CITALINA ACCESS RIDE GUIDE



IT IS CITILINK'S MISSION TO PROVIDE SAFE, COURTEOUS AND DEPENDABLE PUBLIC TRANSPORTATION AT THE MOST REASONABLE COST TO OUR COMMUNITY.

Citilink Access serves the needs of customers who, because of a disability, are unable to use Citilink's regular fixed route system, and who meet the eligibility criteria established for the origin to destination paratransit service.

Access will take you anywhere a fixed route bus will take you and anywhere else within the Fort Wayne city limits and within ¾ mile of our New Haven route. You may use Access to go anyplace you might take a fixed route bus and for any reason. The cost to ride Access is \$2.50 for each one-way trip. Citilink provides fixed route and Access service Monday through Friday from 5:45 AM to 9:30 PM and on Saturday from 7:45 AM to 6:15 PM.

There is no Citilink fixed route or Access service on Sunday or Holidays; including, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

TRAVEL TIPS

As a public transit rider you should expect other riders to be present during your trip. The regular bus does not transport one passenger at a time and neither does Access. As a shared ride service your trip may take up to twice the time a fixed-route bus would take.

For example: If a fixed route bus trip from Jefferson Pointe to Glenbrook Square takes 25 minutes...It could take up to 50 minutes to provide that trip on Access.

- Access service is busiest from 7:00 AM until about 9:00
 AM during the weekdays. It is also very busy between
 1:30 PM and 4:00 PM. Requests for trips during these periods may be more difficult to accommodate. For your convenience, try to travel during off-peak hours whenever possible.
- Schedule your trips as soon as possible, as much as 14 days in advance. This helps you get the time you want and makes it easier for us to fit everyone in. You may schedule no more than 3 round trips per phone call. If you have more than 3 trips, simply call back as many times as needed. You will need to call to confirm your pick up times after 5:00pm the day before each scheduled trip.
- The fare for Access is \$2.50 per trip. The fare must be paid when boarding the vehicle. The fare must be paid with exact cash or with Access fare tickets; drivers cannot give change. Access fare tickets are available from the Citilink office by mail, online, or in person. Please contact our office 260-432-4977 for more information about purchasing Access tickets to ride.

If you have a question, problem, complaint, suggestion or compliment, call the Citilink office at 260-432-4546 or e-mail pks@fwcitilink.com. For more information on our services, visit our website at www.fwcitilink.com.

This document, and all Citilink information, is available in alternative formats; large print, Braille, etc.

ELIGIBILITY FOR ACCESS SERVICE

In order to make sure the service is available to those who need it, eligibility is determined through an application process. Application forms are available from the Citilink office or our website www.fwcitilink.com. Applications must be verifiable by a physician or health care professional familiar with the limitations imposed by your disability.

Access service eligibility criteria are designed to identify customers who, because of a disability, are unable to use Citilink's regular fixed route system. Being deemed disabled by other agencies (e.g. Social Security or Worker's Compensation) does not guarantee Access certification. Age, distance to the bus stop or inability to drive a car, are not necessarily qualifying factors. Children can be certified as eligible for Access service if they would be able, if not prevented by their disability, to use the fixed route service independently. Conditional eligibility may be granted for certain time periods or destinations. Access riders are encouraged to use Citilink fixed route for trips that do not require Access service.

Citilink will review applications within twenty-one (21) days of receipt of the application. Applicants will be notified in writing of their eligibility determination. If you do not receive notification within 21 days you will be considered temporarily eligible. Your eligibility to use Access will be for two years unless otherwise noted. Should your status change, your eligibility can be modified at any time (e.g. adding a personal care attendant).

ACCESS ID: Customers certified as eligible will receive written verification. There is no ID required to schedule or ride the Access demand response service. For a \$3.00 charge Citilink will provide an Access Photo ID that will allow Access certified customers to ride any fixed route bus (including the deviation/flex routes) for FREE. All buses are wheelchair accessible, many have kneeling capability, major stops are announced, and travel training assistance is available to help you use the fixed route service. Access certified customers are encouraged to use fixed route bus service whenever they are able to do so. If you would like to come in for a photo ID, to buy tickets, etc. Citilink office hours are Monday-Friday 8:00 am — 5:00 pm.

Visitors to the Fort Wayne area, who are certified eligible for similar service by the transit agency in their area, will be accorded the same privileges while visiting. The ID card issued by your home transit system will be sufficient to document eligibility. If no such documentation is available, Citilink may require proof of visitor status and eligibility. Visitor eligibility will be for 21 days; after which local eligibility should be requested.

SCHEDULING A TRIP

TRIP REQUESTS: Once you have received written verification you may call to request Access trips. You may schedule up to three (3) days per phone call. Reservations must be requested by 5:00 pm the day before you wish to travel and can be scheduled as early as 14 days in advance. It is advisable that you schedule both legs of your trip when you call to assure timely service. Return trips that are requested as "will calls" will likely result in a long wait (up to 3 hours) for a pickup.

To schedule a trip, call our Citilink Access reservation line at 260-432-4546 between the hours of 8:00 am and 5:00 pm Monday-Saturday. On Sunday, you may request a trip at any time by leaving a message and we will return your call and schedule your trip request as soon as possible. All telephone calls made to the Citilink office are recorded. Access service is not for life threatening or medical emergencies, call 911 for ambulance service

Our scheduler works hard to try and accommodate your request; however, there are times when we cannot schedule all trips at the exact times you desire. The trip can be scheduled as early as one hour prior to your requested time and as late as one hour after your requested time.

When the Citilink customer service representative answers your call, be prepared to provide the information they request to verify that you are a certified rider and to schedule your ride. If the reservation line is busy, please call again. If you are put on hold please wait patiently; remember we are working hard to insure that all the information is correct for everyone's trip. We are not able to honor requests for specific drivers, seats, vehicles, routes or passengers.

The following checklist should help you prepare:

- Your first and last name
- 2. Your home address, including apartment number
- The exact address of your pick-up location, including any special instructions
- 4. If possible, a telephone number at your pick-up location
- The exact address of your destination, including any special instructions
- 6. If possible, a telephone number at your destination location
- 7. Your requested day/date and pick-up time or appointment time (please allow at least one hour travel time)
- 8. The time you want to be picked up for your return trip
- 9. If you will be using a mobility device (wheelchair, scooter, walker, cane etc.)
- 10. If you will have a companion, personal care attendant, or a service animal traveling with you
- 11. It is also helpful to provide a cell phone or emergency number if we need to contact you.

TRIP CERTIFICATION: Every effort will be made to schedule your trip for the times you request. However, due to the demand for the service, it will be necessary for you to check back with us between 5:00-9:00 pm the day before your requested trip to confirm the pickup times. Monday trips can be confirmed on Friday from 5:00-9:00 pm, on Saturday between 8:00 am - 5:00 pm or on Monday morning as early as 5:30 am.

COMPANIONS: If you are certified to travel with a personal care attendant they may travel at no charge. Service animals are welcome; however, you must control their behavior. Any other animal must be secured in a proper pet carrier. All animals must be properly groomed.

Traveling companions will be permitted as space permits; their origin and destination points must be the same as yours. The companions will be charged \$2.50 per trip. Children under age 5 do not ride free on Access. If your companion is a child that would require a special car seat, passengers must bring and install the seat. An adult should accompany children under age 6. Please make sure you have reserved a seat for everyone who will accompany you. Vehicle space is limited.

SCHEDULE CHANGES: If you want to change your destination once your trip has been scheduled, you must call the Citilink office again and let us know of the change. Drivers may only take the riders to the destination indicated on their trip sheet. Drivers will not make unscheduled stops.

CANCELLATIONS: If you discover you cannot take a scheduled trip, IMMEDIATELY call the Citilink office and cancel the ride. Please call as soon as possible, this will help us provide service to other riders. Trips should be cancelled at least two hours before your pick-up time. If you do not cancel with at least two hours notice or the vehicle should arrive to pick you up, you will be considered a "No Show" and you will be charged for that trip at your next scheduled pick-up.

RIDING ACCESS

All Citilink Access passengers are entitled to:

- Transportation service regardless of race, gender, religion, national origin, or disability.
- Courteous and professional service
- A safe and comfortable ride
- Curb to curb service from your origin to your destination
- Current information on policies and services, upon request
- An opportunity to share your comments and concerns

To provide the safest and most comfortable experience for all passengers, the following are prohibited while riding Access vehicles:

- Eating, drinking or smoking
- Consumption of alcoholic beverages
- Violent, dangerous, profane, loud or disruptive behavior.
 Playing of any audio device without headphones
- Unsecured pets (service animals are allowed)
- Weapons or hazardous materials (i.e.; gas cans, car batteries, etc.)
- Littering, destroying or vandalizing any Citilink property
- Any other activity prohibited by law

Failure to respect any of these restrictions may result in suspension of Access service.

FARES: The fare for Access is \$2.50 for each one-way trip.

Certified Personal Care Attendants may ride free. The fare must be paid when boarding the vehicle. The fare must be paid with exact cash or with Access Fare Tickets; drivers cannot give change. Access fare tickets are available from Citilink office by mail, online, or in person. Please contact the office at 260-432-4977 for more information about purchasing Access tickets.

SHARED RIDE: The Access bus will likely pick up/drop off others on your way to your destination. This may take you longer than you would like but it is necessary to maximize the number of people we can serve and keep your cost down. You may not refuse to ride with other customers or request specific drivers, seats, vehicles, etc.

PICK-UPS: Be prepared for the vehicle to arrive within a window of time as early as 15 minutes before to 15 minutes later than your scheduled pick-up time. If the vehicle arrives earlier than scheduled window, please get on if you are ready. The driver will wait no longer than five (5) minutes past your confirmed pick-up time. If the vehicle does not arrive within 15 minutes after the scheduled pick-up time, call the Citilink Office to find out when it will arrive.

Provide entry if the pickup address is located in a place with special access. If the vehicle is not able to enter the pick up area and the rider fails to meet the vehicle, the trip will be considered a "no show". If necessary, make arrangements for someone to assist you to the vehicle and/or receive you at your destination.

MISSED TRIPS: If you miss the vehicle for your scheduled return ride please call the Citilink office and we will send another vehicle out to get you; however, that trip will become a "will call" and it may take up to three hours to fit you in. If we miss you, through no fault of your own, we will make every effort to come get you as soon as we are aware of the problem.

NO SHOWS: A no show is defined as a trip which the passenger did not call in to cancel or change their trip with at least two hours notice or is not present at the confirmed pick-up time and location when the Access vehicle arrives to provide the service. The driver will wait no longer than five (5) minutes past your confirmed pick-up time.

If you have confirmed a ride for a return pick-up and you are a

no show for the first leg of the trip, your return trip will NOT be automatically canceled. We will assume you need a ride home. If you do not cancel the trip and are not available for the return trip, this will be another no show and you will be responsible to pay for both trips. Only missed trips within the control of the passenger will be counted as no shows. Allowances are made for illness or other events beyond your control that requires a last minute change in plans. Intentional, repeated or regular incidents may be sufficient cause for the suspension of riding privileges for thirty (30) days.

PASSENGER ASSISTANCE

BOARDING: Assistance is provided from the curb to the vehicle. Drivers are not permitted to leave their vehicle unsecured or to enter a building or residence. If you require additional assistance you should be accompanied by a personal care attendant or make appropriate arrangements in advance. Access drivers are trained to assist you with boarding and exiting the vehicle. Assistance includes, but is not limited to; offering a steadying arm, maneuvering wheelchairs onto the lift, operating the lift, and securing mobility devices/seat belts. You may board by standing on the lift.

SEAT BELTS: All drivers and passengers are required to use the seat belts provided in Access vehicles. Children weighing less than 80 pounds or under 8 years old must be secured in an appropriate safety seat. Passengers must bring & install their own car seat. Drivers will provide assistance as necessary. The driver will not move the vehicle until all passengers are properly secured.

MOBILITY DEVICES: Drivers are to secure all mobility aids such as wheelchairs and scooters. Passengers must allow their devices to be secured and must also use the passenger restraint belts provided. Proper securement is required for transport. For your



safety, please make sure your mobility device is maintained to

manufacturer's specifications.

All Access vehicles are equipped with lifts and securements that meet ADA specifications. They will accommodate mobility aids that measure up to 48"x30" and a gross weight of up to 600 pounds. Mobility devices that exceed these standards may not be transportable. Passengers who use wheelchairs or scooters that cannot be properly secured may be requested to transfer to a seat, for your safety. The mobility device will then be secured.

CARRY ONS: Up to two carry-on items per person are welcome. You (or your companion) are responsible for transporting the packages.

OXYGEN TANKS: You may bring portable oxygen and/or other life-support equipment as long as it does not violate law or rules related to transport of hazardous materials.

CUSTOMER CONCERNS

SUSPENSIONS: Failure to comply with Access policies and procedures may result in suspension of riding privileges (e.g. failure to pay, too many no shows, misuse of Access services, engaging in prohibited behavior, etc.). Offenses may result in suspension of service for thirty (30) days. All suspensions will be communicated in writing with reasons and dates clearly identified. An opportunity to appeal and/or negotiate accommodations will be made available.

APPEALS: You may appeal any decision that affects your ability to use the Access service.

It is preferred that the appeal be submitted in writing. The applicant has the right to appeal within thirty (30) days of the date of the service denial. All appeals will be reviewed by an Appeals Advisory Board. A decision regarding the appeal will be made within thirty (30) days of the appeal request. If necessary, the passenger will be provided Access service to meet with the board to present their appeal.

COMPLAINTS: If you have questions, compliments, concerns or suggestions Customer Service Representatives are available to answer your call as early as 5:30 am and as late as 9:00 pm weekdays and from 8:00 am -5:00 pm on Saturdays. Customer complaints are investigated and receive responses if contact information is provided.

CITILINK GETS YOU THERE...WHEREVER LIFE TAKES YOU



Fort Wayne Public Transportation Corporation

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