

Paratransit service is available to all eligible individuals in the city limits of Lincoln and within ¾ mile of bus service. Paratransit transportation is provided by StarTran for people who are certified as functionally unable to access, board or ride regular public transit for all or some of their trips.

**WHAT ARE THE DAYS AND HOURS OF SERVICE**

Paratransit will take you to any location within the city limits of Lincoln and within ¾ mile of bus service during the hours listed below, unless otherwise communicated due to special circumstances:

Monday-Friday	5:40 a.m. to 9:30 p.m.
Saturday	6:30 a.m. to 6:55 p.m.
Sunday	No Service

Paratransit will observe the following holidays: New Year’s Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day

If the Holiday occurs on a Sunday, it will be observed on Monday.

**WHAT DOES IT COST TO RIDE**

The one-way cash fare is \$2.50 for eligible riders and their guests. If you are certified to travel with a Personal Care Attendant (PCA) they ride for free. Passengers must pay the exact fare when boarding the vehicle. We cannot provide change, nor do we accept round trip fares, but a Day Pass is available for \$5.00. A 20 Ride Pass is available for \$46.00 as well as a 31-consecutive day pass for \$34.00 or a low income 31-consecutive day pass for \$16.00. Children 4 and under are free.

**HOW DO I MAKE A RESERVATION**

Reservations may be made up to seven days in advance and at least one day in

advance of travel by calling the Paratransit office at (402) 441-7109. Reservation hours are Monday through Friday between 8:00 a.m. and 4:30 p.m. On Sundays and holidays, you may leave your trip requests on the answering machine for the next business day only. The Paratransit Dispatcher will call to confirm your trip request.

Every effort will be made to accommodate your requested pick-up time, however, demand at certain times of the day may require that you adjust your desired time by up to one hour before or one hour after the desired pick-up or drop-off time. Reservation space is assigned on a first come, first served basis.

Same day trip requests will be accepted on a space available basis. Passengers are encouraged to schedule return trips. Unscheduled return trips will be scheduled for the first trip available, and you may have to wait for a return pick-up.

Whenever you make a reservation for a trip, please be prepared to provide the following information:

- First and last name on your identification card.
- Exact address of pick-up location including an apartment number if appropriate.
- Exact address of your destination and return pick-up location. Without an exact address a trip cannot be scheduled.
- Requested pick-up time or appointment time and desired return time.
- Information about a companion, Personal Care Attendant (PCA), or if a child is traveling with you and whether anyone will be using a mobility device. You may bring one guest in addition to your PCA,

but additional guests will be scheduled on a space available basis. Your PCA and traveling companions must board and alight with you.

- Provide any special instructions, such as the need for the bus operator to announce his or her presence if you are visually impaired. Paratransit is a door-to-door service. The bus operator cannot go through a door or lose sight of the Paratransit or contracted provider vehicle.
- Riders are encouraged to arrange pick-ups at the most accessible locations possible. Trips to or from Madonna are scheduled at the main entrance. If a rider is dropped off at another location the return trip pick-up point will still be from the main entrance.
- **We do not confirm rides; you need to write it down when you schedule. If you would like confirmation, please ensure you have accurate contact information to receive either text or voice message confirmations.**
- An operator or passenger cannot change the location of the pick-up or drop-off on the day of the trip.
- Remember that you are traveling on a shared ride service and travel time will be longer than if you are traveling by car.
- Paratransit will attempt to deliver you to your destination in 45 minutes or less. If a passenger chooses to schedule trips too close together and the return trip vehicle arrives before the passenger is at the location, a “No-Show” will be given to the passenger for the return trip and the passenger will need to call for a same day trip (see the “No-Show” policy section).
- Paratransit does not provide a child safety seat. If you are traveling with a

- child, you are required to provide and secure your own car seat.
- Riders making medical appointments are encouraged to schedule these appointments between 9:30 a.m. and 2:30 p.m.

**WHAT IS THE SERVICE PICK-UP WINDOW**

Riders need to be ready to board the vehicle 20 minutes in advance of their requested time and should expect the vehicle to arrive up to 20 minutes after the requested time. Please do not call to check on your trip until at least 21 minutes after your pick-up time.

**SUBSCRIPTION SERVICE**

- If you are traveling to or from the same destination a minimum of 3 days a week, on the same day of the week, at the same time on a recurring basis, you may request to use subscription service. This allows you to make regular trips without telephoning to reserve your trip. The same rules apply about cancelling a trip and if any information changes you will need to make a new trip reservation.
- Subscription services are limited to the space available. This is a premium service and StarTran reserves the right to accept or deny requests for subscription services.
- Passengers who cancel 50 percent or more of their subscription trips within a one-month period will be contacted by StarTran staff to find out if their travel needs have changed. If the high cancellation rate continues, we will ask the passenger

- to book individual trips instead. These passengers may re-apply for subscription trips after 90 days (there is no guarantee you will be returned to subscription trips as this service is based on availability).
- If you need to change the time slots of your subscription trips, please call us to make the necessary adjustments.
  - Subscription service is only available Monday –Friday

**OUT OF TOWN TRAVEL**

- Upon returning to Lincoln from out of town please call (402) 441-7109 during normal business hours for a pick-up from either the bus terminal or the airport.
- If returning after 4:30pm please call (402) 441-7110 to make arrangements.
- This is still considered a same day request; trips will be booked based on trip availability.
- We do not pick up after 9:30 p.m. You must make other arrangements.

**CANCELLING YOUR TRIP**

You can call Paratransit at (402) 441-7110 24 hours a day to cancel your trip. Trips must be cancelled at least 2 hours in advance of your pick-up time.

**LATE CANCELLATIONS AND NO-SHOWS**

- From the actual arrival of the vehicle, we will wait 5 minutes for you to board the vehicle. If you are not ready you may be declared a “No Show” by the StarTran

- dispatcher.
- As a reminder, due to our service pick-up window the vehicle could arrive up to 20 minutes prior to your requested time or up to 20 minutes after your requested time.

***Progressive Consequences in effect***

- A cancellation is late if it is reported less than 2 hours before the start of the 20-min pick-up window.
- Based on the point system, all late cancellations count as one half a penalty point, and all no-shows count as one penalty points.
- All remaining trips associated with a no-show or cancellation at the door will automatically be cancelled.
- In any calendar month, any customer who has booked ten trips or more and has “no showed” or “late canceled” at least 10% of those trips will receive a written notice of actions being taken.
- Additionally, to ensure that only habitual offenders are suspended, a customer will have to accumulate three or more penalty points to receive a written notice of actions being taken.
- The following table explains the progressive consequences based on violations received.
- A violation occurs when the above criteria has been met in a single month.

Please note:

- All violations will be on a passenger’s record for a one-year period.

***How the violation system works***

The following table outlines various violation levels and the resulting steps that will be taken

by StarTran.

Violations	Next Steps
1 <sup>st</sup> Violation	A formal written warning letter documenting your late cancellations and/or no shows.
2 <sup>nd</sup> Violation	7-day (1-week) suspension
3 <sup>rd</sup> Violation	14-day (2-week) suspension
4 <sup>th</sup> Violation	21-day (3-week) suspension
5 <sup>th</sup> Violation	28-day (4-week) suspension. A phone interview with the Paratransit supervisor will be required to review your service needs.

Violations of this policy will result in suspension, per the above schedule. If you no-show or late cancel because of circumstances beyond your control, please call 402-442-7110 to explain the circumstance, and request review and/or removal of the no-show or late cancellation. Prior to sending a suspension letter, StarTran will review all no-shows and late cancellations to ensure that the process was followed properly, and an accurate count is presented. Any no-show or late cancellation that is found to be in error will be removed from the customer’s account. If you disagree with the no-show and or late cancellation suspension. Please call StarTran at 402-441-7110 upon receipt of your letter. StarTran will not take away or stop providing rides to you without advance notification of a service suspension.

**APPEAL PROCESS**

Pursuant to the U.S. Department of Transportation regulations implementing ADA complementary paratransit requirements (USC 49 Part 37 Subpart F, Section 37.125) certified customers have the right to appeal suspension of service for any reason. If you disagree with a suspension, contact

the League of Human Dignity, Inc. at (402) 441-7871.

**Passenger Conduct**

StarTran may refuse service to ADA eligible individuals who engage in violent, seriously disruptive, or illegal conduct.

**WHAT AREAS ARE SERVED**

Complementary paratransit service is provided only within the city limits of Lincoln and within ¾ mile of bus service. People living outside the City of Lincoln who are certified as eligible must travel within the city limits of Lincoln to use the Paratransit service.

**VISITORS TO LINCOLN**

Your Paratransit certification will allow you to ride any complementary paratransit system nationwide for up to 21 days within a 365-day period. If you plan to be in an area for more than 21 days, you must apply to use the local service. Check with the local transit provider to schedule service.

If you are a visitor to Lincoln, you should contact the League of Human Dignity at 402-441-7871. If you have a complementary paratransit identification card, please be prepared to provide a copy. If you do not have a complementary paratransit identification card, the Leage of Human Dignity will work with you to access StarTran’s ParaTransit service.



# PARATRANSIT

## *Operating Guidelines*

May 2023

**Paratransit Reservations  
(402) 441-7109**

**Paratransit Cancellations  
(402) 441-7110  
(24 hrs/day)**

**Transportation  
Coordinator League of  
Human Dignity  
(402) 441-7871  
TTY NE Relay 711**

**Please read this brochure  
carefully.**

**SAFETY REGULATIONS**

Following the safety regulations listed below will ensure your safety and the safety of others.

- Drivers are not required to pull any wheelchair up more than one step.
- All wheelchairs and scooters should face outward when using the lift. This will prevent the chair or scooter from tipping or falling off the lift. Passengers are expected to follow the instructions of the driver when boarding the bus.
- The definition of “common wheelchair” has been removed from the ADA. A wheelchair now means a mobility aid belonging to any class of three- or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.
- Paratransit does not provide a child safety seat. If you are traveling with a child, you are required to provide and secure your own child safety seat.
- Electric batteries and oxygen tanks must be secured during the ride.
- All mobility devices must be secured in the vehicle using the current securement system. Refusal to allow your mobility device to be secured could result in the denial of your scheduled trip. Safety belts must be worn at all times when riding Paratransit. Passengers are not to release wheelchair belts. Upon arrival at your destination, the driver will release them and assist you off the van.
- Customers are permitted to bring packages on board the vehicle, but they

should be limited in size and number to what can be stored safely under the seat or on your lap and the lap of your PCA and companions. Packages may not block the aisles. Drivers are not required to assist passengers with packages, clothing, groceries, or mobility aids. Passengers who need assistance should plan to take a companion.

- Service animals are permitted in the vehicle. Non-service animals are allowed in the vehicle only if in a pet carrier.
- As is the case on fixed routes, there is no smoking, eating, drinking, or radio playing permitted on the vehicle.
  - StarTran snow policy requires that sidewalks, step, driveways, and wheelchair ramps must be cleared of ice and snow. If snow and ice develop throughout the day, riders are encouraged to call the dispatcher to schedule an earlier pick-up time. During inclement weather, the determination of any unsafe conditions due to snow or ice will be left to the discretion of the operator. If there is a disagreement with the operator's decision, please call the dispatcher and a supervisor will be sent to investigate. The supervisor's decision will be final.

#### **Other Information**

- If you need this information in an alternate format, please call (402) 441-7110.
- TTY NE Relay please dial 711
- For a lost identification card call (402) 441-7871.