



BASIN  
TRANSIT  
ASSOCIATION

PARATRANSIT RIDER'S GUIDE



*Paratransit*  
Paratransit Riders Guide

**BASIN TRANSIT ASSOCIATION  
ADA POLICY AND COMPLEMENTARY  
PARATRANSIT PLAN**

Adopted 01/27/2011

Uintah Basin Association of Governments  
330 East 100 South  
Roosevelt, UT 84066  
435-722-4518

Revised by:

Kevin Yack, [keviny@ubaog.org](mailto:keviny@ubaog.org),  
Carl Conrad, [carlc@ubaog.org](mailto:carlc@ubaog.org),

**Meeting Our Customers' Travel Needs**

The Basin Transit Association (BTA) is committed to providing transportation services that can be used by all our customers. All "fixed route buses" have lifts to better serve riders who use wheelchairs or have difficulty getting up and down the bus steps.

We encourage our customers with disabilities to take advantage of the independence that our fixed route bus service provides.

For route and schedule information, or any questions you may have about using the BTA fixed route bus services, call 435-722-5221 or log on to our website at [www.ridebta.com](http://www.ridebta.com).

**\*\*\* Public transportation is a protected right, but paratransit has restrictions based on client conduct. Any rider who is unable to follow the rules outlined in this policy may be subject to suspension and potential termination from paratransit services. \*\*\***

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### **Paratransit Services**

For riders who have a disability that creates an impossibility for them to use the fixed route buses, the BTA offers a shared-ride service called *Paratransit*, a complementary extension of the fixed route services. This service is sometimes called “ADA Paratransit Service” because it is provided as part of our efforts to meet the requirements of the American with Disabilities Act of 1990 (or ADA). If you still have questions after reading this Guide, you may call the paratransit office at 435-722-5221. On request copies of this Rider’s Guide can also be provided.

*Paratransit* service must be reserved at least **one day** in advance. The paratransit vehicles are small buses or vans equipped with lifts and securement apparatuses. *Paratransit* service operates within the same coverage areas and during the same days and hours as the fixed route bus service. **This Rider’s Guide provides information about BTA’s paratransit service – how to become eligible to use the service, where it operates, the days and hours of service, how to request a ride, and other important information.**

### **Paratransit – “What does it mean?”**

Paratransit is an extension of a fixed route bus service required by the ADA to accommodate the needs of individuals who are unable to use the fixed route even with a mobility aid. This can include but not be limited to or defined by an ADA recognized disability.

Through an extensive planning process, The Uintah Basin Association of Governments (UBAOG) has determined to compliment the fixed route with an “origin-to-destination” service to be operated via “curb-to-curb” transportation. Curb-to-curb is recognized as the requirement of a paratransit rider to be functionally able to embark and disembark a BTA vehicle at their origin or destination under their own sole ability, with the support of their own mobility aid, **or the assistance of a personal care attendant. 4710.1-9.2.2**

### **Reasonable Service Modification**

In accordance with guidelines provided by the Americans with Disabilities Act (ADA), it is BTA’s policy to provide reasonable service modifications when requested to do so by individuals with disabilities who, without such modification, would not be able to fully use BTA services, programs, or activities for their intended purpose. Requests for modifications are considered on a case-by-case basis and can be denied for one or more of the following reasons:

- ❖ Granting the request would fundamentally alter the nature of BTA’s service, programs, or activities;
- ❖ Granting the request could create a direct threat to the health or safety of others;
- ❖ Granting the request is not necessary in order for the requesting individual to access BTA’s service; or
- ❖ Granting the request would create an undue financial or administrative burden for BTA.

### **Undue Burden**

Each paratransit application will be evaluated on a case-by-case basis as the needs of each client will vary. As such, the circumstances surrounding a client may also vary. The BTA reserves the right to determine what kind of hardship and potential undue burden a client’s needs may entail.

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### **Beyond-the-Curb Service**

Beyond-the-curb service is available as a reasonable modification for customers who, without such assistance, are unable to access paratransit service. Beyond-the-curb service means assistance from the vehicle to the first exterior door at the rider's pick up and/or drop off location. Please be aware, this type of service may not always be feasible or safe to provide. As a result, requests should be made ahead of time to allow the BTA the necessary time to assess any safety risks that would prevent its drivers from providing beyond-the-curb service. However, same day requests may be granted by the driver on a case-by-case basis.

Beyond-the-Curb Services will be recognized on a case-by-case as determined by the driver as some trips have potential for variation, be that grocery bag size or weight from the store, slippery surfaces due to weather conditions, or other similar factors. The driver will determine the safety concerns of the situation and decide.

For beyond-the-curb service, riders must be ready to ride during the 30-minute ready to ride time, board the bus within five minutes of the bus arrival, and meet the following conditions:

- ❖ The outermost exterior door must be no more than 100 feet from the vehicle.
- ❖ The driver must be able to always maintain sight of the vehicle.
- ❖ There must be a direct accessible path and safe access from the vehicle to the door.
- ❖ There must be safe parking on a public roadway or public parking lot.
- ❖ The parked vehicle must not block or impede traffic.
- ❖ Passengers in manual wheelchairs whose combined weight with a device exceeds 368 pounds must meet the bus at the curbside.
- ❖ If any of these conditions are not met, the location is considered non-serviceable for beyond-the-curb service. At such locations, the driver will provide curb-to-curb service at the requested location, and customers will be expected to meet the driver at the curb.

No BTA vehicle operator will enter a private residence or a public facility in order to provide this service. BTA vehicle operators will assist ADA paratransit eligible individuals in boarding and disembarking BTA vehicles upon request, and will assist with cargo (e.g. baggage, bags of groceries, etc.) that may be reasonably carried aboard by one person. Baggage is considered reasonable if it can be carried by a single person in one trip and weighs less than 50 pounds. Other conditions including cargo fragility / securement, or any safety hazard including weather.

If assistance is requested where a BTA vehicle operator determines provision of such assistance would pose a direct threat to the safety other passengers, vehicle and/or operator, the dispatcher on duty may pursue an alternate course of action to mitigate such a risk, including but not limited to picking up or dropping off a passenger at an alternative location where assistance may be provided safely.

## *Paratransit* Paratransit Riders Guide

### **010** How to Apply for Paratransit Services

Effective Date: 01/27/2011

Revision Date: 12/14/2022

Individuals interested in using paratransit must first be determined eligible for the service. Eligibility is determined by two factors; the prospective client's origin and destinations be within  $\frac{3}{4}$  (0.75) miles of the established fixed route bus service, and the prospective client's ability to fully utilize fixed route services. If the applicant lives within eligible range, an eligibility review will be conducted to consider each applicants functional ability to use the fixed route bus service.

If a disability or health condition prevents you from using fixed route buses under any conditions, you will be determined "unconditionally eligible." If you can use fixed route buses some of the time but not at other times, you will be determined "conditionally eligible" for those trips you cannot make by bus.

To receive information about the eligibility process, call the paratransit office, and ask to have the paratransit eligibility information and application mailed to you.

Once you have reviewed the eligibility information and feel you might be eligible for paratransit service, complete the application and return it to the Uintah Basin Association of Governments' office. If you need assistance filling out the application, simply call the BTA dispatch office at 435-722-5221. You can also find a printable copy of our application at [www.ridebta.com](http://www.ridebta.com)

The application is designed to gather information from the applicant's own assessment of his/her environment and functional ability to use BTA's fixed route bus service. The person reviewing your application may ask for additional information as needed.

You will be notified in writing of your eligibility status within 21 calendar days after receiving a completed application. You will also receive a Paratransit Eligibility Card if you are determined eligible for paratransit services. **If you do not agree with the decision that is made, you may appeal the decision to a review panel.** See *316 Eligibility & Service Suspension/Termination Appeal Process* for more information.

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### 020 Who is Eligible for Paratransit Service?

Effective Date: 01/27/2011

Revision Date: 12/14/2022

The ADA regulations provide that a person may be eligible for paratransit services under one of the following three categories:

- Category 1 Eligibility (Unconditional Eligibility)

The first category of eligibility includes those persons who are unable to **fully** use accessible fixed route bus services.

“An individual with a disability who is unable to board, ride, or disembark from any vehicle on the fixed-route system, which is readily available and usable, as a result of a physical or mental impairment (including vision), and without the assistance of another individual (i.e., except the operator of a wheelchair lift or other boarding assistance device).”

*[Section 37.123(e) (1) of the ADA regulations]*

1. Inconvenience in using the fixed route bus system is not a basis for eligibility.
2. Eligibility is not based on age, income, ability to drive or access to a vehicle
3. All BTA fixed routes buses are equipped with wheelchair assessable lifts.

- Category 2 Eligibility (Conditional Eligibility)

This category includes persons with a disability that can ride the fixed route bus for some trips but not others.

- Category 3 Eligibility (Temporary Eligibility)

This category includes persons who are temporarily unable to ride the fixed route bus.

BTA determination concerning eligibility will be in writing. If the determination is that the individual is ineligible, the determination will state the reason(s) for the finding.

Clients who require additional support beyond the traditional designation by the ADA are subject to the internal classification of EXTRA NEEDS. These conditions may include but not be limited to:

- Residence outside 3/4 mile designated range.
- Oversize wheelchair (beyond standard measurements).
- Personal Care Attendant passenger without prior approval and application process.

Clients designated as EXTRA NEEDS will be subject to an upcharge of \$5.00 per one way trip.

Some prospective clients may be designated as “safety sensitive,” an internal designation for an individual whose physical support from BTA staff could pose a greater risk to the client’s health than without. Under this designation, ALL beyond the curb services will be considered an **Undue Burden on the UBAOG**.

Individuals who are designated as “safety sensitive” will be informed of this determination. This will be determined on a case-by-case basis. Conditions may include but not be limited to Hemophilia (lack of blood clotting), Osteogenesis Imperfecta (Brittle Bone Disease), Dialysis, etc., and bloodborne diseases including HIV, Hepatitis A-E, etc.



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**030 Temporary Disabilities**

Effective Date: 01/27/2011

Revision Date:

Temporary eligibility is provided to customers who have a temporary disability that prevents them from using the BTA bus system. Eligibility will be provided for the expected duration of the disability.

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**040 Service for Visitors**

Effective Date: 01/27/2011

Revision Date:

Visitors to the BTA area can use paratransit for up to 21 days a year by providing documentation that they have been determined eligible for similar ADA paratransit services by a transit agency in another part of the country. If additional service is needed after 21 days, the individual must apply by application. Visitors who do not have this kind of eligibility because they live in areas without fixed route public transit service might be asked for documentation of their health condition or disability. In lieu of documentation of health condition or disability, BTA will accept a certification that the visitor is unable to use fixed route transit.

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**050 Recertification of Eligibility**

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Revision Date:

Each BTA paratransit customer must be recertified upon reaching his/her eligibility expiration date. It may also be necessary from time to time, for instance — if there is a disability change, to require a rider to recertify his or her eligibility. It is the client's responsibility to reapply for services prior to his or her eligibility expiration date. If a client fails to renew paratransit eligibility, he/she will be ineligible for service until he/she is determined eligible in the certification process.

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**060 Denial of Paratransit Service**

Effective Date: 01/27/2011

Revision Date: 01/28/2022

There are certain circumstances under which an individual, otherwise eligible for ADA paratransit services, may be denied those services, these circumstances are:

- A person whose behavior threatens or has threatened the safety of paratransit personnel or other customers.
- Persons who demonstrate a consistent pattern of missing scheduled paratransit trips, “no-shows”, may lose their eligibility.

Such temporary suspensions of eligibility, as well as permanent loss of eligibility because of violent or threatening behavior, may be appealed through the appeals process. In the case of temporary suspension due to “no-shows”, suspension of service will not begin until the appeals process is complete.

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**101 Paratransit Service Area**

Effective Date: 01/27/2011

Revision Date: 04/08/2021

Paratransit is designed to be “comparable to” (or similar to) fixed route bus service. BTA offers service within  $\frac{3}{4}$  of a mile of any non-commuter fixed route.

Prospective paratransit clients outside the designated service area may be approved under the designation of EXTRA NEEDS. Clients designated as EXTRA NEEDS will be subject to an upcharge to \$5.00 per one way trip. BTA vehicles are not allowed to leave maintained public roads to pick or drop off a passenger.

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**102 Weekday Service Hours & Holidays**

Effective Date: 01/27/2011

Revision Date: 01/28/2022

Paratransit service is offered Monday through Friday during the same hours that the fixed route is available for the area.

No service is offered on Saturdays and Sundays.

**Para-transit service currently does not operate on**

**The following holidays:**

New Year's Day	Columbus Day
Martin Luther King Jr. Day	Veterans Day
Presidents' Day	Thanksgiving
Memorial Day	Thanksgiving Friday
Independence Day	Christmas Eve
Pioneer Day	Christmas Day
Labor Day	

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**103 Fares**

Effective Date: 01/27/2011

Revision Date: 08/15/2022

Paratransit cost is \$ 2.00 for each one way trip. Exact change will be needed, drivers do not carry cash.

Personal care attendants will not be charged a fare, any other passengers are subject to the \$2.00 fare.

Individuals designated as EXTRA NEEDS will be subject to an upcharge to \$5.00 per one way trip.

***UPDATE 08/15/2022***

***\*\*\* Standard paratransit fares have been indefinitely suspended to reflect the BTA fixed route. Any charges from an EXTRA NEEDS designation are still in effect. \*\*\****

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**201 When to Reserve a Ride**

Effective Date: 01/27/2011

Revision Date:

You can reserve your paratransit ride from one to seven days in advance of your trip. The BTA dispatch office is open Monday through Friday from 8:00 am to 5:00 pm. If you need to call on Saturday, Sunday or on a holiday to request a ride, an answering machine will record your request and we will call you back the next business day to confirm your ride. Calls must be received by 5:00 pm to receive service the next business day.

**Same day rides are not permitted.**

Please do not schedule a trip several days in advance if you are not sure if you will actually be going or if you are not fairly sure of the time you want to go. Reserving rides that are later canceled causes buses to be less efficient, can significantly increase the cost of the service, and can lead to suspension of your paratransit service.

Scheduling Tip: During the busiest scheduling times of the day (early mornings and late afternoons) you may be placed on hold until there is a dispatcher who can assist you, during these busy times hold time can be 5-8 minutes or longer. If you are able, you may want to plan to place your trip requests during the middle of the day when the phone lines are often open.



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#### 202 How to Reserve a Ride

Effective Date: 01/27/2011

Revision Date: 01/01/2020

To request a ride, call the BTA dispatch office at 435-722-5221. The dispatcher will guide you through the process of reserving a ride. The reservation agent will ask for the following information. Have this information ready when you call.

1. Your first and last name.
2. The date and day of the week you need to ride.
3. The street address where you need to be picked up.
4. The street address where you are going and the telephone number (if you have it and any point of reference that might help the driver find the location). If you will be going to a large facility that has several entrances (such as a mall or large medical facility), please indicate the exact point where you would like to be dropped off.
5. The time you would like to arrive (the appointment time, if applicable).
6. The time you will be ready to be picked up for a return trip (if applicable).
7. If you use a mobility aid such as a wheelchair, walker, scooter, or if you will need to use the lift. If you use a very large wheelchair or other large mobility aid, please see the “Wheelchairs and Other Mobility Aids” section later in this brochure for information about the maximum sizes and weights our vehicles are designed to transport.
8. If a personal care attendant or companions will be traveling with you.
9. If a child under the age of five (5) will be traveling with you.
10. If a service animal will be riding with you.
11. Any other information you feel we should know to safely and comfortably serve you.

The dispatcher will enter this information into our computer scheduling system that will identify a vehicle available to serve you. The reservation agent may sometimes need to put you on hold while the best travel option is identified. ***You may not request an appointment from your driver of your current trip. You are not allowed to contact the driver on their personal phone.***

**Scheduling Tips:** Although it is difficult to know ahead of time exactly when you will be ready for your return trip, it is very important to schedule the time as accurately as possible. Leave some extra time if you are not sure. If you are going to a doctor’s office or other medical appointment, let the person who is making your medical appointment know you will be using BTA’s paratransit service. Ask them how long the appointment will take. This will help you to set your return time with our paratransit services. If you have an appointment at 9:00 am, you might want to tell the dispatcher you would like to arrive no later than 8:45 am. Similarly, leave time to get to the place where the Paratransit vehicle will pick you up for your return trip. For example, if you work until 5:00 pm, you might want to ask the dispatcher for a 5:15 pm pick-up. If you cannot be picked up to return earlier than a certain time (for example, you cannot be picked up from work until 5:15 pm), let the dispatcher know this. If you do not have a specific appointment time and can be flexible about your travel times let the dispatcher know this. If you know that another paratransit customer who lives near you will be traveling to the same place at the same time and you would like to travel with them, mention this when you call to request your ride. The dispatcher can check to see if your rides can be combined (although this may not always be possible).

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#### **203 Your “Ready Time” and “Ready Window”**

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Revision Date: 01/01/2021

After you have provided the above trip information, the dispatcher will offer you your trip options. We will make every effort to offer you a pick-up and drop-off time that is as close as possible to the times you requested. Because paratransit is a shared-ride service and other customers may need to be scheduled on the same vehicle, it may be necessary to get you to your appointment early or pick you up for a return later than your request.

The actual pick-up time offered and accepted by you will be your Ready Time. The paratransit vehicle may arrive up to 15 minutes before or 15 minutes after your Ready Time. This is called the 30 minute Ready Window. This window of time is needed to group rides and to accommodate unexpected traffic conditions, weather conditions or other delays, and schedule changes. It is important that you be ready to meet the paratransit vehicle during this 30 minute window of time.

EXAMPLE: A client asks for a ride to and from work. They work from 9:00 am to 5:00 pm. So they request an 8:45 am drop-off in the morning and a 5:15 pm pick-up in the afternoon. The dispatcher is able to offer an 8:00 am pick-up in the morning and a 5:45 return pick-up in the afternoon. In the morning the Ready Time is 8:00 am and the client needs to be ready to meet the vehicle between 7:45 am and 8:15 am (the Ready Window). For the return the client’s Ready Time is 5:45 pm and the Ready Window is from 5:30 pm to 6:00 pm. To ensure the scheduling options offered will meet your needs, BTA has established the following guidelines for the paratransit scheduling process:

- Every effort will be made to schedule your trip so you do not arrive more than 60 minutes before your requested drop-off time and no later than your requested drop-off time.
- Every effort will be made to schedule a return pick-up no later than 60 minutes after the time you have requested and no earlier than the time you have requested.
- Every effort will be made to schedule trips so travel times are comparable to the time it would take to make the trip by fixed route bus.

**Out of courtesy to other paratransit clients who are scheduled on the same vehicle, the driver will wait no longer than five (5) minutes after their arrival time within the ready window. The vehicle will depart when the five-minute period is up.**

Clients **must be ready to depart at any time during the thirty (30) minute ready window** described when the reservation was made. If a customer has not boarded the vehicle within five (5) minutes after the vehicle arrives, the vehicle will depart.

**The driver and/or dispatcher will not be able to call the client to advise that the vehicle has arrived.** It is the client’s responsibility to be at the first doorway, prepared to board, when the vehicle arrives. If the client does not board the bus within the five (5) minute period the trip will be canceled and marked as a “No-Show.”

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**204 Requesting Rides between Service Areas**

Effective Date: 01/27/2011

Revision Date: 08/01/2022

If you need to travel between paratransit service areas (for example, from the Roosevelt service area to the Vernal service area), your trip may involve a transfer from one paratransit vehicle to another, and may also involve a transfer to regular fixed route bus service if appropriate. You only need to make one call to the dispatcher in your “home” area (the area where you will be starting your trip). Your “home” dispatcher will arrange the required transfer for you.

Due to the nature of our rural area, feeder services will always be a priority when scheduling your ride. If this doesn’t work, then you will have the option of a paratransit vehicle taking you between the service areas. As a reminder, if you are taken in a paratransit vehicle your allotted time will be extended to ninety (90) minutes to cover our rural area.

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**205 Scheduling Multiple Trips**

Effective Date: 01/27/2011

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You can request up to three (3) round-trips per call. If you have more than three round-trips you need to schedule, please call back to schedule these other trips. This limit on scheduling has been set to minimize the telephone hold time for all clients. It can sometimes take 5-8 minutes to schedule each trip, or even longer if you have conditional eligibility and your trip requires a transfer to regular fixed route services. The limit on the number of trips scheduled at one time helps to keep the phone lines from being tied up for long periods.

When minimal phone wait times permit, additional trip requests may be made during your original call. Ask the dispatcher if you can make additional trip requests.

Scheduling Tips: When you call to schedule trips, have a pen and paper handy so you can write down your pick-up Ready Time and the 30 minute Ready Window when you need to be ready for the bus. If you are scheduling several trips, have all of the information for each trip available when you call. This will help the dispatcher serve you more efficiently.

You are limited on the time restraints you can put on the driver. In town trips should be limited to thirty (30) minutes per trip. If your trip takes you between our rural service areas, your allotted time will be extended to ninety (90) minutes. If you need more time contact dispatch to schedule another trip. Availability will be at BTA discretion based on other appointments. *FTA C 4710.1 8.5.5*

Paratransit is a ride-share by nature, and because of time restraints and our rural area, you will likely experience this.

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**206 “Subscription Service”**

Effective Date: 01/27/2011

Revision Date:

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 trips with one call. You will then be automatically placed on the schedule each week. Ask the dispatcher about this option.

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 trip to school each weekday, keep us updated on holiday and vacation times when school is not in session. This will help us avoid unnecessary trips or missed connections. You can put your subscription trip on “hold” for up to three months. When you are ready to have your subscription service taken off “hold,” call the paratransit scheduling in advance to reinstate the service.

Depending on demand, it may sometimes be necessary to limit the number of subscription trips we provide. If this happens, your request will be put on a waiting list and we will call you back when we are able to meet your request for “Subscription Service.”

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**207 How to Change a Scheduled Ride**

Effective Date: 01/27/2011

Revision Date:

If your plans change and you need to adjust your ride times, call the BTA dispatch office at 435-722-5221. Remember, the BTA dispatch office is open Monday through Friday (except holidays) from 8:00 am until 5:00 pm. If you call on Saturday, Sunday or on holidays to change or request a ride for the next day only, an answering machine will take the information and we will call you back the next morning to confirm your trip. If you do not hear from us, assume your trip was scheduled at your requested time.

Tell the dispatcher you would like to change a ride that has already been scheduled. The dispatcher will ask you:

1. Your first and last name.
2. The date and time of the trip you are calling to change.
3. The new times you would like to schedule or changes you would like to make.

The dispatcher will always try to accommodate your needs, but changes to your original ride request may result in adjustments to your pick-up times.

**NOTE: Paratransit cannot change pick-up times or pick-up/drop-off locations on the day of your ride. These changes would create an inconvenience to other riders.**

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**208 If Your Appointment is Running Late**

Effective Date: 01/27/2011

Revision Date:

Everyone has occasional circumstances outside 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 trip (or if you have missed the bus), call the BTA dispatch office as soon as possible. Your request will be coordinated with the dispatch office that stays in radio contact with drivers. You will be asked:

1. Your name.
2. The time of your scheduled return trip pick-up.

Every effort will be made to adjust your return trip pick-up time and assign another bus to pick you up later. **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 trip, or another bus may not be available.**

***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.***

***NOTE: If a bus is sent and you are not ready, you will be assessed a no-show. If you call to change your appointment because you are running late, you will be assessed a late cancellation fee for the scheduled trip.***

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**209 How to Cancel a Scheduled Ride**

Effective Date: 01/27/2011

Revision Date:

Cancellations cost the BTA and taxpayers thousands of dollars each year and affect our ability to provide that trip opportunity to other riders. If you have scheduled a ride you no longer need to take, please call the BTA dispatch office **as soon as possible to cancel, with a required notice of at least 1 day in advance** of your scheduled pick-up time.

If you need to cancel a trip on the day of your ride, please make every effort to call at least 90 minutes before your scheduled pick up time so the driver can be notified in time to not make the trip unnecessarily and so you are not considered a “No-Show.”

Also, riders who feel they were charged with a late cancellation in error should immediately call the BTA dispatch office at 435-722-5221.



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#### **210 “No-Shows”**

Effective Date: 01/27/2011

Revision Date:

A “no-show” occurs when:

- After scheduling a trip the customer no longer needs, and fails to call and cancel at least ninety minutes before the trip.
- The vehicle arrives on time, but the driver cannot locate the customer at the requested pick-up location.
- The vehicle arrives on time and waits for five (5) minutes, but the customer is not ready to go and the driver must leave to stay on schedule.

**Note: To check the time, confirm with your driver what time they have so you can verify you have the same time. It is suggested you synchronize your time to the time the driver has since that is the time BTA uses when assessing a no-show.**

If you “no-show” for the first leg of a trip, all later rides for the day will be automatically canceled. If you miss a scheduled ride for any reason, be sure to call the BTA dispatch office if you still want to keep other trips on that day. You must call the BTA dispatch office within one hour of your missed trip to guarantee the original time(s) of your other trip(s) on that day. If we do not hear from you within one hour of the trip, you may not receive the original time for other trips that day when you call the BTA dispatch office to keep your other trips on that day.

If a schedule delay, bad weather, or breakdown causes paratransit to be late or to miss a pick-up and you decide to find another way to your appointment, please let us know you have done this and that you would still like a return ride. If we do not hear from you within one hour after your scheduled pick-up time, all later rides will be canceled.

“No-Shows” cost the BTA and taxpayers thousands of dollars each year. They also inconvenience other riders when there are delays that affect the schedule. To emphasize the importance of avoiding no-shows, the BTA has adopted the following policy:

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### 211 No Show / Code of Conduct Policy & Suspension of Service

Effective Date: 01/27/2011

Revision Date: 08/18/2022

The BTA will suspend the provision of service to ADA paratransit eligible individuals who - violates our code of conduct. Points will accumulate for No Shows, late cancelations, violence or threatening behavior, or breaking any other rules in the policy manual or Rider's Guide.

Individuals who establish a pattern or practice of missing scheduled trips. A "no-show" will be added to your record when the following situations occur:

- Not being at the scheduled pick-up point within 5 minutes after the bus arrives.
- Canceling a ride less than 90 minutes before the scheduled pick-up time.
- Not canceling a scheduled pick-up time.
- Choosing not to ride after the bus arrives for the pick-up.

When a violation occurs, the BTA vehicle operator will notify the BTA dispatcher. A notation will be made on the individual's database record. Points will be added to the individual's file according to the table below. At one point, BTA will make a reasonable attempt to contact the individual, explain the Code of Conduct policy and attempt to identify ways for the individual to comply with the policy. When two points are reached, a certified letter will be sent out to notify the individual. When an individual reaches **3 points**, suspension will occur. **The individual will be notified by Registered Mail that their ADA paratransit eligibility has been suspended. Eligibility will be suspended for one week for the first violation. If second and subsequent violations occur during this rolling calendar year the individual will be suspended for a month. If more than one rolling calendar year elapses between any two stages of violation, the progression of suspensions would start from the first step.**

The suspension of service will become effective seven days from the date the registered mail letter of notification is mailed in order to allow the individual to appeal the suspension.

The notification of suspension will include the specific reasons for the suspension. The rider will have 15 days from the receipt of the letter to appeal the suspension decision by following the appeal process described in the letter. If an appeal is requested, it will be scheduled for the Appeals Committee to review within 30 days of the request, and the suspension of service will be delayed until the appeal is heard. If the no-shows are determined not to be the fault of the individual, service eligibility will be restored. Individuals will be notified by certified letter of the decision regarding the appeal within seven days of the Appeals Committee meeting and this notification will state the new date on which the suspension, if upheld, will begin.

The individual requesting the appeal may bring other persons to represent him/her including a lawyer, independent living or rehabilitation counselor or other professional to testify on his/her behalf.

A sign interpreter will be provided if requested, and an attempt will be made to provide language interpreters.

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Also, if you feel you were charged with a no-show in error, immediately call our BTA dispatch office at 435-722-5221.

The following chart shows what each violation will be worth.

<b>Violation</b>	<b>Points</b>
Minor infractions against the riders rules	½ (0.5)
Verbal Abuse of passenger or driver	½ (0.5)
Use of Controlled Substance	1
Vandalism of BTA property	1
Threatening behavior (immediate dismissal of rider)	1
Violence (immediate dismissal of rider)	1
No Show	1
Late Cancelation	½ (0.5)
Ride Refusal, with no cancelation	1
If repeat infractions occur, an additional 0.5 points will be added as a scaled rolling score.	1 <sup>st</sup> offense – <i>See above points</i> 2 <sup>nd</sup> offense – <i>above score + 0.5 points</i> 3 <sup>rd</sup> offense – <i>above score + 1.0 points</i>

Within a rolling calendar year, totaled points will lead to:

**1.0 points** – *Official verbal warning*

**2.0 points** – *Written warning (Official Letter)*

**3.0 points** – *Suspension (1 week)*

**4.0 points** – *Suspension (1 month)*

**+1.0 point** – *Suspension duration will be progressive with each point by another month.*

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**301 When the Paratransit Vehicle Arrives**

Effective Date: 01/27/2011

Revision Date: 07/01/2022

The paratransit driver will pull the vehicle up to the curb in front of the pick-up address you provided. The vehicle might arrive up to 15 minutes before your Ready Time and up to 15 minutes after your Ready Time. Please be ready to go when the vehicle arrives so the driver can stay on schedule for all clients. The driver is not permitted to honk the horn to let you know the vehicle has arrived, so wait in an area where you can see or hear the vehicle arrive or where the driver will be able to see you.

If you think it may be difficult for you to know when paratransit vehicles arrive (because of your disability or where you are being picked up), please let us know. We will work with you to figure out ways we can help alert you to when vehicles arrive, if at all possible.

**Please note the vehicle may arrive anytime within the 30-minute Ready Window and that 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 clients.**

EXAMPLE: You are scheduled for a trip that has a 9:00 am Ready Time. This means you should be ready for the vehicle to arrive anytime between 8:45 am and 9:15 am (the Ready Window). If the vehicle arrives at 9:05, the driver will wait for you until 9:10. If the vehicle arrives at 8:50, at the beginning of the Ready Window, the driver can only wait until 8:55.

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### 302 Driver Assistance

Effective Date: 01/27/2011

Revision Date: 12/12/2022

Paratransit is an “origin to destination” service Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.129(a).

*“The goal behind use of this particular language, rather than characterizing the service as “curb-to-curb” or “door-to-door,” is to emphasize the obligation of transit providers to ensure that eligible passengers are able to travel from their point of origin to their point of destination.”<sup>1</sup>*

Eligibility for door-to-door service will be determined on a case-by-case basis determined by a range of criteria including but not limited to: client need, weather conditions, road conditions, and vehicle conditions.

*“Paratransit providers must provide enhanced service on a case-by-case basis where necessary to meet the origin-to-destination requirement; some individuals or locations may require service that goes beyond curb-to-curb service.”<sup>2</sup>*

No BTA vehicle operator will enter a private residence or a public facility in order to provide this service. BTA vehicle operators will assist ADA paratransit eligible individuals in boarding and disembarking BTA vehicles, and will assist with that cargo (e.g. baggage, bags of groceries, etc.) that may be reasonably carried aboard by one person.

If you need assistance getting to the curbside or from the vehicle to your destination, please indicate such needs during the application process as well as when making appointments with BTA dispatch.

*“Hand-Carrying: Except in emergency situations, a passenger’s request for a driver to lift the passenger out of his or her mobility device should generally be denied because of the safety, dignity, and privacy issues implicated by hand-carrying a passenger. Hand-carrying a passenger is also a PCA-type service which is outside the scope of a driver’s duties, and hence a fundamental alteration.”<sup>3</sup> **The BTA recognizes hand carrying and hand holding for stability to fall under the same purview, meaning the driver will determine if their safety or the client’s safety would be compromised more by trying to help in such a situation.***

Beyond-the-Curb Services will be recognized on a case-by-case as determined by the driver as some trips have potential for variation, be that grocery bag size or weight from the store, slippery surfaces due to weather conditions, or other similar factors. The driver will determine the safety concerns of the situation and decide.

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<sup>1</sup> Federal Transit Administration. “Frequently Asked Questions.” <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/frequently-asked-questions#25> (04/24/2020).

<sup>2</sup> Federal Transit Administration.

<sup>3</sup> Federal Transit Administration.

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**303 To Check on Your Ride**

Effective Date: 01/27/2011

Revision Date: 01/26/2022

Unexpected delays can happen because of road construction, traffic conditions, or bad weather. **If a paratransit vehicle has not arrived 20 minutes after your Ready Time (scheduled pick-up)**, call the BTA dispatch office at 435-722-5221. We will radio the driver and give you an update on your trip. Stay within sight of the pick-up location if at all possible, in case the vehicle arrives while you are calling.

Rider Tips: Make sure 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 use. Carry needed medication with you in case we are delayed and your trip 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 trip is longer than planned.

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#### **304 Personal Care Attendants**

Effective Date: 01/27/2011

Revision Date: 04/08/2021

A Personal Care Attendant (PCA) is someone you may bring with you to assist you with traveling or with personal care or activities. A PCA must get on and off the bus at the same places and times as you.

A PCA cannot also be a paratransit client. This constitutes a conflict of interest between clients.

To be able to have one PCA ride, you must be registered with the BTA as needing a PCA. This is done as part of the eligibility process. If you did not indicate a need for a PCA when you first applied to be eligible for paratransit and now need a PCA, you should call BTA dispatch office at 435-722-5221 and ask to have your eligibility changed. Additional documentation of your need for a PCA may be requested.

You will need to tell the dispatcher when you schedule trips that you will be traveling with a PCA. This ensures that there will be room on the vehicle for you, your PCA, and other scheduled clients.

Individuals who bring a Personal Care Attendant (PCA) without informing dispatch AND designating in their application their need for a PCA may be subject to the designation of EXTRA NEEDS and the associated fares for the client, or their ride may be cancelled due to means of accommodation. Further notice of action may be taken with progressive offenses. Please see **211 “No-Show” Policy & Suspension of Services** for more details.

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**305 Guests/Companions**

Effective Date: 01/27/2011

Revision Date:

A guest/companion is someone you want to bring along to share the trip, not someone you must bring to assist you. Guests/companions 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 trips if you will be traveling with one or more guests/companions. Drivers cannot add riders who do not have a reservation. Additional guests/companions will be accommodated if there is enough space on the vehicle.



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**306 Children**

Effective Date: 01/27/2011

Revision Date:

An adult must accompany all children under ten (10) years of age. They cannot ride unattended. Children under (10) years of age will be considered for paratransit eligibility based on the functional ability of both the accompanying adult and child (as a team) to use fixed route bus service.

An adult accompanying a child on paratransit is responsible for the child. Drivers are not permitted to carry children on or off the vehicle for you. If you will need assistance with the child, please bring someone else along to help you.

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#### **307 Wheelchairs and Other Mobility Aids**

Effective Date: 01/27/2011

Revision Date:

Paratransit vehicles are designed to accommodate most wheelchairs and mobility aids. It is required you allow the operator to use the lap belt for your safety. We may not be able to safely accommodate you if your wheelchair or mobility aid exceeds the following dimensions:

- More than 30 inches wide.
- More than 48 inches long (measured 2 inches above the ground).
- We will also not be able to accommodate you if the weight of your wheelchair when occupied, is more than 800 pounds.

#### **Scooters**

Some three-wheeled scooters are difficult to secure on paratransit vehicles. Some scooters also come with a warning from the manufacturer that they should not be used as seats on moving vehicles. Because of this, the driver may recommend you transfer to a vehicle seat if you can do so. While the driver will not require you to transfer, we strongly recommend you do so that we can provide you and other passengers with the safest ride possible.

#### **Wheelchair Securement and Seat Belt Policy**

It is the driver's responsibility to ensure that mobility devices are properly secured.

Wheelchairs/scooters are required to be secured into the four point tie-down system at all times during the ride. BTA requires that clients also allow operators to secure the lap belts to ensure their safety.

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**308 Respirators and Portable Oxygen Equipment**

Effective Date: 01/27/2011

Revision Date:

Portable oxygen equipment and portable respirators are permitted during a paratransit. 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 a qualified attendant along with you.

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**309 Service Animals**

Effective Date: 01/27/2011

Revision Date: 02/03/2022

Riders may travel with a service animal. Service animals include guide dogs, signal dogs, and other animals trained to work or perform tasks for persons with disabilities. The rider **MUST** remain in control of the service animal at all times. Be sure to inform the dispatcher when you are scheduling a ride if you will be traveling with a service animal.

Service animals may be refused by the driver if it poses a direct threat to the driver or other passengers, if it creates a seriously disruptive atmosphere, or are otherwise not under the rider's control. *FTA C 4710.1 2.6*

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**310 Safety Belts**

Effective Date: 01/27/2011

Revision Date: 11/16/2022

For your safety and security, the BTA requires you to use a safety belt and remain seated while riding on paratransit vehicles.

Passenger vehicles under 10,000 GWV require passengers to wear seatbelts. Passenger vehicles over 10,000 GWV are exempt from this. *Utah Code 41-6a-1803*

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**311 Packages and Personal Items**

Effective Date: 01/27/2011

Revision Date: 08/30/2022

You may bring grocery bags, luggage, or other packages or personal items with you on paratransit. 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 carts.

Passengers **MAY NOT** leave their personal belongings on the vehicle between stops. Passengers **MUST** take their belongings when they exit the vehicle (**NO EXCEPTIONS**).

Alcohol is not permitted on a public transportation vehicle, nor is it allowed in a UBAOG vehicle (**NO EXCEPTIONS**).

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**312 Emergency Procedures**

Effective Date: 01/27/2011

Revision Date:

In the event of an accident or emergency, please remain calm and follow the instructions of the driver. A rider who becomes ill, or notices another rider, who may be ill, should immediately inform the driver. If a rider, due to their disability, is to be met when they are dropped off and the person meeting them is not there when the driver arrives, the rider will be transported back to the BTA Dispatch office (or to another safe location) and the rider's guardian or caregiver will be notified and required to come to pick-up the rider or to make other transportation arrangements. If we are unable to make contact with the guardian or caregiver, the proper authorities will be notified.

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**313 Inclement Weather**

Effective Date: 01/27/2011

Revision Date:

BTA reserves the right to suspend, modify or cancel service during times of hazardous weather conditions that may jeopardize the safety of our riders and employees. On bad weather days, listen to the reports on the radio. The BTA dispatch office will also be able to tell you if service is canceled or not.

If your trip is for dialysis, chemotherapy, or another life-sustaining purpose, call the BTA dispatch office at 435-722-5221 to make sure you can get where you need to go. Every effort will be made to deliver life-sustaining and essential trips using paratransit or by arranging other emergency assistance.

Travel is sometimes suspended in areas with higher elevations due to snow or ice. If you are planning to travel to these areas at times when inclement weather is predicted, take into consideration problems you may have in getting a return ride should service have to be suspended. 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 supply; if you are diabetic or hypoglycemic, and bring a small snack with you in case the trip is longer than expected due to the weather.



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**314 Community Disaster Emergency Procedures**

Effective Date: 01/27/2011

Revision Date:

During a community disaster, BTA will make every attempt to transport our clients as scheduled. Due to the nature of the disaster, it may be necessary to establish pick-up points that either requires us to walk into the area to get you, or to have you get assistance from someone at your location to bring you to us. Through coordination with the local Disaster Control Center, we will make every attempt to establish these locations to minimize your travel to reach them.

If you make other transportation arrangements due to the emergency, please let us know so we can account for all our riders who have scheduled trips.

By keeping our records as up to date as possible, we feel we will be able to provide a better service to our clients in times of an emergency. As part of our preparation for an emergency, we will periodically be requesting emergency contact information including a telephone number. If you have common places you travel, please provide us with telephone numbers to those locations as well.

If the nature of the disaster requires you to take your paratransit ride earlier than originally scheduled, contact the BTA dispatch office at 435-722-5221 and we will attempt to meet your needs. Keep in mind our ability to respond immediately is limited to the nature of the disaster. If you haven't yet been picked up for your trip, or to confirm that paratransit is able to get you where you need to go, call the BTA dispatch office.

If it is unsafe for BTA to travel into a disaster area, BTA reserves the right to suspend, modify or cancel service.

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#### 315 Rider Courtesy and Code of Conduct

Effective Date: 01/27/2011

Revision Date: 02/03/2022

BTA has a list of common-sense rules to ensure the safety of all riders and drivers. We ask that riders, their personal care attendant and any companion(s) traveling with riders observe the following Rules of Conduct:

- **NO PHYSICAL OR VERBAL ABUSE OF ANOTHER RIDER OR THE BTA STAFF.**
- No tobacco use of any kind in the vehicles.
- Riders shall maintain appropriate, reasonable personal hygiene, to the best of their ability.
- No eating or drinking on board (unless required for health reasons).
- No abusive, threatening, or obscene language or actions.
- No petting guide dogs or other service animals without the permission of the owner.
- No playing of audio devices without headphones.
- No operation or tampering with any vehicles equipment.
- Littering is prohibited.
- Shirts and shoes or other footwear must be worn.
- Baby strollers must be folded and stowed away so as to not block the aisle or cause injury to any person on the bus.
- Head, arms and other body parts must be kept inside the vehicle.
- Objects must not be thrown from the window.
- Parents are responsible for their children and their actions.
- The transportation of flammable or explosive materials is prohibited.
- Dangerous weapons are prohibited.

Riders, their personal care attendants, or companions traveling with riders who violate rules of Rider Courtesy and Code of Conduct, may be subject to penalties, up to and including suspension of service. Riders, their personal care attendant, or companions traveling with riders who engage in physical abuse or cause physical injury to another rider or driver, or who engages in other illegal activities, may be subject to immediate suspension from paratransit service. They may also be subject to criminal prosecution, which may include fines.

Riders, or their personal care attendant or companions, who engage in an activity that seriously disrupts the safe or effective operation of paratransit services, may also be subject to a suspension of service. If a rider is seriously disruptive to BTA service, BTA reserves the right to require that a personal care attendant travel with the rider as an option instead of service suspension. In accordance to *Utah Code 76-10-1506(1)* and *76-10-1509* a passenger can be guilty of a class C misdemeanor for violating these rules.

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.

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**316 Eligibility & Service Suspension/Termination Appeal Process**

Effective Date: 01/27/2011

Revision Date: 02/02/2022

BTA will require that an applicant file a written appeal within 60 calendar days of denial. Denials will be devised in writing by the Transit Director and will be sent within 30 days of determination by Certified Mail via the U.S. Postal Service.

BTA will provide an opportunity to be heard and to present information and arguments to UBAOG Transit appeals committee within 30 days of receipt of the appeal. Written notification of the decision and reasons for the decision will be forwarded to the applicant by Registered Mail.

BTA will not provide paratransit service to the individual pending the determination on appeal. However, if BTA has not made a decision within 30 days of the completion of the appeal process, BTA will provide paratransit service from that time until and unless a decision to deny the appeal is issued.

Appeals can be sent to:

UBAOG/BTA  
Transit Director – Appeals  
330 E 100 S  
Roosevelt UT 84066

**State and Federal Appeals Process:**

If the complainant is unsatisfied with the Appeal Board's decision the complainant may file the complaint with the Utah Department of Transportation, the Federal Department of Transportation, or the Federal Transportation Administration Offices.

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**317 Suggestions and Comments**

Effective Date: 01/27/2011

Revision Date: 12/01/2022

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.
- The vehicle number or driver's name.
- If concerning a Paratransit office staff, we need the time of your conversation with them and the name of the employee.
- A detailed explanation of the incident or suggestion.

We will follow up each comment received and will contact you by phone or in writing to confirm we have received your comments.

**For those who are speech or hearing impaired please call 711 relay Utah for assistance.**

Further, if issues arise in the service provided, individuals may file complaints and or concerns to the Basin Transit Director at 435-722-5203 or email at [carlc@ubaog.org](mailto:carlc@ubaog.org)