

Updated Guide to Orangeburg County Paratransit ADA

What is the Orangeburg County Transit ADA Paratransit Service?

The Orangeburg County Transit ADA Paratransit service is a specialized door-to-door transportation service for people with disabilities that prevents them from accessing the fixed route service. Riders request advance reservation and share the vehicle with other passengers. This service is by application approval and there are no limited number of trips.

The Americans with Disabilities Act

- Signed into Law 1990
- Eliminates discrimination against people with disabilities
- Provides enforceable standards
- Remove barriers to accessibility

How much does the specialized transportation cost?

A one-way trip cost \$2.00. Students with disabilities ride free to school and other higher learning facilities. All student must show a valid ID from their educational facility. Tickets can also be pre-purchased at the Orangeburg County Transit Center located at 1630 Carolina Ave Orangeburg SC 29115

Where can I travel?

ADA Paratransit service area is within ¾ mile on either side of the Orangeburg County Transit fixed route services.

How do I become certified Paratransit rider?

Eligibility Criteria

A person who cannot navigate the transit system without assistance is eligible for ADA paratransit.

- Unconditional Eligibility (All Trips) - When it is not reasonable to use the fixed route service under circumstances, regardless of weather, distance to the stop, etc...

- Conditional Eligibility (Some Trips)- The rider can be reasonably expected to make some trips on the fixed routes service
- Trip-by-Trip eligibility – saves capacity time and money by requiring the rider to find other options for that trip usually fixed route
- Temporary Eligibility- for people with temporarily illnesses that prevent them from using the fixed routes transit for a limited period of time.

To apply for ADA paratransit service, you must request an application by calling Orangeburg County ADA staff at 803-533-1500, by website www.orangeburgcounty.org/ccs or simply come by the office on 1630 Carolina Ave.

Examples for Approval:

- Inaccessible bus stops for health condition
- A person who lacks balance, unable to stand or stand for long intervals
- Dialysis patients
- A person with vision disabilities
- Heart Conditions
- And many conditions

How to Schedule a trip?

To request a trip, call the Orangeburg County Transit Center at (803) 533-1500 and a friendly mobility manager will assist you with your request. For next day trip, trips must be scheduled the day before 4:00 PM.

Please be ready to provide the following information when scheduling:

- Name
- Date of requested trip
- Physical Address of destination
- Appointment Time
- Name of Personal Care Attendant (if applicable)

Trip Reservation

- Requested trips must be scheduled
- Reservations can be made a day in advance for next day service.
- Reservations must be taken during normal business hours
- Pick up times (from home) may be negotiated (one hour before or after requested time)-at a minimum pending high volume scheduling
- The rider is recommended to be ready at least one hour before scheduled pick up

- Reservations can be made up to 14 days in advance

Pick-up Window

- A 30 minute window time for pick-up is given (can be shorter if schedule permits) for return home trips

How do I Cancel a Trip?

Trips that no longer require a ride must be cancelled at least 2 hours prior to the schedule pick up time. A trip cancelled less than 2 hours is considered a NO SHOW.

Trips that are not cancelled ahead of time or at the door will still be obligated to pay the fare of \$2.00

To cancel a trip simply call the Orangeburg County Transit Center's ADA reservation line at 803-533-1500.

NO Show Policy

2 no shows no call results in rider suspension for one week and paid in full fare.

3 – 5 no show no call will result in suspension of ride and consultation for return

How Many Packages can I Bring on the Vehicle?

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

The driver can help a rider carry the two packages on and off the vehicle from the same sidewalk or waiting area or door where the rider boards and gets off the vehicle. Packages should weigh no more than 25lbs each. Drivers are PROHIBITED from carrying packages into the door of the home.

Who can accompany eligible passengers?

Personal Care Attendant

A certified ADA paratransit passenger can travel with a personal care attendant (PCA), who is there to assist with the mobility of the ADA passenger. This requirement is established during the eligibility/certification application process. The PCA is not required to pay a fare. The PCA is sometimes called or identified as an "escort".

Travel Companion

Each certified ADA passenger can travel with one person other than to the PCA. Travel companions must pay the correct fare and must inform the reservationist whether travel companion or 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 Orangeburg County Transit Staff reserves the right to exclude transportation to the service animal in the event that the animal's behavior poses a direct threat to the health or safety of others.

49 C.F.R. Section 37.123(f)

- Transit entities are required to permit one person to accompany the paratransit eligible individual
- Additional persons serves on a space availability basis (Companions)
- The Orangeburg County Transit staff may not limit who the companion is

RULES OF CONDUCT

- 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
- While in pandemic A MASK IS REQUIRED to ride at all times
- No deliberate fare evasion
- No physical abuse of other riders or the driver
- No operating or tampering with any equipment while onboard transit vehicle
- No radio, compact music players, or any other sound-generating equipment are to be played onboard the vehicle
- 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 your conversation with the driver 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 subject to immediate and permanent suspension and possible criminal prosecution in accordance with the South Carolina Law Title 58 Chapter 23 Article 17.**

How can I appeal a suspension of service?

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

**Orangeburg County Transit Center
ADA Paratransit
1630 Carolina Avenue
Orangeburg SC 29115**

This service operates Monday – Friday office hours 8:30 AM – 5:00 PM and bus hours from 7:00 AM-6:00 PM with exception to designated holidays.

New Year's Day	Labor Day
Martin Luther King Day	Veteran/s Day
Good Friday	Thanksgiving Day
President's Day	Thanksgiving Day After

Memorial Day
4th of July

Christmas Eve
Christmas Day