

TRANSIT *plus*

Policies and Procedures



November 2022

TransIT Services of Frederick County
1040 Rocky Springs Road, Frederick, MD 21702
(301) 600-2065 www.frederickcountymd.gov/transit

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This document is available in large print or audiotape format upon request by persons with visual or other disabilities.

MISSION STATEMENT

TransIT is a team of transportation professionals committed to providing high-quality public transportation, paratransit and commuter services in a safe, dependable, and courteous manner to the citizens of Frederick County. TransIT promotes mass transportation alternatives in the region and assists Frederick County citizens to select the most cost-effective and convenient transportation alternative.

WHAT IS TransIT-plus?

TransIT-plus is our countywide, shared-ride, curb-to-curb paratransit service for older adults and persons with disabilities. Passenger trips will be coordinated to serve as many people as possible and to use our vehicles in the most efficient manner.

POLICIES

General Policies

The following policies apply to all of TransIT's services, including TransIT-plus:

2. For the comfort of all passengers, smoking, eating, drinking, chewing, and using illegal substances in TransIT vehicles is prohibited.
3. When playing an audio device, use a headset and keep the volume low so that others are not disturbed. Also, be considerate of other passengers when using personal communication devices. Keep the conversation brief and your voice low.
4. Limit your conversation with the driver to questions regarding TransIT services only, so the driver can focus his/her attention on safe driving.
5. A driver may refuse to transport a passenger who appears to be under the influence of alcohol, illegal or dangerous substances, or whose behavior or language appears abusive, offensive, disorderly or dangerous to himself, the driver or other passengers.
6. For the safety of all, passengers shall not place articles in the aisles of the TransIT vehicle. Articles carried onto the bus are to be held by the passenger or secured under the seat.
7. Reserve priority seating for those who need it.
8. Children aged 12 and under must be accompanied by a parent or guardian.

9. Strollers and portable shopping carts must be folded and stowed underneath the seat to the extent reasonably possible, or securely held next to the seat. Loose items are to be kept clear of the aisles for safety reasons.
10. The amount of groceries or bags carried on the bus will be limited to what the passenger can carry in one trip. The driver cannot assist with these items.
11. Service animals are any guide dog, signal dog, or other animal **individually trained** to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items, and are permitted on board TransIT vehicles. Paratransit riders should contact TransIT in advance to ensure space is available to accommodate the service animal. Other pets and animals are not permitted on TransIT vehicles.
12. Combustible items, such as gasoline, are not permitted on board.
13. Guns of any kind are not permitted on board, including pellet guns, paint ball, or air guns.

The remaining policies are specific to TransIT-plus.

Eligibility

Older adults (aged 60 or more) and persons with disabilities are eligible to register for TransIT-plus.

Passengers must be registered with TransIT-plus before transportation service can be scheduled.

Geographic Areas Served

TransIT-plus is available throughout Frederick County.

Days and Hours of Operation

TransIT-plus hours of services are Monday to Friday 8:00AM to 4:00PM. Therefore no trip will be scheduled to start before 8:00AM and all passengers travel must be completed by 4:00PM. When scheduling appointments with TransIT-plus please take into consideration the length of the appointment and the travel time to get you home.

Service is **not** provided on the following County holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and the following day, Christmas Day, and local and Federal Primary Election Days. For specific dates of these holidays during the current year, please call the TransIT office at (301) 600-2065.

Advanced Reservation Policy

Trips must be scheduled at least two (2) business days in advance of the day requested. Reservations are accepted as much as ten (10) calendar days in advance. Example: To schedule a trip on Friday, you must call on Tuesday or prior.

You should NOT reserve a trip as a backup plan. Cancelling a trip at the last minute, or even the day prior, consumes resources and prevents others from using the service. Please - only schedule a trip when you are sure you will use it. This will ensure that denials are kept to a minimum. **Excessive late cancellations and no-shows will result in suspension of eligibility. See "No-show" & Cancellation Policy below.**

Late Policy

In order to provide service to as many people as possible, it is essential that all passengers be ready at their scheduled time. Passengers who are not ready for their scheduled pickup time cause the driver to fall behind schedule and inconvenience other passengers. Therefore, there is a five-minute limit to the amount of time TransIT-plus drivers will wait for a late passenger.

It is the passenger's responsibility to be ready and waiting by their scheduled pick-up time. If the passenger is not ready and boarding the bus within five minutes of the scheduled pickup time, and has not called the dispatcher to reschedule or cancel the trip, the driver will notify the dispatcher and depart for next pickup, and the late passenger will be considered "no-show."

"No-Show" & Cancellation Policy

From time to time, it may be necessary for a scheduled passenger to cancel a trip for unexpected circumstances beyond their control. Last minute cancellations, or "no-shows," are detrimental to the efficient and effective operations of a demand-response transportation system. No-shows waste resources that could be used to provide transportation to other passengers. Therefore, TransIT-plus has instituted a "no-show" policy to prevent and remedy abuse.

What Constitutes a "No-Show"?

If a passenger is unable to make his or her scheduled trip, and does not call the dispatcher to cancel the trip at least by noon the day prior to the scheduled pick-up time, the trip will be a late cancel and considered a "no-show." Passengers who are not ready by their scheduled pick-up time may also be considered a "no-show" if they are more than five minutes late; the driver will leave after waiting five minutes and contacting the dispatcher. The only exception to this is a return trip from a medical appointment; if you are not seen timely for your appointment and this changes your return trip, please notify TransIT as soon as possible. We will reschedule your return trip for later the same day.

Excessive Cancellations

TransIT-plus is not always able to provide trips for all requests. Once all available spaces are booked we must deny a passenger’s request for a trip. Passengers who regularly cancel their trips prevent others from utilizing the service. Therefore, this practice cannot be permitted. Excessive cancellations are more than two (2) round trips in a thirty (30) day period. **Trips with TransIT-plus should not be made as a backup plan. There are limited resources, so please be considerate of others, and only schedule a trip when you are certain you plan to use it.**

No-Show and Excessive Cancellation Consequences

First offense	2 no-shows or 4 late cancels in 30 days	Written reminder
Second offense	Any additional offenses in 30 days (3 no-shows or 5 late cancels)	Verbal warning and warning letter
Third offense	Any additional offenses in 45 days (4 no-shows or 6 late cancels)	Suspension of service for one month
Fourth offense	Any additional offenses in 45 days (5 no-shows or 7 late cancels)	Suspension of service until reinstated at the discretion of the Operations Manager, a minimum of 3 months
An offense will be dropped if a subsequent offense does not occur within 45 days of the preceding offense.		

Appeals Process

The passenger may appeal any consequence if he or she feels a "no-show" or cancellation occurred because of unexpected circumstances beyond his or her control (e.g. medical or family emergency). Written appeals sent within ten (10) calendar days of notification of the offense to TransIT Services, Assistant Director of Operations, 1040 Rocky Springs Road, Frederick, MD. 21702, or email transit@frederickcountymd.gov.

Passenger Assistance Policy

All TransIT-plus drivers are trained in passenger assistance techniques and will provide passenger assistance in boarding and disembarking from the vehicle. Passenger assistance may include guiding the passenger to the vehicle, lending a steady arm for balance in boarding the vehicle, finding a seat or securing a wheelchair.

TransIT-plus drivers will not provide assistance that involves bearing weight, including lifting and carrying passengers. Individuals who need extensive assistance in traveling must arrange for a Personal Care Attendant (PCA) to accompany and assist them. TransIT-plus does not provide PCAs. The driver may refuse service if the passenger

cannot safely travel to and from the vehicle without the driver lifting or carrying the passenger.

For passengers using wheelchairs, TransIT-plus provides curb-to-curb service. The driver will board passengers in wheelchairs on the lift and secure the chair and person on board the bus. When the bus arrives at the destination, the driver will secure the passenger in the wheelchair on the lift and assist getting the passenger off of the lift. If any further assistance is needed from the vehicle to the destination, the passenger must be accompanied by a PCA who is capable of assisting them.

TransIT-plus drivers will not enter passengers' homes. For the safety and protection of both drivers and passengers, it is against our policy to provide this type of assistance.

TransIT-plus is not a delivery service. Passengers are responsible for carrying their own belongings. Packages that cannot be stowed on your lap or the seat beside you are not permitted. Packages carried on the bus will be limited to what the passenger can carry in one boarding. The driver cannot assist with these items.

Personal Care Attendant (PCA) Policy

A PCA is someone designated or employed specifically to help an individual with a disability meet his or her personal needs in daily living activities.

Individuals who need extensive assistance in traveling (beyond that which the TransIT-plus driver can provide), including lifting, carrying, support during the ride, and behavior control, must arrange for a PCA to accompany and assist them. TransIT-plus does not provide PCAs.

Passengers needing the assistance of a PCA must register the PCA with TransIT. A registered PCA may accompany the passenger free of charge.

It is strongly recommended that a person who requires the use of a PCA in order to travel should always travel with their PCA since drivers cannot provide assistance beyond that which is described in the previous section.

Policy on Portable Breathing Aids

Portable oxygen supplies and respirators are permitted on board TransIT-plus with proper notification. Oxygen tanks must be secured so they do not move during transport. Information about the use of this equipment must be provided to the dispatcher when scheduling service.

Passenger Securement Policy

Wheelchairs

All standard wheelchairs (those measuring no more than 30" wide, from outer sides of wheels, and 48" long, from the back wheels to the footrests, and weighing no

more than 600 pounds total combined weight of chair and person) will be accommodated. If the total combined weight of the individual and their wheelchair exceeds 600 pounds, TransIT's ability to accommodate the wheelchair will be evaluated on a case-by-case basis.

All wheelchairs must be secured to the vehicle in the designated area. The driver will provide assistance in securing the wheelchair. Wheelchairs that cannot be properly secured (i.e. three-wheeled scooters) will be accommodated so long as they meet the size and weight restrictions above and fit within the securement area.

An individual using a wheelchair may transfer to a fixed seat on the vehicle as long as they are able to accomplish the transfer independently or with the assistance of a PCA. Drivers will not lift passengers.

Seat Belts

TransIT strongly recommends that all passengers wear seat belts in vehicles equipped with them; persons traveling in the front seat of sedans or vans are required to wear them. Persons using wheelchairs should be secured to their chairs in addition to having their wheelchairs secured to the vehicle. The driver will provide assistance in fastening seatbelts upon request.

Child Safety Seats

All children under the age of 8 or weighing less than 80 pounds must be secured in a child safety seat. TransIT will provide the safety seat with advanced notice.

Lift Use Policy

TransIT strongly recommends that persons who wish to use the lift to board do so only when seated in a wheelchair. Persons who do not use wheelchairs but wish to use the lift to board or de-board the vehicle must inform the dispatcher when scheduling service. This is necessary for vehicle scheduling considerations.

PROCEDURES

How to Register for TransIT-plus

To register for TransIT-plus, a registration application must be submitted for approval to the Operations Manager. Applications can be mailed on request by calling (301) 600-2065. The application form is also available on our website: www.FrederickCountyMD.gov/transit.

The application requires one of the following:

- **Proof of Age 60 or older** (one of the following):
 - Birth Certificate

- Baptismal Certificate
- Driver's License
- MVA Identification Card
- Marriage Certificate

or · **Documentation of Disability:** Information about the nature, extent, functional effect, and duration of your disability is requested in one part of the application. This part must be completed by your physician, caseworker, or other professional familiar with your disability.

Once the Operations Manager has approved your application and you have received your confirmation letter and rider instructions, you may schedule service.

How to Schedule a Trip

Call the TransIT Dispatcher at **(301) 600-1725** and follow the prompts between 8 a.m. - 4 p.m., Monday-Friday, at least two (2) business days before your appointment time (reservations accepted up to ten (10) calendar days in advance). You will hear the following options:

- *“To schedule a paratransit trip, please press 1.”*
Use this option to schedule future trips.
- *“If you need to check on an existing trip for today, cancel a ride, or speak to a TransIT Dispatcher, please press 2.”*
Use this option to cancel or check on your trip for today.

Deaf or Hard of Hearing customers can use the Maryland TDD Relay System, 1 (800) 735-2258 to contact TransIT to schedule a trip.

What Information the Dispatcher Will Need

When you call to schedule your trip, please be prepared to give the dispatcher the following information:

- Your name
- Your daytime telephone number
- The date you would like to schedule your trip
- Your appointment time
- Where (complete address and phone number)
- Special assistance needed or other considerations (for example, if you use a wheelchair or travel with a Personal Care Attendant or service animal).

Trips will not be scheduled until complete trip information is received.

You will be advised what time to be ready for pick up. It is our goal to pick up a passenger within thirty (30) minutes of his or her “ready time.” Example: If your ready time is 9:00 a.m., you will be ready to be picked up between 9:00 a.m. and 9:30 a.m.

If your trip can be made using our shuttle-route bus service, the Dispatcher may schedule your trip on the appropriate bus route.

How to Request the Return Trip

Your return trip will be scheduled when you make the initial trip request. Your return trip is scheduled one hour from your appointment, unless more time is needed/required. This reduces the possibility that you will have to wait when you are ready to return.

If you are not ready when the driver arrives for your return trip, you may call to request your return trip when you are ready. Return trips are provided on a first-come, first-served basis. Please be patient, as we cannot anticipate when all of our passengers will be ready to return. Most trips will be scheduled within thirty (30) minutes after notification.

How to Cancel a Trip

If you change your mind or are unable to make your scheduled trip, please let the Dispatcher know as soon as possible, but by noon the day prior to your scheduled pickup. If you do not cancel your trip by noon the day prior, it will be considered a "no show" (see "No Show" Policy) and could result in suspension of service. To cancel a trip, call (301) 600-1725 and press 2.

How to File a Compliment, Complaint, or Suggestion

If you would like to recognize a driver or other member of our staff for excellent service, file a complaint, or make a suggestion for how we can provide you with better service, please use one of the mail-back cards supplied on the vehicle or write to:

TransIT Services of Frederick County, Operations Manager
1040 Rocky Springs Road
Frederick, Maryland 21702

You may also email transit@frederickcountymd.gov or call the Operations Manager at (301) 600-2065. Mon-Fri, 8:00 a.m. to 5:00 p.m. Be sure to provide your name and telephone number or address if you would like a response.

PASSENGER RIGHTS AND RESPONSIBILITIES

The passenger has a right to:

1. Safe, comfortable, and courteous service.
2. On-time service as scheduled by the dispatcher.
3. Information presented in an appropriate format.

4. Appeal any actions that result in a denial of service.

The passenger has the responsibility to:

1. Be ready for the driver by the scheduled pick-up time.
2. Inform the dispatcher of any special assistance needs.
3. Inform the dispatcher of cancelations by noon the day prior to your trip.
4. Inform the Operations Manager of any service problems (or exemplary service).

OTHER SERVICES WHICH MAY MEET YOUR TRANSPORTATION NEEDS

Public Transit

- TransIT operates fixed-route bus service in Frederick City from 6:00 a.m. to 9:35 p.m. Monday through Thursday, 6:00 a.m. to 9:45 p.m. on Friday, and 7:30 a.m. to 9:35 p.m. on Saturday. During these times, our wheelchair-accessible buses circulate through most of the City of Frederick and serve medical, shopping, employment, and education centers. Six routes operate as deviated-fixed routes. These routes operate on a regular schedule for use by all customers and can deviate within a 3/4-mile corridor for passengers who are functionally unable to board the bus at a scheduled time point because of a disability. Call (301) 600-2065 for more information or to schedule a route deviation.
- TransIT operates shuttle service between Frederick and Brunswick/Jefferson, Emmitsburg/Thurmont, Walkersville, East Frederick, North Frederick, Point of Rocks, and the Route 85/Crestwood Boulevard business corridor.

For more information, please call (301) 600-2065 or check our website: www.FrederickCountyMD.gov/transit. Schedules are also available by mail, on board TransIT vehicles, or at the following additional locations: Frederick County Treasurer Office, Frederick County Senior Center, City Hall, C. Burr Artz Library, FCC Bookstore and Adult Services, Frederick County Chamber of Commerce, Frederick County Visitors Center, Boscov's, Francis Scott Key Mall, and many other community service organizations. TransIT Connector route information is also available on Google Transit.

Travel Training

For assistance in learning to use the fixed-route system, view the travel training video, "Road to Travel Independence," on TransIT's website. Additional training, including the video and travel planning assistance, is available. For more information, please contact the Operations Manager at (301) 600-2065.

ADA Paratransit

If you have a disability that prevents you from using accessible fixed-route transit, you may be eligible for our ADA Paratransit service, a component of our TransIT-plus service. The ADA Paratransit service area and hours are comparable to that of our fixed-

route bus service operating in the City of Frederick. ADA Paratransit is available to registered TransIT-plus paratransit customers whose trip origin and destination are within a $\frac{3}{4}$ mile radius of all TransIT's fixed and deviated-fixed Connector and Shuttle bus routes. Trip purposes are unrestricted, next-day reservations are accepted. For more information, please call TransIT-plus at (301) 600-1725, Mon-Fri, 8:00 a.m. to 4:00 p.m.

Taxi Access Program (TAP)

The mission of the Taxi Access Program (TAP) is to provide registered TransIT-plus customers with additional transportation resources. The TAP program allows TransIT-plus customers access to taxi services as a 24/7 alternative to TransIT-plus. TransIT-plus users are eligible to use TAP after three (3) months and have taken three (3) trips or have been denied three (3) trips due to TransIT-plus overcapacity. For more information on TAP, please visit <https://www.frederickcountymd.gov/6483/Taxi-Access-Program>.

TAP is **not** paratransit under the Americans with Disabilities Act (ADA) and is not a replacement for TransIT-plus service. The TAP service is not part of TransIT-plus, but rather a separate Frederick County service utilizing local transportation companies. Customers deal directly with the transportation companies. TransIT-plus does not guarantee the availability of vehicles, wait times or pick up to anyone participating in the TAP service. There are a limited number of wheelchair accessible taxis within the participating transportation companies.

Frederick County Alerts

Stay up to date on all service changes and cancelations by signing up to receive TransIT Alerts through ALERT Frederick County. Register to receive alerts at www.FrederickCountyMD.gov/alerts and sign up to receive the type of alerts you would like.

Also, all TransIT service changes and cancelations will be tweeted, so all customers are advised to follow TransIT on Twitter @TransitServices.