352-334-2600), and then press 2, to reach the Lost and Found department.

All items turned in from an RTS bus are available to be picked up Monday through Friday, 8:00am to 5:00pm (except holidays) at [34 Southeast 13th Road, Gainesville, Florida](https://www.floridaregistry.com/locations/34-southeast-13th-road-gainesville-florida).

Lost articles may not be available for pick up until the following day. All found items (except for Gator 1 and SF ID cards) are held for 30 days. Gator 1 cards will be turned in to the Reitz Union ID office every Monday. SF ID cards will be turned in to the Santa Fe ID Office every Monday.



# SCHEDULED RESERVATIONS

Use this list to Keep a record of your scheduled and cancelled reservations.

DATE	PICK-UP TIME	CANCELED	RESCHEDULED DATE
	DROP-OFF TIME	CANCELED	RESCHEDULED DATE
DATE	PICK-UP TIME	CANCELED	RESCHEDULED DATE
	DROP-OFF TIME	CANCELED	RESCHEDULED DATE
DATE	PICK-UP TIME	CANCELED	RESCHEDULED DATE
	DROP-OFF TIME	CANCELED	RESCHEDULED DATE
DATE	PICK-UP TIME	CANCELED	RESCHEDULED DATE
	DROP-OFF TIME	CANCELED	RESCHEDULED DATE
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	DROP-OFF TIME	CANCELED	RESCHEDULED DATE
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	DROP-OFF TIME	CANCELED	RESCHEDULED DATE
DATE	PICK-UP TIME	CANCELED	RESCHEDULED DATE
	DROP-OFF TIME	CANCELED	RESCHEDULED DATE
DATE	PICK-UP TIME	CANCELED	RESCHEDULED DATE
	DROP-OFF TIME	CANCELED	RESCHEDULED DATE

# NOTES



Gainesville. **RTS**  
**MOBILITY**

**OUR MISSION**

TO PROVIDE OUR COMMUNITY WITH  
A SAFE, COURTEOUS AND RELIABLE  
TRANSPORTATION ALTERNATIVE.

ADA