

BARABOO TRANSIT - SHARED RIDE SERVICE

RULES OF CONDUCT

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Trip Scheduling/Reservations/In-and-Out

During periods of high demand, it may be necessary for dispatchers to negotiate pick-up times; however, Baraboo Transit makes every reasonable effort to schedule trips and accept reservations at the request of riders. . The ADA prohibits restrictions or priorities based on trip purpose. All trips are served in the order received and as scheduled. The dispatcher will not assign any rider exclusively to a specific vehicle or driver.

Each trip includes one destination, and brief stops at locations before the scheduled destination are not allowed unless it is a quick “in- and-out” lasting less than five (5) minutes. Riders will be charged for the wait time occurring during an “in-and-out” stop. Except for an “in-and-out” stop, if multiple destinations are needed, each section of the trip must be scheduled separately and the rider must pay a fare for each ride.

Pick-up Window

When a rider’s pick-up time is scheduled, the vehicle can arrive anytime within a thirty (30)-minute pick-up window. This time frame will be provided to the rider at the time the ride is scheduled. It is the rider’s responsibility to be prepared to board the vehicle within the pick-up window.

5-Minute Wait Time upon Van Arrival

When a vehicle arrives for a pick-up, the driver will wait up to five (5) minutes for a passenger. If the rider is not prepared to board within this five (5) minute wait time, the trip will be counted as a “no-show” and the vehicle will be dispatched to another location. It

is the rider's responsibility to have clear visibility of the area where a vehicle would arrive for pick-up. The rider should be prepared to approach the vehicle when it arrives, unless qualifying driver assistance was requested when the ride was scheduled.

Wheelchair Capacity

Baraboo Transit has vehicles that can accommodate a combined person and chair weight of up to 800 pounds and chair widths of 33.5". If the rider and his/her mobility device are beyond the maximum capacities, the vehicles cannot safely provide a ride. Riders that have questions about the weight and size of their wheelchair should contact Baraboo Transit to determine if a ride can be provided.

Driver Assistance

If needed, drivers will assist a rider when boarding and alighting vehicles, including securement. Additional origin to destination service is provided to eligible riders when needed due to physical barriers (e.g., sidewalk construction or adverse weather) or the nature of the rider's disability (e.g., a rider with visual disabilities may require driver assistance to the door). Origin to destination service does not include leaving the vehicle unattended or out of sight by the driver.

- As a general rule, driver assistance will not last longer than one (1) minute away from the vehicle.
- Drivers are not allowed to step inside residential, business or facility thresholds except to assist a client using a wheelchair out the door.
- Drivers cannot assist clients with putting on or taking off clothing or footwear.
- Drivers cannot assist clients to transfer into or out of wheelchairs or other mobility devices.
- Drivers may escort clients with arm support but cannot lift or carry clients into seats.
- Drivers will not provide assistance when there is a direct threat to the health or safety of the driver or to a passenger. Drivers will assess whether a particular level of assistance constitutes a direct threat on a case-by-case basis.

Prohibited Behavior

The following behavior is strictly prohibited at all times in all transit vehicles:

- Eating and drinking.
- Smoking, including vaping.
- Standing when the vehicle is in motion.
- Failure to wear a seatbelt (medical exceptions may apply with prior authorization from the Transit Provider).
- Behavior that unnecessarily or excessively distracts a driver.
- Harassment of a driver or another passenger.
- All criminal conduct including, but not limited to, the consumption of alcohol, disorderly conduct and littering.
- Minors under the age of six may not travel without the accompaniment of a responsible companion.

In all cases a driver may, based on the severity of the offense and/or the potential for risk to personal or property safety, immediately terminate a ride and/or contact the police. Each case of prohibited behavior will be reviewed on a case-by-case basis by Baraboo Transit and/or the Transit Provider and may result in the suspension of the rider's future use of transit services or other penalties.

Personal Care Attendant

One personal care attendant (PCA) per rider is permitted to accompany a rider but must pay the same fare as the rider. A PCA is a person whose assistance is necessary in order for a passenger to complete their trip (for example, a PCA could be necessary to provide physical and/or cognitive assistance to the rider). PCAs must have the same origin and destination as the rider. Arrangements for a PCA must be made at the time of reservation.

Service Animals

Service animals are allowed to accompany riders. ADA regulations define a service animal as:

Dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

Baraboo Transit does not allow non-service animals, including pets and emotional support animals, in transit vehicles unless the animal is fully secured in a carrying cage. Riders must provide notification of their intent to travel with an animal when they schedule their trip.

Medical Equipment

Baraboo Transit allows individuals to bring medical equipment such as respirators and portable oxygen tanks on board vehicles. Oxygen tanks must remain upright at all times and must be secured to the mobility device or held in an upright position.

Carry-ons

Each rider is allowed to carry-on up to four (4) carry-ons, including personal belongings and grocery bags. Medical equipment, like oxygen tank and mobility devices, do not count toward the carry-on limit. Accommodations may be made for more than four (4) carry-ons with prior approval from Baraboo Transit - riders must provide notification of their intent to travel with more than four (4) carry-ons when they schedule their trip.

Title VI Notice

Baraboo Transit, as a recipient of Federal Funding, assures that no person is excluded from participation in, or denied the benefits of its services on the grounds of race, color or national origin as provided by Title VI of the Civil Rights Act of 1964, as amended. For more information or procedures to file a Title VI complaint, call 608-355-2700 or email kdowning@cityofbaraboo.com or visit the City of Baraboo at 101 South Blvd., Baraboo, WI 53913

Modifications

Upon request, Baraboo Transit may make reasonable modifications to these Rules to ensure that our transportation services are accessible to people with disabilities. Riders can request reasonable modifications in advance by contacting Baraboo Transit at (608) 356-8300. Baraboo Transit will review the written request and respond with a written decision in 10 business days. If the decision requires more than ten (10) business days, the written response will indicate when a decision can be expected.

No-Shows

A "no-show" is person who scheduled a trip, changes his/her mind about making the trip, but does not cancel the appointment. If a trip is not cancelled at least thirty (30) minutes before the scheduled pick-up time, it will be considered a no-show. Incidents that are true emergencies, in the reasonable discretion of the Transit Provider, will not be considered no-shows. Scheduling problems, late pickups and other operational problems are considered beyond the rider's control and will not result in a no-show. Baraboo Transit will maintain records in order to keep track of no-show incidents.

- For the first no-show, the rider will receive a warning.
- For a second no-show, the rider will be suspended from use of the service for one (1) week.
- For a third no-show, the rider will be suspended from use of the service for two (2) weeks.
- For a fourth no-show, the rider will be suspended from use of the service for one (1) month.
- For a fifth no-show, the rider will be suspended from use of the service for two (2) months.
- For a sixth no-show, the rider will be barred from use of the service.

The Baraboo Transit reserves the right to require a rider who was a no show to pay for the no-show trip prior to providing any additional services to the rider.

Complaints

To file a complaint regarding Baraboo Transit, including service related complaints, please complete the Complaint Form available at on the City of Baraboo's Website and at City Hall, 101 South Blvd., Baraboo, WI 53913.

Appeals

Riders who have been suspended from the use of the service, or who are unsatisfied with the resolution of a complaint, may appeal. The appeals process will function as follows:

- Appeals must be made in writing (either on paper or by email) and sent to the Baraboo City Clerk at 101 South Blvd., Baraboo, WI 53913. The title of the appeal should include the words: "Appeal – Baraboo Transit Shared Ride Service."
- Within ten (10) calendar days receipt of a written appeal, the City Administrator will convene an Appeals Panel comprised of the City Administrator, a member of the Service Provider, and a representative of the Baraboo Police Department or Baraboo Finance Department.
- The person making the appeal, or their legal representative, can present their case to the Appeal Panel either in person or in writing – the City Administrator will notify the person making the appeal of their right to appear in front of the Appeal Panel and the scheduled date and time the Panel will meet.
- The City Administrator, on behalf of the Appeal Panel, will convey the Panel's decision regarding the appeal to the person in writing within thirty (30) calendar days of the date of his/her request for an appeal.
- The decision of the Appeals Panel will be final.