

City of Green Bay --  
Green Bay Metro Transit System

# Paratransit Service

**Complimentary ADA  
Paratransit Service Policy Document**

Effective November 28, 2007

Approved by the Green Bay Transit Commission November 28, 2007  
Revised policy, Approved by the Green Bay Transit Commission July 21, 2010

## POLICY STATEMENT

It is the policy of the City of Green Bay Metro to make available a demand responsive transportation service to eligible passengers (based on the criteria established by the Americans with Disabilities Act) who are unable to use the Green Bay Metro fixed route service.

This document is available on the web at [www.greenbaymetro.org](http://www.greenbaymetro.org), or in large print, CD. It may also be obtained by contacting the GREEN BAY METRO office at 920-448-3456. Hearing impaired customers can contact GREEN BAY METRO through the Wisconsin Telephone relay system line (1-800-947-6644). Also, we have a Braille book of the Route Guide available upon your request.

If another format is required, please contact Kathy Johnson at Green Bay Metro Paratransit office 920-448-3456.

## GENERAL INFORMATION

Information on the Green Bay Metro will be provided in the following areas:

- I. Description of Green Bay Metro
- II. Certification Process
- III. How to Schedule a Trip
- IV. Green Bay Metro Fares
- V. Failure to Meet the Green Bay Metro Van and Cancellation Procedures
- VI. Miscellaneous
- VII. Frequently Asked Questions (FAQ)

For additional information please call the Green Bay Metro office at 920-448-3456 or 1-800-947-6644 TDD.

## I. DESCRIPTION OF GREEN BAY METRO PARATRANSIT SERVICE

Transportation is provided by lift-equipped vans. Operators are trained to provide minimal assistance. Operators are not trained to provide medical assistance.

### TYPES OF ASSISTANCE

#### ***Minimal assistance includes:***

- The operator will attempt to notify passengers of arrival by sounding horn or ringing the doorbell.
- The operator will assist passengers in boarding and exiting the vehicle.
- Delivering passengers to his/her origin to destination (curb to curb).

#### ***Minimal assistance DOES NOT include:***

- Assistance getting in or out of wheelchair.
- Assistance in getting ready for the trip.
- Administering medication or oxygen.
- Assisting passengers in wheelchairs up or down stairs.
- Assistance with excessive items (i.e., packages, boxes, etc.).

### SERVICES

#### ***Basic Service***

- Basic service offered is for “Origin to Destination” (curb to curb) service.
- Provides help entering and leaving the vehicle.
- Does not include help to or through the exterior entrance.
- Does not include help over any exterior steps at either the passenger’s departure or destination building.

## SERVICE HOURS

1. Trips can be scheduled for pick-up as early as 5:15 AM and as late as 9:00 PM Monday through Friday. Trips for Saturday can be scheduled for pick-up as early as 7:15 AM and as late as 6:00 PM.
2. Service is provided Monday through Saturday throughout the year, except for the following observed holidays:
  - New Year's Day
  - Thanksgiving Day
  - Christmas Day
  - Memorial Day
  - Independence Day
  - Labor Day

**Currently, there is no Sunday service**

## SERVICE PARAMETERS

Service is only provided inside the service area as defined by the requirements of the Americans with Disabilities Act (ADA). The area is defined as an area within  $\frac{3}{4}$  of a mile on either side of a fixed route. (Map enclosed).

Paratransit Service Map Included on this  
Page

## II. CERTIFICATION PROCESS

### CERTIFICATION OF ELIGIBILITY

Green Bay Metro utilizes the certification criteria as established by the ADA, as listed below:

1. Any individual with a disability who is unable to independently board, ride, or disembark from any vehicle on the fixed route system that is accessible to such persons.
2. Any individual with a disability who is able to independently board, ride, or disembark from any vehicle on the fixed route system which is accessible to such persons, except when such a vehicle is not available on the needed route(s).
3. Any individual with a disability whose impairment-related condition prevents him/her from traveling to a boarding location or from a disembarking location on the fixed route.

A copy of the certification application form may be obtained by calling the Green Bay Metro office at 920-448-3456 or downloaded from [www.greenbaymetro.org](http://www.greenbaymetro.org)

The application must be legible and properly completed. Also, the applicant must sign that the information given is correct as well as sign a release of information form included in the application. A health care provider familiar with the applicant's condition must complete the attached physician form.

Once a completed application has been received, Green Bay Metro has 21 days to review the application for eligibility.

After the completed application is received, a Green Bay Metro staff member will call to schedule an in-person interview. Interviews are conducted by appointment. If necessary, transportation to and from the interview will be provided free of charge.

**An interview is required for certification unless other arrangements are made with the Green Bay Metro ADA Manager.**

## DETERMINATION OF ELIGIBILITY

Green Bay Metro will determine the eligibility status of a passenger based on the information contained in the completed certification form, physician's statement, in-person interview, and Green Bay Metro's understanding of the requirements of the ADA. A person may be determined to be ADA-eligible, temporarily ADA-eligible, or conditionally ADA-eligible on certain trips. Following the determination by Green Bay Metro, the applicant will be notified of the findings.

If the applicant disagrees with the findings, he/she may make a written request for an appeal of the decision. The appeal procedures will be sent to the applicant along with the determination of eligibility.

## RECERTIFICATION PROCESS

Green Bay Metro will re-certify all passengers every three years, or on an "As Needed" basis. Re-certifications are done to ensure that circumstances have not changed or invalidated an individual's eligibility. Re-certification also ensures that Green Bay Metro files are accurate and contain up to date information.

## VISITORS

ADA certified individuals who travel to areas outside of the region in which they live, are to be provided with complimentary Paratransit service. The host transit agency must provide up to 21 days of service. If individuals are ADA Paratransit eligible but have not been certified are entitled to "Presumptive Eligibility" and must be provided with 21 days of service. The 21 days of service must be provided as any combination of 21 days during any 365-day period.

### III. HOW TO SCHEDULE A TRIP

Currently, Green Bay Metro contracts with an outside agency to provide the Green Bay Metro Paratransit service. The current contractor is Medi-Vans and can be contacted at 920-465-4488.

#### REQUESTS

1. Requests for service can be made during normal business hours on the preceding day that service is needed, but additional notice is appreciated. Trips can be scheduled up to 14 days in advance. The more notice given, the better the chance the requester has of obtaining a desirable pick-up time.
2. The Scheduler/Answering Machine at 920-465-4488 shall receive requests for service from 8:00 AM to 5:00 PM Monday through Sunday.
3. Same day call-ins, including unscheduled requests for return trips, may not be accepted. "Will Calls" will only be accepted if a trip has been scheduled. You must have a scheduled pick-up time. However, a client can call to request an earlier pick-up time before their scheduled trip. Although we cannot assure any specific pick-up time, the client shall be held financially responsible for work-in trips missed under the same policy established for general cancellations unless they are able to notify the dispatcher prior to the vehicle's arrival.

#### SCHEDULING

1. All trips must be scheduled to assure pick-up time either 15 minutes before or 15 minutes after the scheduled pick-up time. There will not be a charge for the trip if the van arrives later than 15 minutes after the scheduled pick-up time and dispatch has not notified the client that the vehicle will be late. If possible, the contractor will attempt to notify all passengers that the vehicle will be late. This will allow time to make other arrangements if the vehicle is unavoidably detained. If the contractor does not have a telephone on record or if the number has been changed, we will not be able to notify the passenger and will not provide the trip for free. **Please make sure that we have a current telephone number and address on file.**
2. Only trips with scheduled pick-up times will be entered on the daily schedules.

#### IV. GREEN BAY METRO PARATRANSIT SERVICE FARES

The Green Bay Transit Commission establishes fares for the Green Bay Metro System. The current Paratransit fare is as follows:

Basic service: Origin to Destination (curb to curb) service fare will be \$3.00 per trip.

##### AIDES (PCA)

An aide is a medical or social services attendant required to travel with a passenger. Aides ride for free and must be picked up and dropped off at the same address as the client. Aides will need to be placed on the schedule and the need for an aide must be indicated on the certification form in order for the aide to ride free.

##### COMPANIONS

A companion is anyone who travels with an ADA-eligible Green Bay Metro client. One companion may accompany you on your trip. Additional companions may accompany you if space on the van permits. A companion will be charged the comparable fixed route rate per trip. A companion must be picked up and dropped off at the same address as the client. An aide does not count as the one companion. Companion(s) must be scheduled at the same time you call in to schedule your trip.

##### PASS CARDS

Pass cards may be purchased in 10 ride quantities. Passes may be purchased from MEDI-VAN at 1846 Industrial Dr. between the hours of 8:00 AM and 5:00 PM, Monday through Friday. Passes may also be purchased from vehicle operators. Book of passes may be paid for by cash or check. Passengers should call in advance to ensure the operator has a sufficient quantity of passes.

##### COLLECTION

Without exception, Green Bay Metro passengers shall pay the vehicle operator promptly for each trip prior to the vehicle's departure. Passengers shall pay the fare in exact amount of cash or with a Green Bay Metro pass card. The operator will not accept checks for single rides. Operators do not make change.

## **V. FAILURE TO MEET THE VEHICLE and CANCELLATION PROCEDURES**

Operators will utilize the following guidelines concerning a person's failure to meet the vehicle:

1. Operators will not wait longer than four (4) minutes from the arrival time for clients to board the vehicle. If the vehicle arrives within the 15 minutes before and 15 minutes after the scheduled pick-up time, the client must board the vehicle within 4 minutes of arrival. Passengers or their associates may not ask the operator to delay this four-minute interval under any circumstances; this is to assure the timely pick-up and transportation of all Green Bay Metro clients.
2. Failure to meet the vehicle within four minutes from the time of arrival will constitute a no-show. An individual is allowed three (3) no shows per calendar month without penalty.
3. Clients will be required to remain current on any sanctions for continued Green Bay Metro scheduling privileges.

### **CANCELLATION PROCEDURES**

A trip cancelled from thirty minutes up until arrival of the vehicle is recorded as a no show.

An individual is allowed two (2) no shows within 6 months without a penalty.

A third no show would be a 30-day suspension or payment for missed trips within a 6-month period.

A fourth no show would be a 90-day suspension or payment for missed trips within a 6-month period.

A trip cancelled on the day of service will be recorded as a late cancellation. An individual is allowed four (4) late cancellations per calendar month without penalty.

### **FEES**

Green Bay Metro shall establish the sanction(s) to cover, at a minimum, the marginal cost of providing the Paratransit trip. Currently, the cost for a missed trip is \$10.00.

### **SANCTIONS**

When sanctions are imposed, the passenger shall have the choice as to which penalty to accept. The passenger may choose to pay for the missed trip (\$10.00) or accept the suspension of the service as outlined above.

## APPEAL PROCEDURES

1. Before sanctions may be imposed, the individual has the option to appeal the sanction(s). The Disability Advisory Committee (DAC) will hear the appeal first. If the DAC upholds the sanctions, the individual may request an appeal to the Green Bay Transit Commission. (herein after referred to the Commission)
2. Once individual requests and appeal, the Commission will hear all current violations. For example, suppose an individual appeals sanction for May 2 and the appeal cannot be heard until May 17, and this individual has three additional no shows during the interim, all violations will be heard during the same meeting.
3. Before service may be suspended, the individual will have the opportunity to be heard and to present information regarding the no shows.
4. Paratransit service will not be suspended while an appeal is being considered.
5. Green Bay Metro will notify the individual of the Commission's ruling on all appeals. This notification will outline the ruling and supporting reasons.
6. Once the individual has been informed of the Commission's ruling, sanctions will either be dismissed or imposed on the next day of service.
7. Green Bay Metro requires all appeals be made within 60 days of occurrence.
8. All decisions made by the Commission are final.

## VI. MISCELLANEOUS

1. Each vehicle carries a boarding chair (standard wheelchair) for use by passengers that cannot climb the steps to board the vehicle. Passengers in scooters or passengers whose mobility device does not fit on the lift and are able to transfer without assistance to the boarding chair may also utilize the chair. Passengers can sit in the boarding chair while the lift is in operation. This chair is provided for the safety of the passenger.
2. Due to the unsafe nature of an individual incapable of negotiating steps to board the vehicle, Green Bay Metro requests such individuals utilize the boarding chair (standard wheelchair) to board the vehicle. This recommendation is for the protection of all passengers. Should a passenger deny this request, he/she shall be asked to sign a release form prior to boarding.
3. Due to the high center of gravity of scooter-type mobility aids and the recommendation by scooter manufacturers, Green Bay Metro recommends that passengers not be seated on the scooter either while the lift or the vehicle is in motion. It is recommended also that passengers utilize the boarding chair during these instances. This recommendation is for the safety of the passengers. Should an individual deny this request, he/she will be asked to sign a release form prior to boarding.
4. Wheelchairs, scooters, or other mobility devices may be utilized if they fit on the lift. Mobility devices that do not fit on the lift will not be able to be transported. A mobility device will be considered to fit on the lift if it can be moved up the lift (Maximum weight 600 lbs.) and through the door unobstructed. This requirement is for the protection of all passengers.
5. Mobility aide tie-downs are used to secure mobility aides. The vehicles are designed to utilize four (4) straps to secure the mobility device in a forward facing position. All four straps must be secured to the mobility device prior to the vehicle moving.
6. Each vehicle provides seatbelts for all passengers. It is required that all passengers utilize them for their safety.

## VII. FREQUENTLY ASKED QUESTIONS (FAQ)

Question: *When can I start riding the Paratransit van?*

Answer: As soon as you receive your approval letter.

Question: *What if I run late at the doctor?*

Answer: You must notify the dispatcher that you will not make your pick-up time and call when you are ready. Medi-Van will send a ride as soon as possible. The missed ride will not result in a no show being recorded. However, a late call will be recorded.

Question: *Does the cancellation left on the answering machine count as the time the ride was cancelled?*

Answer: Yes. The recorder time stamps each message and that time will be listed as the cancellation time.

Question: *Do I have to call every weekday for a trip if the time and days that I travel are the same week-to-week?*

Answer: No. Subscription service is available when travel is at the same time and day each week. However, when necessary, a passenger must remember to cancel a subscription ride to avoid a no show being recorded.

Question: *Will I be taken directly to and from my destination?*

Answer: Not necessarily. The Green Bay Metro Paratransit service is public transportation and sometimes passengers share rides.

Question: *What is origin to destination (curb to curb)?*

Answer: This means the driver will pick you up or drop you off at your origin to destination (curb to curb).