

2024

START Bus ADA Customer Guide



Southern Teton Area Rapid Transit

55 Karns Meadow Dr

8/2/2024

Contents

Phone Numbers and Hours	3
Welcome to START ADA	4
Paratransit Service Area and Service Hours	4
START ADA Fares.....	4
START ADA Mobile Tickets	4
Identification cards.....	5
Eligibility	5
Eligibility for Visitors with Disabilities	7
Presumptive Eligibility	7
Eligibility for Children Ages 8 and Younger.....	8
Appeals for Eligibility.....	8
Types of Service.....	8
Boarding and Securing.....	9
Scheduling a Trip	9
Tips for Scheduling Service	10
Will-Call Service.....	10
Trip Negotiation.....	10
Pick-Up and Drop-off	11
Special Situations.....	11
Subscription Service	12
Personal Care Attendants (PCAs)	12
Guests.....	12
Packages.....	12
Luggage	13
Service Animals	13
Respirators and Portable Oxygen Equipment	13
Mobility Devices.....	14
Child Restraint Systems	14
Emergency Service	15
Re-certification of Eligibility	15
Policies.....	16
Rules of Conduct.....	18
Rights and Responsibilities.....	18

Phone Numbers and Hours

Applications, Passenger Information Changes, Appeals

START Administration Office: (307) 733-4521

TDD/TTY: Please use the federal 711 service

8:00 a.m. – 5:00 p.m., Monday – Friday

Reservations and Future Cancellations

START ADA Reservations – (307) 413-4548

8:00 a.m. – 5:00 p.m., 7 days a week

Same-Day Trip Cancellations

START ADA Dispatch: (307) 413-4548

8:00 a.m. – 5:00 p.m., 7 days a week

Commendations and Concerns, General Inquiries

START Administration Office: (307) 733-4521

8:00 a.m. – 5:00 p.m., Monday – Friday

info@startbus.com

Lost and Found

START ADA Dispatch: (307) 413-4548

8:00 a.m. – 5:00 p.m., 7 days a week

Replacement ID Cards (\$5 fee)

START Administration Office: (307) 733-4521

8:00 a.m. – 5:00 p.m., Monday – Friday

info@startbus.com

Welcome to START ADA

START ADA is a shared ride public transportation service for those who are unable to use START's non-commuter bus services due to a disability. Service availability on START ADA is determined by nearby fixed-route bus service. Eligibility is established under the guidelines provided by the federal government.

Trips on START ADA may be used for any purpose. Reservations must be made one (1) to 14 days in advance. There is no same-day START ADA service.

Call the START ADA office at (307)413-4548 with questions. Copies of this Customer Guide can also be provided in other formats upon request.

Paratransit Service Area and Service Hours

The START ADA service area covers locations that are within three-fourths (3/4) of a mile of START's non-commuter fixed-route bus routes.

START ADA service hours vary by season but are the same days and hours as the fixed-route service.

When schedule and route adjustments occur on the fixed-route service, START ADA service area and times may change.

START ADA fares are calculated based on origin and destination locations. Please confirm the fare when scheduling a trip.

START ADA Fares

Fares for START ADA are the same as fares for fixed-route service. Please visit the START webpage at <https://www.jacksonwy.gov/396/fares> for the most up-to-date information.

Payment of fare is expected before boarding the START ADA vehicle.

ADA fares can be paid in cash or with START mobile tickets via the Transit app. (For more information regarding our Mobile Tickets, please visit our website.) Exact change must be used when paying cash—drivers cannot make change. 10 Ride Discount books and Season Passes are available at START and Jackson Town Hall.

All ticket sales are final, and tickets are non-refundable.

START ADA Mobile Tickets

The Transit app lets you buy START tickets anytime from anywhere. Simply download the app and purchase tickets for immediate use or purchase in advance for future travel. It's fast, easy, and available any time you're on the go.

- Bypass lines

- No exact change required
- No more lost paper tickets
- Your phone is your ticket
- Secure account makes purchasing a breeze

For more information on purchasing Mobile Tickets, visit the START webpage at <https://www.jacksonwy.gov/396/fares>

Identification cards

All START ADA customers, except visitors, are issued a photo identification card. This card must be shown to the vehicle operator when boarding any START ADA vehicle. Please pay close attention to the expiration date. In the event of loss or damage to the ID card, the customer will be asked to display an alternative photo identification.

If the customer's START ADA identification card is lost or stolen, a replacement should be obtained immediately. For more information, please contact our Administrative Office at (307)733-4521 to request a replacement card for a \$5 fee. Fees can be paid via cash or check.

Lost or damaged cards may be replaced a maximum of three (3) times per year, one at a time.

Abuse of START services, such as altering or loaning out an ID card can result in suspension of service.

Eligibility

The Americans with Disabilities Act of 1990 (ADA) [Section 37.123(1-3) of the ADA regulations], defines the following three categories for eligibility:

Category 1: "Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities."

Category 2: This category applies to individuals who would be able to use the local fixed route system if it were accessible (e.g., if an accessible bus is not available). (Note: all buses in Jackson are accessible.)

Category 3: "Any individual with a disability who has a specific impairment-related condition which prevents such individuals from traveling to a boarding location or from a disembarking location on such system."

Eligibility for START ADA service cannot be based on financial hardship.

Types of Eligibility: Each applicant's situation is carefully considered when applying for START ADA service. An applicant may be eligible for any of the following types of service:

Unrestricted: Full service for four (4) years.

Temporary: Service is limited by the expected duration of the disabling condition that will prevent uses of START fixed route. Individuals with temporary effects of surgery, undergoing treatment for a disabling condition, or recovering from more debilitating conditions that are not yet stabilized (such as stroke) may be provided with temporary eligibility while such limitations of functional ability are in place.

Conditional: Service for four (4) years subject to the following specific conditions:

Architectural barriers: Locations where the presence of barriers, in combination with a person's disability, prevent use of fixed route service.

Architectural barriers may include:

- Lack of curb ramps or alternative accessible pathways that would prevent access to individuals using a mobility device to stops and stations without traveling in the street
- Lack of sidewalks along busy roadways, where reasonable people do not walk in the street, that would require individuals with disabilities to travel in the street to get to or from stops
- Other barriers in pedestrian pathways to or from stops. For individuals with physical disabilities, this may be sidewalks in poor condition or uneven or unstable surfaces. For individual with vision disabilities, this maybe pathways without detectable edges (e.g., open parking lots) that are not a safe distance from quickly moving traffic or have hazards that are not detectable (e.g., overhanging structures or guy wires)
- Long distances to or from stops that individuals with disabilities cannot travel without an unreasonable level of effort (i.e., distances that would cause exhaustion or significant pain)
- Steep hills that prevent individuals with ambulatory disabilities or those who use manual wheelchairs from getting to or from stops
- Complex intersections, busy streets, or wide streets that certain individuals with disabilities may not be able to cross
- In winter, large snow berms that make sidewalks and street crossing difficult to navigate

Chronic fatigue: Severe fatigue as a result of a medial condition or need for ongoing treatment that prevents fixed route travel on a regular basis.

Complex trips: Travel to unfamiliar locations or when there is more than one transfer that prevents fixed route bus use.

Dawn to dusk: Bright light conditions impact travel on fixed route service after sunrise and until sunset. Times are determined by reports from www.weather.gov.

Dusk to dawn: Low light conditions impact travel on fixed route service after sunset and until sunrise. Times are determined by reports from www.weather.gov.

Episodic: Periodic episodes of a condition affect travel on fixed route service for periods of time.

Intermittent fatigue: Fatigue as a result of medication conditions fluctuates and is variable, limiting ability for some trips. Trips must be scheduled 1 day in advance of trip.

Rain: The possibility of rain causing damage to a powered device impacts fixed route travel. Weather is determined by reports from www.weather.gov that there is at least a 30% chance of rain on the day of travel. Trips must be scheduled 1 day in advance of the trip.

Snow: Service is offered on the day that snow is forecast and for 7 days that follow. Weather is determined by reports from www.weather.gov that there is at least a 30% chance of snow on the day of travel. Trips scheduled the day snow is forecast must be scheduled 1 day in advance of the trip and can be scheduled for up to 7 consecutive days.

Wind: Strong winds make it difficult for those with vision impairments to listen for signals that it is safe to cross streets, hear signals. Weather is determined by reports from www.weather.gov where there is a chance for wind in excess of 24 mph that would impact travel.

Temperature sensitive: Extremes in temperature which prevent travel on fixed route service. Weather is determined by reports from www.weather.gov to verify that temperatures are either above or below specified thresholds for a given condition. Trips must be scheduled 1 day in advance of the trip.

Eligibility for Visitors with Disabilities

As required by ADA regulation [Section 37.127], an individual visiting START service area may qualify for START ADA services “for any combination of 21 days during any 365-day period beginning with the visitor’s first use of the service during such 365-day period.” Visitors with paratransit eligibility in their city of residence can have the transit agency in that jurisdiction forward documentation of that eligibility to START ADA via email to info@startbus.com. Visitor status cannot be renewed until the full 365-day period has elapsed. Visitors who are ADA certified in their home community are not issued a START ADA ID card and are therefore not allowed to use START fixed route bus without paying the applicable fare.

Presumptive Eligibility

Applicants who have completed the entire paratransit eligibility process, which includes the interview/mobility assessment if required (and all necessary documentation), but who have not received a determination from START within 21 calendar days will receive presumptive eligibility. This entitles the applicant to unconditional eligibility beginning on the 22nd day and ending when official notification of the eligibility decision from START has been received by the applicant. Applicants who have been unable to complete the assessment

process due to suspension of assessment appointments will be provided with temporary presumptive eligibility until assessments resume.

Presumptive eligibility does not apply in cases where additional documentation is requested or when the applicant does not complete the in-person eligibility process.

Eligibility for Children Ages 8 and Younger

Children 8 years of age and younger 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 service.

Appeals for Eligibility

Customers may appeal their eligibility determination within 60 days of the receipt of the determination letter, which outlines the process for appeal. Customers who do not submit a request for appeal in the 60-day window, may submit a new application and repeat the certification process. Applicants are encouraged to read their eligibility letters carefully to understand conditions that may be outlined in the letter to determine if an appeal is appropriate to their situation.

- Requests for appeal must be made in writing and address the specific criteria that is under consideration for appeal
- Following receipt of appeal request, START will contact the appellant with a scheduled hearing date and time, within 30 days of receipt of the appeal. It is highly encouraged that appellants attend the hearing on their own behalf.
- START will provide round trip transportation to an in-person appeal hearing free of charge
- Results from the appeal hearing will be mailed within 30 days of the hearing or appellants will be provided with temporary presumptive eligibility until the determination is received

Types of Service

Curb-to-curb service: Drivers will pick up and drop off riders at the curb as a matter of practice.

Door-to-door service: Is available upon request for those customers that determine an unexpected obstacle is encountered upon arrival. Door-to-door assistance is provided to and from the threshold of a residence or main lobby of a building or business.

Operators are not permitted to enter beyond the threshold or ground level of any building. If there are stairs leading from the sidewalk to the house or building, operators will assist ambulator customer up/down those stairs. If, upon reaching the main level entrance, there are stairs to the next floor, operators will not assist up/down those stairs.

Door-to-door assistance does not include any of the following:

- Maneuvering a wheelchair up or down more than one (1) step or curb
- Assisting customers on non-ADA-compliant or steeply inclined mobility ramps or stairs
- Operators entering beyond the door threshold of any residence or main lobby of a building
- Loading and unloading personal items, except as provided for under the “Package” section of this guide
- “Do not leave alone” or “Hand-to-hand” or “Door through door” service

Unsafe Locations: Some locations within the Service Area present a significant safety risk to riders, operators, vehicles, or property. START ADA may not be able to provide services beyond curb-to-curb if the location presents with such risks. We will work with customers to find safe alternatives that will allow service to remain accessible to everyone. This may include designating a location as curb-to-curb only.

These locations will be assessed individually and in person by a member of the START staff. Standardized evaluation criteria will be used to evaluate each location in question. Affected customers are encouraged to be involved in the location review if possible.

Boarding and Securing

The first consideration of START ADA is the safety of its passengers.

Seat Belt/Lap Belt Securement: Lap belts are available for use if desired.

Tether Straps: In some cases, a mobility device may not have proper securement points. Operators are responsible for making sure that the straps are properly fastened to the mobility device. If there is doubt that the straps are secured correctly, the operator will ask for the customer’s permission to relocate them to a safer location. An operator may call for a road supervisor to assist.

Scheduling a Trip

To schedule a trip, call START ADA Reservations at (307)413-4548, between 8 a.m. and 5 p.m., 365 days year-round. Reservations may be made up to fourteen (14) days in advance or until close of business (5 p.m.) the day before a trip. When scheduling a trip, please be ready to provide the customer’s:

- START ADA Identification Number
- Name
- Home Zip code
- Specific pick-up address, including building number, phone and suite numbers, business/building names, specific pick-up information and landmarks. (START ADA cannot schedule trips to or from bus stops or intersections.)
- Telephone contact number
- The requested pick-up date and time or the requested arrival time if this is appropriate.

- The street address of the destination (including building name, phone and suite numbers, business/building names, doctor's names, and specific pick-up information and landmarks)
- The pick-up time and location of the return trip if different than the drop off location
- Personal Care Attendant (PCA) if traveling with customer
- Guest(s)(including children) if traveling with customer
- Details of mobility device used for trip: manual wheelchair, power wheelchair, scooter, etc.
- Additional travel details such as oxygen tank, a portable respirator, or a service animal

There must be at least 30-minutes elapsed time between the scheduled drop-off and pick-up times. However, in some cases the appointment may take less time than expected. The customer may contact Dispatch to inquire if it is possible to reschedule a return trip before the 30-minute elapsed time. Please note that these requests are approved on a case-by-case basis and may not always be available.

Tips for Scheduling Service

When requesting rides:

- Allow plenty of time to finish an appointment in order to meet the vehicle at the scheduled return trip pickup window
- Know opening and closing times at the destination to avoid waiting outside the building before or after business hours.
- Allow adequate travel time when using public transportation to reach the destination
- Allow extra time for the pick-up and drop-off of other customers before reaching the destination
- Allow for traffic conditions and weather delays

Will-Call Service

The procedure for asking Dispatch to schedule a trip the same day is known as “will-call” service. START ADA does not accept same-day trip requests (“will-call”) as a standard level of service. The exception being that an event occurs that is out of the customer’s control, such as a doctor’s appointment running late. In that situation, the customer may request a “will-call” to reschedule the pick-up at a later time.

Trip Negotiation

In order to increase the efficiency of the service, reservations may offer an alternate pick-up or drop-off time. This time may be negotiated to either one hour before or after the requested time, but the time should take into account the customer’s time constraints. The customer may accept or reject this negotiated time or may suggest a more acceptable option.

Pick-Up and Drop-off

When to be ready: Please be prepared to board the vehicle 15-minutes prior to your scheduled pick-up time.

Where to wait: When scheduling a trip, please provide the reservationists with the specific pick-up and drop-off address and include the building name and number within the complex. The operator will pull to the curb as close to the front door as possible to wait for the passenger. Some facilities provide special pick-up and drop-off instructions that reservationists can communicate to the customer at the time of booking.

How long the operator will wait: Operators will wait five (5) minutes after the scheduled pick-up time at the pick-up address. If upon arrival, the customer is not at the door, the operator will attempt to contact the passenger by phone. If the passenger cannot be reached by phone, they will be noted as a “no-show” and the operator will depart. The 5 minutes starts at the scheduled pick-up time.

If the customer is running late: If an event occurs that is outside of the customer's control, contact START ADA at (307)413-4548 and request that the return trip be rescheduled to a later time (see “Will-Call” section). Every effort will be made to adjust the return pick-up time; however, since schedules are prearranged, expect possible lengthy delays. Changes made to a return trip into the late night or into the early morning hours may not be accommodated until the next day, depending on the corresponding START fixed route service schedules.

If START ADA is running late: The START ADA service often provides over 30 trips daily. Every effort is taken to ensure that the customer’s schedule is met, but elements such as weather, traffic, and road construction can result in service delays. Please wait for at least 15 minutes after your scheduled pick-up time before calling Dispatch to inquire about the ride. If it is safe to do so, operators will attempt to call or text passengers to alert them to a delay in pick-up.

Special Situations

If START ADA cannot accommodate the exact schedule request, the reservationist may offer a pick-up time of up to sixty (60) minutes before or up to sixty (60) minutes after the requested pickup time.

If a customer’s building is within a gated community and requires special entry, the customer must notify the security office to arrange entry for the START ADA vehicle before the pick-up time. If the customer does not arrange entry, and the vehicle is unable to enter the pick-up area, the customer will be considered a no-show.

START ADA will not transport a PCA, guests (including children), packages, luggage, wheelchairs or other mobility aids unless the customer is on board the vehicle.

Subscription Service

Subscription Service is limited to customers traveling to the same place, at the same time, at least once a week. START ADA offers a subscription service on a space available basis and may provide service as needed. To request subscription service, please call (307)413-4548 to request a subscription form. The form is also available on the START ADA page of the START website. START ADA will terminate any Subscription Services that are cancelled 50% or more of the time during any thirty (30) calendar day period, or if there is a consistent pattern of cancellations of any part of a subscription.

- Subscriptions may be put on hold for no longer than two (2) weeks and must be resumed at the end of the hold.
- Failure to cancel subscription trips will result in no-show policy taking effect and may lead to suspension of service.
- Changes to subscription trip times are subject to negotiation rules.
- If there is a change of address or a schedule change is requested for subscription service, START ADA may not be able to accommodate the request immediately and the customer will be added to a waiting list.

Personal Care Attendants (PCAs)

A Personal Care Attendant (PCA) is someone who typically assists an eligible individual with one or more daily life activities, such as providing personal care and/or assisting with mobility or communication (Appendix D to § 37.121). One (1) PCA may accompany a START ADA customer at no additional charge. The customer must indicate that they will be traveling with a PCA at the time that they are scheduling the trip to ensure adequate space on the vehicle. Profile updates to add a PCA must be completed during the initial interview/assessment or via the administrative office at (307)413-4548.

Guests

Guests are welcome on START ADA and will be charged the applicable fare. Space must be reserved for guest(s), up to a maximum of two (2), when scheduling a trip. Any requests for more than two guests, including children, is on a “space available” basis. Children under the age of eight (8) travel free of charge and must be accompanied by an adult.

If space for a PCA and/or guest is not reserved when a trip is scheduled, and there is no room on board the vehicle when it arrives at the pick-up address, the PCA and/or guest may be denied the trip.

Packages

Upon request, the operator may assist passengers with luggage or packages, but no more than can be carried in a single trip, and with a combined weight of no more than 30 pounds. Boxes, such as beverage containers, or luggage must have a handle. Any items exceeding this limit will be the responsibility of the customer to transport to and from the vehicle without the assistance of the operator.

Customers must be able to maintain control of all packages or see that they have been secured properly while on the vehicle during transport. The carrying of packages by the operator between the customer origin/destination and vehicle must be done in one trip. The operator is not permitted to make multiple trips to or from the vehicle. Customers who use wheeled mobility devices may transport bags or packages on their device but are responsible for ensuring that those packages do not impede securement; do not cause the wheelchair and package combination to extend beyond the securement area; remain securely attached to their wheelchair during transport; and do not cause the wheelchair to become a tripping hazard while boarding or debarking.

Customers who are unable to assist with management of packages are encouraged to bring a Personal Care Attendant (PCA) or a companion for trips where the operator cannot carry packages to their door in a single trip. Additionally, customers wishing to transport more bags than the operator can assist with in one trip are encouraged to travel with a folding shopping cart/caddy. Operators are required to secure carts and caddies in a safe and secure location.

Luggage

Personal luggage is permitted on board a START ADA vehicle. Operator will assist with luggage under the Packages guidelines above.

START is not responsible for lost or stolen items.

Service Animals

Service Animals are dogs, or other animals, that are individually trained to perform tasks directly related to assisting an individual with a disability. Use of a service animal should be incorporated into the assessment at the time of certification. When scheduling trips, a customer must inform the reservationist if a service animal will be utilized.

Emotional support animals are not considered service animals under the ADA. Personal pets may board a START ADA vehicle only if carried in an animal carrier. Operators are not permitted to assist in carrying the animal carrier. The animal must always be controlled. An animal displaying aggressive behavior may be subject to removal from the vehicle or service.

Respirators and Portable Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on START ADA vehicles.

Operators may assist with up to two (2) M-24(E) oxygen tanks (no heavier than 40 lbs. total) on and off the vehicle from the sidewalk or waiting area where the customer boards and gets off the vehicle.

Operators will assist with securing this equipment on the vehicle. When calculating the amount of oxygen needed when using START ADA services, plan to include several hours of travel time.

Mobility Devices

START ADA vehicles safely accommodate a wide range of mobility devices. Customers should update START when there is a change and/or addition of a mobility device before taking a trip with that device. These updates allow START ADA to determine the appropriate vehicle type for the trip, as well as to reserve enough space on board for all customers. In order to correctly document assistance needs, a new assessment may be required with the new device.

Failure to notify START about a change or addition of a mobility device could result in a service delay.

START ADA vehicles can accommodate customers with wheelchairs less than 30 inches wide, 48 inches long and weighing less than 800 pounds total while occupied. These measurements include the vertical space as well as the floor space. Wheelchairs that fall outside of these guidelines will be evaluated on an individual basis to ensure START ADA vehicles and lifts will be able to transport them safely. START ADA may weigh and measure wheelchairs to make sure they fit within the maximum size and weight requirements.

Customers may only bring the device that they are using for travel. The only instance where a second device may accompany a customer is for a certification appointment for the purpose of being certified to use more than one device.

All wheelchairs must be secured facing forward while being transported. If a customer needs to change or temporarily modify their seating position, this should be done when the vehicle is stopped.

Equipment that is NOT permitted on any START ADA vehicle includes, but is not limited to:

- Hospital beds
- Stretchers
- Hoyer lifts
- Large shopping carts

Mobility devices must be secured every time they are transported on a START ADA vehicle. Operators are responsible for ensuring that mobile devices are properly secured. Seat belts are available for use if desired. Operators can assist with securing seat belts upon request.

Child Restraint Systems

- **Rear Facing Child Restraint Systems:** Wyoming law (W.S.S 31-5-1303(a)) requires that children less than one (1) year old and weighing less than twenty (20) pounds be secured in a rear-facing child restraint system while in a vehicle.
- **Forward Facing Child Restraint Systems:** Wyoming law (W.S.S. 31-5-1303(a)) requires that children ages one (1) year to four (4) years who weigh twenty (20) pounds up to forty (40) pounds be secured in a rear-facing or forward-facing child restraint system while in a vehicle.

- **Booster Seats:** Regardless of weight and height, Wyoming law (W.S.S 31-5-1303(a)) requires that children be properly secured in a child restraint system, such as a booster seat, until nine (9) years of age. After age nine (9), the law allows them to use a vehicle seat belt. However, safety experts recommend that they use a booster seat until they are at least 4' 9" tall.

START ADA does not provide child safety seating and does not transport children without appropriate seating. Please bring an appropriate child safety seat with you to place in the vehicle. The customer is responsible for securement of the child safety seat, not the vehicle operator.

Emergency Service

Natural/Man-Made Disaster or Event:

In the event of a natural or man-made disaster, START ADA may not be able to provide services. In such cases, it will be the responsibility of the customer to contact START ADA Dispatch for service availability updates. Every attempt will be made to transport all customers; however, in extreme emergencies it may be necessary to refer customers to 911. START is not responsible for 911 charges or emergency transport.

In the event of an emergency or service changes, START will make every attempt to notify customers through radio, television, social media, and website announcements.

Medical emergencies:

In the event of a medical emergency, it may be necessary for START to call 911 for assistance. START is not responsible for 911 charges or emergency transport.

In the event the passenger or provider refuses medical attention and chooses to continue to their scheduled destination, START and its START ADA operators are not responsible.

Re-certification of Eligibility

Eligibility for START ADA service is not permanent. Customers should begin the re-certification process for START ADA service before the expiration date on their ID card to avoid disruption in service. Eligibility can change upon re-certification based on the customer's current transportation ability. START ADA provides notice of approaching expiration of eligibility to all customers. Please keep contact information up to date to ensure recertification reminders are received in a timely manner. The re-certification application is available on the START ADA page of the START website at

<https://www.jacksonwy.gov/369/ADA> and, once completed can be emailed to info@startbus.com or mailed to:

ADA Program at
START Bus/Town of Jackson
PO Box 1687
Jackson, WY 83001

If mobility status or device changes, an assessment may be required prior to the expiration date on the customer's START ADA ID card. If the customer obtains a new mobility device, they should call the START ADA administrative offices at (307) 413-4548 and request a Mobility Device Update form by mail to complete and return.

If an application is needed in a different format, please complete a Reasonable Modification Request outlining the format needed. Once your request is approved, the application will be mailed. The form is available on the START website at <https://www.jacksonwy.gov/369/ADA> or by calling the START ADA office at (307)413-4548.

Policies

No-show Policy:

A no-show occurs when the vehicle arrives during the scheduled pickup window and the customer fails to board the vehicle.

If the first leg of a trip is canceled or missed, it is the customer's responsibility to cancel all unneeded trips for the remainder of the day. Call Dispatch at (307)413-4548 to cancel these trips.

Advance Cancellation Policy:

Customers may cancel trips up to two (2) hours before the beginning of the pick-up window without penalty by calling Dispatch at (307)413-4548.

In order to utilize available resources efficiently, we ask that customers cancel unneeded trips before 5:00 p.m. the day before transport whenever possible by calling Reservations at (307)413-4548.

Late Cancellation Policy:

Customers may cancel trips less than two (2) hours before the start of the scheduled pick-up window by calling Dispatch. However, it will be counted as a "no-show".

Excessive No Show and Late Cancellation Policy:

A demonstrated pattern of late cancellations or no-shows is a serious disruption of service. Once a customer's no-shows or late cancellations total five percent (5%) or more of your scheduled trips within a 30-day period, the START ADA suspension policy will take effect. No customer shall be suspended from service for having 3 or fewer no-show or late cancellations in a 30-day period.

Suspension of Service Policy:

Disruptions of service due to violation of the Excessive No Shows, Late Cancellations or No Pay policies stated above may result in penalties and the revocation of your START ADA services. The progressive suspension policy is as follows:

- First Violation – 7-day suspension
- Second Violation – 14-day suspension
- Third Violation – 21-day suspension

- Fourth Violation – 28-day suspension
- Additional violation –28-day suspension per incident

Any violations of the no-show, late cancellation, or no payment policies will be recorded by Dispatch as they occur. The customer will receive an email and/or phone call advising them of the occurrence. Continued occurrences totaling 5% or more of the customer's trips in a 30-day period will result in a suspension letter by mail. Customers will be given the opportunity to appeal the suspension within a 14-day time frame, after which the service suspension period starts.

Reinstatement of Canceled Trips Policy:

Customers may not reinstate trips that have been cancelled on the day of transport.

Modification of Scheduled Trip Policy:

Customers may not modify pickup or drop-off addresses on the day of transport.

Failure to Pay Policy:

Failure to present the exact fare when boarding the vehicle is in violation of START's fare policy. A demonstrated pattern of fare non-payment causes service disruption and is considered grounds for service suspension. If a customer refuses to pay for a trip and refuses to disembark upon the operator's request, the operator may contact law enforcement.

ID Card Policy:

All customers (except those with visitor status) must present a valid START ADA identification card prior to boarding START ADA vehicles.

Refusal or Suspension of Service Policy:

START ADA is committed to providing safe and reliable service to all customers. The program does not discriminate on any basis in providing its services to eligible customers. Under ADA regulation, START may refuse or suspend START ADA service to those who engage in violent, disruptive, or illegal behavior.

Service Suspension Policy:

Violation of the rules of conduct set forth in this Customer Guide may result in service suspension. If service has been suspended, a customer may appeal prior to the start of suspension. Requests for an appeal may be made by contacting the START ADA Customer Service Representative at (307)413-4558. The process for requesting an appeal is also included in communication regarding service suspension.

Customers who assault another passenger or the vehicle operator will be suspended from START ADA service immediately. This suspension will last up to 14 days and may be appealed as above. Customers found to have injured another passenger or the vehicle operator in a second incident will have their START ADA service permanently terminated.

Rules of Conduct

All passengers, including PCAs and guests, are expected to follow these rules of conduct to ensure the safety and comfort of all passengers and the operator:

- No smoking on board the vehicle
- No throwing items
- No eating or drinking on board the vehicle unless required for health reasons
- No abusive, threatening or obscene language or actions
- No physical abuse towards another passenger or the operator
- No removal of clothing, shoes must be worn while on vehicle
- No tampering with any vehicle equipment
- Ear/headphones must be used when listening to audio with personal devices
- Service animals must be controlled on the vehicle

Passengers to violate the START ADA Rules of Conduct are subject to penalties, up to termination of service.

Rights and Responsibilities

START ADA Customers Have a Right To:

- Safe Transportation
- Timely service
- Professional and courteous operators
- Safe and properly maintained vehicles
- Properly fastened seat belts and wheelchair securements

START ADA Customers Have a Responsibility To:

- Update personal information (address, phone number, device or mobility aid, etc.) promptly
- Provide accurate information when requesting a ride
- Treat operators and other passengers with respect
- Have the correct fare; exact change only if paid with cash
- Have a current START ADA Identification Card
- Travel with a Personal Care Attendant if needed
- Travel with a portable respirator and/or enough oxygen for the trip if needed
- Be ready fifteen-minutes (15) before your scheduled pick-up time
- Cancel by 5:00 p.m. the evening prior to the scheduled trip or at least two (2) hours before the beginning of the scheduled pick-up window. If a ride is scheduled before 10 a.m. cancellations can be up until before 8 a.m. that morning.