

POINT PLUS

Stevens Point Paratransit Policies

Type of Service

Point Plus is a door-to-door service. The driver will meet and assist the rider from the outermost exterior door of the building to the vehicle. To receive door-to-door service, the following conditions must be met:

- The outermost exterior door must be no more than 150 feet from the vehicle.
- The vehicle operator must be able to maintain sight of the vehicle at all times.
- There must be safe access from the vehicle to the door.
- The parked vehicle must not block or impede traffic.

Vehicle operators are not permitted to enter beyond the threshold of any building. If the facility has an airlock system the vehicle operator will take the rider inside the threshold of the second set of doors.

Assistance is not provided beyond what is deemed necessary to board, disembark, or stow personal belongings.

Rules of Conduct

The rules of conduct will assist in the safety and comfort of the riders and operator. Riders who violate rules of conduct are subject to penalties, up to and including suspension of service.

- No eating, drinking, or smoking on board.
- No abusive, threatening, or obscene language or actions.
- No physical abuse of another rider or the vehicle operator.
- No operating or tampering with any equipment while on board.

Service Area

The service area encompasses the City of Stevens Point, Village of Whiting, Crossroad Commons of Plover and areas within a 3/4-mile radius of the ends of the fixed route. It does not refer to walking or driving distance.

Paratransit Service Hours

Complementary Paratransit service will operate concurrently with the Stevens Point Transit fixed route service.

No Service

Saturdays (when UWSP campus is on spring, summer, Thanksgiving or winter break)

Sundays

Holidays:	New Year's Day	Independence Day	Memorial Day
	Labor Day	Thanksgiving Day	Christmas Day

Fares

Fares may be paid with cash, punch pass or invoiced on a monthly basis. Vehicle operators do not carry change. The current fare is as follows:

Private Pay fare: \$2.00 per one-way trip.
Agency Pay fare: \$10.00 per one-way trip.

Personal Care Attendant and Companions

A personal care attendant (PCA) accompanying a registered user is not charged a fare. A companion or guest will be charged the same fare as the registered user. Additional companion or guests will be allowed if space is available.

Visitors

If an individual has been certified as ADA paratransit eligible by another public entity, certification shall be honored for up to 21 days. If service is needed beyond 21 days, local certification will be required and an application must be completed.

Trip Scheduling

Trip scheduling at least one day in advance is appreciated. Same day trip requests will be accommodated if possible. Trip scheduling may occur up to fourteen (14) days in advance.

Subscription Service is available for scheduling trips with a repeated pattern, such as, traveling to work or school each weekday. After the subscription service is set up, there is no need to make further arrangements until travel needs change.

Stevens Point Transit offers a voice messaging system for customers who call after the Transit business office is closed.

Pick-Up Window

Riders should expect the bus within 30 minutes of the pick-up “window” (e.g., 15 minutes before and 15 minutes after the negotiated pick-up time). For example, if the negotiated pick-up time is 9:15 a.m. the bus may arrive between 9:00 - 9:30 a.m. and be considered on time.

It is the rider’s responsibility to be prepared to board the vehicle within the pick-up window. Wait until after the 30 minute pickup window before calling in to report a late ride.

5-Minute Wait Time

When the vehicle arrives the driver has a 5-minute wait time for the rider to board before departing.

Cancellations

When a rider needs to cancel a trip, the cancellation should occur 1-2 hours prior to the negotiated pick-up time. If a rider fails to call 1-2 hours before their scheduled trip, he/she will be charged with a late cancellation, unless the cancellation is due to reasons beyond the riders’ control.

No-Shows

A rider who is either not available, not ready, or refuses to take a scheduled trip will be considered a no-show, unless the circumstances surrounding the no show are beyond the riders’ control.

Suspension of Service due to No-Shows

Stevens Point Transit has an established administrative process to suspend service for a reasonable period of time to an individual who establishes a pattern or practice of missing schedule trips. For more information contact the Transit Office.

Changing a Trip Destination

All trip destination changes must be scheduled through the Transit Office. Drivers are not authorized to make changes to the rider's scheduled time or destination.

Multiple Destinations

Each trip includes one destination. Brief stops at locations before the scheduled destination will not be allowed. If multiple destinations are needed, they must be scheduled separately and the rider will be charged a fare for each segment.

Wheelchairs

ADA defines a common wheelchair as a three or four wheeled device that is no larger than 30 inches in width and 48 inches in length. When occupied, the device should weigh no more than 600 pounds. The rider must provide their own wheelchair with footrests.

Carry-On Items

Riders are limited to three carry-on items with a combined weight of 50 pounds. Carry-on items must not pose a safety hazard.

Ramps and Sidewalks

Ramps and sidewalks must be accessible and clear of snow and ice. Ramps must be installed where there is more than one step at the entrance of the residence.

Certification

The participant is certified for a period of five years. Re-certification may be required prior to the expiration of the current eligibility period. If the participant has a temporary disability, such as knee surgery, they can be certified for a period up to six months.

Appeals Process

Applicants and certified users shall have access to an appeals process to contest a denial of eligibility, a trip denial or suspension from service.

Appeals must be filed within 60 calendar days from the date the customer received the decision being appealed. Final decisions on all appeals will be made by the Appeals Panel.

Send appeal letter to: Stevens Point Transit
 Attention: Transit Manager
 2700 Week St
 Stevens Point WI 54482