

**A GUIDE TO
SWRTA
ADA
COMPLEMENTARY
PARATRANSIT
SERVICES
(DIAL-A-RIDE)**



**803-775-9347, TTY Dial – 711 or the
SC Relay System (800)735-2905**

A GUIDE TO SWRTA PARATRANSIT SERVICES

When calling SWRTA your call will be answered in the order it is received. Every time you hang up and call again, you will move to the end of the line. Please remain on hold for the next available Scheduler. For quality assurance, all phone calls may be recorded. When the message recording comes on you can dial 147 directly.



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

- Name
- Date you will be traveling
- Pick-Up address (including numeric address, apartment and/or building name/number)
- Time you would like to be picked up or time you need to reach your destination
- The physical address of your destination (including specific drop-off information)
- Telephone number at your destination
- If a PCA (*Personal Care Attendant*) or Companion will be traveling with you
- If you will be using a mobility device or a service animal

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

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

In compliance with the ADA, SWRTA may negotiate with riders for mutually agreed upon pick-up times that may be within 1 hour before or 1-hour after the requested time.

HOW LONG WILL MY TRIP TAKE?

Travel time on Paratransit is comparable to the amount of time it would take to make the same trip using our fixed-route bus service, with connections. The average trip length is about 90 minutes, and a trip may exceed or fall below that average depending on the circumstances.

If a rider cannot be left unattended (*as a result of his or her disability or impairment*), a Companion or **Personal Care Attendant (PCA)** is required to receive the passenger upon arrival. If a PCA rides with the passenger the PCA is not charged-- the ride is **FREE**. However, if the PCA is riding and the passenger wants to bring a Friend or Spouse, the Friend or Spouse would pay \$2.00 to ride. In the event that a PCA or companion is not at the drop off location when the vehicle arrives, an additional fare may be charged.

WHEN DO I NEED TO BE READY?

SWRTA vehicles will arrive any time within a 1-hour ready window. This ready window starts 30 minutes before your scheduled pick-up and ends 30 minutes after your scheduled pick-up.

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

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

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WHAT HAPPENS WHEN MY VEHICLE ARRIVES?

SWRTA Operators will wait 5 minutes for a rider to board the vehicle. If a rider does not board the vehicle within the 5 minute wait time. SWRTA is not required to call the rider when the vehicle arrives or before leaving the pick-up location; riders are expected to be ready to board the vehicle upon its arrival. When your vehicle arrives you are required to present the exact fare or show your ID (SWRTA ADA Paratransit ID) for yourself and any companions.

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

WHAT ARE NO SHOWS?

A No Show occurs when you fail to board the vehicle within the reasonable ready-time window. A No Show triggers the automatic cancellation of all other trips scheduled for that day. Please call 934-0396 ext. 124, 125 and 128 to confirm trips for the rest of the day.

WHAT ARE CONSIDERED TRIP DENIAL?

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

WHAT IF MY VEHICLE IS LATE?

If the vehicle has not arrived by the end of your 30-minute ready-time window, please call SWRTA at 775-9347 ext. 147.

WHO CAN ACCOMPANY ELIGIBLE PASSENGERS?

Personal Care Attendant:

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

Guests:

A guest is welcome to ride with you for \$2.00 per trip. Due to limited space, each rider is allowed one guest per trip. You must reserve space for your guest, whether adult or child, when scheduling your trip. Seating for more than one guest is on a space available basis when scheduling your trip.

Service Animals:

Guide dogs and other service animals are permitted on all SWRTA vehicles and are allowed to accompany you. When scheduling a trip, please inform SWRTA if a service animal will be accompanying you on the trip.

HOW MANY PACKAGES CAN I BRING ON THE VEHICLE?

Carry ons are limited to three (3) grocery bags or similar sized packages onboard SWRTA vehicles.

Operators can help a rider carry two packages on and off the van from the same sidewalk waiting area where the rider boards and gets off the vehicle. Operators cannot carry any packages to the door. Packages should weigh no more than 25lbs. each.

ARE VISITORS ABLE TO USE SWRTA SERVICES?

Out-of-town visitors who are ADA eligible can use SWRTA services. Please contact the SWRTA reservation office at 803-775-9347 ext. 147 Monday-Friday between the hours of 8:00am-5:00pm.

WHAT IS SUBSCRIPTION SERVICE?

A Subscription Service is limited to riders traveling to the same place at the same time on reoccurring days (for example: every Monday, Wednesday, Friday or the first Monday of the month, or the 1st and the 15th of the month or even daily). SWRTA reserves the right to restrict and/or prioritize Subscription Service, to maintain a maximum level of 50% as required by the ADA, when there is no excess demand capacity available. SWRTA will terminate any Subscription Service that is cancelled more than 50% of the time in any 30-day period, or if any changes to the ride, including times and/or locations, are made.

HOW DO I CANCEL MY TRIPS?

Trips no longer required by a rider, whether it's on demand (call basis only) or Subscription (scheduled daily) must be cancelled at least 1 hour prior to the schedule pick-up time.

WHERE AND WHEN CAN I TRAVEL ON SWRTA?

Please call 803-755-9347 ext. 147 to find out about a specific location.

SWRTA service days, areas and times of service are based on the Sumter Fixed Route transportation system.

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

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

RULES OF CONDUCT

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

- No eating, drinking or smoking on board
- No riding under the influence of alcohol or illegal drugs
- No abusive, threatening or obscene language or actions
- No discharge of bodily fluids or open wounds
- No deliberate fare evasion
- No physical abuse of another rider or the Operator
- No operating or tampering with any equipment while onboard a SWRTA vehicle
- No music or other sound-generating equipment are to be played aboard the vehicles without a headphone/earpiece.
- No children 13 and under are permitted to ride the SWRTA services unless accompanied by an adult for the duration of the trip
- For safety reasons, please limit unnecessary conversation with Operators when the vehicle is in motion. Riders who violate the rules of conduct are subject to penalties up to and including suspension of service. **Note: Riders who engage in physical abuse or cause physical injury to another Rider or Operator may be subject to immediate and permanent suspension and possible criminal prosecution in accordance with SC Law Title 58 Chapter 23 Article 17.**

HOW CAN I APPEAL A SUSPENSION OF SERVICE?

A rider who disputes the basis for a suspension of service, termination of service or loss of subscription privileges can request an appeal hearing by calling or writing:

SWRTA Customer Service at:

Phone Number: 803-775-9347

Mailing Address:

Santee Wateree RTA

Attn: Customer Service

PO Box 2462

Sumter, SC 29151

SWRTA Website:

[www.swrta.com/contact us](http://www.swrta.com/contact-us)

HOW CAN I FILE A COMPLAINT?

A rider who has a complaint or concern may file one by calling or writing:

SWRTA Customer Service Director at:

Phone Number: 803-775-9347

Mailing Address:

Santee Wateree RTA

Attn: Customer Service

PO Box 2462

Sumter, SC 29151

For Information, Scheduler, Cancellations and Dispatcher

(803) 775-9347 ext. 147

Customer Service Director, ADA Applications and Information

(803) 775-9347

Fare

\$2.00 per one-way trip - \$4.00 Round-Trip

General Hours of Service

Monday—Friday / 6:00 am — 6:00 pm
(Areas available for service vary by time of day)

Reservations must be made 48 hours in advance.

Monday-Friday / 6:00 am — 5:00 pm

Same day changes are not accepted.

Service Parameters, Rules, and Guidelines

