Winston-Salem Transit Authority (WSTA)

Trans-AID Division Rider’s Guide

Information is Conveniently Located on

www.wstransit.com

Save Time by Going Online and Clicking Paratransit
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If you have any questions or need a copy of this information in large print, by email, audio, various languages, have other needs, or need additional Riders’ Guides, please contact us by visiting our website at wstransit.com, emailing custserv@wstransit.com, or calling 336.727.2000.
Introduction
Trans-AID’s mission is to provide efficient, high-quality transportation accessible to eligible passengers. Riders can expect a clean, serviceable vehicle and a vehicle operator who has been trained to assist. Do not hesitate to ask for help if you need it.

The online Rider’s Guide can be found on the WSTA website:

http://www.wstransit.com

Disclaimer
Information in The Rider’s Guide is subject to change. For the most current information, please consult a WSTA customer service representative.

About ADA Paratransit
The Americans with Disabilities Act (ADA) of 1990 is a civil rights bill designed to remove physical and attitude barriers that have kept persons with disabilities from fully participating in American society.

ADA Service Area
ADA states that fixed route bus systems should be the primary means of public transportation for everyone including people with disabilities. ADA regulations also require transportation providers of fixed route systems to offer complementary paratransit services to eligible individuals. Based on ADA transportation requirements, the ADA service area extends ¾ of a mile outside the entire fixed route area (refer to the following figure).

![Diagram of ADA Service Area]

- **Inside the Fixed Route Areas**: Entering these areas requires free transportation.
- **Outside ADA Service Areas (see blue area)**: Any areas more than ¾ Mile outside the Fixed Route Areas.
- **3/4 of a Mile Inside the Fixed Route Areas**: Entering these areas requires no additional fare, with the exception of the first 3/4 of a mile away from the fixed route areas.

*The ADA Service Area is all the fixed-route bus areas and up to 3/4 of a mile outside those fixed-route areas (see green areas).*
About Trans-AID
Trans-AID is Winston-Salem/Forsyth County’s paratransit service providing complementary service to locations (e.g., origins and destinations) within Forsyth County.

Shared Ride
Organized in 1978, Trans-AID is a ride-sharing program that provides scheduled transportation services for eligible older adults and disabled citizens residing in Winston-Salem/Forsyth County. Trans-AID vans are green and white or blue and white with “WSTA Trans-AID” logos on the sides.

All its vans are equipped with:
- Wheelchair lifts
- First-aid kits
- Fire extinguishers
- Special access lights
- Emergency exits

Van operators can be identified by their WSTA identification badges. Operators have been extensively trained in passenger assistance techniques and defensive driving.

Categories of Trans-AID Clients
The 3 categories of Trans-AID Clients are:

- **ADA Transportation**
  Is for eligible ADA passengers needing:
  - Medical trips
  - Non-medical trips

- **Medicaid Transportation**
  Medicaid recipients are eligible to use Trans-AID for medical trips only. Anyone interested in applying for Trans-AID through Medicaid must contact the Department of Social Services’ (DSS) Medicaid Transportation Unit at 336.703.3919 and request medical transportation.
  - Medical trips

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<th>Categories of Passengers</th>
<th>Medical Trips</th>
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<td>Medicaid</td>
<td>✓</td>
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<tr>
<td>Older Adults</td>
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</table>
• Older Adults Transportation
  Individuals 60 years of age and over are automatically eligible for Trans-AID services. When service is available, it is for:

  ➢ Medical trips
  ➢ Non-medical trips

Paratransit Service for Visitors

A visitor is a person with a disability who does not reside in an ADA Trans-AID service area and does not already have Trans-AID eligibility. To use Trans-AID, visitors with paratransit service in other cities or states must show their eligibility documentation from their home jurisdiction. Without ADA paratransit eligibility documentation, Trans-AID may require documentation showing the visitor’s place of residence.

If the passenger’s disability is not apparent, documentation may be required. Some examples of apparent disabilities are: a person using a wheelchair, an individual who is blind, or someone visually impaired travelling with a service animal. Trans-AID must provide transportation service to these individual(s).

A visitor may continue to use Trans-AID for 21 days within a 365-days period. To continue to use service after that, WSTA may require the visitor to submit a Trans-AID application.

Service Hours

ADA Service Hours

The Trans-AID ADA service is offered during the same days and hours when fixed route system is in operation. Fixed route hours can vary in different locations. If fixed route services are offered in your area, Trans-AID services will be available in your area. This includes times when the fixed route system is on a limited schedule, such as holidays and late evening or early morning hours.

ADA-2 Service Hours

If you live more than ¾ mile from WSTA’s fixed route bus stops, transportation service is not available unless you can meet the vehicle with the ¾ of a mile service area. This includes locations such as: Clemmons, Walkertown, Lewisville, Kernersville, and Rural Hall.
**Medicaid Transportation Service Hours**

The Trans-AID service for Medicaid-eligible passengers is available Monday through Friday from 8:00 a.m. to 5:00 p.m. for medical transportation only.

**Older Adults Transportation Service Hours**

For adults 60 years of age and older, the Trans-AID service is available Monday through Friday from 8:00 a.m. to 5:00 p.m. *Service is based on availability.*

**Eligibility Process**

**Eligibility Considerations**

Factors of eligibility include the passenger’s:

- ability to use fixed route independently
- current functional ability

The location of a passenger’s residency is not a factor of eligibility, i.e., paratransit eligibility does not depend on where an applicant lives. People who live outside the service area can still apply for ADA service just like other residents. Although paratransit service is not required to go outside the ADA service area, if you are traveling within the ¼ of a mile radius of the fixed route area, Trans-AID service will be available.

To apply for Trans-AID service, call the Customer Service Center at 336.727.2000 between 8 a.m. and 5 p.m., Monday through Friday. If you need assistance completing the application or you need an alternate application format, please let the Customer Service Representatives know. Online applications are also available by going to website [www.wstransit.com](http://www.wstransit.com) and clicking Paratransit.

To be considered for eligibility, the application must be completed in its entirety along with supporting professional information. Once you have a completed application, please contact WSTA at 336.727.2000 to schedule an in-person interview and assessment to determine your eligibility.
On the date of your scheduled interview, please bring your completed application (both parts A & B). **Do not mail, fax, drop off, or email your application.** During the interview, questions will be asked about your condition and needs as they relate to using public transportation (e.g., city buses and Trans-AID). If requested, WSTA will provide transportation at no charge to and from the appointment for eligibility determinations. Once the interview and assessment have been completed, you will be notified within 21 calendar days to determine the eligibility for transportation services. Riders will qualify for one of 4 statuses: Unconditional, Conditional, Temporary, or Referral to Fixed Route Service.

- **Unconditional Eligibility** – disability or health conditions prevent use of fixed route buses under all circumstances. Trans-AID service is provided for all trips.

- **Conditional Eligibility** – disability or health conditions prevent use of fixed route buses **under certain conditions**. Trans-AID service is provided only when those conditions discussed in the interview apply.

- **Temporary Eligibility** – disability or health conditions temporarily prevent use of fixed route buses. Trans-AID service is provided only during that time period.

- **Referral to Fixed Route Service** – individuals who can access regular fixed route bus services are not eligible for Trans-AID service.

WSTA will send a determination letter to all applicants. If you are determined eligible for the Trans-AID service (unconditional, conditional, or temporary), you will receive an eligibility letter with a recertification date and a Trans-AID Rider’s Guide.

**Presumptive Eligibility**

If eligibility decisions are not made within 21 calendar days after the in-person interview and assessment, then the person temporarily becomes eligible for service on the 22nd day until an eligibility decision is made.

**Trans-AID Eligibility Appeal Process**

An individual may file an appeal when WSTA/Trans-AID makes a determination other than unconditional for Trans-AID ADA paratransit service. After receiving the determination letter, the applicant may appeal the decision within 60 days from receiving that letter. If the 60th day after the original determination is on a weekend or legal holiday, an appeal will be accepted on the next business day. Refer to Appendix A for the appeals process.
**Recertification**
Eligibility recertification is required every 3 years for ADA passengers (passengers with temporary disabilities have shorter terms). During this time, it is very important that passengers keep eligibility information up-to-date to ensure personal- and emergency-contact information are correct and available.

Please contact WSTA if you have a change in the following:

- Your address or telephone number; including cell phone and 24-hour access number
- Your emergency contact’s name and/or telephone number
- Mobility device (e.g., wheelchair, walker, cane, service animal)
- Disability type

**Permanent Disability**
Trans-AID realizes that some conditions do not change over time. For permanent-disability passengers, eligibility recertification is required every 5 years (for example, passengers with total loss of vision, cerebral palsy, and spina bifida). The ADA Compliance staff will issue the permanent recertification applications. Passengers with permanent disabilities are not required to have professional verification forms completed by a physician.

**Ineligibility**
An ineligibility letter will include specific reasons why eligibility was denied. Information on how to appeal the ineligibility decision will also be provided.

**Scheduling a Ride**

**Weekday Scheduling**
Monday through Friday, all passengers may schedule reservations by calling 336.727.2000. Trips may be reserved up to 7 days before your actual trip. Early bookings allow more time to provide a quality scheduled trip. However, since it is a shared ride, it may be necessary to contact passengers about adjusting pickup times to accommodate other riders. WSTA will call riders to negotiate new times. The original pickup time will not be changed without the rider’s approval. Changes will not be more than 1 hour before or after the original requested pickup time. Paratransit is an equal rights service. It is against FTA regulations to give one trip priority over another.
Weekend Scheduling
Saturdays and Sundays from 8:00 a.m. to 5:00 p.m., only ADA Trans-AID passengers can make reservations for next-day service. If it is a holiday and WSTA/Trans-Aid is closed, only ADA passengers may leave their trip information and contact telephone number on the after-hours voicemail for next-day trips. A reservationist checks this mailbox each morning.

Types of Trips

- **Casual Demand Trips** – can be scheduled 1 to 7 days in advance. Trip information is entered into the system while you make your request.
- **Standard or Subscription Trips** – *If there is availability*, these trips are automatically set to repeat the scheduled trip time on a daily, weekly, and/or monthly basis. If you would like to request to be placed on subscription or if you would like to make modifications to your standard/subscription trips, please contact the Customer Service Department and speak to a representative. After we take the information, it will be submitted to the Mobility Management manager to be assessed. Until the request has been reviewed, you must continue to call in to schedule your trips. Until a spot becomes available, you will be placed on a
waiting list. When space is available for a subscription, you will be contacted by WSTA’s Mobility Management manager.

➢ **Standby Trips (for non-ADA trips only).** If your desired trip date and time are unavailable, upon your request, the trip may be placed on standby. If a cancellation occurs, the dispatcher will contact you 1 hour before your requested pickup time.

➢ **Denied Trips or Unscheduled (for non-ADA trips only).** This occurs when *there is no availability* for the trip request, so the system cannot schedule the trip.

**Reducing Telephone Hold Times**

When making reservations, please be courteous to others and *have the following information available*, otherwise please consider calling again.

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<th><strong>Please provide passenger’s:</strong></th>
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<tr>
<td>➢ Name</td>
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<tr>
<td>➢ Day and date of requested transportation</td>
</tr>
<tr>
<td>➢ Pickup address</td>
</tr>
<tr>
<td>➢ Appointment time(s) and/or preferred pickup time</td>
</tr>
<tr>
<td>➢ Destination address</td>
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<tr>
<td>➢ Return address</td>
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<tr>
<th><strong>Please know answers to these questions</strong></th>
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<tr>
<td>➢ Will a personal care attendant or companion(s) accompany you?</td>
</tr>
<tr>
<td>➢ Will there be special needs to consider?</td>
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<tr>
<td>▪ Will a manual or motorized wheelchair be used?</td>
</tr>
<tr>
<td>▪ Will a mobility device (such as, cane, walker, crutches, etc.) be used?</td>
</tr>
<tr>
<td>▪ Will there be children, service animals, and/or car seat needs to consider?</td>
</tr>
<tr>
<td>➢ If you are ambulatory, will you need a wheelchair lift to board the vehicle?</td>
</tr>
<tr>
<td>➢ Do you give WSTA permission to contact your destination telephone number?</td>
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<tr>
<td>▪ If applicable, what is the telephone number?</td>
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** Cancelling/Changing Rides **

When **changing a reservation**, it is necessary to call before 5 p.m. the day before the trip.

**Reminder:** **trips must be cancelled at least 1 hour and 30 minutes before** the scheduled pickup time; otherwise, a late cancellation (no-show) will be applied to your trip. Cancellations beyond your control will not be recorded as a no-show, late cancellations, or cancellation at the door.

**Interactive Voice Response (IVR) System**

The Interactive Voice Response (IVR) System can be used to confirm trips, cancel trips, and set up 24-hour telephone reminder calls. The interactive system allows passengers to confirm and or cancel reservations any time of day, 7 days a week.

To confirm or cancel a Trans-AID trip using the IVR phone system, please follow these directions:

1. Call **336.727.2000**.
2. Select your language preference (**1**-English or **2**-Spanish).
3. Press 2 for Trans-AID.
4. Press 1 to confirm or cancel a trip.
5. Enter your **ID number**.
   
   *(If necessary, it may be gotten by calling customer service at 336.727.2000).*
6. Enter your **password**.
   
   *(e.g., your 6-digit birth date, mmddyy).*
   
   *(For example, if your birth date is July 2, 1925, you would enter 070225.)*

7. **IMPORTANT to Know:**

   With the IVR System, using a touch-tone phone, **trips must be cancelled 1 hour and 30 minutes before** the scheduled pickup time. Otherwise, select **0** and talk to a reservationist.

**Using Trans-AID Services**

**Access to Information**

If you have questions or need a copy of this information in large print, by email, audio, various languages, or have other needs, please call 336.727.2000 or email custserv@wstransit.com. Trans-AID will do our best to accommodate.
Timeframes

Vehicle Arrival
Be courteous to your vehicle operator and fellow passengers and be ready **15 minutes before and 15 minutes after your scheduled pickup time**. When Trans-AID arrives, if necessary, we can only wait 5 minutes within your pickup window.

The van can arrive 15 minutes before and up to 15 minutes beyond your scheduled return time. For example, if your scheduled return time is 12:30 pm; the van may arrive between 12:15 pm to 12:45 pm.

![30-Minute Pickup Window](image)

Will-Call Reservations (for Medical trips only)
Scheduling return trips in advance is recommended; however, often passengers cannot see their doctor until well after their medical appointment time, so they cannot be ready to go home at the scheduled return time. If there is a chance this might happen, when reserving the trip, it is suggested you tell the reservationist that you need a will-call for the return trip. Pickups for will-calls will be provided during these hours, Monday through Friday, 8:00 a.m. until 5:30 p.m.

**NOTE:** Please be cautioned that use of a will-call may cause up to a 60-minute wait or it may mean waiting until a vehicle is available to pick you up for your return trip. One way to avoid being a no-show is to ask for a will-call ride for your return.

Trip Length
Since Trans-AID is a shared-ride system, travel time can vary depending on the number of rides being accommodated. The travel time of your Trans-AID trip will be comparable
to the travel time of an equivalent trip on the bus (same starting and ending points, same day of week, same time of day). This travel time includes the time it would take to get to a bus stop, wait for the bus, ride the bus, and get from your bus stop to your final destination.

**What If I Am Late or My Bus Is Late?**

If you are running late, for assistance, call Trans-AID’s Customer Service Center as soon as possible at 336.727.2000. *Trans-AID vehicle operators are only allowed to wait 5 minutes* to make their pickups. If you are not ready to leave within 5 minutes of the vehicle’s arrival, the operator may leave without you in order to be on time for the next passenger. If a second vehicle must be dispatched to pick you up, this becomes a will-call trip which is *subject to availability*.

If the bus has not arrived by the end of your pickup window, please call the Customer Service Center to ask about the arrival status.

**Origin to Destination**

*Curb-to-Curb Transportation*

With curb-to-curb service, the Trans-AID van stops at the curb of a passenger’s residence or point of origin. Reminder: the *vehicle operator is only able to wait 5 minutes* within the pickup window once they reach their location. If the passenger does not come out of his/her residence during the 5-minute wait time, the operator is instructed to proceed on their route. This is a type of no-show.

*Door-to-Door Transportation*

If needed, operators can provide assistance to an individual with a disability to and from the destination(s). Operators cannot provide “personal services” that exceed “door-to-door” service. For eligible passengers, operators will be required to go to the door of the residence/origin and knock or ring the doorbell. *Door-to-door policy does not allow the vehicle operator to go into the residence nor dwelling.*

WSTA’s Trans-AID operators will not be able to provide door-to-door service if the passenger’s home door or point of origin door is out of the Trans-AID vehicle’s line of sight. If it is determined the operator will lose sight of the van or if it is considered a safety hazard, the passenger should have someone assist them to the most accessible point of origin. The vehicle operator will provide assistance from that point.

**Companions and Personal Care Attendants**

Personal care attendants are individuals who travel with the ADA eligible passenger, assisting with tasks such as grocery shopping or helping passengers with a medical condition upon arrival at their destination. This may be a relative, friend, or care
provider. ADA defines a personal care attendant as someone designated or employed specifically to help the eligible individual meet his or her personal needs. The passenger determines the need for a personal care attendant. Often personal care attendants provide private and highly personal assistance. Personal care attendants with eligible passengers are not required to pay a fare.

Companions can be anyone—family member, business associate, friend, etc. However, companions must pay the appropriate fare every time they board the Trans-AID vehicles. Eligible passengers are allowed to travel with a personal care attendant and at least one companion. Additional companions may travel with the passenger if space allows. Personal care attendants and companions must have the same origin and destination points as the eligible passenger.

All dementia (e.g., Alzheimer’s) passengers are urged to consider having a personal care assistant or family member to assist them during pickup and drop off at their origin and destination. If there is no one to assist the passenger, and assistance is needed, the passenger may be returned to their origin. Also, if needed, passengers with cognitive, emotional, and physical disabilities are advised to consider being accompanied by a personal care assistant.

**Service Animals**

If needed, an individual with a disability may have a service animal. A service animal is defined by the ADA as an animal that is individually trained to perform tasks for people with disabilities. Some examples are: guiding people who are visually impaired, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, and performing other special tasks. Service animals are working animals, not pets. The work or task an animal has been trained to provide must be directly related to the person’s disability. **Be prepared to indicate if the animal is required due to a disability** and what task the animal has been trained to perform. When scheduling a trip with Trans-AID, please advise the customer service representative that a service animal will be riding. Service animals are not required to have special ID cards but must be under the owner’s control at all times while in the vehicle. It cannot wander around at will; and it will be removed if showing signs of aggression (e.g., growling, snarling, or biting). You must also maintain the hygiene of your service animal as it does pose a direct threat to the health and safety of other passengers. **Note:** Pets are not allowed on the Trans-AID van unless they are in a locked cage.

**Vehicle Operators’ Responsibilities**

Trans-AID operators are expected to conduct themselves in a professional, courteous, and respectful manner at all times. They are also there to ensure each passenger, personal care attendant, and companion receive safe and comfortable transportation
service. Vehicle operators are to provide assistance as necessary or requested to ensure that passengers can safely board and de-board the van.

In Case of Emergency
Trans-AID is not emergency medical transportation. If you are home or anywhere and have a medical emergency, call 911. If there is a medical or health emergency on board a Trans-AID vehicle, the vehicle operator will pull over and call dispatch. Dispatch will call 911 and your emergency contact, then wait for a medical professional to arrive.

Riding the Bus

Rider’s Code of Conduct
The Rider’s Code of Conduct is a list of Trans-AID rules set to provide a positive experience for every rider. Passengers are expected to follow these rules:

- No eating or drinking on the bus
- It is illegal to smoke, drink alcohol, and have illegal substances
- No abusive, threatening, or vulgar language
- No soliciting
- Do not disturb the vehicle operator while he/she is driving
- Remain seated with your buckled seatbelt until the vehicle comes to a complete stop
- No disruptive behavior or behavior that delays the vehicle
- Pay the fare or be prepared with Medicaid card, and/or appropriate documentation
- Do not damage vehicle property or equipment. No graffiti or vandalizing permitted
- No littering; clean up after yourself.
- Minimize cell telephone conversations
- Use headphones or earphones when listening to music or media devices
- Store items and laptop under the seat
- Maintain acceptable hygiene standards, and do not soil the vehicle with bodily fluids and waste materials
- No violent or illegal behaviors/crimes
- Do not obtain Trans-AID service fraudulently
- No unconcealed weapons or firearms, explosives, flammable material, or corrosive liquids are permitted in vehicles (Small medical oxygen tanks are allowed.)
➢ No harassing other riders or staff. This includes sexual, racial, gender, and age-related abuse
➢ Violating these rules may result in fine, arrest, and/or discontinuing service

Fares
Trans-Aid passengers will pay $1.00 for each one-way trip. For your convenience, you may purchase a 30-Ride Trans-Aid pass for $30.00 or a 10-Ride pass Trans-Aid pass for $10.00 at the Clark Campbell Transportation Center at 100 West 5th Street or the Hampton D. Haith Administrative Building at 1060 North Trade Street. **Only Trans-Aid passes will be accepted on Trans-Aid vehicles.**

Guidelines

**Eating, Drinking, and Smoking**
Eating, drinking, and smoking are not allowed in the van—except for medical reasons that a passenger has presented to WSTA. Passengers are not permitted to carry opened nor unsealed alcoholic beverage containers, consume or be under the influence of alcoholic beverages, or have illegal drugs while on the bus.

**Strong Scents**
Passengers are asked to not wear strongly scented personal care products while in vehicles. This helps ensure that vans are accessible for passengers with chemical sensitivities, allergies, respiratory conditions, and environmental illness.

**Carry-On Package Policy**
There is no carry-on package limit; however, passengers must be able to manage their own packages. If you have so many items that it requires assistance, you will need to bring someone with you to assist with carrying your items.

**Lost and Found**
Trans-AID accepts no responsibility for personal items left on a vehicle. Passengers may call the Customer Service Center to find out about any personal items they may have left on the vehicle. If recovered, Trans-AID will hold personal items for 30 days before disposing them. Perishable items are thrown away after 24 hours.
Safety

Seatbelt Policy
On Trans-AID vehicles, all passengers are required to wear lap belts.

Children’s Safety
Children 12 years or older may be certified for Trans-AID and may ride Trans-AID independently (as long as their condition allows it). Children, 8 years of age or younger and/or weighing less than 80 pounds (regardless of age), are required by law to use a weight-appropriate child restraint device (for example, a child safety seat, a booster seat, or other safety restraint system). An adult is responsible for providing such safety equipment, and securing it and the child in the Trans-AID vehicle. WSTA does not provide booster nor child carrier seats for use on the vehicles. Caregivers of the child are required to make sure the booster or child carrier seat is buckled properly.

Wheelchair Securement
If a wheelchair is used, the vehicle operator will load the wheelchair onto the vehicle using the four-point tie down or a similar device. If a passenger with a wheelchair needs assistance navigating the wheelchair onto the vehicle, the operator may assist if the combined weight of the wheelchair and passenger is 600 pounds or less. Feel free to ask the operator for assistance. Trans-AID may refuse to transport the passenger if he/she will not allow their wheelchair to be properly secured prior to transport.

Each Trans-AID vehicle passenger seat has seat belts, and each vehicle has devices to secure wheelchairs. To ensure the safety of both the passenger and the operator, Trans-AID operators will ask each passenger with a wheelchair to allow the operator to secure a lap restraint while transporting them to and from their destination. The operator will stress that the passenger is obligated to allow the operator to use the lap restraint.

If the passenger uses a three- or four-wheeled mobility device or scooter, the vehicle operator may ask the passenger to transfer to a regular seat. This is for rider safety and protection; these devices are typically not constructed to withstand the rigors of being used as a seat in a passenger vehicle (especially in the case of an accident). If you are unable or unwilling to comply with this request, you may decline, and the operator will secure you in your mobility device and continue with your ride.

Life Support Equipment
Passengers may bring their respirator, portable oxygen, and other life support equipment on the vehicle as long as it does not violate laws or rules related to transportation of hazardous materials. The equipment must be small enough to
fit into the Trans-AID vehicle and must be managed by the passenger or personal care attendant.

**Drop-Off or Pickup Location Safety**

If it is determined that a drop-off or pickup location is not safe for the Trans-AID vehicle, then the service will not be provided. Examples include dangerous double-parking, required backing of vehicle, and no safe loading area. Arrangements may be made for an alternative pickup or drop-off address that is safer. (Refer to the *Reasonable Modification Policy* on the WSTA website, [www.wstransit.com](http://www.wstransit.com).)

**Reasonable Modification Policy**

WSTA is committed to ensuring a reliable, accessible experience for all customers. If, due to a disability, you are not able to fully utilize WSTA’s programs and services (including e.g., Trans-AID or Fixed Route) because of a policy or procedure that WSTA has established, you may submit a request for a modification of the policy or procedure. To request a modification, complete a Request for Modification of Policy/Procedure Form, available online at [www.wstransit.com](http://www.wstransit.com) or by calling Customer Service at 336.727.2000. All requests for reasonable modifications to WSTA’s policies or procedures will be considered on an individual basis.

Please note that WSTA may be unable to accommodate requests for modifications which would: (1) result in a fundamental alteration to the nature of the service; (2) create a direct threat to the health or safety of others, and; (3) create an undue financial or administrative burden. Requests for modifications might also not be granted if WSTA determines that the service can be fully utilized without the requested change. In the event that a barrier to access exists, but the requested modification cannot be granted, WSTA will, to the maximum extent possible, assist in determining other possible actions that might be taken to provide access to its programs and services.

Individuals with disabilities may ask WSTA to modify a policy or procedure if they feel the policy or procedure is discriminatory or prevents them from fully utilizing WSTA’s services. WSTA will review these requests and will modify policies unless it finds that:

- The person can fully utilize the service without the requested modification (i.e., it is for convenience only).
- The change would create a direct threat to the safety of others.
- The change would fundamentally alter the nature of the service.
- The change would cause an undue financial or administrative burden.
WSTA encourages passengers to request such modifications in advance when possible. To request a modification of a policy or procedure in advance, complete the Request for Modification of Policy/Procedure Form, which is available online www.wstransit.com or by calling Customer Service at 336.727.2000.

If WSTA denies a request, it will consider other reasonable actions or approaches that might be able to meet the passenger’s needs.

WSTA has designated its ADA Compliance Office to coordinate the acceptance and review of requests for reasonable modifications of policies.

**Accessibility to Vehicle Lifts**

**Using the Lift**
Ambulatory passengers who have difficulty navigating stairs may request to board the vehicle on the wheelchair lift.

**Mobility Device Safety Requirements**
For passenger safety, please be sure the wheelchair or other mobility device is properly maintained. WSTA must carry a passenger and their wheelchair, as long as the lift can accommodate the size and weight of the wheelchair and the passenger and there is space for the wheelchair on the vehicle. However, if a lift or vehicle is unable to accommodate the passenger and their wheelchair, WSTA is not required to transport the passenger.

**Trans-AID’s No Strand Policy**
If Trans-AID transports a passenger to a destination, and the scheduled return trip results in a no-show, Trans-AID will not leave the passenger stranded. Return service will be provided as soon as possible, without a guaranteed window of time. The no-show will remain on the passenger’s record.

**Distractive, Disruptive, Violent, and Abusive Behavior**

**Dangerous Behavior**
Occasionally, some passengers may display disruptive or even dangerous behavior. For the safety and well-being of passengers and employees, boisterous, abusive, vulgar, and profane language or behavior are not allowed. Actions of this nature will be reported to the WSTA supervisor on duty, and the passenger’s riding privileges may be suspended. Incidents involving passengers with cognitive and/or mental impairments will be investigated by the WSTA ADA Compliance staff before riding privileges are suspended.
### Suspension and Removal

When passengers are violent and/or have threatening behavior, they may be suspended from using WSTA services. Suspension periods are:

<table>
<thead>
<tr>
<th>Occurrences</th>
<th>Suspension Periods</th>
</tr>
</thead>
<tbody>
<tr>
<td>First</td>
<td>7 days</td>
</tr>
<tr>
<td>Second</td>
<td>Up to 30 days</td>
</tr>
<tr>
<td>Third</td>
<td>Up to and exceeding 1 year</td>
</tr>
</tbody>
</table>

If the passenger’s behavior warrants it, WSTA reserves the right to immediately and/or permanently suspend a passenger’s riding privileges.

Depending on the incident and the occurrence, suspended passengers will be notified by letter, and potentially also by phone and in person. Anyone suspended will be given the opportunity to appeal the decision to WSTA’s Review Board.

### Trans-AID’s Violent & Disruptive Behavior Appeal Process

An individual may file an appeal when WSTA/Trans-AID denies paratransit service due to suspension of violent and/or disruptive behavior. Any passenger receiving a suspension notification letter may appeal the decision within 60 business days from receiving the letter. If the 60th day after the original suspension is on a weekend or legal holiday, an appeal will be accepted on the next subsequent business day. If your initial appeal was denied, you are eligible for a second appeal 1 year from the original appeal. Refer to Appendix A for the appeals process.

### My Responsibilities as a Passenger

**Remember the “15/15 Rule”**

**Pickup Trips (Origin to Destination)**

Be courteous to your operator and fellow passengers and **be ready to go 15 minutes before, and up to 15 minutes after** your scheduled pickup time. Trans-AID can only wait 5 minutes after arriving within the window.

**Return Trips (Destination to Origin)**

The **van may arrive 15 minutes before and up to 15 minutes beyond your scheduled return time**. For example, if the scheduled return time is 1:15 p.m., the van may arrive between 1:00 and 1:30 p.m.
Reminders

All passengers are required to have their fare or Trans-AID pass ready to present to the operator at the time of arrival.

Each Trans-AID passenger is allowed a personal care attendant and a companion to accompany them on a trip. Personal care attendants are not required to pay the fare; however, companions must pay the appropriate fare every time they board Trans-AID vehicles. Personal care attendants and companions must have the same point of origin and destination as the eligible passenger.

Passengers with disabilities who use service animals must maintain control over the animals. The service animal’s hygiene must be maintained so it will not pose a direct threat to the health and safety of other passengers.

Noisy, abusive, vulgar behavior and/or profane language are not allowed. Actions of this nature will be reported to the WSTA supervisor on duty, and the passenger’s riding privileges may be suspended for the behavior. Such behavior is a danger to others and the passenger. Actions of passengers with mental or cognitive impairments are given appropriate consideration.

Radios, tape players, and other noise-generating equipment are not to be played on the bus without a headset and must be turned down to low volumes while on the bus.

Trans-AID passengers are to provide WSTA with a current phone number and emergency contact person. WSTA is unable to provide good service to riders with outdated telephone numbers.
**Address Changes**

**Permanent and Temporary**
For temporary and permanent address changes, please call customer service at least two weeks in advance to let us know of the change. Once we receive your request, our Safety Department will come to residence or desired location to access the exterior to ensure out vans can provide transportation to the location safely. Once we have received the completed evaluation from the Safety Department, a representative from WSTA will call you with the findings/determination.

The status of your Trans-AID transportation could change if you move to an area that is not within ¼-mile of WSTA’s fixed route bus system. When making an address change, the passenger’s casual or standard (subscription) trip will require reevaluation by the WSTA staff. Changing addresses may cause trips to be rescheduled or unscheduled; scheduled time(s) may be unavailable. In other words, standard trips can be placed on hold or lost due to unavailability. If moving is a consideration, contact a Trans-AID reservationist to find whether the new community address is inside the Trans-AID service area.

**Sanitation Accidents**
Trans-AID vehicles do not have bathrooms. If a sanitation-related accident happens to a passenger inside the vehicle, please discretely notify the operator so the operator can make arrangements to get the passenger home quickly and return the vehicle to a clean state. *Please make proper precautions before the trip to ensure the trip can be made without incident.*

**Trans-AID No-Show Policy**
Trans-AID operators are required to wait five (5) minutes for passengers once they arrive within the pick-up window at the pick-up location. Passengers who are not ready for boarding upon the operators’ arrival and are still not present at the end of the five (5) minute wait period will be considered a “No-Show” and will be subject to the terms and conditions of the Trans-AID No-Show Policy as described below:

In any calendar month, any customer who has booked ten (10) trips or more, “no showed”, “cancelled late”, and/or “cancelled at the door” at least 15 percent of those trips will receive a warning or suspension notice. To ensure that only habitual offenders are suspended, a passenger will have to accumulate three (3) or more penalty points to receive a suspension. A passenger will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month.
- **Cancellation at the Door (CD)**: the passenger cancels the trip when the vehicle arrives at the location. *Each Cancellation at the Door is counted as one penalty point.*

- **No-Show (NS)**: the passenger has a request for service, but does not take the ride upon its arrival even though the pickup is on time. *Each No-Show is counted as one penalty point.*
  - This includes when the passenger is not ready to board within 5 minutes after the vehicle arrives within the pickup window.

- **Late Cancellation (CL)**: the passenger cancels a trip less than 1 hour and 30 minutes before the scheduled pickup time. *Each Late Cancellation is counted as one-half penalty point.*

Trips missed by a passenger for reasons beyond his/her control (including but not limited to, trips which are missed due to operator error) will not be considered when determining if a passenger should be suspended due to the number of trips the passenger has no-showed.

For eligible individuals who have no-showed, late cancelled, cancelled at the door and accumulated 3 or more penalty points, the following warnings may apply:

- If 10 or more trips within a calendar month were scheduled and 15 percent of the trips were no-shows, WSTA may send the passenger a warning letter.

<table>
<thead>
<tr>
<th># of Scheduled Trips</th>
<th>Time Period</th>
<th>Passenger No-Showed</th>
<th># of Penalty Points</th>
<th>Passenger May Receive</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 or more</td>
<td>Within 30 days</td>
<td>15 % of their scheduled trips</td>
<td>3 or more</td>
<td>A Warning Letter</td>
</tr>
</tbody>
</table>
For the first occurrence in a calendar quarter, the passenger will receive a warning letter to attempt to modify the behavior. If the problem continues, the passenger may be suspended. The suspension length is as follows:

1. 1st violation = Warning letter
2. 2nd violation = 7 days
3. 3rd violation = 14 days
4. 4th violation = 21 days
5. 5th and subsequent violations = 28 days

<table>
<thead>
<tr>
<th>Violation</th>
<th>Suspension Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>warning</td>
</tr>
<tr>
<td>2</td>
<td>7 days</td>
</tr>
<tr>
<td>3</td>
<td>14 days</td>
</tr>
<tr>
<td>4</td>
<td>21 days</td>
</tr>
<tr>
<td>5</td>
<td>28 days</td>
</tr>
</tbody>
</table>

All suspension periods will begin on a Sunday.
The information will be documented in the passenger’s file.

If a passenger no-shows, cancels late, and/or cancels at the door because of circumstances beyond their control, please contact Customer Service at 336.727.2000 to explain the circumstance and request removal of the no-show, late cancellation, and/or cancellation at the door. The hours of operations are Monday through Friday; 8am to 5pm. Voice messages may be left seven (7) days a week.

No-shows, late cancellations, and/or cancellations at the door must be disputed within sixty (60) business days of the no-show occurrence. Prior to sending a notification letter, Trans-AID will review all no-shows, late cancellations, and/or cancellations at the door to ensure the process was followed properly and an accurate count was represented. Any no-show, late cancellation, and/or cancellation at the door that is found to be in error will be removed from the passenger’s record.

If a passenger disputes a suspension under this policy, he/she has the right to file an appeal in writing within sixty (60) business days of receipt of the notification of suspension of services. If you miss the appeal request deadline, your Trans-AID service will be suspended on the date listed on your suspension notice. A copy of the appeal process will be sent to you with your suspension letter.

**Note:** If an ADA passenger no-shows on the outbound trip (e.g., from their residence), **Trans-AID will not automatically cancel the passenger’s return trip** (e.g., from their destination). If the passenger wants to cancel the return trip, they must call a customer service representative or using the Interactive Voice Response system at least 1 hour and 30 minutes before the scheduled pickup time. **Each part (leg) of a trip is treated as a separate trip.**
No-Shows beyond the Passenger’s Control

There are situations that may be beyond a passenger’s control including:

- Family emergency
- Illness that keeps you from calling to cancel the reservation(s)
- Personal care attendant or another person did not arrive to assist you with getting ready and/or getting to and from the van
- The appointment ran long and there was no opportunity to cancel in a timely manner
- Your mobility aid (e.g., wheelchair, walker, etc.) failed
- Weather conditions impacted your travel plans, including being able to cancel in a timely manner

No-Shows Caused by Trans-AID

No-shows due to Trans-AID mishaps will not be counted as passenger no-shows; these include:

- Vehicle arrived late, after the pickup window
- Vehicle arrived early, before the pickup window and the rider was not ready to go
- Vehicle never arrived
- Vehicle went to the wrong location
- Vehicle operator did not follow correct procedures to locate the passenger
- The passenger cancelled in a timely manner, but the cancellation was not recorded correctly or was not transmitted to the operator in time

No-Shows beyond your control or caused by Trans-AID will not be counted against individuals.

Request to Excuse No-Shows

Within 60 business days of receiving a no-show violation, the passenger may request to have the no-show removed from their record. To do so, passengers may call 336.727.2000 to contact a customer service representative at the Trans-AID reservations office. The incident will be investigated by appropriate personnel who will document the investigation. After the investigation, the WSTA staff will determine whether the no-show can be removed from the passenger’s record.

The investigation should take no longer than 10 business days; however, depending on the incident, a longer period of time may be warranted. If more time is needed, WSTA staff will advise the complainant regarding the delay. All investigations are documented in the passenger’s file with respect to future occurrences. If the no-show is not
removed from a passenger’s record, no further actions may be taken unless the customer receives a notice of suspension.

**Trans-AID No-Show Appeal Process**

An individual may file an appeal when WSTA/Trans-AID denies paratransit service due to suspension of excessive no-shows. Any passenger who receives a notification letter of suspension may appeal the decision within 60 business days of receiving the letter. If the 60th day after the original suspension is on a weekend or legal holiday, an appeal will be accepted on the next subsequent business day. Refer to Appendix A for the appeals process.

**Customer Experience**

When making a compliment or complaint, please have the following information available, the passenger’s:

- Name, address, and telephone number
- Detailed description of customer compliment or complaint (e.g., bus operator provided excellent customer service, reservationist was very polite; late bus, rude telephone operator)
- Date and time of incident
- Vehicle identification
- Location of incident
- Call back desired

Any person who believes they have been subjected to discrimination or received inadequate customer service may file a complaint with WSTA. A complaint must be filed no later than 5 business days after the date of the incident. Complaints must be filed in writing to the Customer Service Department, WSTA/Trans-AID, 100 W Fifth Street, Winston-Salem, NC 27101 or by calling customer service at 336.727.2000. If the passenger prefers to make a compliment or file a complaint electronically, the information may be emailed to custserv@wstransit.com.

Complaints are reviewed by applicable department heads. The incident will be investigated by the appropriate personnel who will document the investigation. An investigation typically takes no longer than 5 business days; however, depending on the incident, a longer timeframe may be warranted. When more time is needed, WSTA staff will advise the complainant about the delay.
ADA Complaint

Complaints may be submitted by filing an ADA Complaint form online by downloading the ADA Complaint form from www.wstransit.com, by emailing wstaada@wstransit.com, by calling the customer service line at 336.727.2000, by fax at 336.748.3161, or in person at the Clark Campbell Transportation Center at 100 W 5th; Winston-Salem, NC 27101. If the complainant is unable to file the complaint, a representative may file on his or her behalf or the ADA Administrator will provide assistance. Complaints must be filed within 30 days of the alleged incident.

1. The ADA Administrator will contact the complainant via phone and/or mail within five (5) business days of the receipt of the complaint to obtain further information. If needed, the Winston-Salem Transit Authority (WSTA) will schedule an in-person meeting with the complainant. Any requested information must be received by WSTA within five (5) days of the request.

2. WSTA will begin the investigation within ten (10) business days of the receipt of the complaint if the alleged discrimination is found to be a violation of ADA regulations.

3. An investigation into the complaint will be conducted and documented to determine whether WSTA failed to comply with ADA regulations.

4. WSTA will complete the investigation within twenty (20) business days of the receipt of the complaint. If additional time is needed to conduct the investigation, the complainant will be notified via phone and/or mail.

5. WSTA will promptly communicate its response to the complainant; including its reasons for the response. The complainant will have 5 business days from the receipt of WSTA’s response to file an appeal. If no appeal is filed, the complaint will be closed.

WSTA will process and investigate all complaints that meet the requirement of ADA discrimination. If the complainant fails to provide the required information within the required timeframe, the complaint will be closed. The complainant will be notified via phone and/or mail regarding the case closure.
Title VI Policy Notice to the Public

WSTA is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964 (as amended). WSTA’s objective is to:

- Ensure the level and quality of transportation service is provided without regard to race, color, national origin, or disability
- Promote the full and fair participation of all affected populations in transportation decision making
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations
- Ensure meaningful access to programs and activities by persons with limited English proficiency

WSTA is committed to a non-discrimination policy in the conduct of its business, including adherence to Title VI responsibilities and delivery of equitable and accessible transportation services. A person believing he or she has been subjected to discrimination under Title VI on the basis of race, color, national origin, or disability may file a Title VI complaint with WSTA. Such a complaint must be in writing and submitted to the WSTA Title VI Compliance Officer within 180 days following the date of the alleged discrimination. A Title VI Civil Rights Complaint Form is available online at www.wstransit.com or by calling 336.747.6875. Complaints should be addressed to:

City of Winston-Salem
Attention: Compliance Officer, Marlene Davis
300 S Martin Luther King Jr. Drive, Winston-Salem, NC 27101
336.747.6875
Marlenedg@cityofws.org
Or in person at Union Station, the lower level
Appendix A – Appeals Process

This appeals process applies to the following types of appeals:

➢ Trans-AID Eligibility Appeal Process
➢ Trans-AID’s Violent & Disruptive Behavior Appeal Process
➢ Trans-AID No-Show Appeal Process

All appeals may be filed in writing to the ADA Compliance Office, WSTA/Trans-AID, 100 W Fifth Street, Winston-Salem, NC 27101. The telephone number is 336.727.2000; and the fax number is 336.748.3161.

In the appeal letter, appellants are urged to state reasons why they believe the determination does not accurately reflect their ability to use WSTA’s fixed route service. Written documents regarding a passenger’s condition (physical, mental, or cognitive) or related to one of the following appeals may be submitted:

• For Eligibility appeals, state the general nature of the individual’s disability and inability to use fixed route.
• For Violent and disruptive behavior appeals, provide an explanation of the individual’s behavioral tendencies.
• For No-show appeals, give an explanation of the individual’s no-shows.

This will assist the Review Board in their initial review of the appeal. However, a passenger may request an appeal hearing without providing additional detail and without the submission of additional written material or information.

The initial review of appeal requests is normally within 5 business days of receiving the appeal. After the review, the appeal is taken to the Review Board. Depending on the Review Board’s meeting schedule, the Review Board will normally be completed within 10 business days following the receipt of the appeal. Ordinarily, the Review Board meets quarterly; however, when an appeal hearing is required, the Review Board may meet earlier. The Review Board will render its determination within 5 days of its consideration of the appeal.

After receiving a denial determination, Trans-AID service will not be provided to the applicant until the Review Board appeal determination. If the Review Board has not rendered its decision within 30 days of the hearing, the Review Board will provide service on an interim basis until the final determination occurs.
Contact Information

Winston-Salem Transit Authority
Mobility Management Office
100 West Fifth Street
Winston-Salem, NC 27101

TTY (Hearing/Speech Impaired) 1-800-735-8262
Customer Service 336-727-2000
Eligibility 336-727-2000
Website www.wstransit.com
Trans-AID Reservations fax 336-748-3034
ADA Compliance fax 336-748-3161


Please call us when you have a question or concern.