



A GUIDE TO PDRTA ADA COMPLEMENTARY PARATRANSIT SERVICES



1-843 665 2227
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WHAT IS PDRTA ADA COMPLEMENTARY PARATRANSIT SERVICE?

PDRTA “ADA Complementary Paratransit Service”, hereinafter referred to as “ADACPS”, is an origin-to-destination, advanced reservation, shared ride transportation service for people with disabilities who are unable to access fixed route buses. Riders share the vehicle with others and there are no restrictions on the trip purpose or frequency of scheduler. PDRTA operates a fleet of specially designed and equipped vehicles, which can accommodate certified riders who utilize mobility devices that meet the ADACPS guidelines.

WHAT ARE THE FARES?

Florence Service Area	
One-Way Fare	\$3.00
Personal Care Attendant (PCA)	No Charge
Children under Age 2	No Charge
Escorts – One Way Fare	\$3.00
Darlington/Lake City Service Areas	
One-Way Fare	\$2.00
Personal Care Attendant (PCA)	No Charge
Children under Age 2	No Charge
Escorts – One Way Fare	\$2.00

PDRTA Operators cannot make change. Please have exact fare ready to give the Operator prior to boarding the vehicle. Tokens can be pre-purchased by calling 843 665 2227, Ext. 112 or for the hearing impaired, Dial 843 662 3309.

HOW DO I BECOME CERTIFIED TO RIDE?

To apply for ADACPS eligibility certification, request an application by calling the PDRTA staff at 843 629 6280 or for the hearing impaired, Dial 843 662 3309 or by writing to: PDRTA ADA Committee, P.O. Box 2071, Florence, SC 29503. PDRTA reserves the right to periodically require the re-certification of rider eligibility.

HOW DO I SCHEDULE A TRIP?

To request a trip, call the PDRTA Scheduler at 843 665 2227 Ext. 110, or for the hearing impaired, Dial 843 662 3309. Trip requests are processed Monday through Friday and Sunday between 8:30 am and 5:00 pm. After 5:00 pm, requests for next day service cannot be accommodated.

Trip requests may be made up to fourteen (14) days in advance. PDRTA schedulers will make trip confirmations at the time of scheduling.

SPECIAL NOTE
PDRTA DOES NOT ACCEPT SAME-DAY TRIP REQUESTS
OR SAME DAY SCHEDULE CHANGES

WHERE DO I WAIT FOR MY RIDE?

ADA Complementary Paratransit is an origin-to-destination, shared ride service that complements PDRTA Fixed Route Bus services in the City of Florence within ¾ of a mile of each fixed route stop. Riders must be waiting as close as possible to the entrance of the pick-up location. Operators will wait for a rider at the curb of a public street, in front of, or as close as possible to, the rider’s house, building or other designated pick-up location. Operators can offer origin-to-destination assistance if necessary. The Operator **cannot** enter the building at a pick-up or drop-off location. If a rider needs assistance exiting the pick-up location, a companion or personal care attendant must be available to help. **PDRTA Operators do not provide PCA services.**

When calling PDRTA your call will be answered in the order it is received. Every time you hang up and call again, you will move to the end of the line. Please remain on hold for the next available Scheduler. For quality assurance, all phone calls may be recorded. When the message recording comes on you can dial Ext. 110 directly.

Be prepared to provide this information to the Scheduler in the following order:

- Name
- Date you will be traveling
- Pick-Up address (including numeric address, apartment and/or building name/number)
- Time you would like to be picked up OR time you need to reach your destination

- The physical address of your destination (including specific drop-off information)
- Telephone number at your destination
- If a PCA(Personal Care Attendant) or Companion will be traveling with you
- If you will be using a mobility device

When scheduling rides for specific times, please follow these suggestions:

- Allow adequate time to reach your destination
- Allow extra time for the pick-up and drop-off of other passengers before reaching your destination
- Please allow for traffic conditions and weather delays

In compliance with the ADA, PDRTA may negotiate with riders for mutually agreed upon pick-up times that may be within 1 hour before or 1 hour after the requested pick-up time. Once a time is agreed upon, PDRTA is required to pick-up the passenger within a 30 minute window either side of that time.

If a rider cannot be left unattended (*as a result of his or her disability or impairment*), a Companion or **Personal Care Attendant (PCA)** is required to receive the passenger upon arrival. If a **PCA** rides with the passenger the PCA is not charged-- the ride is **FREE**. However, if the PCA is riding and the passenger wants to bring a friend or spouse, the friend or spouse would pay the regular fare each way to ride.

WHEN DO I NEED TO BE READY?

PDRTA vehicles will arrive any time within a 30 minute ready window. This ready window starts 30 minutes before your scheduled pick-up and ends 30 minutes after your scheduled pick-up.

For example, if your pick up is scheduled for 9:00 am, your van can arrive any time between 8:30 am and 9:30 am.

Please be ready to board the vehicle immediately upon arrival, or your vehicle will leave after 5 minutes, and you will be considered a **No Show**. For example if your pick-up is scheduled for 9:00 am and the van arrives at 8:30 am, you must present yourself to the van no later-than 8:35 am.

WHAT HAPPENS WHEN MY VEHICLE ARRIVES?

PDRTA Operators will wait 5 minutes for a rider to board the vehicle. If a rider does not board the vehicle within the 5 minute wait time, the Operator will mark the rider as a **No Show** and will depart the location. PDRTA is not required to call the rider when the vehicle arrives or before leaving the pick-up location; riders are expected to be ready to board the vehicle upon its arrival. When your vehicle arrives you are required to present the exact fare for yourself and any companions.

Please Note: *The Operator cannot take you to your requested destination without the required fare being paid.*

WHAT ARE NO SHOWS?

A No Show occurs when you fail to board the vehicle within the 5 minute ready-time window. A No Show triggers the automatic cancellation of all other trips scheduled for that day. Please call 843 665 2227, Ext. 110 to confirm trips for the rest of the day.

WHAT ARE NO SHOWS?

Please call to confirm trips for the rest of the day. If the vehicle arrives as scheduled and the customer does not come out within five minutes after the vehicles arrival, the vehicle will be released by Dispatch and the trip will be recorded as a “No Show”. All reasonable efforts will be made to contact the customer before releasing the vehicle.

Regardless of the circumstances that may prevent or deter a customer from boarding a scheduled trip, customers are strongly encouraged to contact PDRTA at 843 665 2227, Ext. 110 to provide ample notice of a change that will impact their schedule so that the use of the bus may not be wasteful or an imposition to other customers.

WHAT ARE EXCESSIVE NO SHOWS?

No Shows will be monitored. Customers will be notified that they have been assessed with a No Show and should contact PDRTA to discuss the circumstances and whether or not the cause was beyond the customer's control. Potential service consequences may result from excessive No Shows with the same customer.

When a customer has five or more No-Shows in a 30-day period, PDRTA will review the customer's trip history and may impose a suspension of service if the frequency of No-Shows to their scheduled trips is 25% or greater. Before a suspension of service is scheduled, PDRTA will notify the customer with the determination basis for the suspension and provide information on how to appeal the issuance of suspension.

WHAT IS TRIP DENIAL?

A Trip Denial is when one leg of a passenger's round trip cannot be accommodated or reserved. The denial of that one leg of the round trip will be counted as two (2) trip denials.

WHAT IF MY VEHICLE IS LATE?

If the vehicle has not arrived by the end of your 30 minute ready-time window, please call PDRTA at 843 665 2227, Ext. 110, Ext. 134, Ext. 122 or Ext. 115.

WHO CAN ACCOMPANY ELIGIBLE PASSENGERS?***Personal Care Attendant:***

A personal care attendant (PCA) can accompany a registered PDRTA rider at no additional charge. Your file must indicate that you were certified as eligible to have a PCA travel with you, and you must reserve space for the attendant when scheduling your trip.

Guests:

A guest is welcome to ride with you for the regular fare per trip. Due to limited space, each rider is allowed one guest per trip. You must reserve space for your guest, whether adult or child, when scheduling your trip. Seating for more than one guest is on a space available basis when scheduling your trip.

Service Animals:

Guide dogs and other service animals are permitted on all PDRTA vehicles and are allowed to accompany you if this need is indicated in your file. When scheduling a trip, please inform PDRTA if a service animal will be accompanying you on the trip.

HOW MANY PACKAGES CAN I BRING ON THE VEHICLE?

Carry ons are limited to two (2) grocery bags or similar sized packages onboard PDRTA vehicles. Operators can help a rider carry two packages on and off the van from the same sidewalk waiting area where the rider boards and gets off the vehicle. Operators cannot carry any packages to the door. Packages should weigh no more than 25 lbs. each.

ARE VISITORS ABLE TO USE PDRTA SERVICES?

Out-of-town visitors who have been approved for ADA Complementary Paratransit services can use PDRTA services. Please contact the PDRTA reservation office at 843 665 2227, Ext. 110, Monday through Friday.

HOW DO I CANCEL MY TRIPS?

PDRTA appreciates the consideration of calling to cancel as soon as you know that you no longer need transportation.

WHERE AND WHEN CAN I TRAVEL ON PDRTA?

The following link to our website details the fixed route system for PDRTA. If you are not sure about a stop, please call 843 665 2227 to find out about a specific location.

www.pdrta.org

PDRTA service days, areas and times of service are based on the Florence fixed route bus system.

PDRTA riders can access the same areas, on the same days and at the same times that a person using the fixed route bus system can. The areas you can go to vary depending on the route. Not all areas are available at all times.

Please make sure when making your reservation to travel on PDRTA, that both the area you are coming from and the area you are going to are available for PDRTA services at the same days and times you are requesting.

PDRTA does **not** offer ADACPS on the following holidays.* These holidays maybe subject to change based on PDRTA Board approval:

Thanksgiving Day	No Service
Christmas Day	No Service
New Years Day	*Holiday Schedule
MLK, Jr. Day	*Holiday Schedule
Memorial Day	*Holiday Schedule
July 4 th	*Holiday Schedule
Labor Day	*Holiday Schedule

*Holiday Schedule: 8:00 am – 12:00 Noon and 1:00 pm -5:00 pm

RULES OF CONDUCT

Riders are asked to follow these rules of conduct to ensure the safety and comfort of all riders and the Operator:

- No eating, drinking or smoking on board
- No riding under the influence of alcohol or illegal drugs
- No abusive, threatening or obscene language or actions
- No discharge of bodily fluids or open wounds
- No deliberate fare evasion
- No physical abuse of another rider or the Operator
- No operating or tampering with any equipment while onboard a PDRTA vehicle
- No radio, cassette tape players, CD players, or other sound generating equipment are to be played aboard the vehicles
- No children 10 and under are permitted to ride PDRTA services unless accompanied by an adult for the duration of the trip
- For safety reasons, please limit unnecessary conversation with Operators when the vehicle is in motion. Riders who violate the rules of conduct are subject to penalties up to and including suspension of service

NOTE: Riders who engage in physical abuse or cause physical injury to another Rider or Operator may be subject to suspension and possible criminal prosecution in accordance with SC Law Title 58 Chapter 23 Article 17 for a reasonable period of time.

HOW CAN I APPEAL A SUSPENSION OF SERVICE?

A rider, who disputes the basis for a suspension of service, can request an appeal hearing within 60 days of notification by calling or writing to:

PDRTA
P.O. Box 2071
Florence, South Carolina 29503

PDRTA Customer Service
843 665 2227, Ext. 110
Hearing Impaired: 843 662 3309

IMPORTANT INFORMATION

Information, Scheduler, Cancellations and Dispatcher

843 665 2227, Ext. 110

Customer Service

843 665 2227, Ext. 110

ADA Complementary Paratransit Applications and Information

843 629 6280

Fares

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General Hours of Service

Monday—Friday

6:00 am — 6:00 pm

(Areas available for service vary by time of day)

Scheduler Attendants on Duty

Daily 8:30 am — 5:00 pm

On Call Only - Saturday 8:30 am – 3:00 pm

Information is taken after 3:00 pm on Saturday and Sunday by an automated attendant when the Scheduler is not on duty.

After 5:00 pm, requests for next-day service cannot be accommodated

Effective Date: November 7, 2012

