

What is Paratransit Service?

The County Transportation Agency (CTA) provides Paratransit bus service, which is a shared ride, baseline curb-to-curb, origin to destination service. It is comparable to the Fixed-Route (bus stop to bus stop) service, as it is provided wherever the Fixed-Route operates and during the same days and hours.

Who can use Paratransit Service?

The Paratransit service is provided to registered:

- Seniors (65 years and up; 10 trips per month; work and dialysis exemptions).
- Kupuna Care Transportation seniors.
- ADA certified individuals requiring the service.

How do I apply?

Applications are available from:

- The County Transportation Agency office.
- Agency on Elderly Affairs (Telephone: 241-4470) for Kupuna Care Transportation and information about other senior services.
- Online at www.kauai.gov/transportation.

Application Process:

- All persons must complete the Paratransit Service Application.
- The CTA will survey where you live to be sure that our vehicles can safely get to your location to pick you up. If our vehicles cannot get to your home, an alternate area will be suggested for pick-up.
- Individuals are notified in writing as to their eligibility status within 21 days. All eligible individuals will require re-certification every two (2) years.
- All riders will be notified of the re-certification prior to their expiration date. Riders are responsible for updating their information.

What are the normal service days/hours?

- Daily leaving Lihue (Puhi-Hanamau) 5:25 A.M. to 7:45 P.M. (times based on location).
- Service hours match Fixed-Route (bus stop to bus stop) hours of operation.
- Paratransit service ranges from Hanalei to Kekaha.
- Assigned trip time may differ from requested time to maximize efficiency and meet service demand; some trips may be scheduled using Fixed-Route (bus stop to bus stop) service.

What about Wheelchairs and Scooters?

All of our buses are lift-equipped to accommodate wheelchairs and scooters that do not exceed 53" (Length) x 33" (Width) and 800 pounds when occupied.

- Due to safety and operational considerations, riders using scooters are recommended to relocate to a regular seat within the bus.
- Riders who have difficulty using the bus steps may request to board/alight with the lift. All onboard wheelchairs and scooters must be secured via 4 point securement procedure.

Can I use the service in an emergency?

- **No.** The Paratransit service is not designed or intended to act as an emergency or ambulance type service.
- For emergencies, you should **call 911**.

When Can I Call to Schedule a Ride?

The Paratransit service is a shared bus ride and is by advance reservations only.

- You can schedule your rides 1 to 14 days before you ride.

- In order for you to complete a valid trip request you must provide full and complete information (see next section).
- A dispatcher will take your ride requests:
 - 7:45 AM - 4:30 PM, Daily.
 - If you call after 3:30 PM you may schedule rides only for the next day.
 - Messages may be left on voicemail after-hours but will not be confirmed until the next business day.
- Next day reservations shall be made prior to 4:30PM.
- Riders needing several stops (store, bank, etc.) need to make separate reservations for each stop.
- You may request permanent reservations for specific days and times of travel that will be required on a regular basis (such as for: employment, dialysis, program site, etc.); routes/times are adjusted from time to time based on demand.
- Allow 15 minutes before and after your pick-up and return times (30-minute pickup window time).

We will try to accommodate your preferred pick-up and drop-off times, but it may be necessary to arrange for alternate times.

What kind of information is needed for a reservation?

- Passenger Name/Phone Number.
- Date(s) you need the service.
- Pick-up location/street address (if different from your residence).
- Destination/street address.
- Appointment time (or preferred arrival time).
- Return time.

- Information on any mobility changes or mobility aids.
- If needed, you are allowed a Personal Care Attendant (PCA) to assist you in your ride. A PCA is someone who provides help in meeting your personal needs and assists you with certain activities.
- A Companion may also ride with you. A companion is any other person that you would like to accompany you, but who is not providing assistance.
- Please inform the CTA if you will be traveling with a PCA and/or Companion at the time of reservation.
(Note: PCA and Companion must board and disembark with you at the same location; must be seated with or in closest proximity to you throughout the ride.)

When do I get a confirmation on my requested trip?

- You will receive an automated confirmation call the day before your scheduled trip after 5:00 PM.

What can I expect on the day of my trip?

- Please be ready and visible to the driver at the pick-up point within the 30-minute pickup window. The 30-minute pickup window starts 15 minutes prior to your confirmed pick up time and closes 15 minutes after.
- You will be marked as a "No-Show" if you are not ready to board within 5 minutes of the driver arriving in the 30-minute window. If you are a no-show, no bus may be sent back to pick you up.
- No same-day reservations or changes will be accepted.
- Drivers are not permitted to deviate from their manifest or route.

Cancellation of Trip(s)

If you do not need a scheduled trip, you need to call **246-8110** at least 1 hour before your scheduled pick-up time to avoid unnecessary costs for the trip.

- Do not wait until the driver arrives to tell the driver that you don't need the ride;
- If first trip is a "No-Show", your return trip will not be automatically cancelled. You must call 246-8110 to cancel.
- Individuals who exhibit a pattern of "No-Shows" may be subject to suspension. "No-Shows" are defined as not being ready to board within the 30-minute window, or failing to cancel prior to 1 hour before scheduled trip.

How much does it cost?

BUS FARE TYPE	FARE PER TRIP
Senior: (65+ years)	\$4.00
Senior: (Kupuna Care)	Donation
ADA (American with Disabilities Act)	\$2.00
Companion/Guest	\$4.00
PCA (Personal Care Attendant)	No Charge
10-Ride Ticket Book	10-Ride Ticket Book
ADA (American with Disabilities Act)	\$20.00
Senior: (65+ years)	\$40.00

- Drivers are not permitted to give change or deposit fares.
- No refunds are available.
- There are no transfers.

The County Transportation Agency reserves the right to:

- Require a Personal Care Attendant (PCA) for riders as deemed necessary for passenger safety.
- Suspend or cancel service for any individual:
 - Whose behavior is disruptive, abusive, threatening, endangers health/safety etc. to the driver, other passengers or themselves.
 - Who no longer meets eligibility criteria.
 - Has moved off island, admitted to long- term care facility or unwilling to cooperate with agency procedures for service.
 - Who lives in an area that is inaccessible and endangers the health and safety of staff and other passengers.
- CTA reserves the right to adjust pick-up and drop off points as needed for safety.

General Policies/Procedures

For your safety:

- All Drivers will be wearing photo identification cards.
- No eating, drinking, smoking, profanity or littering on the bus.
- Guitars, ukuleles and musical instruments secured in cases are allowed.
- Items should stay within weight and size that you are able to carry on /off the bus by yourself; 2 bags are recommended.

- Excessive amount of shopping bags and bulk items are not allowed; carry on items limited to 10"x17"x30".
- No carry-on items should be placed in the aisle or on other seats.
- Oversized or metal-framed backpacks and baggage not allowed;
- No animals allowed except trained service animals;
- Please refer to County of Kaua'i Code 17 A and 17 B for the full list of rules at <http://qcode.us/codes/kauaicounty/>

Other Services:

The County Transportation Agency (CTA) also operates a Fixed Route (bus stop to bus stop) service:

- Hanalei to Kekaha daily.
- Bus schedules with detailed information on times/bus stops are available on the buses or online at: www.kauai.gov/transportation.

Grievances

The CTA will seek all reasonable means to resolve any grievances or disagreements informally.

Any applicant who is denied eligibility or is dissatisfied with the service may file a complaint with the CTA.

The Kauai Bus Funding Sources:

- County of Kaua'i
- Federal Transit Administration
- State Department of Transportation
- State Executive Office on Aging/Agency on Elderly Affairs-Kupuna Care

Paratransit Rider's Guide

County of Kaua'i Transportation Agency

3220 Ho'olako St
Lihue, HI 96766

Telephone: (808) 246-8110
Facsimile: (808) 241-6417

Website:
www.kauai.gov/transportation

E-Mail:
thekauaibus@kauai.gov

Facebook and Instagram: @thekauaibus

