Paratransit Plan Exhibit 8 of 14

EXHIBIT 8: PICKUP PERIODS FOR RETURN TRIPS AND “NO STRAND” POLICY

This exhibit contains the proposed Paratransit "No Strand" Policy for the Paratransit Plan 2017-18.

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# 1.0. Overview

After booking a trip, the customer is given a “Pickup Period,” which is the 20-minute window of time RTS Access assigns to a customer during which the bus is scheduled to arrive to pick up the customer for the trip. After the Pickup Period begins, the Bus Operator will wait 5 minutes for the customer to show up for the scheduled ride. The “5-Minute Waiting Period” is the amount of time an RTS Access Bus Operator must wait for the customer to appear for the scheduled pickup. The 5-Minute Waiting Period cannot start before the start of the Pickup Period. If the Bus Operator arrives before the Pickup Period begins, the Bus Operator will not start the 5-Minute Waiting Period until the Pickup Period begins. A “Single No-Show” occurs when the customer fails to show up during the 5-Minute Waiting Period for pickup by RTS Access. A “Late Cancellation” occurs when the customer cancels a trip less than 2 hours before the Pickup Period begins.

# 2.0. Final Pickup Periods for Return Trips

RTS Access will establish a “Final Pickup Period” based on the comparable schedule for fixed route service. A Final Pickup Period is the latest-available, return-trip pickup period that takes into account the likely travel time for the requested trips and allows the RTS Access Bus Operator to finish transporting customers to their destinations no later than the latest comparable fixed route drop-off.

RTS Access Schedulers will schedule trips in compliance with the established Final Pickup Period. For example, if the latest drop-off on a particular RTS fixed route is 10:30 PM, RTS Access could establish a return-trip Final Pickup Period of 9:50 PM to allow the RTS Access Bus Operator to complete the return trips by 10:30 PM. In this example, the Scheduler could not reserve a comparable paratransit trip with a pickup period after 9:50 PM.

RTS Access will not provide return trips after the Final Pickup Period.

# 3.0. No Strand Policy

RTS Access customers can schedule rides that are one-way or round-trip. A round-trip ride has two scheduled trips — an outgoing trip and a return trip. Even if the customer cancels or does not appear for the outgoing trip, RTS Access will provide the return trip as scheduled unless the customer cancels it. If a customer fails to appear for boarding within the scheduled Pickup Period for a return trip, RTS Access—at the request of the customer—will attempt, with its available resources, to schedule a return trip so that the customer is not stranded. In such instances, RTS Access will use its best efforts to schedule a return trip for a customer who misses the originally scheduled trip, but RTS Access cannot guarantee a Pickup Period in the event it is able to schedule the trip. Additionally RTS Access will only schedule return trips during regular service hours. The RTS Access No Strand Policy applies only to the return ride of a round-trip scheduled with RTS Access. RTS Access will not provide return service for customers who fail to show up for a return trip scheduled at the Final Pickup Period (Single No-Show), or when customers book a one-way trip, or for customers who request to disembark from the vehicle before reaching their scheduled destination. Customers have the option of calling 585-224-8330, Option 3 to find out whether it is possible to reserve a trip for later that same day (“Same-day Service”). Same-day trips can be reserved only if space is available and only during regular service hours. Same-day Service costs $6.00 plus distance-based fare ($1.50 to $4.00). Customers must pay the RTS Access Bus Operator the exact fare upon boarding; RTS Access cannot transport customers who do not pay the fare.

If the distance to the destination is 1 mile or less, the Distance Fare is $1.50, the Same-day Fare is $6.00 and the total fare is $7.50.

If the distance to the destination is 1 to 3 miles, the Distance Fare is $1.75, the Same-day Fare is $6.00 and the total fare is $7.75.

If the distance to the destination is 3 to 20 miles, the Distance Fare is $2.00, the Same-day Fare is $6.00 and the total fare is $8.00.

If the distance to the destination is over 20 miles, the Distance Fare is $4.00, the Same-day Fare is $6.00 and the total fare is $10.50.

If the Same-day trip is for a destination in the supplemental service area, add $6.00 to the total fare.

End of proposed Paratransit "No Strand" Policy.

End of Exhibit 8.

There are 14 total Exhibits available for public comment.