

RideKC

Share-A-Fare Paratransit Services

Provided by
Kansas City Area Transportation Authority

Share-A-Fare
Kansas City Area Transportation Authority
1200 East 18th Street
Kansas City, MO 64108

For information call (816) 842-9070
(Large Print Version Available on Request)

Last Revision: July 31, 2015

TABLE OF CONTENTS

KCATA’s Share-A-Fare Program.....	4
What is Share-A-Fare?	4
Non-ADA Service	4
ADA Service	4
Eligibility and Certification	4
Who is eligible for non-ADA Service?.....	4
Who is eligible for ADA Paratransit Service?	5
Types of Eligibility.....	6
Service for Visitors.....	6
How do I apply for Share-A-Fare Service?	6
Recertification of Eligibility	7
Service Area and Hours.....	7
When and where can I travel?	7
Holiday Service.....	7
Can I travel to other cities in the Metro?	8
Customer Fares	8
How much does each trip cost?	8
Tips and Gifts	9
Reservations and Scheduling	9
Phone Numbers and Hours of Operation	9
How do I schedule a trip?	10
Pickup Window:.....	11
Travel Time Negotiation:.....	11
Tips for Scheduling Service:	12
Will-Call Returns:	12
Attendants and Guests	13
Personal Care Attendants (PCA).....	13
Guests (or Companions).....	13
Service Animals and Pets	13
Completing Your Trip.....	14
The Pickup Point.....	14
Your Share-A-Fare Vehicle and Driver	14
During Your Ride	14
The Drop-Off Location	15
What if I miss my trip?.....	15
Cancellations and No Shows.....	16

Advanced Cancellation	16
Same Day Cancellation.....	16
Late Cancellations.....	17
No Shows.....	17
Late Cancellation and No Show Policy	17
Points System.....	18
Violations	18
Appeals Process	19
Eligibility Denial	19
Suspension of Service	19
Complaints	20
What if I have a problem?.....	20
Subscription Service	20
What is Subscription Service?	20
Which Trips Qualify for Subscription Service?	20
How Do I Sign Up for Subscription Service?.....	21
Will My Subscription Trip Come on Holidays?.....	21
Tips for Using Subscription Service	21
Severe or Inclement Weather.....	21
Weather Phases.....	22
Advisory Committee Meeting.....	22
Safety Policies	22
Children	22
Seat Belts.....	23
Car Seats	23
Mobility Devices.....	23
Time Sensitive Medical Needs.....	23
Packages.....	23
Customers Requiring Supervision.....	23
Health / Safety Threats	24

KCATA's Share-A-Fare Program

What is Share-A-Fare?

Share-A-Fare is a program administered by the Kansas City Area Transportation Authority that provides door-to-door public transportation to riders who qualify for one or both of the following services currently offered by the program:

Non-ADA Service

Share-A-Fare's non-ADA Service provides convenient, safe transportation for elderly and disabled residents of Kansas City, Missouri. Share-A-Fare's non-ADA Service is primarily designated for work or medical trips but may also be used for education, shopping, social or personal trips. Under this program, service is provided anywhere within Kansas City, Missouri, city limits and to work or medical trips to certain destinations in neighboring communities. This service is available from 6 a.m. to midnight, seven days a week.

ADA Service

Share-A-Fare's ADA Service (sometimes called Paratransit Service) provides specialized transportation for people with disabilities who are not able to fully utilize the Metro's fixed-route public transportation system. This service is designed to meet the requirements of the Americans with Disabilities Act of 1990 (or ADA) and provides comparable service to the fixed route busses. Share-A-Fare's ADA Service can be used to travel from any origin to any destination within three-quarters ($\frac{3}{4}$) of a mile of a Metro fixed-route bus during the same days and hours of operation as the fixed route.

Eligibility and Certification

Who is eligible for non-ADA Service?

Share-A-Fare's non-ADA service is funded by transportation sales taxes in Kansas City, Missouri. To qualify for this service you must be a current resident of Kansas City, MO and meet one of the following criteria:

1. Between age 16 and 65 with a disability, or
2. At least 65 years of age and have an annual income of no more than 150% of the current US Census Bureau Poverty Level.

Who is eligible for ADA Paratransit Service?

Eligibility for Share-A-Fare's ADA paratransit service is based on a person's inability to use the fixed-route bus system due to a disability. ADA regulations provide that a person may be eligible for paratransit services under one of the following three categories:

Category 1: (Section 37.123(e) (1) of the ADA regulations).

"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."

This applies to those persons who are unable to use fully accessible fixed-route bus service and includes those individuals who cannot independently navigate the fixed-route system.

Category 2: (Section 37.123(e) (2) of the ADA regulations).

"Any individual with a disability who...is able...to board, ride and disembark from any vehicle which is readily accessible...if such a vehicle is not being used to provide designated public transportation on the route."

This applies to an individual who would be able to use the fixed-route bus system if it were accessible (e.g., if a low-floor or lift-equipped bus is not available). This category is not required once a transit system is 100% accessible.

Category 3: (Section 37.123(e) (3) of the ADA regulations).

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

This applies to an individual who, because of his/her disability, cannot access a particular bus stop to board the fixed-route bus system or cannot access his/her final destination after disembarking from a fixed-route bus. Eligibility is determined each time the eligible customer calls.



Note: A condition which makes traveling to a boarding location or from a disembarking location more difficult but does not prevent the travel; or environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, form a basis for eligibility.

Types of Eligibility

Based on an assessment of individual needs and circumstances, applicants may qualify for any one of the following ADA paratransit types of eligibility:

Unrestricted – Full access to the service for up to three (3) years.

Temporary – Full or conditional access to the service for the expected duration of a temporary disability that serves as the basis for ADA eligibility.

Conditional – Access to the service for up to three (3) years only when conditions exist that impact an individual's ability to use the fixed-route bus system as determined during the eligibility process. Conditional eligibility may be approved based on some, but not limited to, the following situations: weather conditions, unfamiliarity of trips, specific origins or destinations, time of day, etc.

Service for Visitors

Visitors to the Kansas City area can use Share-A-Fare for up to 21 calendar days a year by providing proof of ADA eligibility in another city or other documentation that they have a health condition or disability which prevents them from using regular buses. For more information on Visitor Status with Share-A-Fare, please call 816-842-9070.

How do I apply for Share-A-Fare Service?

All Share-A-Fare customers must complete an application. Applications can be downloaded and/or completed online via the following website:

http://www.kcata.org/rider_guide/share_a_fare. You may request to have an application mailed to your home address by calling Share-A-Fare at 816-842-9070. Applications are available at the KCATA offices, and can be picked up in person Monday – Friday from 8:00 AM to 5:30 PM.

Applications must be filled out completely and include all required documentation in order to be processed. Incomplete applications will be returned to the applicant. Please mail your completed application and any supporting documentation to:

**KCATA/Share-A-Fare Eligibility
1200 East 18th Street
Kansas City, MO 64108**

Within 21 days of submitting a completed application, applicants will be notified by mail regarding eligibility. Eligible individuals will receive an approval letter stating the service type and terms of eligibility and an identification card.

If the applicant is determined to be ineligible, he/she will be notified in writing regarding the reasons for the finding. The applicant may appeal the decision by following the administrative appeals process as outlined in this document.

Recertification of Eligibility

Each Share-A-Fare customer must be recertified upon reaching his/her eligibility expiration date as identified on his/her identification card. Typically, eligibility extends for three (3) years from certification.

Service Area and Hours

When and where can I travel?

The Share-A-Fare program is designed to be comparable to the Metro fixed route bus system. Service area and hours generally follow the service provided by the fixed route busses.

ADA eligible customers can travel anywhere within three-quarters ($\frac{3}{4}$) of a mile of a Metro bus route during the same days and hours of operation for that route (not including express, commuter, or Metro-Flex routes). Please note that changes made to service levels of the Metro's fixed-route bus schedules may affect your Share-A-Fare ADA service. Please visit www.kcata.org for a detailed map of The Metro's current service area or ask your Share-A-Fare Customer Service Agent for more information.

Residents of Kansas City, MO, who qualify for the non-ADA Share-A-Fare service, can travel anywhere within the Kansas City, Missouri, city limits and to certain medical or work destinations in neighboring communities between the hours of 6:00 AM and Midnight.

Holiday Service

Share-A-Fare provides both ADA and Non-ADA service 365 days a year including all major holidays; however, if the Metro fixed-route busses run a reduced or weekend schedule on a holiday, ADA Service may also be reduced to match the fixed-routes.

Can I travel to other cities in the Metro?

Share-A-Fare's non-ADA service is limited to residents of Kansas City, Missouri. In addition to trips within city limits, non-ADA service is provided to the following communities:

Independence, Missouri – Share-A-Fare provides service for intercity ADA eligible trips between Independence, Missouri and Kansas City, Missouri or Kansas City, Kansas. Intra-city trips within Independence are provided by IndeAccess at (816) 842-9070.

Kansas City, Kansas – Share-A-Fare provides service for intercity ADA eligible trips between Kansas City, Kansas and Kansas City, Missouri or Independence, Missouri. Share-A-Fare also provides service on Saturday and Sunday for ADA eligible intra-city trips within Kansas City, Kansas. Weekday intra-city trips within Kansas City Kansas are provided by Unified Government Transit Dial-A-Ride at (913) 573-8351.

Johnson County, Kansas – Share-A-Fare does not currently provide service in Johnson County, Kansas. Customers wishing to travel in Johnson County should contact Johnson County Transit Special Edition at (816) 842-9070 for eligibility information.

Customer Fares

How much does each trip cost?

Customer fares are based on one-way trips for ADA service or one-way mileage for non-ADA service. Please remember that all passengers must pay the exact cash fare when boarding the Share-A-Fare vehicle – drivers do not carry change. Your Customer Service Agent will tell you the exact fare when you schedule each trip.

ADA Service – ADA regulations allow the fare charged to an ADA eligible user for each trip to be twice the fare of a comparable fixed-route bus trip. Please visit the KCATA web site at www.kcata.org for current fare information. If a customer's eligibility certification includes a Personal Care Attendant (PCA), the attendant is allowed to ride free of charge. Persons, other than the PCA, riding with the customer are considered Guests and are charged the same fare as the eligible customer. ADA eligible customers may travel with one PCA and one Guest.

Non-ADA Service – Share-A-Fare’s non-ADA service fares are based on trip mileage and increase with distance. Please visit the KCATA website at www.kcata.org for current fare information.

Also, please note that all passengers traveling with the customer on a non-ADA trip will be considered guests. Non-ADA customers are allowed to travel with up to two (2) guests. Non-ADA Guests are charged the double the fare of the eligible customer on a non-ADA trip. Also, for non-ADA service, there is a \$2.00 per trip premium added for non-medical or non-work related trips.

Children age 5 and under may ride free of charge. Please remember that all passengers, including PCA’s, Guests, and children, must be scheduled at the time of the reservation to ensure space availability on the vehicle. Additionally, all PCA’s, Guests, and children must travel from the same origin to the same destination as the eligible customer.



Hint: Have your exact fare ready at the time of your trip. Payment is due as you board the vehicle and drivers do not carry change.

Tips and Gifts

Our drivers are not permitted to accept tips or gifts. If you would like to commend a driver for service provided, please call our customer service comment line at 816-842-9070, Option 3, and tell us about your experience.



Hint: Please tell us when our Drivers or Customer Service Agents are doing a good job! Employees receiving commendations are recognized during regular monthly meetings.

Reservations and Scheduling

Phone Numbers and Hours of Operation

Share-A-Fare services are available 365 days a year. Vehicle operating hours for ADA trips are based on comparable times for the fixed-route busses and vary by location. Non-ADA service is available from 6:00 AM to 12:00 Midnight. Please speak with a Customer Service Agent to check on service hours in your area.

The following options are available for contacting Share-A-Fare:

<i>Share-A-Fare</i> <i>Phone Numbers and Hours of Operation</i>	
Reservations and Cancellations.....	(816) 842-9070
Monday – Friday: 7:00 a.m. - 4:45 p.m. Saturday – Sunday and Holidays: 8:00 a.m. - 4:45 p.m.	
Trip Information (where’s my ride?).....	(816) 842-9070
Available during all service hours (typically 4:30 a.m. to midnight)	
Eligibility Office.....	(816) 842-9070
Monday – Friday: 8:00 a.m. – 4:45 p.m.	
Comment Line (Complaints or Commendations).....	(816) 842-9070
Available 24 hours a day, 7 days a week	



Hint: All calls are answered in the order they are received. Please remain on the line until your call is answered.

How do I schedule a trip?

Trips can be scheduled 1 to 14 days in advance. Reservations must be made no later than 4:45 p.m. the day before you want to travel. Same day travel requests cannot be accommodated.

Call the Share-A-Fare Reservations line, (816) 842-9070 and speak with a Customer Service Agent to schedule a trip.

Be prepared with the following information when scheduling your trip:

<input checked="" type="checkbox"/>	Reservation Checklist
	First and last name.
	Date and time you wish to travel, including the appointment time at your destination if appropriate.
	Complete address of your pick-up location.
	Complete address of your destination, including the name of the business, the suite or building number, etc.
	Time of your return trip. Please allow at least 90 minutes between trips.
	Are you traveling with a Personal Care Attendant and/or a Guest?
	Medicaid information, if applicable. NOTE: You must have your Medicaid number on file with Share-A-Fare prior to requesting a Medicaid trip.
	Trip purpose (medical, work, education, nutrition, shopping, personal, social, or other).
	Any special instructions or additional information.



Hint: Please have your trip information ready before you call to help speed up the reservation process and reduce phone wait times.

Pickup Window:

During the reservation process, you will be given a 30-minute window in which the driver will be scheduled to arrive. This window is typically 15 minutes before and 15 minutes after your requested pickup time. Your vehicle may arrive at any time during this 30-minute window. Please be ready to go at the beginning of your pickup window to avoid any delays.

Travel Time Negotiation:

If Share-A-Fare cannot accommodate your exact request, you may be offered travel times of up to 1 hour before or 1 hour after your requested travel time as established in the ADA regulations:

Section 37.131 (b) (2): The entity may negotiate pickup times with the individual, but the entity shall not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.



Hint: Share-A-Fare is busiest between 7:00 - 8:00 AM and 2:00 – 4:00 PM. If your travel times are flexible you may wish to avoid traveling during these times.

Tips for Scheduling Service:

- Be sure to allow plenty of time to finish your appointment in order to meet the vehicle within your scheduled return trip time window.
- Tell us if you have an appointment time so we can schedule your trip to arrive at your destination before your scheduled appointment.
- Be aware of the opening and closing times at your destination to avoid waiting outside the building before or after business hours.
- Allow extra time for the pickup and drop-off of other passengers before reaching your destination. Share-A-Fare is a “shared ride” service and you may be on the vehicle up to 60 minutes to accommodate other trips.
- Listen carefully to make sure your trip is scheduled correctly. The Customer Service Agent will repeat your trip information and tell you the exact fare for each trip.

Will-Call Returns:

If you have a medical appointment, Share-A-Fare realizes it may be difficult to predict your return time. For medical trips only, you may schedule a will-call return during the reservation process. Will Call trips are not assigned to a vehicle until you call and activate the Will Call. When you are ready for your return trip, simply call Share-A-Fare at (816) 842-9070 and tell us you are ready. The Customer Service Agent will activate the Will Call and assign your trip to a vehicle.



Please note: For Will-Call returns your vehicle will be scheduled to arrive within one (1) hour of your call.



Tip: Share-A-Fare recommends you consult your physician or physician’s nurse on the approximate time you will be released from your appointment.

Attendants and Guests

Share-A-Fare customers may travel with up to two guests, one of which may be designated as a personal care attendant. Additional guests may be accommodated only if space is available.

Personal Care Attendants (PCA)

A personal care attendant is defined by the ADA as “someone designated or employed specifically to help the eligible individual meet his or her personal needs.” Customers are required to indicate during the eligibility and certification process whether he or she travels with a personal care attendant. Customers approved to travel with a PCA must inform the Customer Service Agent during the reservation process that their PCA will be accompanying them. PCA’s must travel from the same origin to the same destination as the customer and are not charged a fare for ADA service.

Guests (or Companions)

Any person, other than a personal care attendant, traveling with a customer is considered a guest. Guests must travel from the same origin to the same destination as the customer and pay the same fare as the customer.

NOTE: Share-A-Fare’s non-ADA service does not include a provision for personal care attendant; therefore, all persons traveling with a customer using the non-ADA service are considered Guests and are required to pay a fare.

Service Animals and Pets

Animals, including pets, which are not service animals, may accompany Share-A-Fare customers as long as they are in an approved pet-carrier during the entire trip. The carrier must be held on the customer’s lap, and may not be set on the seat or the floor of the vehicle. There is no additional fee for pets to ride.



Hint: Be sure to inform your Customer Service Agent of any PCA’s or Guests, including children, who will be traveling with you. Every seat must be reserved in advance. PCA’s and Guests that are not included in the trip reservation will not be allowed to travel.

Completing Your Trip

The Pickup Point

Your vehicle may arrive any time during your 30-minute pickup window. Share-A-Fare provides door-to-door service to the most exterior door and cannot enter residences or businesses. Please be ready and waiting near the most exterior door.



Be ready and waiting near the most exterior door when during your pickup window.

If you are using a wheelchair, there must be an accessible path from your pickup point to the vehicle. Drivers are unable to assist wheelchair passengers up or down steps or along other non-accessible paths.

Drivers are required to wait for passengers up to five (5) minutes after their arrival or five (5) minutes after the start of the pickup window, whichever is longer. If you are not available to board the vehicle within five (5) minutes, you may forfeit your trip.

Your Share-A-Fare Vehicle and Driver

Share-A-Fare utilizes a dedicated fleet of vehicles for both the ADA and non-ADA services. Your vehicle will either be a sedan or a mini-bus and will be clearly marked with the Share-A-Fare logo on the sides. Drivers are required to wear identification badges and a uniform, and will identify themselves as Share-A-Fare drivers.



NOTE: Occasionally, Share-A-Fare may send a regular taxi vehicle to complete your trip. In this case, the vehicle will have "Share-A-Fare in Transit" displayed in the window and drivers will identify themselves as a Share-A-Fare driver.

During Your Ride

Share-A-Fare operates as a shared-ride service. You should expect to routinely share your vehicle with other Share-A-Fare customers. As a result of the shared nature of the service, please note the following:

- Seat selection is first come, first served. You may not, for example, reserve the front seat of the sedan but are welcome to sit there if it is open when the vehicle arrives.
- You may or may not be taken directly to your destination. The vehicle may deviate significantly from a direct route to your destination in order to accommodate other passengers.
- Be prepared to be on board the vehicle for up to one hour or more for significantly longer trips.

The Drop-Off Location

Share-A-Fare provides service to the most exterior door of your destination and cannot enter residences or businesses. Drivers must maintain sight of their vehicles at all times.

If you are using a wheelchair, there must be an accessible path from the vehicle to your destination. Drivers are unable to assist wheelchair passengers up or down steps or along other non-accessible paths.

Please plan ahead and make sure that you will be able to access your destination and, if necessary, someone is there to receive you. Drivers will not leave customers outside a locked building or other unsafe location.

What if I miss my trip?

Occasionally circumstances arise and you are unable to complete your scheduled trip. Please see the Cancellation and No Shows section for more information on when and how to cancel your trip.

Share-A-Fare does not offer same-day service. If you miss your trip, you are responsible for rescheduling your trip for another day or for finding alternative transportation.

Under certain circumstances, Share-A-Fare may be able to offer a “no show return”. If one of the following conditions occurs, Share-A-Fare may attempt to send another vehicle following standard “Will Call” procedures:

- 1) The No Show was due to a reservations or scheduling error.
- 2) The No Show was caused by the vehicle arriving late or due to Driver error.
- 3) Certain other unavoidable circumstances or situations where the customer may be stranded away from home.

If you miss your trip and still need transportation, please contact your Customer Service Agent to discuss your options.

NOTE: If you are at home or if you are not ready and refuse a trip after the driver makes contact with you within the pick-up window, Share-A-Fare will not send another vehicle.



Hint: Make sure you are ready at the beginning of your pick-up window so that you don't miss your ride.

Cancellations and No Shows

Sometimes, plans change and you may need to cancel your trip. Trips can be cancelled by calling Share-A-Fare at (816) 842-9070.



Hint: To allow Share-A-Fare enough time to reassign its limited resources, please cancel your trip by 4:45 PM the day before you are scheduled to travel.

Advanced Cancellation

Any cancellation made by 4:45 PM the day before your scheduled trip is considered an advanced cancellation. Proper advanced cancellations allow Share-A-Fare to reassign resources and limit disruptions caused by changing schedules. No penalties are assessed for advanced cancellations.

Same Day Cancellation

Any cancellation made after 4:45 PM the day before your scheduled trip and at least two (2) hours before the start of your scheduled pick-up window is considered a same day cancellation. Cancelling your trip at least two (2) hours in advance allows Share-A-Fare to reassign your scheduled vehicle to another customer. No penalties are assessed for advanced cancellations.

Late Cancellations

Cancellations made less than two (2) hours but at least 30 minutes before the start of your scheduled pick-up window are considered Late Cancellations and may result in penalties which could lead to suspension of service – See the Late Cancellation and No Show Policy for details.

No Shows

A “No Show” occurs when:

1. The customer cancels the trip less than 30 minutes prior to the start of the scheduled pickup window.
2. The vehicle arrives on time, but the customer no longer wants the ride – also called a “cancel at the door”.
3. The vehicle arrives on time, but the driver cannot locate the customer at the requested pick-up location.
4. The vehicle arrives on time and waits for five (5) minutes, but the customer is not ready to go, and the driver must leave to stay on schedule.

Customers who demonstrate a pattern or practice of No Show’s and/or Late Cancellations may incur penalties which could lead to a suspension of service – see the Late Cancellation and No Show Policy for details.



NOTE: If you No Show the first leg of your trip all additional trips scheduled for that day will not be automatically cancelled. You must call Share-A-Fare to cancel any remaining trips that are no longer needed or risk additional penalties.

Late Cancellation and No Show Policy

The Americans with Disabilities Act (ADA) of 1990, section 37.125(h) states that “The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.” Share-A-Fare has established the following points-based process to enforce its late cancellation and no show policy.

Points System

Based on the definitions in the Cancellations and No Shows section above, points are assessed for each occurrence of the following infractions:

Advanced Cancellation: 0 points – Thank you!

Same Day Cancellation: 0 points

Late Cancellation: 1 point

No Show: 2 points

NOTE: Trips missed by the individual for reasons out of his or her control are not assessed points and are not used as a basis for determining if a pattern or practice Late Cancellations or No Shows exists.

Violations

No-Shows and Late Cancellations are recorded daily accumulated each calendar month for purposes of enforcing the no show policy. Share-A-Fare reviews total points assessed during each calendar month and calculates penalties as follows:

Points Accumulation	Penalty
A. 6 points in one (1) calendar month B. 12 points in two (2) calendar month C. 24 points in a three (3) month period D. 48 points in a six (6) month period	A. First warning letter B. Second warning letter C. Two (2) day suspension D. Five (5) day suspension
Penalties are NOT assessed if total No-Shows and Late Cancellations for the period are less than 15% of the customer's total trips.	

Customers in violation of the Late Cancellation and No Show Policy will receive written notice of the violation including details of the pending suspension of service. Customers will be given 14 days from the date of the notice to appeal the decision (see the Appeals Process) or to arrange for alternative transportation options during the suspension. Following the suspension period, customers will automatically be cleared to resume service.



NOTE: Subscription service is not automatically reinstated following a suspension. Please contact your Customer Service Agent to re-apply for subscription service.



Hint: *Notices are sent to your primary address on record. It is your responsibility to ensure that Share-A-Fare has your current contact information. Please call 816-842-9070 and speak with a Customer Service Agent to verify or update your information.*

Appeals Process

Share-A-Fare has established an administrative appeals process in accordance with the American's with Disabilities Act, section 37.125(g) for individuals who are denied eligibility and for individuals who have been suspended from the provision of complimentary paratransit service due to a pattern or practice of missed trips.

Customers will be sent information about how to appeal with his or her denial or suspension letter. The process includes 1) an opportunity to be heard and to present information and arguments to an appeals board consisting of persons not involved with the initial decision to deny eligibility or suspend service and 2) written notification of the decision within 30 days of the completion of the appeals process including the reasons for the decision.

Eligibility Denial

Appeals regarding eligibility must be filed within 60 days of the denial of an individual's application. NOTE: The entity is not required to provide paratransit service to the individual pending the determination on appeal.

However, if the entity has not made a decision within 30 days of the completion of the appeal process, the entity shall provide paratransit service from that time until and unless a decision to deny the appeal is issued.

Suspension of Service

Customers are given a 14-day notice prior to the start of suspension in order to appeal the decision. Customers who appeal suspension for violation of the Late Cancellation and No Show Policy will be allowed to continue to use Share-A-Fare,

pending the outcome of the appeal. Suspensions that are upheld following the appeal will begin immediately upon completion of the appeals process.

Complaints

What if I have a problem?

For your convenience, our customer comment line is available 24 hours a day, 7 days a week. If you are experiencing problems with our service, please call (816) 842-9070 and leave your name, phone number, and a detailed message. Messages are retrieved daily and recorded in our complaint tracking system. Our Customer Service Representative will research the problem and work with you, Share-A-Fare Staff, and our service provider to resolve the issue.

For incidents that need immediate attention please call (816) 842-9070 to speak with a Customer Service Agent.

Subscription Service

What is Subscription Service?

Subscription service, also known as a "Standing Order" may be available for customers who travel regularly on a specific day(s) of the week, at the same time, to and/or from the same location. Subscription trips enable Share-A-Fare to create efficient routes for customers who have similar travel patterns and give customers the convenience of transportation without having to call Share-A-Fare to schedule each trip.

Which Trips Qualify for Subscription Service?

Customers who's trips repeats three (3) or more times each week and cancel less than 30% may be eligible for Subscription Service.

The trip must be exactly the same each day including day of week, pick-up time, appointment time, number of passengers, origin and destination. Work, school, and medical trips such as Dialysis are examples of common subscription trips.

How Do I Sign Up for Subscription Service?

Subscription Service is above and beyond ADA regulations and is approved on a first-come, first-served basis due to limited availability. Ask your Customer Service Representative for more information regarding Subscription Service.

Will My Subscription Trip Come on Holidays?

No. Subscription trips are AUTOMATICALLY CANCELLED for the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Customers wishing to travel on these holidays must call and schedule the trip according to regular reservation procedures – even if the trip is the same as the normally scheduled subscription trip.



Hint: If you need to travel on a holiday you MUST call Share-A-Fare and schedule the trip between 1 and 14 days before the holiday. It is your responsibility to determine if your trip is needed and to make transportation arrangements for that day.

Tips for Using Subscription Service

- Customers using Subscription Service must still call to cancel trips if the trip is not needed for a particular day. No Show and Late Cancellation policies still apply to Subscription trips.
- Subscription Service may be temporarily suspended by the customer during periods when travel is not needed like vacations, hospital stays, etc. Contact your Customer Service Agent if you need to temporarily suspend your trips.
- Customers on Subscription Service must maintain a consistent travel history. Excessive cancellations and or No-Shows may disqualify the customer from further Subscription Service in addition to penalties described in the No Show and Late Cancellation policy.
- All applicable customer fares must be paid at the time of the trip. Advanced payment options are not currently available.

Severe or Inclement Weather

Snow and ice, extreme heat or cold, severe weather, and other weather related issues can slow down or disrupt Share-A-Fare service. Our Weather Phases are designed to keep you informed on the status of the service and what to expect in these situations.

Weather Phases

Weather phases are implemented whenever significant delays are expected due to a weather event and are based on the length and severity of anticipated delays:

- **Phase A**: Many customers may experience delays of 30 to 60 minutes past scheduled pickup times.
- **Phase B**: Significant delays are occurring system wide with some customers experiencing delays of more than 60 minutes past their scheduled pickup times.
- **Phase C**: Delays of over 1 hour are likely with significantly longer delays possible. Customers with non-critical trips are encouraged to cancel and re-schedule.
- **Phase D**: Due to extremely hazardous conditions, service is temporarily suspended. Customers should contact Share-A-Fare reservations to re-schedule their trips.

During severe weather, check local radio and television stations for updates, check out our website at www.kcata.org, or call your Customer Service Agent for information.

Advisory Committee Meeting

The Share-A-Fare Advisory Committee meets on the second Wednesday of every even month (February, April, June, August, October, and December) in the Howard C. Breen Building of the KCATA offices at 1200 E. 18TH Street, Kansas City, MO 64108. This meeting is open to the public and Share-A-Fare customers are invited and encouraged to attend the meeting to discuss the service and share your ideas with the committee members and Share-A-Fare staff.

Safety Policies

Children

Just like on the regular Metro bus, children under 8 years old must be accompanied by an adult. If the child is the eligible customer, the responsible adult may ride free, as the Personal-Care Attendant.

Seat Belts

All Share-A-Fare vehicles are equipped with seat belts. Missouri law requires all front seat passengers to wear seat belts. For your safety, Share-A-Fare requires the use of seat belts in the front seat and strongly recommends that all customers wear seat belts.

Car Seats

Missouri law requires children less than 4 years old or less than 40 pounds to be secured in an appropriate child safety seat. Additionally, children ages 4 – 7 who weigh at least 40 pounds must be in an appropriate child safety seat or booster seat unless they are 80 pounds or 4'9" tall. Customers traveling with children who require a car seat must provide their own car seat to be used during the trip.

Mobility Devices

Drivers must secure all mobility devices in the vehicle. Contact your Customer Service Agent for more information. NOTE: Share-A-Fare is unable to transport unoccupied wheelchairs or other mobility devices.

Time Sensitive Medical Needs

Customers who require food, medication, or oxygen at regular intervals should be advised that their travel time could be up to 60 minutes. Please plan ahead and carry the appropriate supplies with you when you travel.

Packages

Customers are limited to packages that they are able to carry with them and hold on their lap or next to their feet while seated in the vehicle. Drivers are not able to assist customers with excessive packages or shopping carts. Passengers needing assistance with packages should consider traveling with a PCA.

Customers Requiring Supervision

If no one is present to receive a customer who is unable to be left unattended, the customer may be kept on the vehicle during subsequent trips. Share-A-Fare will attempt to reach the customer's emergency contact to make arrangements for a drop off. If the emergency contact cannot be reached by the end of the vehicle's run the customer will return to Share-a-Fare depot and placed in the custody of the proper authorities. A pattern or practice of related incidents may result in suspension of service.

Health / Safety Threats

Service may be withheld from customers that pose a direct health or safety threat to others. A customer will be limited or excluded from service if a direct health threat situation exist and if the threat cannot be eliminated by reasonable accommodations, e.g., excessive bleeding, waste matter on person, etc.

Violent, illegal, or disruptive conduct is not allowed aboard the vehicle. If a driver reports inappropriate behavior by a customer (or parent, care provider, etc.), and the conduct continues to interfere with the safe operation of a Share-A-Fare vehicle, a service suspension may occur. KCATA will work with parents, care providers, school or employment personnel, or anyone immediately involved with the customer to educate that customer on appropriate behavior aboard public transportation.