

General Information - Para Transit Operations

Service Hours

Service hours mirror the local fixed route bus serving your point of origin and destination. Paratransit service is not available on days, times, or locations when the corresponding local fixed route service is not operating. Citrus Connection is the CTC for Polk County and has set priority for dialysis trip on holidays.

Visit our website for more information on Holiday closures.

On Board Ride Time

Travel time is comparable to the amount of time it would take to make the same trip using our fixed route bus with connections. The average trip length can be up to 60 minutes or more. The trip may exceed or fall below that average depending on the circumstances. Out of County trips are subject to longer ride times.

Where To Wait for Ride

Operators will assist you to and from the threshold of a home or building. Operators must always maintain physical sight of the vehicle, and they are not permitted to enter beyond the threshold or ground level of any building. If a passenger needs further assistance, a Personal Care Attendant (PCA) should travel with the rider to assist.

Door-to-door service does not include any of the following:

- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs
- Entering beyond the door threshold
- Locking/unlocking doors or activating/deactivating house alarms.
- Loading/unloading personal items.

If a rider cannot be left unattended (because of his or her age, disability, or impairment), a companion or PCA is required to receive the passenger upon the vehicle's arrival. PCA are encouraged to travel with passengers who are hand-to-hand for medical appointments.

ADA Visitors Policy

Who Qualifies

- Visitors who are eligible for ADA paratransit services in other jurisdictions
- Visitors who have not been certified eligibility by another transit provider and who make claim that they are unable to use fixed route will have presumptive eligibility.

Visitor Status requirements

- Out of area eligibility letter/card.
- documentation of their place of residence.

Eligibility period

- Up to 21 days in a Calendar year in a three hundred and sixty-five days (365).
- Visitors needing more than twenty-one (21) days will be required to apply for Citrus Connection Para- transit service.

Confirming Trips

Trip(s) will be confirmed at the time you book your reservation(s). Since we are unable to process the same-day changes, our team will confirm dates, times and addresses before ending the call to ensure the accuracy of your scheduled trip. If you are enrolled in our notifications system, you will also receive confirmation via the automated system.

Pick Up Window – 30 Minutes

Paratransit has a 30-minute pick-up window, meaning that you must be ready 15 minutes prior to your scheduled pick-up time. For example, if you are scheduled to be picked up by 10 a.m., the Paratransit bus can show up as early as 9:45 a.m.

If your driver does not arrive within 15 mins of your scheduled window, please call the Call Center at (863) 534-5500. You may access the passenger portal for real time information.

Vehicle Arrival - Five Minute Rule/Window Time

Paratransit operators will wait five minutes for a passenger to board the vehicle upon arriving at their pickup window time. If a rider does not board the vehicle within the five-minute wait

time, the operator will mark the rider as a No-Show and will depart the location. Riders are expected to be ready to board the vehicle upon its arrival. (Please see No-Show Policy for more information).

Mobility Devices

All Citrus Connection buses are wheelchair lift -equipped. Paratransit will make every attempt to accommodate standard wheelchairs, scooters, and other mobility devices.

Securement on Boarding

Operators will make all attempts to secure standard wheelchairs and scooters. Some passengers may choose to transfer or remain in his or her mobility device.

Subscription Trips

A subscription trip is defined as travel that will take place for more than 30 days and repeated at the same times and days of the week. Citrus Connection reserves the right to suspend Subscriptions trips should they exceed 50% of our daily ridership.

Frequent changes to your subscription may result in the suspension of subscription services until travel time becomes more stable.

Negotiated Trip Times

Occasionally, the exact time you wish to travel may not be available. In that case, a representative may offer you other choices up to one hour earlier or one hour later than the time you wish to travel. If you need to arrive at your destination by a specific time, tell the representative. If your travel time is more flexible, you may be offered a negotiated trip time.

Cancellations

Same day cancellations must be made one hour prior to your scheduled pick-up time to avoid a No-Show.

You may cancel trips using the online portal, or you can contact our Call Center at 863-534-5500 press Opt. 1

No Shows

A No-Show occurs when you:

- Fail to board the vehicle within five minutes after it arrives.
- Do not cancel trips at least one hour before your window time.

No-Show - Suspension of Services

When you accumulate four or more No-Shows and the calculated result of trips/No-Shows is 10% or higher within a rolling 30-day time, you will receive a written Notice of Service Suspension, and a seven-day service suspension will be imposed. A second suspension (four or more No-Shows and the calculated result of trips/ No-Shows is 10% or higher) in a six-month period may result in an additional van service suspension of 14 days. If more than two suspensions occur in a six-month period, van service will be cancelled for 21 days.

Note: If the no-show was due to an unforeseeable circumstance beyond the customer's control, then the no-show will be excused and removed.

No-show - Suspension Appeal Process

A rider has a right to appeal a suspension of service, termination of service, or loss of subscription privileges by calling or writing to the office of Citrus Connection Paratransit at:

Call Manager:	Marlene Joe
Phone Number:	(863) 534-5500 ext. 2417
Mailing Address:	Citrus Connection Paratransit 1120 George Jenkins Blvd Lakeland, Florida 33815

Traveling with a PCA/Companion

Personal Care Attendant (PCA)

A personal care attendant (PCA) can accompany you at no additional charge. Your file must indicate that you are eligible to have a PCA travel with you, and you must reserve space for the PCA when scheduling your trip.

Companion (COM)

One companion is welcome to ride with you at the regular fare per trip. You must reserve space for your companion, whether an adult or child, when scheduling your trip. The companion's fee will also be \$2 each way and must be paid for with a pre-purchased pass.

Children aged 8 under and under must be accompanied by a paying adult.

Service Animals

Service animals are allowed to accompany you if this need is indicated in your file. When scheduling a trip, the Call Center may ask if a service animal will be accompanying you on the trip.

Pets

Small, contained pets are allowed on all transit vehicles. Pets must be contained in secure, clean, hand-held, and leak-proof cages. The cage/carrier must be small enough to fit on the owner's lap.

Grocery Bag Limits -

There is a limit of three large bags or 6 small bags per trip, per elderly or disabled passenger. If a non-approved person is riding with you, your limit is still 3 large bags or 6 small bags. Assistance with bags would be given upon the request of the passenger.

A bag would be defined as 1 large paper or plastic sack weight not to exceed 10 lbs. or 2 small plastic bags, weight not to exceed 5 lbs. each. Riders can keep travel carts loaded if the cart fits fully between the seat next to the passenger and the seatback in front of that seat. Riders must fold grocery carts if the cart cannot fit between the seat and the seatback in front of it and secure their carry-on items to keep the aisles and exits clear.

Traveling With Oxygen Tanks

If a rider requires the use of oxygen, it must be identified. Oxygen tanks are not to be transported unless they are carried in an approved tank holder. Any change in the rider's status regarding the use of oxygen must be reported to the Call Center immediately.

Citrus Connection Paratransit Fares

All eligible riders must have their passes when boarding the bus. **Operators do not carry cash.** Paratransit passes can be purchased online at ridecitrus.com or in person at one of our locations.

Paratransit fares are \$2.00 for a one-way trip. Also, you can call Customer Service 855-POLKBUS (765-5287) to purchase your passes.

No Discrimination Based on Disability

Citrus Connection will provide reasonable modifications to policies, practices, or procedures when the modifications are necessary to avoid discrimination unless the modifications (1) would fundamentally alter the nature of the service, program, or activity, or (2) would result in undue financial and administrative burdens. All requests for modifications

should be made in advance whenever possible. Emergency modifications will be made on a case-by-case basis.

Requests for modifications can be obtained by calling or writing the office of Citrus Connection Paratransit at:

Phone Number:	(863) 534-5500
Mailing Address:	Citrus Connection Paratransit 1120 George Jenkins Blvd Lakeland, Florida 33815

All customers can appeal any reasonable modification request denial made by Citrus Connection. If you wish to appeal this decision by Citrus Connection, call or write to the office of Citrus Connection Paratransit at the address or phone number listed above.

Citrus Connection Paratransit Operator Assistance

At the request of the customer, an Operator may assist the customer from the outside door of their pick-up location to the outside door of their destination. Operators may not lock or unlock doors, lift, or carry a customer, search for a customer in a building, carry or load bags or personal belongings or call the customer at home, or perform any other assistance that should be undertaken by a personal care attendant (PCA).

Citrus Connection Locations and Websites

We hope this guide answers some of your questions. If you need further information, please do not hesitate to contact us. We are here to provide safe, reliable, dependable, and efficient public transportation to people with disabilities.

Locations and Contact information:

Locations for purchasing passes, route information, and general information are:

Citrus Connection Admin office
1212 George Jenkins Blvd
Lakeland, FL 33815

Citrus Connection

1120 George Jenkins Blvd
Lakeland, Florida 33815
(no cash accepted at this location)

Lakeland Bus Terminal
200 N Florida Ave
Lakeland, FL 33801

Winter Haven Bus terminal
555 Avenue E NW
Winter Haven, Florida

For information visit our website at ridecitrus.com

Holidays

There is no (ADA) service on the following Holidays. New Year's Day, MLK Jr. Day, Memorial Day, Independences Day, Labor Day, Veterans Day, Thanksgiving and Christmas