

**DEPARTMENT OF PUBLIC SERVICES  
HAZLETON PUBLIC TRANSIT (HPT)  
126 WEST MINE STREET  
HAZLETON, PA 18201  
(570) 459-5414  
PARATRANSIT SERVICE (570)497-4600**

Dear ADA Paratransit Applicant:

The City of Hazleton, Hazleton Public Transit System has approved your application for service under our ADA Paratransit Service Program.

Enclosed is your ADA Paratransit Service I.D. Card. Please keep it in a safe place. If the card is lost, there is a \$1.00 replacement fee.

Your particular disability may not qualify you to use the Paratransit Service permanently, or at all times. If there are any restrictions, it will be noted on the back of your card. If no restrictions are listed on your card, then you are certified to use the service during any time period when service is available until the expiration of this card, at which time you will need to renew.

All of our regular Buses are Handicap Accessible. We urge you to use the regular Bus whenever you can.

If you have any questions on the restrictions, please call (570) 459-5414 and someone will discuss them with you.

### **RULES**

**THE FOLLOWING INFORMATION IS VERY IMPORTANT. PLEASE KEEP THIS LETTER AND THE ENCLOSED SUMMARY SHEET AND REFER TO THEM FOR SPECIFIC INFORMATION ON HOW TO USE THE ADA PARATRANSIT SERVICE.**

To make Paratransit reservations, call 570-497-4600. This number is also printed on the back of your I.D. card.

When calling for a reservation, please be prepared to give the following information:

- a. Your ADA Paratransit I.D. Card number;
- b. Detailed directions to your home or pick-up point;
- c. The exact location of your trip destination.

Please have a pencil and paper near the telephone so you can record the information given to you. This can eliminate confusion and unnecessary return calls. At this time, the dispatcher will also tell you the cost of the trip.

Your eligibility will expire three (3) years from issue date. Be sure to check the expiration date on the enclosed card. You are to re-certify for the Paratransit Service prior to date listed if you are still in need of the service. If you fail to re-certify, your name will be removed from the eligibility list on the day of expiration.

- Reservations may be made 14 days in advance of your planned trip. In order to assist us in scheduling your trip, call by 5:00 PM on the prior day. For trips on a Monday, call by 5:00 PM on the prior Friday or leave a message.

If you require an assistant (aid) to travel with you, the assistant must be scheduled when your reservation is made. *This individual must play a critical role in your ability to travel, and cannot just be a convenience.* Otherwise, this person will be considered a companion and will also be required to pay the same fare. There is no fare charged for your assistant. Your Paratransit I.D. Card will indicate if you are certified to have an assistant travel with you.

If you travel with a companion, the companion must also reserve a space on the Van when your reservation is made. But, the companion must also pay the same fare you pay. More than one companion may accompany you, but only if sufficient space is available on the Van.

We will strive to schedule your reservation at the exact time you request. However, to make scheduling more efficient, the dispatcher reserves the right to adjust the actual time the Van will pick you up.

It is very important that you be on time for your appointment to ride the Van, both at our point of origin and your return trip. Your fellow passengers will need to be on time for appointments they have made. If you are late, they will be late. The Van Driver is instructed not to wait more than 5 minutes for a passenger from the scheduled pick up time.

If for any reason you are going to be late, you must call 570-497-4600 and let the dispatcher know. On rare occasions, it may become necessary for you to cancel a trip. For **cancelations**, please make every effort to call before 7:00pm the prior day of your scheduled trip as your cancelation may impact the schedules of the driver and other passengers. This is very important as to not receive a "No Show" policy Occurrence letter (please see attached "No Show" policy).

The Van will stop at the curb in front of your home or the place where your trip originates, unless you request assistance at the door. Wait at the curb or at the exact address you named when making your reservation. Wait where you can observe the arrival of the Van and also be sure the Driver can see you.

**The Van Driver cannot enter your home or assist in getting a wheelchair down steps.** If you are in a wheelchair, your Van will be equipped with a lift to get the wheelchair into and out of the Van. The Driver will assist you.

The Hazleton Public Transit System vehicle is equipped with two-way radios. If you should require a medical or other assistance while on the Van, the Van Driver can call for assistance.

Your Van Driver has also received comprehensive training to make sure your trip is as safe and convenient as possible.

HAZLETON PUBLIC TRANSIT  
ADA PARATRANSIT SERVICE  
SUMMARY OF REQUIREMENTS

Please keep this reference handy as a quick guide to the ADA Paratransit Service.



- Telephone for reservations and information: 570-497-4600
- Call up to 14 days in advance for reservations. For next day reservations, call by 5:00 PM on the prior day. For trips on a Monday, call by 5:00 PM on the prior Friday **or leave a message.**
- In the event you need to cancel a scheduled trip, please try to call to cancel at least 24 hours in advance, **but you must cancel at least 2 hours prior to scheduled trip to not be considered a “no show”.**
- On rare occasions, you may need to cancel the day of the trip. You must call to cancel at least 2 hours before the trip, or your cancelation will be considered a “No Show” under HPT’s “No Show” policy. It is important to understand that cancelations can affect driver schedules, and have a negative impact of the service for other passengers.
- If you are not present or ready when the driver arrives at your pick-up time, we will try to make contact with you. The Van Driver is instructed not to wait more than 5 minutes for a passenger from the scheduled pick up time. You will be considered a “No Show” subject to the No Show policy.
- Write down all information given to you by the dispatcher.
- If you cannot travel without an assistant (aid), the assistant rides free. Companions must pay fare. Reservations must be made for assistants and companions.
- Dispatcher reserves the right to adjust the actual time the bus will pick you up. Exact time will be given to you when you make your reservation. Also, the driver may arrive a few minutes ahead of schedule. Please try to be ready 15 minutes ahead of your scheduled pickup time so the needs of all passengers can be met.
- Please be on time for your reservation. **Driver will not wait more than 5 minutes from scheduled pick up time. Driver will attempt to make contact with customer within the 5 minute timeframe.**
- Call 570-497-4600 if you are going to be late or if you need to cancel your reservation.
- You must wait for the Van at the curb, **unless you have made prior arrangements to meet driver at the door.**
- You must have exact change to pay for your fare.
- You may purchase books of tickets by calling 570-459-5414.
- Paratransit Service will be provided during the hours and days that fixed route service is provided.

- Paratransit Service will be provided only within three quarters of a mile of an existing fixed route in the Hazleton Public Transit area. The origin and destination of the trip must be within this corridor.
- The provision of Paratransit Service to ADA eligible individuals will be subject to the terms and conditions of the attached Hazleton Public Transit's "no show" policy.
- Passengers must remain seated and seat-belted while the vehicle is in motion.
- Strollers or shopping carts should be folded and kept out of bus aisle.
- Drivers will carry no more than 3 bags of groceries or other packages to the door of your residence.
- Vehicles will not be used to haul cargo.
- Please do not eat or drink on bus
- Smoking on the vehicle is not permitted.
  - Pets are not allowed on vehicles except for trained guide/service animals.
  - Radios, CD or Cassette players must be used with earphones.
  - Loud and disruptive behavior may result in removal from the vehicle.

You can purchase books of tickets to use on our Paratransit Van Service. The Ticket Books come in (\$10.00) ten and (\$20.00) twenty dollar amounts. The books are available in our office in the Church Street Station, 126 West Mine Street, Suite A, Hazleton, PA 18201.