

# GAP

Greenville Area Paratransit



## Rider's Guide Paratransit Services

A service of  
**greenlink**  
*Connecting Greenville*

**864-467-2759**

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## I. Welcome to Greenville Area Paratransit Services (GAP)

GAP is an American with Disabilities Act (ADA) paratransit service provided for individuals who, because of their disabilities, are unable to use Greenlink's fixed route bus service. This does not include disabilities that only make the use of accessible transit service difficult or inconvenient. GAP provides comparable service to the regular fixed route bus in terms of shared rides, origin-to- destination pickup, service area and hours and days of service.

### Eligibility

GAP provides rides for people who are certified as eligible for paratransit service under the rules of the Americans with Disabilities Act (ADA). Eligibility includes, but is not limited to:

1. Persons unable to navigate the fixed route system.
2. Persons whose disability makes it impossible for them to travel to or from the nearest bus stop.

If you believe you have a disability (including mobility, cognitive and visual impairments), that prevents you from independently using lift-equipped accessible fixed route bus service, you can access an application for paratransit service by visiting Greenlink's website ([www.ridegreenlink.com](http://www.ridegreenlink.com)) or by calling:

**Greenville Transit Authority**  
100 W. McBee Avenue  
Greenville, SC 29601  
(864) 467-2759



Please let us know if you need an application in an alternative format or require in-person or telephone assistance to complete your application.

It may be determined, based on your abilities, that you are eligible for some rides but not for others. It may be determined that you are capable of using the lift-equipped fixed route bus service. All application information will be kept confidential.

Presumptive eligibility will be granted to the individual if a determination is not made 21 days after the date that a completed application is received.

## II. Service Hours

GAP operates in the fixed route service area during the same days and hours as the Greenlink fixed route service:

|                   |                         |
|-------------------|-------------------------|
| <b>Weekdays:</b>  | 5:30 a.m. to 11:30 p.m. |
| <b>Saturdays:</b> | 8:30 a.m. to 6:30 p.m.  |

Additionally, GAP operates in the trolley service area during the same days and hours as the Greenlink trolley service:

|                             |                          |
|-----------------------------|--------------------------|
| <b>Thursday and Friday:</b> | 6:00 p.m. to 11:00 p.m.  |
| <b>Saturday:</b>            | 10:00 a.m. to 11:00 p.m. |
| <b>Sunday:</b>              | 1:00 p.m. to 8:00 p.m.   |

Service is not available on the following holidays:

|                                    |                         |
|------------------------------------|-------------------------|
| <b>New Year's Day</b>              | <b>Labor Day</b>        |
| <b>Martin Luther King, Jr. Day</b> | <b>Thanksgiving Day</b> |
| <b>Independence Day</b>            | <b>Christmas Day</b>    |

## III. Service Area

Service is provided to all residents of the Greenville area who are deemed ADA eligible by the GAP Coordinator in accordance with ADA regulations on eligibility. During fixed route service hours, the origin and destination of each trip must be within the 3/4-mile corridor which surrounds Greenlink's fixed bus routes.

During trolley service hours, the origin and destination must be within 3/4-mile corridor which surrounds Greenlink's trolley routes.



## IV. Scheduling a Ride

You must call (864) 467-2759 to make a reservation. You can call to arrange a trip from 8 a.m. to 5 p.m. Monday-Sunday. If staff is unavailable to take your call, please leave a voicemail with your ride request and we will return your call. Trips must be scheduled at least one business days in advance of the day requested.

Reservations are accepted as many as 5 business days in advance. Scheduling is done on a first-come, first-served basis. When calling to reserve a ride, have the following information ready:

- Your first and last name
- ID card number
- Date you want to travel
- Pickup address (number, street, apartment number)
- Your requested pickup or drop off time
- Your requested return time if you want a round trip
- Destination address (number, street, suite number)
- If you will be bringing a service animal
- If you will be accompanied by a Personal Care Attendant (PCA) and/or companion (including children)
- Any other information the driver should know to assist with your travel needs

**Helpful Hints:** Because of the demand, the more advance notice you can give (5 days in advance), the more likely you are to get the ride you need. You may be asked to change your requested pickup time to accommodate your request for a reservation. The ADA allows Greenlink to negotiate a revised pickup time with you that may be up to one hour before or one hour after your requested pickup time.

Reservation telephone lines are busiest in the morning hours. If possible, call after 11 a.m. Trip demand is heaviest from 7:30 to 9:30 a.m. and from 1:30 to 3 p.m. If possible, try to schedule your trips outside these times to increase the likelihood that your ride request can be accommodated.

### Companions and Personal Care Attendants (PCAs)

As a certified rider, you may arrange to bring 1 companion along on each ride for the same fare that you would pay. You may add extra fare-paying companions to your trip only on a space available basis.

A Personal Care Attendant (PCA) is someone whose assistance you must have in order to take your trip on paratransit. As a certified rider needing assistance, your PCA may ride with you at no charge. Your PCA and companion may both ride with you on the same trip. When making reservations for your ride, please tell the dispatcher if a companion or PCA will be riding with you.

## **Cancellations**

To cancel trips, call the reservation line and speak to the dispatcher. Cancellations can be left on voicemail 24 hours a day. Please remember to cancel trips you cannot use as soon as possible or at least two hours before your pickup time. This will help free up space for others to ride and keep program costs down.

## **No-Show - Definitions and Penalties**

From time to time, it may be necessary for a scheduled passenger to cancel a trip for unexpected circumstances beyond their control. Last minute cancellations, or “no-shows,” are detrimental to the efficient and effective operations of a demand-response transportation system. No-shows waste resources that could be used to provide transportation to other passengers.

You will be considered a no-show if you:

- Reserve a ride but do not meet the vehicle within five minutes of its arrival
- Call to cancel a trip less than two hours before the scheduled pickup time

If you are a no-show for a trip and we are unable to contact you, any subsequent trips scheduled for the same day will be canceled unless we hear from you.

**NOTE:** If a passenger cannot use a scheduled trip but pays the fare for that trip at the scheduled pickup time, the trip will be counted as a “Canceled with Pay” and will not be counted as a “No Show.”

## **Subscription Service**

If you travel to and from the same destination at the same time and day at least two times a week, you may request GAP’s subscription service. This service allows riders to make regular trips without telephoning in for reservations or to confirm rides. Subscription riders only need to call to cancel their ride. A change in time, origination or destination may change your eligibility for a subscription ride.

Under certain conditions, you may discontinue subscription service for a

prearranged, specified period of time, and may return to subscription service without penalty following the absence. Subscription service may be temporarily discontinued for reasons such as illness, vacation or school break.

Subscription service is limited in accordance with the ADA, which states that not more than 50% of the rides at any hour of any day may be subscription rides.

There may be a waiting list for subscription service.

If you cancel 30% of your total subscription rides or no-show for a ride five times or more in a rolling 30-day period, your subscription service may be suspended for a minimum of 30 days. Suspension of subscription service will not affect your ability to make ride reservations; you will still be able to schedule rides in accordance with the scheduling policies outlined in section IV (“Scheduling a Ride”). Return to subscription service will be subject to subscription availability; if there are no openings available for subscription service, you will be placed on the waiting list.”

## V. Riding GAP

### Fares

All riders traveling in the fixed route service area during fixed route hours must pay a fare. Only a Personal Care Attendant (PCA) traveling with an ADA certified rider may travel free of charge. Fares for GAP are twice the fare for the same trip on Greenlink’s fixed route bus (amount shown below).

Drivers cannot make change. Please have the exact fare ready in cash or check. You may also purchase a 10-trip booklet through the GAP office.

GAP Fare - \$3.00 each way Riders traveling in the trolley route service area during trolley hours may ride GAP at no charge.

### Pickup and Drop Off

You can expect to be picked up within a 30-minute “window” of your scheduled pickup time. You should be ready to board the vehicle at the beginning of your pickup window.

15 minutes before ~ 15 minutes after  
Pickup time

A paratransit vehicle arriving any time within the pickup window will wait up to five minutes for the passenger. It is important to remember that buses arriving within 15 minutes before or 15 minutes after the scheduled pickup time are considered on time and within the time window. Should a vehicle arrive early (before the 30-minute pickup window), you are not required to board until 15 minutes before the scheduled time (at the beginning of the pickup window).

In order to provide service to as many people as possible, it is essential that all passengers be ready at their scheduled time. Passengers who are not ready for their scheduled pickup time cause the driver to fall behind schedule and inconvenience other passengers. Therefore, there is a five-minute limit on the amount of time GAP drivers will wait for a late passenger.

You will not be considered a no-show if you refuse a ride that arrives later than the 30-minute window.

## **Boarding with a Mobility Device**

All vehicles are equipped with passenger lifts that meet ADA specifications. Lifts will only accommodate mobility devices such as wheelchairs and three-wheel scooters up to 48”x 30” with a total weight up to 800 pounds, including the passenger. Mobility devices that exceed these standards may not be transported.

- If you need a passenger lift to board a vehicle, the driver will assist you (all drivers are trained to operate the lift)
- If needed, you may also board the vehicle while standing on the lift
- For your safety, please make sure your wheelchair or other mobility device is maintained in accordance with manufacturer’s specifications

## **Transporting Life-Support Equipment**

You may bring a respirator, portable oxygen and/or other life-support equipment as long as it does not violate laws or rules related to transportation of hazardous materials and will fit in the paratransit vehicle.





## **Transporting Children**

ADA-eligible children must pay the full fare. Children traveling as companions must pay the full fare. ADA-certified children age 6 and over may travel without an accompanying adult only if it can be demonstrated that they would be able, if not prevented by their disability, to use public transportation independently. Children age 4 and under or children under 40 pounds must be secured in a child safety seat provided by an accompanying adult. Passengers must provide the child safety seat.

## **Transporting Animals**

You may travel with a service animal such as a guide dog or canine companion. You should tell the dispatcher when you reserve your trip that you will be traveling with a service animal. Pets and other non-service animals may be transported only in a properly secured cage or container.

## **Seat Belts**

GAP strongly recommends that all passengers wear seat belts in vehicles equipped with them. Persons traveling in the front seat of sedans or vans are required to wear them. Persons using wheelchairs should be secured to their wheelchairs and are required to have their wheelchairs secured to the vehicle. The driver will provide assistance in fastening seat belts upon request.

## **Out-of-Area Visitor Riding Privileges**

GAP will honor certifications from other systems. An individual from out-of-town requesting service must present proof of his or her certification. A letter or identification card from their regular provider will suffice.

If the individual does not have certification but claims that he or she is ADA paratransit eligible, the GAP Coordinator will request proof of permanent residency, and if a disability is hidden, medical documentation. With documentation, the GAP Coordinator will assume that the individual is eligible and will allow him or her to ride for a period of 21 days of service during a 365-day window.

The individual will be required to make a request for ADA paratransit eligibility certification if he or she plans to use the service for more than 21 days. The individual will be allowed to utilize the service during the period when the certification is being processed, provided that the period does not exceed the 21 day limit. All rules must be observed by visitors.

## **VI. Passenger Assistance Policy**

All GAP drivers are trained in passenger assistance techniques and will provide passenger assistance in boarding and disembarking from the vehicle. Passenger assistance may include guiding the passenger to the vehicle, lending a steady arm for balance when boarding the vehicle, finding a seat or securing a wheelchair.

GAP drivers will not provide assistance that involves bearing weight, including lifting and carrying passengers. Individuals who need extensive assistance in traveling must arrange for a Personal Care Attendant (PCA) to accompany and assist them. GAP does not provide PCAs. The driver may refuse service if the passenger cannot safely travel to and from the vehicle without the driver lifting or carrying the passenger.

For passengers using wheelchairs, GAP provides origin-to-destination service. The driver will board passengers in wheelchairs on the lift and secure the chair and person on board the vehicle. When the vehicle arrives at the destination, the driver will secure the passenger in the wheelchair on the lift and assist getting the passenger off of the lift. If any further assistance is needed from the vehicle to the destination, the passenger must be accompanied by a PCA who is capable of assisting them.

GAP drivers will not enter passengers' homes. For the safety and protection of both drivers and passengers, it is against our policy to provide this type of assistance.

GAP is not a delivery service. Passengers are responsible for carrying their own belongings. Packages that cannot be stowed on your lap or on the seat beside you are not permitted. Packages carried on the bus will be limited to what the passenger can carry in one boarding. The driver cannot assist with these items.

## **VII. Personal Care Attendant Policy**

A Personal Care Attendant (PCA) is someone designated or employed specifically to help an individual with a disability meet his or her personal needs in daily living activities.

Individuals who need extensive assistance in traveling (beyond that which the GAP driver can provide), including lifting, carrying, support during the ride and behavior control, must arrange for a PCA to accompany and assist them. GAP does not provide PCAs.

Passengers needing the assistance of a PCA must register the PCA with GAP. A registered PCA may accompany the passenger free of charge.

It is strongly recommended that persons who require the use of a PCA to travel always travel with their PCA since drivers cannot provide assistance beyond that which is described in the previous section.

## **VIII. Responsibilities**

Greenlink has a short list of common-sense guidelines designed to ensure safety and comfort for all riders, as well as for the driver.

### **Rider Responsibilities**

- Read carefully and understand all sections of the GAP RIDER'S GUIDE
- Adhere to the GREENLINK CUSTOMER CODE OF CONDUCT AND PASSENGER RESPONSIBILITY POLICY (available at [RideGreenlink.com/CodeOfConduct](http://RideGreenlink.com/CodeOfConduct))
- Make reservations by 5 p.m. the day before the requested reservation
- Be ready at pickup location at the start of your scheduled pick-up window
- Call to inquire if the vehicle has not arrived by the end of the 30-minute window
- Call to cancel unneeded rides as soon as possible; avoid "no-shows"
- Pay the correct fare in cash, checks or tickets (drivers do not make change)
- Wear seat belts
- Avoid distracting the driver or annoying other passengers with inappropriate behavior
- Maintain wheelchair or other mobility device in a safe condition according to manufacturer's specifications
- Expect "shared-ride" service; others may be picked up after or dropped off before you reach your destination
- Maintain acceptable standards of hygiene
- No eating, drinking or smoking on board
- No riding while under the influence of alcohol or illegal drugs
- No littering in the vehicle
- No radio, cassette tape players, compact disc players or other sound-generating equipment are to be played aboard the vehicle (headphones are permissible)

## Driver Responsibilities

Drivers are to adhere to the same standards of common courtesy and personal hygiene as those required of the riders. Additionally, drivers must:

- Treat riders with courtesy
- Be uniformed with a visible nametag
- Stay within the “line-of-sight” of their vehicle
- Maintain the assigned service schedule for the convenience of all riders
- If requested, assist riders when entering and leaving the vehicle  
Drivers are not responsible for items left on vehicles.

Drivers Are Not Permitted to:

- Enter a rider’s residence or other buildings
- Perform any personal care assistance for riders, including but not limited to, helping riders to dress
- Load or unload packages or groceries
- Lift or carry riders
- Carry riders or wheelchairs up or down steps
- Accept tips or gratuities

## IX. Suspension of Service

The Americans with Disabilities Act reserves paratransit services for certified eligible individuals. Misusing the GAP system can result in suspension of your paratransit service. Your service may be suspended if:

- You have made false or misleading statements on your eligibility application
- You allow other non-eligible individuals such as friends or family members to ride using your name

### Suspension for No-shows

No-shows delay vehicles and use resources that other riders can use. Greenlink defines a no-show as someone who schedules a trip, then does not show up for that trip rather than calling to cancel the trip. Greenlink’s suspension policy for no-shows takes into consideration Greenlink’s overall no-show rate and whether you are a “frequent” rider or an “occasional” rider.

If you no-show five times or more in a rolling 30-day period and the number of no-shows represent more than 10% of your scheduled trips during a 30-day rolling period you can be suspended. The following process will occur:

**1st No-show:** A Notice is sent.

**3rd No-Show:** A Final Warning is sent.

**5th No-Show and Reach Threshold of 10% of Trips are No-Shows:** A Suspension Notice is sent.

If you have multiple no-shows over a 6-month period requiring more than one suspension, the following will apply:

**1 suspension in a 6-month period:** 1-week suspension and loss of your subscription privilege.

**2 suspensions in a 6-month period:** 2-week suspension and loss of your subscription privilege.

**3 suspensions in a 6-month period:** 30-day suspension and loss of your subscription privilege.

## **Suspension for Abusive or Disruptive Behavior**

Disruptive or abusive behavior endangers passengers, drivers and the GAP staff. Disruptive behavior includes, but is not limited to:

- Intimidation or threats of physical harm to drivers or other riders
- Verbal abuse of drivers, staff and/or other passengers
- Unlawful harassment, including unwelcome verbal, non-verbal or physical behavior having sexual, violent or racial connotations
- Unauthorized use of vehicle equipment
- Voluntary and repeated violation of riding rules, including smoking, eating and drinking on vehicles
- Refusing to remain seated with seat belt on
- Defacing equipment

## **Circumstances Beyond Your Control**

Examples of situations not within the passenger's control may include, but are not limited to:

- A sudden personal emergency
- Sudden or worsening illness

- Late arrival of the paratransit vehicle
- A driver who does not provide appropriate assistance

If an investigation reveals that your disruptive behavior is due to a disability and is beyond your control, your service may not be suspended; however, Greenlink may require you to travel with a Personal Care Attendant (PCA). If your PCA cannot help you control your behavior, and/or a safety problem continues to exist, your service may be suspended.

## X. Appeals Process

If you are not in agreement with a decision made by Greenlink regarding eligibility or a suspension, you should contact the Transit Director at 467-2700 to request an administrative hearing. If you are still dissatisfied after an informal hearing, you can file a written appeal with the Greenlink ADA Coordinator.

An appointed panel of transportation officials, medical/disability professionals and rider representatives (two ADA Committee members) will review the circumstances of your suspension. The appeals process will be carried out in accordance with ADA regulations.

An explanation of the appeals process is listed below:

- Appeals must be filed within 60 days of a denial of eligibility or a decision to suspend service
- Appeals must be filed in writing or in an audio file; accommodations will be made for persons unable to do so
- You may ride the service until your eligibility/suspension appeal is heard
- A decision will be made within 30 days and rendered in writing

**NOTE:** If you are appealing a suspension based on illegal, seriously disruptive or violent behavior, you may not ride until the appeals panel reviews and makes a decision on your suspension.

## XI. Using Fixed Route Public Transit Services

Below are some benefits of the Greenlink fixed route system:

- Fares are at least half of those charged for GAP services
- Senior citizens and people with disabilities are eligible for reduced fares
- Wheelchair accessible buses operate on timed schedules and require no advance reservations

- You have more choice and independence since you may go anywhere the bus goes any time according to its schedule
- Reduced-fare transfers between buses

For information about riding Greenlink, please call 864-467-5000 or visit [www.RideGreenlink.com](http://www.RideGreenlink.com).

## **XII. Customer Service**

If you experienced a problem with a specific trip, please call our office at 864-467-5000. GAP is committed to using customer input as a tool to improve the quality of service.

If you are experiencing a problem with eligibility or a suspension, and you would like to talk with someone other than the GAP scheduler, you may call or write to:

Transit Director  
Greenlink  
100 W. McBee Avenue  
Greenville, SC 29601  
(864) 467-2700

## **XIII. Quick Reference Numbers**

|                             |              |
|-----------------------------|--------------|
| General Information         | 864-467-5000 |
| ADA Paratransit Application | 864-467-2759 |
| Eligibility                 | 864-467-2759 |
| Reservations/Cancellations  | 864-467-2759 |
| 10-Trip Booklets            | 864-467-2759 |
| Comments/Complaints         | 864-467-5000 |
| Administrative Fax          | 864-467-5006 |

South Carolina Relay Service:

For Hearing Impaired/TTY Customers      1-800-735-2905





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[www.ridegreenlink.com](http://www.ridegreenlink.com)