

Beloit Transit System Paratransit

Ride Reservations/Confirmations

Call: (608)757-5054

Weekday: 8 am - 5 pm

Application Process

New paratransit applicants must fill out an application, available at BTS's Administration Office. In some instances, an in-person assessment may be required.

To receive an application call (608) 364-2870.

Visit www.beloittransit.com for more information.

No-Shows

Notices are sent when riders miss or late cancel a ride.

Excessive no shows or late

cancels can result in suspension of service.

For complete details, or to file an appeal visit www.beloittransit.com, or call 608-364-2870

Call (608) 364-2870 for more information.

No-Shows Limits Per Month

Suspension May Occur

A detailed check of the rider's trip history and no-show frequency will be performed to determine the rider's proportion of no-shows in relation to all trips the rider took.

Riders with a no-show rate of 5% or more may result in suspension of Paratransit Service.

If a rider exceeds these limits, they are then subject to the following schedule for suspension of service;

1st violation—letter of warning

2nd violation—1-day suspension of service

3rd & 4th violations—7-day suspension of service

Exceeding these limits subjects riders to suspensions of service.

Cancellation Line:

(608)757-5054

Call the cancellation line with all cancellations.

- Provide 60 minutes notice (minimum) when canceling a ride or you will be charged with a no-show.



Please leave the following information:

1. Rider's name (Please spell the name)
2. Time and date of ride to be cancelled
3. One-way or round trip?
4. Phone number of person to contact should there be any questions.

Paratransit Fares

The following fares apply to all paratransit rides:

- \$3.00 cash (in town), \$7.00 (BJE)

- Have exact fare or tickets ready
- Drivers do not make change

Fares subject to change, by City Council, according to the BTS Fare Policy.

How to Schedule Your Trip

We are unable to schedule any 'same-day' ride requests.

- BTS contracts with Rock County Specialized Transit (RCST) to provide its paratransit service. All rides are scheduled with RCST 608-757-5054. Schedule your ride by no later than 4:30 pm for next day service. For your convenience, rides can be scheduled up to 7 days in advance. It is best not to wait until the last minute to call as the phone lines get very busy.
 - Tell us the time you need to be at your destination and when you will be done. Allow plenty of time for appointments, especially medical.
 - Provide the business name, address and phone number of your destination.
 - Rides are 'curb-to-curb' unless 'door-to-door' (or origin to destination) service is requested when the ride is scheduled.
 - 'Curb-to-Curb' service is when the driver picks up the passenger at the curb of the origin and then drops off the passenger at the curb of the destination.
 - 'Door-to-Door' service is when the driver assists the passenger from the first door encountered at the building to the vehicle. The driver may open the first door of the building.
 - Drivers do not go into buildings.
 - Be at the main door of the building **READY to go.**
 - When a bus is dispatched to destinations that are not accessible to buses, the driver will drop the passenger off at the closest location for disembarking the bus.
-

When Your Ride Arrives

- Be ready at least 5 minutes before your scheduled pick-up time.
- Have your cash ready. Drivers do not make change.
- If you miss your ride from your point of origin, we will not send another ride. If you miss a return ride, another ride will be sent as soon as possible. We cannot guarantee when that ride will arrive.
- You will receive a "no-show" notice if you are not ready to go within 5 minutes. You will also miss your ride. Suspension of service can result.
- There is a 20 minute window before a ride is considered late.

Wait 20 minutes after the requested pick-up time before calling in to report a late ride.

Useful Info

- Drivers may not assist passengers up steps.
- Drivers may carry only one small package with 'door-to-door' service.
- Drivers may refuse to assist or transport a passenger if they determine the situation jeopardizes the driver's or passenger's safety.
- During inclement weather, RCST may take you to an alternate location if your destination is not accessible due to snow or ice. Return transportation will be provided once the snow or ice is cleared.
- RCST does not guarantee service to riders using a mobility device that exceeds the limits established by the vehicle and lift/ramp manufacturer, which can vary, but will not be less than:
 - 30" in width – 48" in length
 - exceeds 600 pounds when occupied
- Your service provider may change during the course of the day.
- BTS contracts with Rock County Specialized Transit to provide this service.

Safety Tips

- Be sure the driver is ready to assist you before approaching the lift or ramp.
- Follow the instructions given by the driver.
- If you use a wheelchair, make sure it is properly tied down and the brakes are on.
- If you use a power wheelchair, turn off the power after it has been secured.
- Passengers are responsible for fastening their seatbelts. Ask for assistance if you have difficulty. Drivers provide shoulder straps for wheelchair users at rider's request.

**Have
you
fastened
your
lap
belt?**

Refusal of Service

BTS and its contractor RCST may suspend or refuse service to any individual who willfully:

- Abuses the policies of BTS or RCST;
- Exhibits disregard for his/her own safety, the driver, or that of other customers;
- Interferes with the safe operation of the vehicle.

Attendants & Guests

- You may have a Personal Care Attendant accompany you at no cost.
- You may have a guest accompany you provided that your guest pays a fare.
- You may have additional guests accompany you on a space available basis. Additional guests must also pay individual fares.
- You need to inform RCST when scheduling your ride(s) that there will be someone traveling with you.

Be an Involved Customer

Be sure to let us know if your status or address changes.

Give us your feedback.

Call: 608-364-2870

Visit: www.beloittransit.com

Or write:

Beloit Transit System - Paratransit
1225 Willowbrook Rd
Beloit, WI 53511

Winter Weather Eligibility Policy

From November 1 through April 15, riders may request paratransit trips when winter weather conditions prevent them from accessing the fixed route system. Subscription trip requests will not be accepted. Under these conditions, you may call RCST to request next day paratransit rides. Cancel your ride if conditions improve. **PCAs ride free on fixed route, too.** Board a fixed route bus, pay your fare, show your ADA paratransit eligibility card, and your personal care attendant (PCA) rides free.

Category 2 Passengers

All category 2 passengers must use the accessible fixed-route whenever it is available (even if this means you have to transfer). All regular BTS fixed-routes are accessible. Check your Rider's Guide for details.

Date of printing October 2014

Paratransit Service Hours

- Weekdays: 6:00 am to 6:00 pm {approximately}
- Saturdays: 9:00 am to 4:00 pm {approximately}

Note: Service hours and fares are subject to change.

Service Area

- Paratransit service is provided within 3/4 of a mile of BTS fixed-route service
 - The service area is limited to the area within the boundaries of the Beloit and Janesville.
 - Paratransit service days and hours reflect the days and hours of fixed-route service in that area.
-

Holiday Service

All standing ride reservations are automatically cancelled for the holidays listed below. If you need a ride on the holiday, you must call and schedule one. (Note: Times and service areas change according to fixed-route holiday service. If the fixed-route bus does not provide holiday service in your area, paratransit service will not be provided.)

- ***New Year's Eve***
- ***Day After Thanksgiving***
- ***Christmas Eve***