

## PARATRANSIT SERVICE

ACT offers paratransit services for senior citizens and persons with disabilities.

**Senior Citizens:** This is curb-to-curb paratransit service for senior citizens. Medical trips are prioritized, and other trips are provided on a space-available basis. Passenger trips will be coordinated to serve as many people as possible and to use our vehicles in the most efficient manner.

**ADA Paratransit**, a component of our Alltrans service, is available only within ¼ of a mile from ACT fixed routes. This service is provided only to persons with disabilities that **prevent** them from using accessible fixed-route transit. ADA Paratransit service is provided during the same days and hours as our fixed-route bus services. Trip purposes are unrestricted.

### ADA Paratransit

ADA Paratransit is a service provided only to individuals with disabilities who are unable to ride accessible fixed-route public bus service because of their disability. ADA Paratransit service is designed to ensure that the civil rights of these individuals are guaranteed as protected under the Americans with Disabilities Act of 1990 (ADA). ADA Paratransit is comparable to ACT's fixed-route bus service in terms of service area, days and hours of service, fares and response time as defined by the Americans with Disabilities Act and subsequent rulings of the U. S. Department of Transportation.

Passenger trips will be coordinated to serve as many people as possible and to use our vehicles in the most efficient manner

Passengers must be certified as ADA Paratransit-eligible before ADA Paratransit service can be scheduled, with the exception of visitors. These individuals are eligible for temporary visitor status and do not need to be recertified by ACT unless they will be using the service more than 21 days during the calendar year.

### PASSENGER ETIQUETTE

**FARE:** Passengers must pay the fare upon boarding the vehicle. Drivers do not carry change.

**SEATBELTS ARE REQUIRED FOR ALL PASSENGERS. REMAIN SEATED UNTIL THE VEHICLE STOPS.**

**CHILDREN** under age 12 must be accompanied by an adult. Age 5 and under ride at no charge.

**PROHIBITED SUBSTANCES & OBJECTS:** For the comfort of all passengers, smoking or chew tobacco, eating, drinking, and using illegal substances in ACT vehicles are prohibited. Weapons of any kind are not permitted on transit vehicles.

**AUDIO DEVICES:** Passengers may not play an audio device unless using a headset and keeping the volume low so that others are not disturbed.

**CELL PHONES:** Cell phone conversations must be kept at a low, private volume as to not disturb the driver or other passengers. Ringers must be put on vibrate or low as to not disturb the driver or other passengers! The driver can put you off for non-compliance.

**SOCIALIZING WITH DRIVER:** Passengers may not socialize with the driver while the bus is in service. The driver's attention must be on safe driving.

**LANGUAGE & BEHAVIOR:** Foul language and/or abusive, offensive or harassing behavior will not be tolerated. Be Courteous – Not Offensive! The driver will warn you once – after that, the driver can put off at the next stop.

**DANGEROUS BEHAVIOR:** A driver may refuse to transport a passenger(s) who appear(s) to be under the influence of alcohol, illegal or dangerous substances, or whose behavior or language appears abusive, threatening, offensive, disorderly or dangerous to him, the driver, or other passengers. The driver may refuse transport at any point either prior to boarding or during a trip. Interfering with a transit driver is against the law.

**PACKAGES:** Passengers shall not carry articles onto a transit vehicle, which cannot be held or secured by the passenger. Passengers shall not place articles in the aisles of the ACT vehicle. (Alltrans: 3 package limit.)

**STROLLERS:** Strollers are permitted on transit vehicles only if folded. Please fold the stroller before boarding and carry your child on the bus. Blocking the aisles of ACT vehicles is prohibited.

**BICYCLES:** Folding bicycles are allowed on ACT vehicles. As with pet carriers, folding bicycles cannot take up seating space or obstruct the aisle. It must be carried on and restrained by the passenger.

**SERVICE ANIMALS & PETS:** Service animals, which have been trained to perform a specific task/service, are permitted on board transit vehicles.

**SMALL PETS,** in carriers designed and manufactured for pet transport, are allowed on board at no additional cost. The carrier cannot take up seating or obstruct the aisle and must be able to be carried on by the passenger. Animals at-large or on a leash or harness (other than service dogs) are not allowed.

ACT reserves the right to require any passenger with an animal that acts aggressively or poses a threat to others to exit immediately at a safe location.

### WHILE ON BOARD...

Safety is an ACT priority. Please do not talk to the driver while the bus is in service, and remain seated while the bus is in motion. In consideration of other passengers, please converse quietly. Abusive or offensive language or behavior is not permitted on the ACT vehicles or property.



# Alltrans Information



**Allegany County Transit**  
**1000 LaFayette Avenue**  
**Cumberland, MD 21502**

**General (301) 722 - 6360**

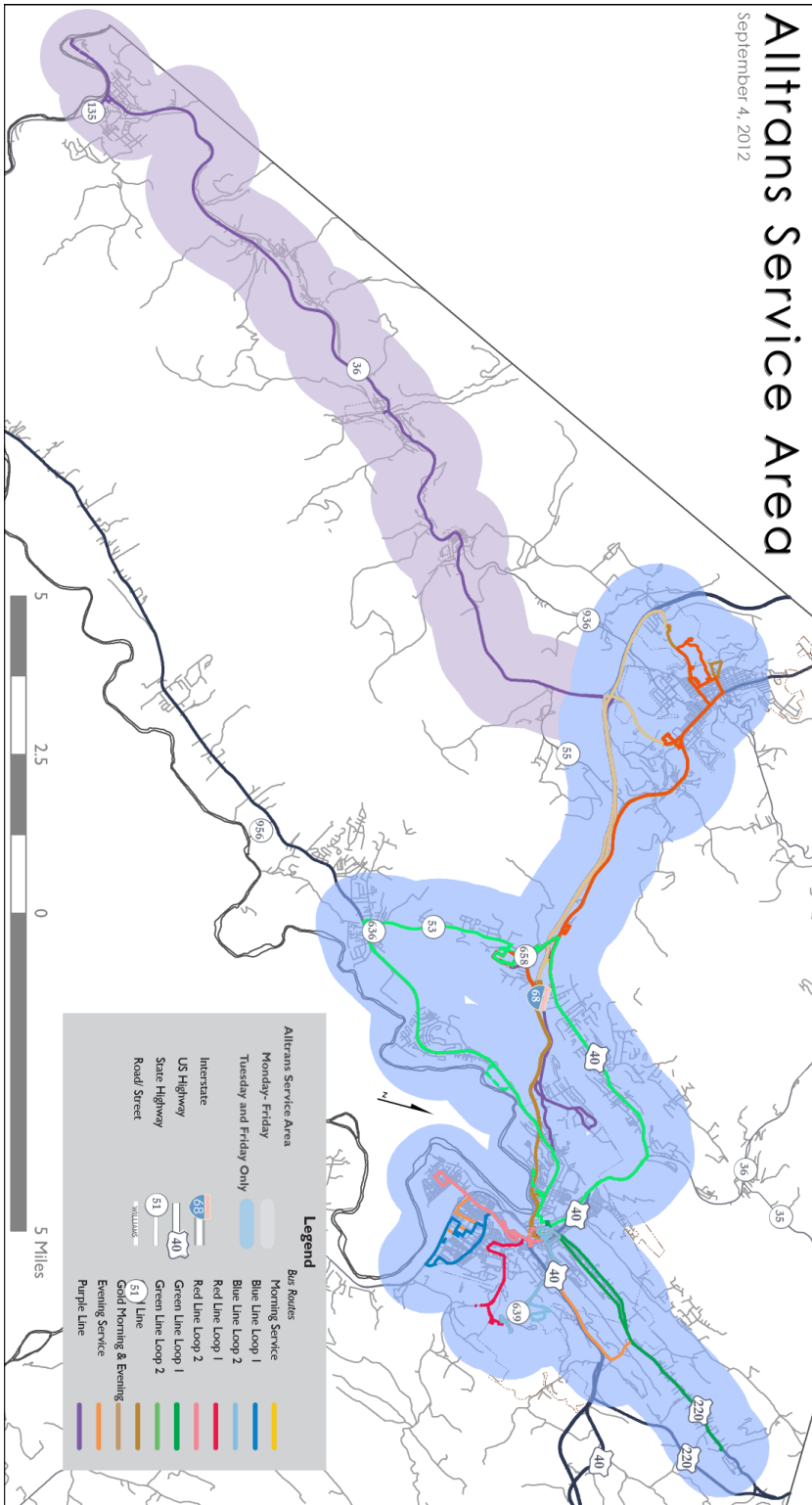
**Alltrans (301) 724 - 1255**

**Fax (301) 722 - 0326**

**<http://gov.allconet.org/ACT>**

# Alltrans Service Area

September 4, 2012



## DAYS AND HOURS OF OPERATION

The hours of operation for ADA Paratransit are the same as Allegany County Transit's Fixed Route service.

ADA Paratransit service does not operate on the following holidays: New Year's Eve, New Year's Day, Martin Luther King Day, Memorial Day, Fourth of July, Labor Day, Veteran's Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve and Christmas Day.

## HOW TO CANCEL A TRIP

If you change your mind or are unable to make your scheduled trip, please let the dispatcher know as soon as possible, at least 1 hour before your scheduled trip for emergencies and by 4 pm the previous day for non-emergent reasons. If you do not cancel your trip in advance, it will be considered a "no-show" (see "No Show" Policy) and could result in suspension of service.

## HOW TO PURCHASE PUNCH CARDS

Punch Cards are \$27.50 each for \$30.00 worth of rides and are sold through the mail or in person at ACT.

### **By Mail:**

Send a check or money order payable to Allegany County Transit, stating the number of punch cards to:

Allegheny County Transit  
1000 LaFayette Ave.  
Cumberland, Maryland 21502

### **In Person:**

Tickets may be purchased at the ACT office at the above address Monday - Friday 8:00 a.m. to 4:00 p.m. Cash or checks payable to Allegheny County Transit are accepted.

## GEOGRAPHIC AREAS SERVED

ADA Paratransit is available within a ¼ mile radius of ACT's fixed bus routes. **Origins and destinations outside of this service area will not be served by ADA Paratransit.** ADA Paratransit will provide a level of service that is comparable to the regular fixed-route bus service.

## WHAT INFORMATION THE DISPATCHER WILL NEED

When you call to schedule your trip, please be prepared to give the dispatcher the following information.

- Your name.
- Your daytime telephone number and a telephone number where you can be reached at least 60 minutes prior to travel time.
- The date on which you would like to make the trip.
- Where and when you would like to be picked up.
- Where and when you need to be dropped off.
- The time you wish to return, if a return trip is needed.
- Special assistance needed or other considerations (for example, if you use a wheelchair or travel with a PCA or service animal).
- Whether or not an additional companion will be traveling with you.

Trips will not be scheduled until complete trip information is received. Your trip may be scheduled up to one hour (60 minutes) earlier or one hour (60 minutes) later than your requested pick-up time or drop-off time in order to serve as many people as possible and use our vehicles in the most efficient manner.

The dispatcher will schedule your trip and let you know when you should be ready to be picked up.

If you live outside of ACT's service area, once you reach a **destination within the service area** and ¼ mile from a fixed route you can use our service .

## HOW TO SCHEDULE A TRIP

Call Alltrans at **301-724-1255** between 7:30 a.m. – 4:30 p.m., Monday – Friday, at least one (1) business day before your appointment time (reservations are accepted up to 14 days in advance). Hearing-impaired customers can use the Maryland Relay System, 711, to contact ACT to schedule a trip.

## HOW TO PAY THE FARE

Each time you board the vehicle you must pay the fare in exact change or buy a punch card. Punch cards are \$27.50 for \$30.00 worth of rides. The fare for ADA Paratransit is \$3.00 each way. Your companion (permitted only if scheduled in advance) must also pay the \$3.00 fare. PCA's will not be charged a fare.