



**City of Pocatello
Public Transit Department**

***SENIOR CITIZEN
RIDER GUIDE***

Effective October 2016

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Welcome to Pocatello Regional Transit (PRT)

PRT offers door-to-door (origin-to-destination) service in conjunction with the Area Agency on Aging Title IIIB support. The Area Agency on Aging transportation program provides services for Idaho senior citizens 60 years and older with health or functional limitations which curtail their ability to drive. The program allows seniors to use PRT's transportation services for (1) life-sustaining trips such as medical visits, shopping, banking and employment; and (2) quality of life trips which include recreational and social trips, community outings, and visits with family to reduce isolation and increase physical and social activity.

1 Who can use this service?

- Senior citizens who are 60 years and older.

2 When and where does this service operate?

- **Pocatello/Chubbuck area:**
 - This service covers areas that are within three quarters of a mile boundary of a fixed bus route or within three quarters of a mile of the incorporated limits of Pocatello/Chubbuck.
 - Regular operating hours are Monday through Friday from 8:00am to 5:00pm with a suggested donation of \$2.00 per the Area Agency on Aging Title IIIB support. PRT also has Saturday service from 9:00am to 5:00pm and requires a \$2.00 per-trip fare as the Title IIIB support does not apply.
 - Premium Service hours (outside regular operating hours) are Monday through Friday before 8:00am and after 5:00pm and on Saturday before 9:00am and after 5:00pm. ALL trips performed during Premium Service hours require a \$4.00 per-trip fare.
- **Bannock County (Lava Hot Springs/McCammon), Bear Lake County (Montpelier), Bingham County (Aberdeen/Blackfoot/Firth/Shelley), Caribou County (Grace/Soda Springs), Franklin County (Franklin/Preston/Weston), Oneida County (Malad/Stone/Box Elder County [limited]), & Power County (American Falls/Rockland):**
 - Regular operating hours are Monday through Friday from 8:00am to 5:00pm.
 - Any service (non-Medicaid) before 8:00 am or after 5:00 pm requires PRT administrative approval.
 - ALL rural services are subject to a minimum number of riders and PRT availability.
 - Required fares and services vary by county, please visit PRT's website or call our dispatch office for more information (see last page for contact information).
- Vehicles may be restricted from going into gated or secured areas and must be authorized prior to PRT entering these types of premises.
- Vehicles are not allowed to travel into areas that require security clearance including the entry of a security code for access.
- PRT may establish pick-up and drop-off points for some locations.
- PRT observes most all holidays and has reduced schedules on Saturdays. See "Does PRT on Holidays?" for holiday schedules.
- **PRT reserves the right to establish service points based on safety concerns from the driver or rider. You will be notified of any changes to service point location(s) prior to implementing.**

3 How is this service provided?

- Small buses and vans

- Rides are scheduled by advance reservation
- Service is door-to-door or designated pick up service points
- Other riders share the vehicle so the bus may stop and travel in other directions during your ride
- Travel time will vary, depending on the ride distance and stops made to accommodate other riders during the ride

4 How do I schedule a ride?

All rides are scheduled through PRT's Dispatch Office. To request a ride, call our Dispatch Office (see last page for phone number). Have addresses, day of service(s), and times readily available when you call.

Have a pen and paper handy so you can write down important information

- Write down your Ready Time Window
- Write down whom you spoke with and the date you spoke with them

5 When can I call to schedule a ride?

You can schedule your ride(s) the day before you ride. A dispatcher will take your ride requests:

- Monday through Friday from 8:00 am to 5:00 pm.

6 What information do I need when calling to schedule a ride?

You will need **ALL** your ride information when talking to the dispatcher.

- Your first and last name
- The date and day of the week you need a ride.
- The exact street address where you need to be picked up from.
- The time you need to be to your appointment.
- The exact street address where you are going.
- The time you want your return
- The address to be picked up from

7 What is the ready time or ready time window?

The ready time window is a thirty (30) minute time frame of when you need to be ready to board the bus. The dispatcher will quote you this time when you call to schedule your ride. Out of courtesy for other riders who are scheduled on the same vehicle, you must board when the vehicle arrives.

- The drivers will wait **no longer than five (5) minutes** after their arrival time within the ready time window.
- The vehicle will depart when the five-minute period is up.
- The dispatcher may call the customer to advise that the vehicle has arrived.
- It's your responsibility to be ready, prepared to board, when the vehicle arrives. **If not, and the ride is the originating ride of the day (1st ride of the day) a bus may not be sent back (unless we were in error in scheduling or the driver was at the wrong location).**

8 How do I change my scheduled ride?

PRT generally does not change pick-up times or pick-up/drop-off locations on the same day of your ride. You can change your ride up to 5:00 pm on the day before your ride (see phone number on the last page). Tell the dispatcher you would like to change a ride that has already been scheduled. The dispatcher will ask you:

- Your first and last name
- The date and time of the ride you are calling to change
- The new time(s) you would like to schedule, or changes you need to make

The dispatcher will always try to accommodate your needs, but changes to your original ride request may result in adjustment to your pick-up times. Same day changes are subject to resource availability and a \$4.00 same day service fee per new or modified trip if PRT is able to accommodate your request. Note: PRT may allow exceptions for unforeseen circumstances.

9 How do I cancel a scheduled ride?

If you have scheduled a ride that you no longer need to take, please call the dispatch office **as soon as possible** to cancel your scheduled ride. You can cancel any ride(s) in advance or put subscription service on hold for periods of time (refer to section “**What If I Go To The Same Place Every Day/Week**”).

10 What if my appointment is running late?

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 ride (or if you have missed the bus), call the dispatch office as soon as possible.

You will be asked:

- Your name.
- The time of your scheduled return ride pick-up

Every effort will be made to adjust your return ride pick-up time and assign another bus to pick you up. **Because schedules are set the day before, there may be a delay of an hour or more before another vehicle is available to accommodate your ride. 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.**

11 How do I check on my ride?

Unexpected delays can happen because of road construction, traffic conditions, or bad weather, or on occasion mechanical problems with the vehicle.

- If a vehicle has not arrived within your Ready Time/Window, call the dispatch office and we will update you on your ride. Stay within sight of the pick-up location if at all possible, in case the vehicle arrives while you are calling.

12 Does PRT run on holidays?

We provide service ONLY on holidays consistent with fixed route bus service. You can also check by calling our dispatch office or visiting our website (see last page for contact information).

- All rides are pre-canceled on a Holiday, so if you want a ride on a holiday, you must call to confirm whether we are operating service, and whether you are traveling within the service area to receive a ride.

13 What if I go to the same place every day/week?

If you need a ride to the *same place*, at the *same time*, at least once a week, "Subscription Service" may be a good option for you. This service allows you to schedule these rides with one call. You will then be automatically placed on the schedule each week. If you are receiving "Subscription Service," it is important to **let us know immediately if you don't need a ride on a particular day**. This way, we can make the change on our schedules. For example, if you have "Subscription Service" for a ride to work or school each weekday, keep us updated on holiday and vacation times when school is not in session or your work is closed. This will help us avoid unnecessary rides or missed connections. You can put your subscription ride on "hold." When you are ready to have your subscription service taken off "hold," call our dispatch office in advance to reinstate the service.

14 How do I pay for my ride?

Suggested donations or required fares may be paid when boarding the vehicle. Riders who do not have the appropriate fare (if required) may be subject to not being transported. Donations or fares can be paid in any of the following ways:

- Cash (Exact fare only as drivers carry no change)
- Check
- You can pay round-trip fare
- Special Services 20-Trip Punch pass

15 Can I tip the driver?

Drivers are not permitted to accept tips. However, PRT is happy to accept donations for the service. If you would like to commend a driver for service provided, call PRT's dispatch office (see last page for phone number).

16 What do I do when the vehicle arrives?

You are expected to be "ready to ride" when the vehicle arrives. The driver will stop the vehicle at the curb in front of the pick-up address you provided unless something is preventing them from doing so, then they will park as close as possible to the location. You are expected to be ready so you can identify or be identified by the bus driver. Please be ready to go when the vehicle arrives so that the driver can stay on schedule for all riders. The driver will honk the horn at residences to let you know the vehicle has arrived (unless special accommodations have been authorized through PRT). Wait in an area where you can see or hear the vehicle arrive, or where the driver will be able to see you. **Please note that the vehicle may arrive anytime within the 30 minute ready time window. Drivers can only wait for you for 5 minutes after they have arrived. If you are not ready, the driver may have to leave to avoid inconveniencing other riders.**

Rider Tips: Make sure that your address is clearly visible from the street, especially at night. If you are being picked up at a large building, make sure when you schedule your ride to tell the dispatcher which entrance you will be at. Carry needed medication with you in case we are delayed and your ride 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 ride is longer than planned.

17 How will the driver help me?

This is a door-to-door service. Do not expect extra assistance beyond the door threshold of residence or business establishment, as the driver cannot leave the bus or riders unattended due to safety and security concerns. If additional individual assistance is needed, drivers will assist you as you enter and exit the vehicle and/or business establishment. Drivers also operate the wheelchair ramp or lift and will assist you with the securement of wheelchairs and mobility aids, and with seat belts.

- If you need assistance getting to the curb or from the vehicle to your destination, the driver can assist you, but please be aware that the driver will need to depart shortly after arriving at your destination.
- **What personal (disability) information will the driver know about me?**

The driver gets information about the service or trips he/she will provide each day on a "Manifest". The manifest provides the following information to the driver: each rider's name, pick up address, ready time window details and destination address. Additional information which may be included is: are you traveling with a Personal Aid and/or companion for that trip; are you traveling with a service animal; what type of mobility device are you using for today's trips, such as manual or power wheelchair, walker, cane, etc. No specific personal information about the rider's disabling conditions are provided on the manifest without advance permission from the rider. From time to time, specific information may be necessary for safety purposes or to assure effective communication between the rider and driver while on board the bus. For example, if the rider cannot be left unattended, that would be stated; a statement might be added that the rider is deaf and communicates by reading lips or writing notes; or the rider is non-verbal and will respond to conversation with the driver by nodding his/her head or using a speech board. Call our dispatch office to discuss your need to have personal information added to the manifest when you travel on PRT.

18 How do I reach PRT if something happens after-hours?

If you need to reach us Monday through Friday after 7:00 p.m. or on Saturday after 5:30 p.m. due to an emergency or because your bus hasn't arrived within the ready time window, call 208-244-4044 for a PRT Representative, or 711 for Relay Idaho, or 1-800-377-1363 for Speech Relay. If there is no response, contact the Pocatello Police Department at 208-234-6110. **No ride reservations or schedule changes can be made after hours.**

19 What is a personal aid?

A Personal Aid is someone you may bring with you to assist you while traveling or with personal care or activities. You must tell us that your Personal Aid is traveling with you when you schedule your ride, or any time before 5:00 p.m. the day before your ride. This ensures that there will be room on the vehicle for you, your Personal Aid, and other scheduled riders. You may schedule only one (1) Personal Aid and they may ride for free when traveling with you. A Personal Aid must get on and off the bus at the same places and times as you. Drivers cannot add riders who do not have a reservation, so if you do not make a reservation for your Personal Aid, they will not be allowed to ride with you.

NOTE: Personal Aids may ride fare-free but must obtain an ADA Aid Pass, otherwise, they will have to travel as a guest/companion and pay a fare for their ride.

20 Can I bring a guest/companion?

Yes you can. In addition to you aide, a guest/companion is someone you want to bring along to share the ride. Guests/companions must pay a fare when accompanying you, and must get on and off the vehicle at the same place and time as you. You will need to tell the dispatcher when you schedule rides that you will be traveling with one or more guest(s). This ensures that there will be room on the vehicle for you, your guest(s), and other scheduled riders.

21 Does PRT transport all types of wheelchairs and other mobility devices?

Vehicles are designed to accommodate most wheelchairs and mobility aids. PRT will carry any wheelchair and occupant, regardless of size or weight, if the lift/ramp and vehicle can physically accommodate them, so long as it is safe to do so. Riders using wheelchairs or mobility devices should be in the upright position when boarding and during travel on the bus. Riders using a Transport Chair may only do so to board the bus, then must transfer to a seat. If you are unable to independently transfer to a seat, you must bring someone with you to assist you transferring from the transport chair to the bus seat as the driver is unable to assist.

22 Are there different rules for scooters?

Yes, some three-wheeled or four-wheeled scooters are difficult to secure on vehicles. For safety, we recommend you transfer to a vehicle seat if you can do this independently.

23 Does my wheelchair need to be secured?

Yes, it is the driver's responsibility to ensure that mobility devices are properly secured. Wheelchairs and scooters are required to be secured into the four point securement system at all times during the ride. PRT requests that riders also allow drivers to secure the lap belts and shoulder belt to ensure safety.

24 Do I have to wear the safety belt?

Although not required, for your safety and security, PRT strongly encourages you to use a safety belt and asks that you remain seated while riding on vehicles.

25 Do you transport respirators and portable oxygen equipment?

Yes. Portable oxygen equipment and portable respirators are permitted on all PRT vehicles. The driver will assist you in securing this equipment on the vehicle. Drivers are not permitted, however, to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to bring someone with this ability with you.

26 What about traveling with a service animal?

Riders may travel on all PRT vehicles with a service animal. Service animals include guide dogs, signal dogs, and other animals trained to work or perform tasks for persons with disabilities. If you are traveling with a service animal, be sure to inform the dispatcher when you are scheduling a ride. This ensures the

appropriate vehicle is sent, and/or there will be room on the vehicle for you and your service animal, along with other scheduled riders. Drivers cannot make changes for your service animals if you do not make a reservation by 5 p.m. the day before your ride. Your service animal will not be allowed to ride with you without prior notification. You are responsible to maintain control of your animal while on board the bus. If you are planning on riding PRT with a service animal, please follow these guidelines:

- To maintain control of your service animal, it may need to be on a leash, in a cage or container when boarding, while riding and when exiting the bus.
- 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 towards people or other animals
- You are responsible for any damage or soiling caused by the animal
- The animal must be clean and well groomed.

27 Can I bring my pet?

No, PRT does not allow animals other than those specified as a “Service Animal” which are trained to work or perform tasks for persons with disabilities.

28 Can I bring packages and personal items?

You may bring grocery bags, luggage, or other packages or (legal) personal items with you on the vehicle. Drivers are available to assist you with loading and unloading of packages and personal items ONLY to the extent of what one can reasonably carry in one load. Please do not plan to bring more than you, the driver, 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. Also, keep in mind that this is a shared-ride service and space is limited. Grocery store carts are not permitted on vehicles, but you may bring packages on-board in personal two-wheeled, collapsible cart. If you are bringing a collapsible cart with you, let our dispatch know when you request your transportation to assure the vehicle will be able to accommodate it.

29 What emergency procedures are in place in case something happens when I am on the bus?

In the event of an accident or emergency, please remain calm and follow the Driver’s instructions.

- Personal Medical Issues - A rider who becomes ill, or notices another rider who may be ill, should immediately inform the driver. Because drivers are not trained to provide medical assistance, they are required to notify PRT’s dispatch for instruction.
- For health and/or safety - if a rider can’t be left alone, and the person meeting them is not at the location when the driver arrives, the rider will be transported back to the PRT office (or to another safe location). The rider's guardian or caregiver will be notified and required to come to pick-up the rider or to make other transportation arrangements. Respite care charges may be assessed to the rider if a pattern of this occurs. If we are unable to make contact with the guardian or caregiver, the proper authorities will be notified

30 Will the bus still pick me up during bad weather?

PRT reserves the right to suspend, modify or cancel service during times of bad weather conditions that may jeopardize the safety of our riders, our employees, or our vehicles. On bad weather days, call PRT to determine whether we will be able to safely pick you up. The dispatch office will also be able to tell you if service will be canceled. During storms including snow, ice or high wind warnings, travel may be suspended. If you are planning to travel at times when bad weather is predicted, take into consideration the problems we may have in getting to or from locations along your route. Also, if you are traveling during inclement weather, be sure to be prepared for longer ride times. For example, bring any medication you may need; if you use oxygen, bring an adequate (extra) supply; if you are diabetic or hypoglycemic, and bring a small snack with you in case the ride is longer than expected due to the weather.

31 Does PRT have a community disaster emergency procedure?

Yes we do. During a community disaster, PRT will make every attempt to transport our riders as scheduled. Due to the nature of the disaster, it might be necessary to establish pick-up points that either require us to walk-in to the area to get you, or to have you get assistance from someone at your location to bring you to the bus. Through coordination with the local disaster control center, we will make every attempt to establish these locations to minimize your distance to them.

If you are at home when a disaster occurs, you should stay home. If we took you to a location, and you make other transportation arrangements due to the emergency, please let us know so that we can account for all of our riders that have scheduled rides.

In the event of a community disaster, PRT will:

- “Freeze” our system. This means all vehicles may hold at their location or a safe location until contacted by our dispatch.
- An inventory of vehicles and passengers on board will occur.
- An inventory of passengers delivered in the system will occur
- No additional passenger pick-ups will occur until we have been able to determine whether we can safely proceed.
- If on the bus, it may be necessary to drop off passengers at established shelters.
- If the bus is out of contact with dispatch, operators will proceed according to pre-established protocol which is:
 - Is it safe to proceed?
 - Does the driver have passengers on board?
 - Can the driver make it to a PRT facility?

If the nature of the disaster requires that you need your ride earlier than originally scheduled, contact the dispatch office and they will attempt to meet your scheduling needs. Keep in mind that our ability to respond immediately is subject to the nature of the disaster. Call the dispatch Office if you have not yet been picked up for your ride, or to confirm that PRT is able to safely get to you or to where you need to go. In the event that our internal phone system is not functional, listen for emergency news announcements, or check our social media sources such as Facebook, twitter and www.pocatellotransit.com. If it is unsafe for PRT to travel into a disaster area, PRT reserves the right to suspend, modify or cancel service without notice.

32 Keeping your records up-to-date

By keeping our records as up-to-date as possible, we feel we will be able to provide a better service to our riders in times of an emergency. As part of our preparation for an emergency, from time to time, we may request your emergency contact information including a telephone number, cell phone, the name of a person to contact and their phone number. If you have common places that you travel, please provide us with telephone numbers to those locations as well. **Make sure we have at least one emergency contact person or location on file for you.**

33 Does PRT automatically cancel my later rides if I no-show the bus?

No. Later trips for the day will **not be automatically cancelled** when you "no-show" a ride. It is the rider's responsibility to cancel rides they no longer need.

34 Will PRT come back and pick me up if I no-show the bus?

If we take you somewhere, we will make every possible effort to come get you. If you no show the first leg of your ride, no bus will be sent to pick you up for that ride. If you no show another ride and PRT took you to the location, PRT will schedule a return ride upon request, and as schedule permits.

EXCEPTION: If you "no-showed" the bus and we didn't take you, you will have to find other transportation.

35 What happens when the bus is late?

Contact our dispatch office immediately if your ride is more than 15 minutes late (16 minutes past the end of the ready time window). Occasionally there may be an unforeseen event such as a scheduling problem, driver error, road construction, etc. which prevents us from getting to you on time. Dispatch may contact you beforehand if they're aware the bus will be late, otherwise, please call us and we'll give you an approximate arrival time and/or send another bus.

36 Are there other rider rules I need to know?

PRT has a list of common-sense rules to ensure the safety of all riders and drivers. All riders, their personal care attendants and any companions traveling with riders must observe the following Passenger Bus Guidelines & Safety Regulations or risk penalties up to and including service suspension. **For a complete list of Rules of Conduct refer to our website or contact our dispatch office (see last page for contact information).**

- Passengers are required to obey ALL reasonable requests from the driver. The driver is empowered to require a passenger to exit the bus for non-compliance of guidelines / regulations or contact PRT Administration and/or local law enforcement for assistance.
- Correct fare required upon boarding, as PRT drivers do not have the ability to give change.
- Remain seated or wait until bus has come to a complete stop before exiting or boarding.
- Conversations with the driver, which distract from safely operating the bus, are prohibited.
- Aisles are to remain clear of all items including bikes, strollers, and baggage. Strollers should be folded up. Baggage beyond what one can reasonably carry is not permitted.
- Objects within the bus (basketballs, skateboards, etc.) are required to be under control.
- Objects shall not be thrown out bus windows.

- Passengers must keep head, hands, and other body parts in the bus.
- Dangerous, disorderly, lewd or offensive conduct not permitted.
- Inappropriate conduct with or towards other passengers is prohibited.
- Passengers who fight, use profane language, violate PRT rules, or threaten other passengers are subject to be removed or arrested by the police.
- No food and drinks allowed, except those in closed containers.
- Drinking of alcohol or use of illegal drugs is prohibited. Passengers causing a disturbance or hazard due to these substances may be asked or required to exit the vehicle.
- Inappropriate conduct due to alcohol or illegal drugs is prohibited.
- Smoking or use of e-cigarettes is prohibited on buses and at all bus stops.
- Earphones are required for audio and video devices. Loud noises are prohibited.
- Weapons or objects that could be used with the intent to harm or threaten another person are not allowed.
- Littering, vandalism, or willful destruction of PRT property is prohibited.
- Shirts, footwear, and other appropriate clothing are required. Obscene attire is prohibited.
- Passengers are required to maintain a level of reasonable non-offensive personal hygiene.
- Only service animals trained to assist a person with a disability allowed.
- Federal regulations prohibit flammable or explosive materials on transit vehicles, such as automobile batteries. (Oxygen tanks & batteries on electric wheelchairs are exempt)

Riders, personal care attendants or companions traveling with riders, who engage in an activity that disrupts the safe or effective operation of the service or who engage in illegal activities including physical abuse or cause physical injury to another rider or driver, may be subject to **immediate and permanent suspension** of door-to-door service. They may also be subject to possible criminal prosecution, which may include fines. PRT reserves the right to require that a personal care attendant travel with the rider as a condition to ride instead of service suspension. Any rider or personal care attendant or companion traveling with a rider who is suspended from service will be notified in writing and will be given an opportunity to appeal the suspension.

37 How do I reach PRT with suggestions and comments?

We welcome feedback, suggestions, and comments on our service. Call our dispatch office (see last page for phone number), email prrt@pocatello.us, or write to:

Pocatello Regional Transit
Attn: Operations Manager
City of Pocatello – Public Transit Dept.
P.O. Box 4169
Pocatello, ID 83205-4069

To allow us to follow-up on your comments or suggestions, please be specific and provide us with the following information:

- Your name, address, and phone number
- The date, time, and location of the incident

- If your concern involves an office staff member, it will be helpful if you have the name of the employee, and the date and time of your conversation with him or her
- A detailed explanation of the incident or suggestion

To assist us in researching a scheduling concern, you are encouraged to keep track of the date, time and scheduling specialist who scheduled your rides on a calendar. We commit to you to log and follow-up on each comment received, and will contact you by phone or in writing to discuss our findings. Due to the research procedure, please allow us 5-7 days to complete our research once you have left your information.

38 What if I still have questions?

Contact PRT at:

- 208-232-0111 (Door-To-Door Line)
- 208-234-ABUS (2287)
- Relay Idaho:
 1. Dial 7-1-1 or;
 2. 1-800-377-3529 (TTY) or;
 3. 1-800-377-1363 (Voice)

This Rider’s Guide is additionally available on PRT’s web site at www.pocatellotransit.com.

39 IMPORTANT CONTACT INFORMATION

PRT Dispatch: 208-232-0111 (Door-To-Door Line)

PRT Dispatch: 208-234-ABUS (2287)

Relay Idaho: Dial 7-1-1 or;
1-800-377-3529 (TTY) or;
1-800-377-1363 (Voice)

Email: prt@pocatello.us

Website: www.pocatellotransit.com

Social Media:    