



A Guide To  
The Cross County Connection  
ADA Paratransit Service  
803-531-1302

Schedule Transportation (866) 845 -1550

## **What is the Cross County Connection ADA Paratransit Service?**

The Cross County Connection ADA paratransit service is a specialized curb to curb transportation service for people with disabilities that prevent them from accessing a fixed route service. Riders request advanced reservations and share the vehicle with others and there are no restrictions on the trip purpose or frequency of schedules. The Cross County Connection vehicles can accommodate eligible riders who utilize mobility devices that meet the ADA guidelines.

## **How much does this specialized transportation cost?**

A one-way trip cost \$2.00. The bus drivers cannot make change. Please have the exact fare ready when boarding the vehicle. Tickets can be pre-purchased at the Orangeburg Transit Center located at 1630 Carolina Avenue Orangeburg, SC.

## **Where can I travel?**

The ADA paratransit service area is within  $\frac{3}{4}$  mile on either side of the Cross County Connection fixed route service in the city of Orangeburg.

## **How do I become certified to ride?**

To apply for the ADA paratransit service, you may request an application by calling the Cross County Connection ADA staff at (803) 531-1302 or the Lower Savannah Aging and Disability Transportation Resource Center (866) 845-1550 or by writing to:

**Cross County Connection  
ADA Paratransit  
1630 Carolina Avenue  
Orangeburg, SC 29115**

## **How do I schedule a trip?**

To request a trip, call the Lower Savannah ADTRC at (866) 845-1550 and a friendly mobility manager will assist you with your request.

Please be prepared to provide the following information when scheduling:

- Name
- Date you will be traveling
- Pick-Up address (including numeric address, apartment and/or building name/number)
- Time of your appointment
- The physical address of your destination
- If a PCA (Personal Care Attendant) or companion will be traveling with you
- If you will be using a mobility device

This specialized transportation operates Monday – Friday. This service does not operate on the following holidays:

**New Year's Day**  
**Martin Luther King Day**  
**Memorial Day**  
**4<sup>th</sup> of July**

**Labor Day**  
**Thanksgiving Day**  
**Christmas Eve Day**  
**Christmas Day**

### **How many packages can I bring on the vehicle?**

Carry-ons are limited to approximately three (3) grocery bags or similar sized packages onboard the transit vehicle. The items must be limited to how many the passenger can hold and/or the passenger can keep in the immediate area of that one (1) seat.

The driver can help a rider carry two packages on and off the vehicle from the same sidewalk waiting area where the rider boards and gets off the vehicle. Drivers cannot carry any packages to the door. Packages should weigh no more than 25 lbs. each.

### **Who can accompany eligible passengers?**

#### ***Personal Care Attendant***

A certified ADA paratransit passenger can travel with a personal care attendant (PCA), who is needed to assist with mobility, if this requirement is established during the eligibility/certification application process. The PCA is not required to pay a fare. The PCA is sometimes known, or identified as an “escort”.

#### ***Traveling Companion***

Each certified ADA passenger can travel with one person in addition to the PCA. More than one travel companion may be accommodated on a space available basis. Travel companions must pay the correct fare and must have the exact travel arrangements as the certified passenger. The certified passenger must inform the reservationist whether a travel companion or a PCA will be accompanying the certified ADA passenger to ensure an accurate count of individuals traveling on a vehicle.

#### ***Service Animals***

Under the American with Disabilities ACT (ADA) laws, individuals with disabilities are allowed to bring their service animal with them on the vehicle. ADA defines a service animal as any animal individually trained to provide tasks to an individual with disabilities. The individual must maintain control of the animal at all times. The care or supervision of a service animal is solely the responsibility of the owner.

The Cross County Connection reserves the right to exclude transportation to the service animal in the event the animal's behavior poses a direct threat to the health or safety of others.

## How do I cancel my trips?

Call (803) 531-1302

Trips no longer required by a rider must be cancelled at least 2 hour prior to the schedule pick up time. A trip cancelled less than 2 hour ahead of time will be considered a **NO SHOW**.

## RULES OF CONDUCT

Riders are asked to follow these rules of conduct to ensure the safety and comfort of all riders and the driver:

- No eating, drinking or smoking on board
- No riding under the influence of alcohol or illegal drugs
- No abusive, threatening or obscene language or actions
- No discharge of bodily fluids or open wounds
- No deliberate fare evasion
- No physical abuse of another rider, or the driver
- No operating or tampering with any equipment while onboard a transit vehicle
- No radio, compact disc players, or other sound-generating equipment are to be played onboard the vehicles
- No children 10 and under are permitted to ride the transit vehicle unless accompanied by an adult for the duration of the trip
- For safety reasons, please limit unnecessary conversation with drivers when the vehicle is in motion. Riders who violate the rules of conduct are subject to penalties up to and including suspension of service. **NOTE: Riders who engage in physical abuse or cause physical injury to another rider or the driver may be subject to immediate and permanent suspension and possible criminal prosecution in accordance with SC Law Title 58 Chapter 23 Article 17.**

## How can I appeal a suspension of service?

A rider who disputes the basis for a suspension of service, termination of service or loss of subscription privileges can request an appeal hearing by calling or writing:

**Cross County Connection  
ADA Paratransit  
1630 Carolina Avenue  
Orangeburg, SC 29115  
(803) 531-1302**