



**City of Pocatello  
Public Transit Department**

***PARATRANSIT  
RIDER GUIDE***

**Effective October 2018**

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# Welcome to PRT's Paratransit Program

As a “safety-net,” and for eligible riders who have a disability that prevents them from making some or all of their trips on fixed route buses, PRT offers a door-to-door (origin-to-destination) service called **Paratransit**. This service operates in the same areas, days, and hours as the fixed route bus services.

## 1 Who can use Paratransit?

- You must complete the application process and be certified as eligible before scheduling any Paratransit rides.
- Paratransit service is only available to people who have a physical and/or mental disability that prevents them from functionally using PRT fixed route buses for some or all of their rides.
- Children under eight (8) years of age will be considered for Paratransit eligibility based on the functional ability of both the accompanying adult and child (as a team) to use fixed route bus service. When an eligible child is traveling with an adult (who is serving as a personal care attendant), a fare must be paid for the child and the adult attendant rides free.
- Upon authorization, applicants and/or visitors with Paratransit eligibility who require immediate transportation may use up to 30 days of Paratransit rides before being required to become eligible with PRT.
- Many PRT Paratransit riders find that fixed route bus service is their preferred choice for some rides. This choice does not affect your Paratransit eligibility.
- You will be notified to recertify your eligibility (unless you have temporary eligibility).

## 2 When and where does Paratransit operate?

- Paratransit is “comparable or similar to” PRT’s fixed route service.
- Paratransit service only covers areas that are within three quarters of a mile boundary of a fixed bus route, or within three quarters of a mile of the incorporated limits of Pocatello/Chubbuck.
- Regular operating hours run in conjunction of the fixed route services Monday through Friday from 6:00am to 7:00pm with a \$2.00 per-trip fare and on Saturday from 9:00am to 6:00pm with a \$2.00 per-trip fare.
- Premium Service hours (outside regular operating hours) are Monday through Friday before 8:00am and after 7:00pm and on Saturday before 9:00am and after 6:00pm. ALL trips performed during Premium Service hours require a \$5.00 per-trip fare.
- Paratransit vehicles may be restricted from going into gated or secured areas and must be authorized prior to PRT entering these types of premises.
- Paratransit vehicles are not allowed to travel into areas that require security clearance including the entry of a security code for access.
- PRT may establish pick-up and drop-off points for some locations.
- Just like fixed route services, Paratransit observes most all holidays and reduced schedules on Saturdays. See “Does Paratransit Run on Holidays?” for holiday schedules.
- **PRT reserves the right to establish service points based on safety concerns from the driver or rider. You will be notified of any changes to service point location(s) prior to implementing.**

### 3 How does Paratransit provide service?

- Small buses and vans
- Rides are scheduled by advance reservation
- Service is door-to-door or designated pick up service points
- Other riders share the vehicle so the bus may stop and travel in other directions during your ride
- Travel time will vary, depending on the ride distance and stops made to accommodate other riders during the ride
- You must pay for your ride with cash or a Special Services punch card

### 4 How do I schedule a ride?

All rides are scheduled through PRT's Dispatch Office. To request a ride, call our Dispatch Office (see last page for phone number). Have addresses, day of service(s), and times readily available when you call.

Have a pen and paper handy so you can write down important information

- Write down your Ready Time Window
- Write down whom you spoke with and the date you spoke with them

### 5 When can I call to schedule a ride?

You can schedule your ride(s) any time prior to the trip but PRT recommends the day before you ride. Day in advance scheduling may be required for repeat offenses for no shows, changes, etc. A dispatcher will take your ride requests:

- Weekdays from 8:00 am to 7:00 pm
- Saturday from 9:00 am to 5:30 pm
- On Sundays, holidays, or times outside these windows, you may leave your ride request on the answering machine. **If you do not receive a call from us, your eligible ride will be scheduled as close as possible to the time you requested. If you do not leave a phone number for us to contact you, you must contact us to confirm the ride times as the scheduled time might not be the exact time you requested, and could result in you no showing the vehicle.**

### 6 What information do I need when calling to schedule a ride or if I get the answering machine?

You will need **ALL** your ride information when talking to the dispatcher or when leaving a message on the recording. Leave a phone number you can be reached at (if you do not leave a number you **must** call back to confirm your ride time).

- Your first and last name (spell both first and last name when leaving a message on the recorder)
- The date and day of the week you need a ride.
- The exact street address where you need to be picked up from.
- The time you need to be to your appointment.
- The exact street address where you are going.
- The time you want your return
- The address to be picked up from

## 7 What is the ready time or ready time window?

The ready time window is a thirty (30) minute time frame of when you need to be ready to board the bus. The dispatcher will quote you this time when you call to schedule your ride. Out of courtesy for other Paratransit riders who are scheduled on the same vehicle, you must board when the vehicle arrives.

- The drivers will wait **no longer than five (5) minutes** after their arrival time within the ready time window.
- The vehicle will depart when the five-minute period is up.
- The dispatcher may call the customer to advise that the vehicle has arrived.
- It's your responsibility to be ready, prepared to board, when the vehicle arrives. **If not, and the ride is the originating ride of the day (1st ride of the day) a bus may not be sent back (unless we were in error in scheduling or the driver was at the wrong location).**

## 8 How do I change my scheduled ride?

Paratransit generally does not change pick-up times or pick-up/drop-off locations on the same day of your ride. You can change your ride up to 5:00 pm on the day before your ride (see phone number on the last page). Tell the dispatcher you would like to change a ride that has already been scheduled. The dispatcher will ask you:

- Your first and last name
- The date and time of the ride you are calling to change
- The new time(s) you would like to schedule, or changes you need to make

The dispatcher will always try to accommodate your needs, but changes to your original ride request may result in adjustment to your pick-up times. Same day changes are subject to resource availability and a \$5.00 same day service fee per new or modified trip if PRT is able to accommodate your request. Note: PRT may allow exceptions for unforeseen circumstances.

**For next day only ride** changes, if you call after hours or on holidays, you must provide all of the following information on the recorded message:

- your name (spell both first and last name)
- the ride information you need to change, including:
  - the time you need to be to your appointment
  - the address where you need to be picked up
  - the address where you are traveling to
  - the time you want your return
  - the address to be picked up from
  - the address where you are going to
- a phone number you can be reached at

## 9 How do I cancel a scheduled ride?

If you have scheduled a ride that you no longer need to take, please call the dispatch office **as soon as possible** to cancel your scheduled ride. You can cancel any ride(s) in advance or put subscription service on hold for periods of time (refer to section “What If I Go To The Same Place Every Day/Week”).

## 10 What if my appointment is running late?

Everyone has occasional circumstances outside of their control that can cause delays at a scheduled appointment. If your appointment is running later than you expected and there is a chance you will not be ready for your scheduled return ride (or if you have missed the bus), call the dispatch office as soon as possible.

You will be asked:

- Your name.
- The time of your scheduled return ride pick-up

Every effort will be made to adjust your return ride pick-up time and assign another bus to pick you up. **Because schedules are set the day before, there may be a delay of an hour or more before another vehicle is available to accommodate your ride. Remember: Allow extra time for medical appointments or other appointments that may take longer than expected. This will reduce the unnecessary cost of sending an additional vehicle.**

## 11 How do I check on my ride?

Unexpected delays can happen because of road construction, traffic conditions, or bad weather, or on occasion mechanical problems with the vehicle.

- If a Paratransit vehicle has not arrived within your Ready Time/Window, call the dispatch office and we will update you on your ride. Stay within sight of the pick-up location if at all possible, in case the vehicle arrives while you are calling.

## 12 Does Paratransit run on holidays?

We provide Paratransit service ONLY on holidays consistent with fixed route bus service. You can also check by calling our dispatch or visit PRT's website (see last page for contact information).

- All rides are pre-canceled on a Holiday, so if you want a ride on a holiday, you must call to confirm whether we are operating service, and whether you are traveling within the service area to receive a ride.

## 13 What if I go to the same place every day/week?

If you need a ride to the **same place**, at the **same time**, at least once a week, "Subscription Service" may be a good option for you. This service allows you to schedule these rides with one call. You will then be automatically placed on the schedule each week. If you are receiving "Subscription Service," it is important to **let us know immediately if you don't need a ride on a particular day**. This way, we can make the change on our schedules. For example, if you have "Subscription Service" for a ride to work or school each weekday, keep us updated on holiday and vacation times when school is not in session or your work is closed. This will help us avoid unnecessary rides or missed connections. You can put your subscription ride on "hold." When you are ready to have your subscription service taken off "hold," call our dispatch office in advance to reinstate the service.

## 14 How do I pay for my ride?

The fare must be paid when boarding the vehicle. Riders who do not have appropriate fare may be subject to not being transported. Fares can be paid in any of the following ways:

- Cash (Exact fare only as drivers carry no change)
- Check
- You can pay round-trip fare
- Special Services 20-Trip Punch pass
- Your funding may be sponsored by an agency (Medicaid, Voc Rehab, etc.) but it is your responsibility to check with your case manager or counselor to confirm funding for your trips

## 15 Can I tip the driver?

Drivers are not permitted to accept tips. However, PRT is happy to accept donations for the service. If you would like to commend a driver for service provided, call PRT's dispatch office (see last page for phone number).

## 16 What do I do when the Paratransit vehicle arrives?

You are expected to be "ready to ride" when the vehicle arrives. The Paratransit driver will stop the vehicle at the curb in front of the pick-up address you provided unless something is preventing them from doing so, then they will park as close as possible to the location. You are expected to be ready so you can identify or be identified by the bus driver. Please be ready to go when the vehicle arrives so that the driver can stay on schedule for all riders. The driver will honk the horn at residences to let you know the vehicle has arrived (unless special accommodations have been authorized through PRT). Wait in an area where you can see or hear the vehicle arrive, or where the driver will be able to see you. **Please note that the vehicle may arrive anytime within the 30 minute ready time window. Drivers can only wait for you for 5 minutes after they have arrived. If you are not ready, the driver may have to leave to avoid inconveniencing other riders.**

**Rider Tips:** Make sure that your address is clearly visible from the street, especially at night. If you are being picked up at a large building, make sure when you schedule your ride to tell the dispatcher which entrance you will be at. Carry needed medication with you in case we are delayed and your ride takes longer than expected. If you use oxygen, bring an adequate (extra) supply. If you are diabetic or hypoglycemic, please bring a small snack with you in case the ride is longer than planned.

## 17 How will the driver help me?

Paratransit is a door-to-door service. Do not expect extra assistance beyond the door threshold of residence or business establishment, as the driver cannot leave the bus or riders unattended due to safety and security concerns. If additional individual assistance is needed, drivers will assist you as you enter and exit the vehicle and/or business establishment. Drivers also operate the wheelchair ramp or lift and will assist you with the securement of wheelchairs and mobility aids, and with seat belts.

- If you need assistance getting to the curb or from the vehicle to your destination, the driver can assist you, but please be aware that the driver will need to depart shortly after arriving at your destination.
- **What personal (disability) information will the driver know about me?**

The driver gets information about the Paratransit service or trips he/she will provide each day on a "Manifest". The manifest provides the following information to the driver: each rider's name, pick up address, ready time window details and destination address. Additional information which may be included is: are you traveling with a Personal Aid and/or companion for that trip; are you traveling with a service animal; what type of mobility device are you using for today's trips, such as manual or



power wheelchair, walker, cane, etc. No specific personal information about the rider's disabling conditions are provided on the manifest without advance permission from the rider. From time to time, specific information may be necessary for safety purposes or to assure effective communication between the rider and driver while on board the bus. For example, if the rider cannot be left unattended, that would be stated; a statement might be added that the rider is deaf and communicates by reading lips or writing notes; or the rider is non-verbal and will respond to conversation with the driver by nodding his/her head or using a speech board. Call our dispatch office to discuss your need to have personal information added to the manifest when you travel on PRT Paratransit.

## 18 How do I reach PRT if something happens after-hours?

If you need to reach us Monday through Friday after 7:00 p.m. or on Saturday after 5:30 p.m. due to an emergency or because your bus hasn't arrived within the ready time window, call 208-244-4044 for a PRT Representative, or 711 for Relay Idaho, or 1-800-377-1363 for Speech Relay. If there is no response, contact the Pocatello Police Department at 208-234-6110. **No ride reservations or schedule changes can be made after hours.**

## 19 What is a personal aid?

A Personal Aid is someone you may bring with you to assist you while traveling or with personal care or activities. You must tell us that your Personal Aid is traveling with you when you schedule your ride, or any time before 5:00 p.m. the day before your ride. This ensures that there will be room on the vehicle for you, your Personal Aid, and other scheduled riders. You may schedule only one (1) Personal Aid and they may ride for free when traveling with you. A Personal Aid must get on and off the bus at the same places and times as you. Drivers cannot add riders who do not have a reservation, so if you do not make a reservation for your Personal Aid, they will not be allowed to ride with you.

NOTE: Personal Aids may ride fare-free but must obtain an ADA Aid Pass, otherwise, they will have to travel as a guest/companion and pay a fare for their ride.

## 20 Can I bring a guest/companion?

Yes you can. In addition to you aide, a guest/companion is someone you want to bring along to share the ride. Guests/companions must pay a fare when accompanying you, and must get on and off the vehicle at the same place and time as you. You will need to tell the dispatcher when you schedule rides that you will be traveling with one or more guest(s). This ensures that there will be room on the vehicle for you, your guest(s), and other scheduled riders.

## 21 Can children ride alone?

All children under eight (8) years of age must be accompanied by an adult. They cannot ride unattended. If traveling with a full fare-paying adult, PRT's policy allows 2 children under eight (8) to ride for free. An adult accompanying a child on Paratransit is responsible for the child. Drivers can assist with securing the child's seatbelt. The Driver will not secure a child restraint car seat, will not assist with strollers and are not permitted to carry children on or off of the vehicle for you. If you will need assistance with the child, please bring someone else along to help you.

## **22 Does PRT transport all types of wheelchairs and other mobility devices?**

Paratransit vehicles are designed to accommodate most wheelchairs and mobility aids. PRT will carry any wheelchair and occupant, regardless of size or weight, if the lift/ramp and vehicle can physically accommodate them, so long as it is safe to do so. Riders using wheelchairs or mobility devices should be in the upright position when boarding and during travel on the bus. Riders using a Transport Chair may only do so to board the bus, then must transfer to a seat. If you are unable to independently transfer to a seat, you must bring someone with you to assist you transferring from the transport chair to the bus seat as the driver is unable to assist.

## **23 Are there different rules for scooters?**

Yes, some three-wheeled or four-wheeled scooters are difficult to secure on Paratransit vehicles. For safety, we recommend you transfer to a vehicle seat if you can do this independently.

## **24 Does my wheelchair need to be secured?**

Yes, it is the driver's responsibility to ensure that mobility devices are properly secured. Wheelchairs and scooters are required to be secured into the four point securement system at all times during the ride. PRT requests that riders also allow drivers to secure the lap belts and shoulder belt to ensure safety.

## **25 Do I have to wear the safety belt?**

Although not required, for your safety and security, PRT strongly encourages you to use a safety belt and asks that you remain seated while riding on Paratransit vehicles.

## **26 Do you transport respirators and portable oxygen equipment?**

Yes. Portable oxygen equipment and portable respirators are permitted on all PRT vehicles. The driver will assist you in securing this equipment on the vehicle. Drivers are not permitted, however, to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to bring someone with this ability with you.

## **27 What about traveling with a service animal?**

Riders may travel on all PRT vehicles with a service animal. Service animals include guide dogs, signal dogs, and other animals trained to work or perform tasks for persons with disabilities. If you are traveling with a service animal, be sure to inform the dispatcher when you are scheduling a ride. This ensures the appropriate vehicle is sent, and/or there will be room on the vehicle for you and your service animal, along with other scheduled riders. Drivers cannot make changes for your service animals if you do not make a reservation by 5 p.m. the day before your ride. Your service animal will not be allowed to ride with you without prior notification. You are responsible to maintain control of your animal while on board the bus. If you are planning on riding PRT with a service animal, please follow these guidelines:

- To maintain control of your service animal, it may need to be on a leash, in a cage or container when boarding, while riding and when exiting the bus.
- The animal must remain at your feet or on your lap. The animal may not sit on a vehicle seat.
- The animal must not be aggressive towards people or other animals
- You are responsible for any damage or soiling caused by the animal

- The animal must be clean and well groomed.

## **28 Can I bring my pet?**

No, PRT does not allow animals other than those specified as a “Service Animal” which are trained to work or perform tasks for persons with disabilities.

## **29 Can I bring packages and personal items?**

You may bring grocery bags, luggage, or other packages or (legal) personal items with you on Paratransit. Drivers are available to assist you with loading and unloading of packages and personal items ONLY to the extent of what one can reasonably carry in one load. Please do not plan to bring more than you, the driver, or the assistant who is traveling with you can manage without delaying the vehicle. Delaying the vehicle occurs when you bring more items than you can carry on the vehicle at one time. Also, keep in mind that this is a shared-ride service and space is limited. Grocery store carts are not permitted on vehicles, but you may bring packages on-board in personal two-wheeled, collapsible cart. If you are bringing a collapsible cart with you, let our dispatch know when you request your transportation to assure the vehicle will be able to accommodate it.

## **30 What if I lose my Paratransit ID card?**

If you lose your Paratransit ID card, contact our dispatch office for a replacement card (see last page for phone number).

## **31 What emergency procedures are in place in case something happens when I am on the bus?**

In the event of an accident or emergency, please remain calm and follow the Driver’s instructions.

- Personal Medical Issues - A rider who becomes ill, or notices another rider who may be ill, should immediately inform the driver. Because drivers are not trained to provide medical assistance, they are required to notify PRT’s dispatch for instruction.
- For health and/or safety - if a rider can’t be left alone, and the person meeting them is not at the location when the driver arrives, the rider will be transported back to the PRT office (or to another safe location). The rider's guardian or caregiver will be notified and required to come to pick-up the rider or to make other transportation arrangements. Respite care charges may be assessed to the rider if a pattern of this occurs. If we are unable to make contact with the guardian or caregiver, the proper authorities will be notified

## **32 Will the bus still pick me up during bad weather?**

PRT reserves the right to suspend, modify or cancel service during times of bad weather conditions that may jeopardize the safety of our riders, our employees, or our vehicles. On bad weather days, call PRT to determine whether we will be able to safely pick you up. The dispatch office will also be able to tell you if service will be canceled. During storms including snow, ice or high wind warnings, travel may be suspended. If you are planning to travel at times when bad weather is predicted, take into consideration the problems we may have in getting to or from locations along your route. Also, if you are traveling during inclement weather, be sure to be prepared for longer ride times. For example, bring any medication you may need; if

you use oxygen, bring an adequate (extra) supply; if you are diabetic or hypoglycemic, and bring a small snack with you in case the ride is longer than expected due to the weather.

### **33 Does PRT have a community disaster emergency procedure?**

Yes we do. During a community disaster, PRT will make every attempt to transport our riders as scheduled. Due to the nature of the disaster, it might be necessary to establish pick-up points that either require us to walk-in to the area to get you, or to have you get assistance from someone at your location to bring you to the bus. Through coordination with the local disaster control center, we will make every attempt to establish these locations to minimize your distance to them.

**If you are at home when a disaster occurs, you should stay home. If we took you to a location, and you make other transportation arrangements due to the emergency, please let us know so that we can account for all of our riders that have scheduled rides.**

**In the event of a community disaster, PRT will:**

- “Freeze” our system. This means all vehicles may hold at their location or a safe location until contacted by our dispatch.
- An inventory of vehicles and passengers on board will occur.
- An inventory of passengers delivered in the system will occur
- No additional passenger pick-ups will occur until we have been able to determine whether we can safely proceed.
- If on the bus, it may be necessary to drop off passengers at established shelters.
- If the bus is out of contact with dispatch, operators will proceed according to pre-established protocol which is:
  - Is it safe to proceed?
  - Does the driver have passengers on board?
  - Can the driver make it to a PRT facility?

If the nature of the disaster requires that you need your Paratransit ride earlier than originally scheduled, contact the dispatch office and they will attempt to meet your scheduling needs. Keep in mind that our ability to respond immediately is subject to the nature of the disaster. Call the dispatch Office if you have not yet been picked up for your ride, or to confirm that Paratransit is able to safely get to you or to where you need to go. In the event that our internal phone system is not functional, listen for emergency news announcements, or check our social media sources such as Facebook, twitter and [www.pocatellotransit.com](http://www.pocatellotransit.com). If it is unsafe for PRT to travel into a disaster area, PRT reserves the right to suspend, modify or cancel service without notice.

### **34 Keeping your records up-to-date**

By keeping our records as up-to-date as possible, we feel we will be able to provide a better service to our riders in times of an emergency. As part of our preparation for an emergency, from time to time, we may request your emergency contact information including a telephone number, cell phone, the name of a person to contact and their phone number. If you have common places that you travel, please provide us with telephone numbers to those locations as well. **Make sure we have at least one emergency contact person or location on file for you.**

### 35 Does PRT automatically cancel my later rides if I no-show the bus?

No. Later trips for the day will **not be automatically cancelled** when you "no-show" a ride. It is the rider's responsibility to cancel rides they no longer need.

### 36 Will PRT come back and pick me up if I no-show the bus?

If we take you somewhere, we will make every possible effort to come get you. If you no show the first leg of your ride, no bus will be sent to pick you up for that ride. If you no show another ride and Paratransit took you to the location, Paratransit will schedule a return ride upon request, and as schedule permits.

**EXCEPTION:** If you "no-showed" the Paratransit bus and we didn't take you, you will have to find other transportation.

### 37 What happens when the bus is late?

Contact our dispatch office immediately if your ride is more than 15 minutes late (16 minutes past the end of the ready time window). Occasionally there may be an unforeseen event such as a scheduling problem, driver error, road construction, etc. which prevents us from getting to you on time. Dispatch may contact you beforehand if they're aware the bus will be late, otherwise, please call us and we'll give you an approximate arrival time and/or send another bus.

### 38 Are there other rider rules I need to know?

PRT has a list of common-sense rules to ensure the safety of all riders and drivers. All riders, their personal care attendants and any companions traveling with riders must observe the following Passenger Bus Guidelines & Safety Regulations or risk penalties up to and including service suspension. **For a complete list of Rules of Conduct refer to our website or contact our dispatch office (see last page for contact information).**

- Passengers are required to obey ALL reasonable requests from the driver. The driver is empowered to require a passenger to exit the bus for non-compliance of guidelines / regulations or contact PRT Administration and/or local law enforcement for assistance.
- Correct fare required upon boarding, as PRT drivers do not have the ability to give change.
- Remain seated or wait until bus has come to a complete stop before exiting or boarding.
- Conversations with the driver, which distract from safely operating the bus, are prohibited.
- Aisles are to remain clear of all items including bikes, strollers, and baggage. Strollers should be folded up. Baggage beyond what one can reasonably carry is not permitted.
- Objects within the bus (basketballs, skateboards, etc.) are required to be under control.
- Objects shall not be thrown out bus windows.
- Passengers must keep head, hands, and other body parts in the bus.
- Dangerous, disorderly, lewd or offensive conduct not permitted.
- Inappropriate conduct with or towards other passengers is prohibited.
- Passengers who fight, use profane language, violate PRT rules, or threaten other passengers are subject to be removed or arrested by the police.
- No food and drinks allowed, except those in closed containers.

- Drinking of alcohol or use of illegal drugs is prohibited. Passengers causing a disturbance or hazard due to these substances may be asked or required to exit the vehicle.
- Inappropriate conduct due to alcohol or illegal drugs is prohibited.
- Smoking or use of e-cigarettes is prohibited on buses and at all bus stops.
- Earphones are required for audio and video devices. Loud noises are prohibited.
- Individuals with a communicable illness are encouraged to not board any PRT vehicle.
- Littering, vandalism, or willful destruction of PRT property is prohibited.
- Shirts, footwear, and other appropriate clothing are required. Obscene attire is prohibited.
- Passengers are required to maintain a level of reasonable non-offensive personal hygiene.
- Only service animals trained to assist a person with a disability allowed.
- Federal regulations prohibit flammable or explosive materials on transit vehicles, such as automobile batteries. (Oxygen tanks & batteries on electric wheelchairs are exempt)

Riders, personal care attendants or companions traveling with riders, who engage in an activity that disrupts the safe or effective operation of Paratransit service or who engage in illegal activities including physical abuse or cause physical injury to another rider or driver, may be subject to **immediate and permanent suspension** of Paratransit service. They may also be subject to possible criminal prosecution, which may include fines. PRT reserves the right to require that a personal care attendant travel with the rider as a condition to ride instead of service suspension. Any rider or personal care attendant or companion traveling with a rider who is suspended from service will be notified in writing and will be given an opportunity to appeal the suspension.

### 39 How do I appeal my eligibility decision?

A rider who disagrees with their eligibility decision may request an appeal. The appeal request must be made in writing and must be sent to PRT’s ADA Administration within 60-days of the eligibility determination. Send written request to:

**Pocatello Regional Transit**  
**Attn: ADA Administration**  
**City of Pocatello – Public Transit Dept.**  
**P.O. Box 4169**  
**Pocatello, ID 83205-4069**

A written copy of the appeal process may be obtained by calling the dispatch office (see phone number on last page).

### 40 Can I appeal suspension/termination of service decisions?

**Yes.** There will be an immediate suspension for any assault or threat of an assault while on the bus or on PRT property. Riders will be notified by telephone of the process that must be followed for immediate suspensions. For all other suspensions, you must follow the process outlined in your written notification. Failure to follow the process listed by the dates listed in the letter will result in the service suspension being upheld.

## 41 How do I reach PRT with suggestions and comments?

We welcome feedback, suggestions, and comments on our Paratransit service. Call our dispatch office (see last page for phone number), email [prt@pocatello.us](mailto:prt@pocatello.us), or write to:

**Pocatello Regional Transit**  
**Attn: ADA Administration**  
**City of Pocatello – Public Transit Dept.**  
**P.O. Box 4169**  
**Pocatello, ID 83205-4069**

To allow us to follow-up on your comments or suggestions, please be specific and provide us with the following information:

- Your name, address, and phone number
- The date, time, and location of the incident
- If your concern involves an office staff member, it will be helpful if you have the name of the employee, and the date and time of your conversation with him or her
- A detailed explanation of the incident or suggestion

To assist us in researching a scheduling concern, you are encouraged to keep track of the date, time and scheduling specialist who scheduled your rides on a calendar. We commit to you to log and follow-up on each comment received, and will contact you by phone or in writing to discuss our findings. Due to the research procedure, please allow us 5-7 days to complete our research once you have left your information.

## 42 What if I still have questions?

Contact PRT at:

- 208-232-0111 (Paratransit Line)
- 208-234-ABUS (2287)
- Relay Idaho:
  1. Dial 7-1-1 or;
  2. 1-800-377-3529 (TTY) or;
  3. 1-800-377-1363 (Voice)

This Rider's Guide is additionally available on PRT's web site at [www.pocatellotransit.com](http://www.pocatellotransit.com).

## 43 IMPORTANT CONTACT INFORMATION

**PRT Dispatch:** 208-232-0111 (Paratransit Line / After-hours answering machine)

**PRT Dispatch:** 208-234-ABUS (2287)

**Relay Idaho:** Dial 7-1-1 or;  
1-800-377-3529 (TTY) or;  
1-800-377-1363 (Voice)

**Email:** [prt@pocatello.us](mailto:prt@pocatello.us)

**Website:** [www.pocatellotransit.com](http://www.pocatellotransit.com)

**Social Media:**    