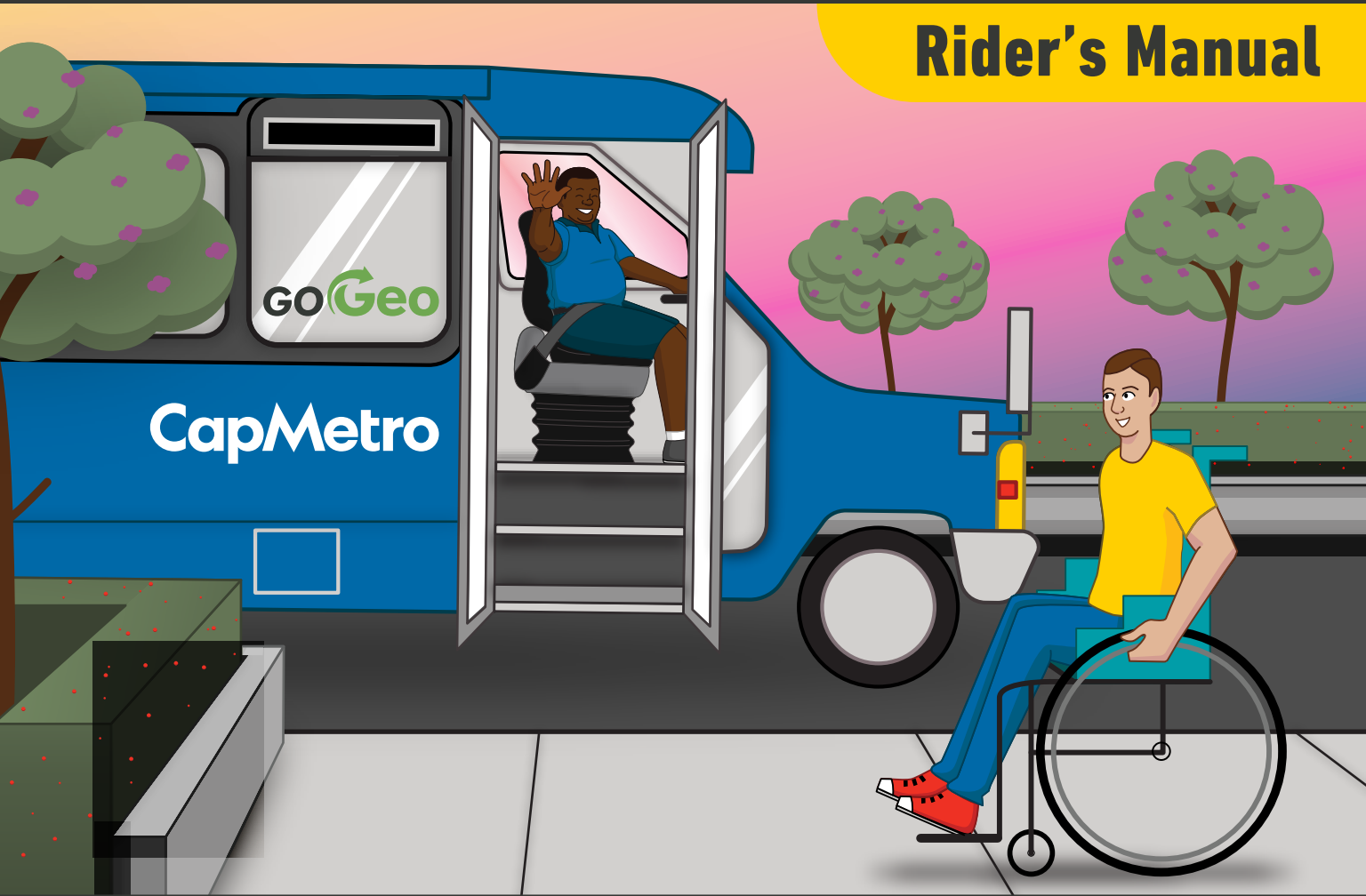


# GEORGETOWN

LIMITED PARATRANSIT & SENIOR SERVICE

Rider's Manual



**GoGeo**

[Gogeo.georgetown.org](http://Gogeo.georgetown.org)

CARTS Georgetown Station  
3620 S. Austin Ave  
Georgetown, TX 78626

**For More Information**

Phone (512) 478-RIDE(7433)

Sites [www.RideCarts.com](http://www.RideCarts.com)



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# Welcome to

## Georgetown Limited Paratransit & Senior Service

*All material made available to applicants and riders of GoGeo Limited Paratransit Service will be provided in accessible formats upon request.*

### Overview

This Rider's Manual applies to customers of *GoGeo Limited Paratransit and Senior Services*, which is operated within the City of Georgetown by the Capital Area Rural Transportation System (CARTS) through a contract with CapMetro.

GoGeo offers a limited paratransit service which operates within the service area of Georgetown. If you live outside the city limits you may still apply for service but all pick-up and drop-off points must exist within the city limits.

In order to receive service ***you must first qualify under our senior program or our disability program.*** To qualify as a senior you must simply be 65 or older, and complete an intake form with CARTS. For qualification to ride under our disability program you will need to fill out our Eligibility Application.

You can find the application posted on our operator's website: [RideCARTS.com](http://RideCARTS.com) or at the City of Georgetown's website: [GoGeo.Georgetown.org](http://GoGeo.Georgetown.org) or you may call **512-478-RIDE (7433)** to request a paper or digital application.

### Visitor Policy

Individuals who are visiting from other areas or regions have access to the use of our limited paratransit service for a total of 21 days during a 365-day period. All visitors will be asked to provide documentation stating that they are paratransit eligible in the area they reside.

If in the event that the visitor does not have documentation of their paratransit eligibility, we may need to require documentation of the visitor's place of residence. If a visitor exceeds 21 days in a 365-day period, they will be required to submit an Eligibility Application for GoGeo Limited Paratransit Service.

### Lift and Securement Use Policy

Limited paratransit and senior service will provide service to all individuals using mobility devices that meet the definition of a "wheelchair" and as long as the lift and vehicle can physically accommodate them and, doing so does not violate any legitimate safety requirements. The definition of "wheelchair" is "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.”

Riders are advised that drivers are **not permitted** to operate either scooters or electric wheelchairs onto the lift. The rider is responsible for getting onto the lift with minimal driver assistance for these mobility devices.

When transporting riders using mobility devices, *GoGeo Limited Paratransit Service* can suggest, **but not require** riders transfer to a bus seat. As the regulations require, a rider who cannot enter the vehicle using the stairs or the ramp, but who does not use a wheelchair, will be allowed to enter vehicles by using the lift.

The *GoGeo Limited Paratransit Service* does not provide any wheelchairs or other mobility devices to riders. Any persons using our transportation service may bring respirators, portable oxygen, and/or an other life support equipment on board our vehicles, as long as they do not violate the law or the rules relating to the transportation of any hazardous materials. Any personal equipment must be small enough to fit into all our buses safely without also obstructing the aisle and/or blocking the emergency exits.

**Drivers are not permitted to assist you when using this equipment.** If you need assistance with portable life support equipment, please arrange to bring a qualified attendant with you.



## Curb-to Curb Services: Reserved By Phone

Enjoy the convenience of having a bus pick you up at your home, take you to your destination, and then dropping you back home again by calling: **512-478-RIDE (7433)** to reserve a ride or by going online to [RideCARTS.com](http://RideCARTS.com). “Reservations for Rides” are scheduled from Monday to Friday from 7:00 am - 7:00 pm, except on designated holidays.

Reservations must be received prior to 4:00 pm for the next day’s service. Rides can be scheduled from the day before your trip up to two weeks before your trip. Same day reservations will be accommodated if possible. You will also be asked to schedule a return time, if necessary, at a pre-arranged location.

Reservation times may be negotiated within one hour of the requested pickup time. On days when the offices are closed and the following day is a service day, a recording device is available for scheduling or canceling reservations. All messages will be checked and calls returned to confirm reservations at the open of the next business day. We do not prioritize trips for riders. All reservations are made on a first-come, first-served basis.

## Traveling with Packages

Riders are expected to bring only what they can safely carry on their own in one trip or with the help of a personal care attendant. The driver may assist customers with loading and unloading bags and packages at their discretion.

However, the driver is not allowed to lift or carry any bag or package that exceeds 25 lbs. The customer is solely responsible for the loading and unloading of these items. Mobility devices must be secured every time they go for rides on a GoGeo vehicle.

## Personal Care Attendants

A personal care attendant is someone designated or employed to specifically to help the eligible person meet his or her personal needs. Your PCA is any person of your choice, and rides for free when traveling with you.

If you require a PCA when you travel, be sure to let the Customer Service representative know when you register for service, as well as when you schedule your rides.

## Companions

Depending on space available, you may bring a friend with you. Your friend will pay a fare when boarding. Be sure to let the Customer Service Representative know you wish to bring your friend when you make your reservation. A seat will be reserved for your friend.

## Service Animals

Service animals are welcome on all vehicles and all GoGeo facilities. Service animals are any guide dog, signal dog, or other animal trained to perform tasks for an individual with a disability. Service animals are distinct from pets and security dogs. Others riders may not ask to pet them or interfere with them while they work. Animals that are not individually trained to perform such tasks, including animals used purely for emotional purposes, are **not** considered service animals.

When you register for service, please let the Customer Service Representative know that you travel with a service animal. You must maintain control of your service animal at all times.

**Pets are not permitted on vehicles.**



## Your Driver

Your driver will be happy to answer any of your questions about your trip. Please don't engage the driver in conversation while he or she is driving. They will need to concentrate on traffic. If you have questions or comments, limit them to those times the driver is stopped.

**Riders can expect their driver to:**

- Drive safely at all times
- Offer assistance by helping a manual wheelchair board the lift or offering an arm for guidance.
- Transport the rider only to the pre-scheduled location, unless otherwise directed by a supervisor
- Be courteous and respectful at all times

**Drivers are prohibited from:**

- Entering further than the front entrance of a public building or a rider's residence
- Losing sight of their vehicle
- Locking or unlocking building doors
- Maneuvering a wheelchair up or down stairs
- Operating the controls of an electronically operated mobility device
- Maneuvering inoperable wheelchairs
- Manually lifting or carrying riders



- Taking either trip reservations or cancellations from a rider
- Using a personal cell phone while operating a vehicle or providing rider assistance
- Riders are expected to adhere to the GoGeo Code of Conduct, which can be found on the GoGeo website.

## At Your Destination

The driver will be happy to assist you to the door of your destination. **Drivers are not permitted to enter facilities or your home or to lose sight of the vehicle.**

## Code of Conduct

All passengers play an important role in helping GoGeo maintain safe and comfortable services for our community. GoGeo's Code of Conduct applies to all aspects of the service, from booking a ride to exiting the vehicle. Before you ride, please read these rules and expectations.

- You must wear a shirt and shoes.
- Keep all belongings on your lap or at your feet. Do not leave belongings unattended or allow them to block aisles or obstruct seats. GoGeo is not responsible for any lost or stolen items.
- Smoking and the use of other tobacco products, including electronic cigarettes, vaporizers, or chewing tobacco, are prohibited on board, at transit centers and within 15 feet of any bus stop.
- Do not bring food or open drink containers on board. Beverages are permitted in spill-proof or screw-top containers.
- Do not engage in disruptive behavior, loud conversation, profanity, insults, threats, horseplay or fighting. A driver may refuse to transport a passenger who appears to be under the influence of alcohol, illegal or dangerous substances, or whose behavior or language appears abusive, offensive, disorderly or dangerous to himself, the driver or other passengers.
- Please use a headset when playing an audio device and keep the volume low so that others are not disturbed.
- Be considerate of other passengers when using personal communication devices. Keep the conversation brief and your voice low.

- Animals are not permitted on board except service animals assisting a rider with a disability or a service animal in training. While on board, service animals must be maintained under the rider's seat, in their lap or beside a wheelchair.
- Do not interfere with the operation of the vehicle, including talking to an operator while the vehicle is in motion.
- Consumption or possession of alcoholic beverages on board and at stops is prohibited. Illegal weapons, explosives, wet cell batteries, flammable/combustible material (such as gasoline, kerosene, or propane) and other hazardous items are not permitted on board.

3. The paratransit vehicle has arrived at the scheduled pickup point within the scheduled time.
4. The driver has waited at least five (5) minutes beyond the scheduled pick up time, but the customer has failed to board the vehicle or refuses a trip.

If you require even more extensive assistance when you travel, please consider a **Personal Care Attendant**.

## No-Shows per 30 day Period

### Maximum of 2 no shows per month

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

## Penalties for Code of Conduct or No-Show Policy Violations

**1<sup>st</sup> Violation** – letter of warning.

**2<sup>nd</sup> Violation** – 30 day suspension of service.

*We understand emergencies do occur and no-shows for reasons that are beyond the riders control will not be counted as a no-show.* If you require more extensive assistance when you travel, please consider a Personal Care Attendant

## No-Show Policy

Riders are **required** to be ready for transport within the scheduled 30 minute pick-up window. The *GoGeo No Show Procedure* occurs when all four of the following circumstances have occurred:

1. The customer (or the customer's representative) has scheduled limited paratransit service.
2. There has been no call by the customer or their representative to cancel the scheduled trip one or more hours before the start of the pick-up window.

## Appeal process

If you have been suspended from service and you feel that information regarding your no-show record is incorrect, you may submit an appeal. You can appeal in writing to our Customer Service at the address below. A representative will then contact you within five (5) working days of receiving the notification to schedule a time to visit regarding the appeal.

**GoGeo C/O CARTS**  
**338 S. Guadalupe St.**  
**San Marcos, TX 78666**

## Fares

The fare for riding our GoGeo Limited Paratransit Service is **\$2.00** each way. Fares are paid in cash when you board GoGeo. Place your cash in the fare box. Please ask your customer service representative for more information, or visit our operator's website:

[RideCARTS.com](http://RideCARTS.com) or the City of Georgetown's website at:

[GoGeo.Georgetown.org](http://GoGeo.Georgetown.org)

## On the Day of Your Ride

The driver can arrive up to 15 minutes before and up to 15 minutes after your expected pick-up time. Please be ready to board GoGeo within 5 minutes of the driver's arrival. This will allow the schedule to be maintained and other riders to be picked up on time.

When the driver arrives, they will honk the horn. Please be ready to go when you hear the driver arrive. If you need any assistance getting to GoGeo, just let the driver know. Reasonable assistance will be provided to and from GoGeo, and in boarding GoGeo. If you need to use the lift to board GoGeo, the driver will be able to assist you.

If you are in a wheelchair or a scooter, you will board GoGeo via the wheelchair lift. The driver will secure you in your wheelchair. If you prefer to transfer to a seat, let the driver know. Please remain seated while GoGeo is in motion.

If you are in a wheelchair or a scooter, you will board the bus via the wheelchair lift. The driver will secure you in your wheelchair. If you prefer to transfer to a seat, let the driver know. Please remain seated while the bus is in motion.

***Your safety is our paramount concern!***



## Shared-Ride Service

GoGeo is a shared-ride service. Other riders may be picked up and dropped off on the way to your destination. Please remember to be patient, as the driver follows a pre-scheduled route.

## Subscription Service Policy

Riders who use the limited paratransit service to make regular trips (daily, weekly, etc.) can qualify for a standing reservation service through the dispatch office. These reservations allow riders the convenience of not having to call to schedule each recurring trip. However, ADA does not allow more than 50% of our service to be “subscription” in nature.

GoGeo will take subscription requests on a first come first serve basis. If a rider makes a standing reservation and has three no-shows, per the No-Show Policy, the standing reservation will then be canceled and that rider will not be eligible to qualify for subscription service for 3 months. Trips missed by the rider for reasons beyond his or her control shall not be a basis for determining that such a pattern exists.

