

MUSCABUS PARATRANSIT PASSENGER GUIDE

1. What is the ParaTransit Service?

MuscaBus operates origin to destination paratransit service for individuals who due to disability cannot access the fixed route service.

2. How is this service different from route service?

Drivers will assist passengers from the door of the pick-up location to the door of the drop off location, if necessary. Drivers will assist riders with boarding and disembarking the vehicle, including the use of the lift, if necessary. The driver will secure the passenger's wheelchair, scooter, or mobility device. The Driver cannot go beyond the threshold of the pick-up/drop off location.

3. How do I know if I am eligible for this service?

MuscaBus utilizes federally mandated guidelines in determining eligibility. The guidelines are on the ParaTransit Application. To be considered you must:

- Reside within the City of Muscatine's corporate city limits or have a visitor paratransit eligibility pass from another transit system.
- Have a disability that precludes you from utilizing the fixed route buses.
- Have completed the MuscaBus ParaTransit application for determination.

4. What are the hours of service for ParaTransit?

They are identical to route service hours.

Monday through Friday 6:30 a.m. to 5:00 p.m.

Saturday 8:30 a.m. to 4:00 p.m.

5. Is there evening service available for ParaTransit?

Yes. MuscaBus operates JARC and New Freedom Service for the general public and disabled passengers.

JARC service operates Monday through Saturday from 5:30 p.m. to 12:00 a.m. JARC service provides transportation to access employment and educational opportunities. Priority is given to those passengers utilizing for employment and education. Passengers wanting a ride for reasons other than employment or education can call after 2:00 p.m., same day, for available times.

New Freedom service operates Tuesday and Thursday evenings from 5:30 p.m. to 9:30 p.m. This service accommodates transportation requests within our service area (Muscatine city limits and $\frac{3}{4}$ mile beyond) for any purpose.

6. How do I request a ParaTransit ride?

Simply call MuscaBus (563)263-8152 to make a ride reservation. Be prepared to schedule the return trip, if necessary. Your ride will come within one hour of the requested time. (For example, if you request a 10:00 a.m. pick-up, you will be picked up no earlier than 9:00 a.m. and no later than 11:00 a.m.) When scheduling a ride for a medical or hair appointment, your return trip will be scheduled as a "will call". When you are finished with your appointment, you will call to let us know when you are ready. The next available ParaTransit bus will be dispatched to pick you up. This pick up will also occur within an hour, or the ride is free.

7. How long should I expect to be on the bus?

Trips that are over an hour are considered excessively long. Trips within the city of Muscatine typically range from 15 – 30 minutes, depending on distance between origin and destination and the number of passengers on the bus.

8. How much is the fare?

ParaTransit, JARC and New Freedom rides are \$2.00 each way. Cash or Blue (shuttle) ticket are accepted. Tickets may be purchased at City Hall or Public Works. They are \$24.00 for 12 tickets. You may also request that a sheet(s) of tickets be sent with the driver when making your reservation. Check or cash is accepted for ticket payment. Drivers do not make change. Payment is needed when you enter the bus.

The eligibility card in not a form of payment.

9. Can my personal assistant ride with me?

Yes. Disabled passengers can have a Personal Care Attendant accompany them on any paratransit trip. A Personal Care Attendant is someone whose role is to assist you. A disabled passenger is allowed to have one personal care attendant accompany them at no charge.

Other guests (friends, family members or companions) are required to pay a fare. Everyone riding with the disabled passenger must enter at the same origin and exit at the same destination. Ask when you make the reservation if there is room on the bus for guests.

10. What if I'm not ready when the bus shows up?

You should be ready and waiting at the door 10-15 minutes before your scheduled pickup time. Drivers will wait three (3) minutes before leaving. If you do not come out for your ride you will be considered a "no show". If you move to a different location from your scheduled pick up location, you are to notify the office an hour before your scheduled time. If you do not do this, it will be considered a "no show". If you have three (3) "no shows" in a period of 12 months, you will not be able to schedule rides for one (1) month.

11. Do I have to cancel if I'm not riding?

Yes. You must call to cancel at least one hour prior to your pick up or you will be considered a "no show". The phone is answered from 6:30 a.m. to 5:00 p.m., Monday through Friday and 8:30 a.m. to 4:00 p.m. on Saturday. If you are riding on the JARC or New Freedom after hours, you will call JARC 299-0322 or New Freedom 506-5184 Three no shows within a 12 month period will result in a one month suspension of service.

12. Are there other reasons I can be refused paratransit service?

Yes. An individual who engages in violent, seriously disruptive, or illegal conduct may be refused service.

13. Can I have a permanent scheduled pick up?

Yes, if you have a weekly or daily trip, we can add you to our permanent schedule so you have a consistent pick up time. If you do not ride 75% of the scheduled pick ups per month, we will remove you from the permanent schedule. You will still be able to call and make weekly appointments.