

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



**1-888-748-4987, TTY Dial – 711 or the
SC Relay System (800)735-2905**



WHAT IS SWRTA ADA/PARATRANSIT SERVICE?

SWRTA is a curb-to-curb, advanced reservation, shared ride transportation service for people with disabilities who are unable to access SWRTA buses. Riders share the vehicle with others and there are no restrictions on the trip purpose or frequency of scheduler. SWRTA operates a fleet of specially designed and equipped vehicles, which can accommodate certified riders who utilize mobility devices that meet the ADA guidelines.

SWRTA can help you get training to learn to ride fixed route buses.

HOW MUCH DOES SWRTA COST?

SWRTA costs \$2.00 per one-way trip. **SWRTA operators cannot make change.** Please have exact fare ready to give the Operator prior to boarding the vehicle. Tickets can be pre-purchased by calling (803) 934-0396 ext 124, 125, 128 and 147 or the hearing impaired TTY Dial 711 or the S C. Relay System (800) 735-2905.

HOW DO I BECOME CERTIFIED TO RIDE?

To apply for SWRTA eligibility certification, request an application by calling the SWRTA staff at (803) 934-0396 ext. 124, 125, 128 or the hearing impaired TTY Dial 711 or the S C. Relay System (800)735-2905 or by writing to: SWRTA Application Request, P.O. Box 2462, Sumter, SC 29151.

SWRTA reserves the right to periodically require the recertification of rider eligibility.

HOW DO I SCHEDULE A TRIP?

To request a trip, call the SWRTA Scheduler at (803) 934-0396 ext. 124, 125, 128 and 147 or the hearing impaired TTY Dial 711 or the S.C. Relay System (800) 735-2905. Trip reservation requests are accepted between the hours of 8:00 am and 5:00 pm from Monday through Sunday. Trip requests for next day service cannot be accommodated after 5:00 pm.

Trip requests may be made up to fourteen (14) days in advance. SWRTA scheduler will make trip confirmations at the time of scheduling.

SPECIAL NOTE: SWRTA DOES NOT ACCEPT SAME-DAY TRIP REQUESTS OR SAME DAY SCHEDULE CHANGES

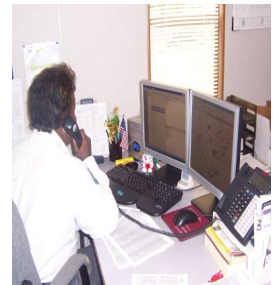
WHERE DO I WAIT FOR MY RIDE?

Paratransit is a curb-to-curb, shared ride service that complements SWRTA Fixed Route Bus services in the City of Sumter within $\frac{3}{4}$ of a mile of each Fixed Route Stop. Riders must be waiting at the sidewalk, or at another safe waiting area in front of, or as close as possible to, the entrance of the pick-up location. Operators will wait for a rider at the curb of a public street, in front of, or as close as possible to, the rider's house, building or other designated pick-up location. The Operator cannot enter the building or come to the door to assist riders. If a rider will need assistance exiting the pick-up location, a companion or personal care attendant must be available to assist. **SWRTA Operators do not provide PCA services.**

For drop-offs, the Operator will drop the rider off at the sidewalk, or another safe waiting area next to the curb or a public street in front of, or as close as possible to, the designated drop-off location.

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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 124, 125, 128 and 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 Certificate or Medicare Card) 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 934-0396-ext 124, 125, 128 and 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 934-0396 ext. 124, 125, 128 and 147 Monday-Friday.

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?

The following pages describe where and when you can access SWRTA. Please call 934-0396 ext. 124, 125, 128 and 147 to find out about a specific location.

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

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WEEKDAYS A.M. – The times shown below are the earliest times that a SWRTA pick-up or drop off can be requested from any of the below listed areas.

- 7:00 AM - South Main Route**
JEC Intermodal Transportation Center, Fulton & Manning Ave, Piggly Wiggly (Hwy 15 South), Bracey Square Apts., Webb, Bass St and Manning Ave

- 7:10 AM - North Main Route**
JEC Intermodal Transportation Center, Ashley Chase Apts, Miller Arms Apts, Central Carolina Technical College, Sumter Mall, South View Apts and Morris College

- 7:10 AM- Broad Street Route**
JEC Intermodal Transportation Center, W. Liberty, Highland & Broad Street, Miller & Jackson, Sumter Mall, K-Mart, Safe FCU, West Wesmark, Wilson Hall Rd and Broad St Extension

- 7:10 AM- East Liberty Route**
JEC Intermodal Transportation Center, Piggly Wiggly (Calhoun St), Old Greyhound Station (Hwy 76 East), Iris Winds MHP, Eastwood & Boulevard Rd, L & M Grocery (Waynick), Boulevard Rd & Red Bay St and S. Lafayette Drive

- 6:10 AM- Shaw Shuttle Route**
JEC Intermodal Transportation Center, Sumter Mall, Gateway Plaza (Alice Drive & Broad St), Hospital – Shaw AFB, Jackson MHP, Lost Creek Plaza, Cherryvale & Hwy 378

- 7:30AM – West Liberty Route**
JEC Intermodal Transportation Center, Liberty Street at Main, W. Liberty at Guignard, Alice Drive and Wise Drive, Savannah Plaza and Sumter High School

- 8:10 AM - Vocational Rehabilitation Route**
JEC Intermodal Transportation Center, Ashley Chase Apts., and Voc Rehab Center and N. Main St



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WEEKDAYS PM – Times shown below are the latest times that a SWRTA pick-up or drop-off can be requested from the below listed areas.

5:10 PM- South Main Route

JEC Intermodal Transportation Center, Fulton & Manning Ave, Piggly Wiggly (Hwy 15 South), Bracey Square Apts., Webb, Bass St and Manning Ave

5:10 PM- North Main Route

JEC Intermodal Transportation Center, Ashley Chase Apts, Miller Arms Apts, Central Carolina Technical College, Sumter Mall, South View Apts and Morris College

5:10 PM- East Liberty Route

JEC Intermodal Transportation Center, Piggly Wiggly (Calhoun St), Old Greyhound Station (Hwy 76 East), Iris Winds MHP, Eastwood & Boulevard Rd, L & M Grocery (Waynick), Boulevard Rd & Red Bay St and Lafayette Drive

3:10 PM- Shaw Shuttle Route

JEC Intermodal Transportation Center, Sumter Mall, Gateway Plaza (Alice Drive & Broad St), Hospital – Shaw AFB, Jackson MHP, Lost Creek Plaza, Cherryvale & Hwy 378

5:10 PM- Broad Street Route

JEC Intermodal Transportation Center, Liberty, Highland & Broad Street, Miller & Jackson, Sumter Mall, K-Mart, Safe FCU, West Wesmark and Wilson Hall Rd

5:40 PM – West Liberty Route

JEC Intermodal Transportation, Liberty Street at Main, Liberty Street at Guignard, Alice Drive and Wise Drive, Savannah Plaza and Sumter High School

3:30 PM - Vocational Rehabilitation Route (Currently Unavailable)

JEC Intermodal Transportation Center, Ashley Chase Apts and Voc Rehab Center



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 radio, cassette tape players, compact disc players or other sound-generating equipment are to be played aboard the vehicles without a headphone/earpiece.
- No children 10 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 Director at:

Phone Number: 803-934-0396 ext. 122

Mailing Address:

Santee Wateree RTA

Attn: Customer Service Director

PO Box 2462

Sumter, SC 29151

SWRTA Website:

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

HOW CAN I FILE A COMPLIMENT/COMPLAINT?

A rider with a complaint or concern may file one by calling, writing or completing the Compliment/Complaint form included in the SWRTA ADA application packet.

SWRTA Customer Service Director at:

Phone Number: 803-934-0396 ext. 122

Mailing Address:

Santee Wateree RTA

Attn: Customer Service Director

PO Box 2462

Sumter, SC 29151

IMPORTANT INFORMATION

Information, Scheduler, Cancellations and Dispatcher

(803) 934-0396 ext. 124, 125, 128 and 147

Customer Service Director

(803) 934-0396 ext. 122

ADA Applications and Information

(803) 934-0396 ext. 124, 125, 128 and 147

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)

Scheduler Attendants on Duty

Daily 8:00 am — 5:00 pm

After 5:00 pm, Monday – Friday, requests for next day service cannot be accommodated.

Information is taken after 5:00 pm on Friday through Sunday by an automated attendant when the Scheduler is not on duty.

Effective Date: May 22, 2006 – Revised June 1, 2018
Service Parameters, Rules, and Guidelines





ADA TRANSIT SERVICE

APPLICATION

If you have a **physical or functional disability, as defined by the Americans with Disabilities Act (ADA), which limits you from using SWRTA's fixed-route accessible buses**, you may be eligible for ADA Transportation Services. The information obtained in this certification process will be used by SWRTA to determine your eligibility for ADA. The information may be shared with other transit providers to facilitate your travel in other areas.

This application must be filled out completely, including the verification of eligibility by a qualified professional. Incomplete applications will be returned to applicants.

NAME _____
First MI Last

SOCIAL SECURITY # _____ BIRTH DATE _____
Month/ Day/ Year

HOME ADDRESS _____
Street Apt #
City State Zip

APARTMENT COMPLEX NAME _____
Bldg # /Letter

SECURITY GATE CODE (if applicable) _____

HOME PHONE _____ WORK PHONE _____

MAILING ADDRESS _____
Street Apt # City State Zip

Neighborhood Environment

How would you describe the area where you live (e.g., very steep hill; long, gradual hill; flat; etc.) _____

Are there sidewalks at your residence? _____ Yes _____ No

Is there a ramp at your residence _____ Yes _____ No Is one needed? _____ Yes _____ No

How many steps are there at the entrance to your residence? _____

Do you live on the ground floor? Yes _____ No _____

Current Transportation

Do you use regular SWRTA buses now? _____ Yes _____ No _____ Sometimes

If no or sometimes, what limits or prevents you from using the buses? (i.e. no sidewalks) _____

What is the most difficult part of riding the bus for you? _____

What bus routes serve your neighborhood? _____

What is the closest bus stop to your home? (Please give location) _____

Can you get to this bus stop by yourself? _____ Yes _____ No _____ Sometimes

If not, why? _____

Have you ever received any training to use the fixed route bus service? _____ Yes _____ No

If not, would you like to participate in a training program? _____ Yes _____ No

If you do not ride SWRTA buses, how do you currently travel? (e.g. family, friends) _____

ASSISTIVE MOBILITY DEVICES USED

(Check all that apply)

____ Manual Wheelchair _____ Foldable; passenger must be able to transfer to a 4-door sedan without the assistance of the Vehicle Operator.

____ Passenger is not able to transfer to a 4-door sedan without the assistance of the Vehicle Operator.

____ High Wheelchair

____ Cane/White Cane

____ Walker (Foldable)

____ Long Wheelchair

____ Crutches

____ Walker (non-foldable)

____ Electric Wheelchair

____ Wide Wheelchair

____ Oxygen Tank

____ Stroller-Type Chair

____ Powered Scooter

____ Other (_____)

____ Certified Service Animal

____ Braces

____ Communication Device

____ Prosthetics

_____)

Preferred Media/ Communication Type

<input type="checkbox"/> Regular Print	<input type="checkbox"/> Large Print	<input type="checkbox"/> Braille
<input type="checkbox"/> Cassette Tape	<input type="checkbox"/> Computer Diskette	<input type="checkbox"/> TDD/SC Relay
<input type="checkbox"/> Other (please specify) _____		<input type="checkbox"/> Española
<input type="checkbox"/> E-Mail (please give address) _____		

ADA APPLICANT AGREEMENT

I agree that if I am certified for ADA, I will pay the exact fare, if required, for each trip. I agree to notify the SWRTA office of any changes in my status which may affect my eligibility to use the service. I also understand that failure to adhere to the ADA policies and procedures will be ground for revoking my application and the right to participate in the program.

I understand and agree to hold SWRTA harmless against all claims or liability for damages to any person, property, or personal injury occurring as a result of my failure to equip or maintain the safety of the adaptive equipment or certified guide/service animal that I require for mobility. I have read and fully understand the conditions for service outlined in the ADA Policies and Procedures and agree to abide by them.

I hereby authorize the release of verification information and any additional information to SWRTA for the purpose of evaluating my eligibility to participate in the ADA program.

I certify that the information provided in this application is true and correct.

Signature _____	Date _____
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The following information is to be filled out if the application was completed by a person other than the applicant:

NAME _____	DAYTIME PHONE _____
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ADDRESS _____
Street Apt # City State Zip

Signature _____	Date _____
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Emergency Contact

NAME _____	
Relationship _____	Phone Number (s) _____

ADDRESS _____
Street Apt # City State Zip

This page and the following 3 pages; must be completed by a Qualified Professional (PLEASE PRINT).

SPECIAL TRANSIT SERVICE (ADA)

Verification of Eligibility

Please note: a qualified professional must provide all information for verification of eligibility. Examples of qualified professionals are:

Caseworker	Chiropractor	Optometrist	Physician
Psychiatrist	Psychologist	Registered Nurse	Social worker
Licensed Medical Professional		Mental Retardation Professional	
Orientation & Mobility Specialist		Counselor from an Established Agency	

PERSON COMPLETING VERIFICATION _____

PROFESSIONAL TITLE _____

AGENCY/AFFILIATION _____

STATE OF SOUTH CAROLINA CERTIFICATION ID # _____

BUSINESS ADDRESS _____

Street Suite City State Zip

BUSINESS TELEPHONE _____

If you marked NO or SOMETIMES to any item below, please explain.

1. **What is the medical diagnosis that causes the disability? (i.e.: Mental Retardation, Epilepsy)** _____

Is this condition temporary? Yes No

If yes, expected duration until: _____
Date of duration

2. **Does the applicant's disability require that he or she travel with an attendant?**
 Yes No Sometimes

Explain _____

3. **Is there any other medical information SWRTA should know in the event of an emergency? (i.e.: Hepatitis, Tuberculosis)** _____

4. **If the client has a disability affecting mobility, is he or she:**

able to travel a distance of 200 feet without assistance? Yes No

Sometimes Explain _____

able to travel a distance of 3 blocks (1/4 mile) without assistance over different types of terrain?

Yes No Sometimes

Explain _____

able to climb three 12-inch steps without assistance? Yes No

Sometimes Explain _____

able to wait outside without support for 15-30 minutes in different weather conditions?

Yes No Sometimes

Explain: _____

able to cross: 2-way stop 4-way stop

able to cross traffic light-controlled intersection in the following areas:

residential

semi-business

business

5. **If vision-impaired, what is Best Corrected Acuity?** Right Left

Field Restriction: Right Left

If legally blind, is he or she:

able to travel a distance of 200 feet without assistance? Yes No

Sometimes Explain _____

able to travel distance of 3 blocks (1/4 mile) without assistance over different types of terrain?

Yes No Sometimes Explain: _____

able to climb three 12-inch steps without assistance?

Yes No Sometimes Explain _____

able to wait outside without support for 15-30 minutes in different weather conditions?

Yes No Sometimes Explain: _____

able to cross: 2-way stop 4-way stop

able to cross traffic light-controlled (or traffic controlled) intersection in the following areas:

residential

semi-business

business

6. If the person has a cognitive disability, is he or she able to:

give name, address and telephone numbers upon request? Yes No
 Sometimes Explain: _____

recognize a destination or landmark? Yes No Sometimes
Explain: _____

deal with unexpected situations or unexpected changes in routine? Yes No
 Sometimes Explain: _____

ask for, understand, and follow directions? Yes No Sometimes
Explain: _____

safely and effectively travel through crowded and/or complex facilities? Yes No
 Sometimes Explain: _____

7. If the person is speech impaired, is he or she able to:

communicate verbally? Yes No Sometimes Explain _____

communicate with an augmentative device? Yes No Sometimes
Explain _____

communicate in writing? Yes No Sometimes
Explain _____

Communicate over the telephone? Yes No Sometimes

I verify that the information provided above for verification is true and correct to the best of my knowledge.

Signature of Qualified Professional

Date

Return application to:

Santee Wateree Regional Transportation Authority

129 S. Harvin Street

Sumter, SC 29150

Office: 803-775-9347

Fax: 803-775-8986

Visit www.swrta.com to download the SWRTA ADA Application.