

About Access

The Americans with Disabilities Act of 1990 (ADA) was passed to remove the physical barriers that have kept persons with disabilities from fully participating in American society.

The ADA states that Metro's regular bus service should be the primary means of public transportation for everyone, including people with disabilities. Under the ADA, Access serves as a "safety-net" for only those persons who do not have the **functional capability** to ride Metro buses. Disability alone does not qualify a person to ride Access under the ADA.

Customers made eligible for Access after Jan. 1, 2004 are eligible for Access' ADA service only.

ADA Service Area

Under the ADA, Access is required to provide service comparable to regular Metro service. Therefore, if there is a regular Metro bus operating within ¾-mile of where you are traveling (origin and destination) at the time you are requesting transportation, Access will provide transportation at that time in that area. This is called the **ADA service area**.

A quick rule of thumb when remembering where Access will travel is: Where regular Metro service (not express or contracted service) is operating, Access is operating, too. Your Access reservationist can tell you if your trips are eligible, based on time and location.

ADA Service Hours

Access' ADA service hours are based on when and where regular Metro service (not express or contracted service) operates. The Access reservationist will let you know if your travel times are eligible when you make your reservations.

Fares

Access' fare structure is based on zones:

- Zone 1 is basically within the City of Cincinnati,
- Zone 2 is outside the City of Cincinnati.

The Access reservationist will tell you your fare at the time you make your reservation.

Weekday, Weekend and Holiday fares

Zone 1 (in City of Cincinnati) \$3.50

Travel across the zone boundary
(between City of Cincinnati and areas served
within Hamilton County) \$4.50

Travel within Zone 2 (areas served within
Hamilton County) \$4.50

You may pay with cash or Access fare tickets. Full fare must be paid at the time of boarding or you will not be permitted to travel. Please be sure to have exact change when paying with cash. Drivers are not allowed to make change.

Your Access driver can accept cash or any combination of tickets. For example, if your fare is \$4.50, you may use any of the following:

- \$4.50 in cash
- Purple ticket (\$4.50 value)
- Two green tickets (\$2.00 value each) plus \$0.50 cash
- Gold ticket (\$2.50 value) plus green ticket (\$2.00 value)

Access ticket books (10 tickets each) can be purchased by mail, or by visiting the Metro Sales Office, Mercantile Building, 120 E. Fourth Street, Cincinnati, OH 45202.

Making a Trip Reservation

Reservations are taken every day, from 8:30 a.m. to 5 p.m. Reservations can be made up to 7 days in advance. Access does not accept same-day reservations.

When making a reservation, please have the following information available:

- Your name and Access ID number,
- The date you want to travel,
- The time you need to arrive at your destination,
- The address of both your pick-up location and destination,
- The time you need to be picked up for your return trip,
- Whether you will be traveling with a companion or personal care attendant,
- Any special instructions for the driver.

Please listen carefully when the reservationist confirms back your reservations as this assures accuracy for your trips.

Pick-up Window

The time that the Access vehicle will arrive is called your "pick-up window". Your pick-up window is a 30-minute time frame, scheduled in 5-minute increments (for example, 8:55 a.m. to 9:25 a.m. or 7:15 p.m. to 7:45 p.m.).

Please be at your pick-up location, ready and waiting where you can see or hear the vehicle at the beginning of your pick-up window.

On occasion, Access may not arrive within your 30-minute pick-up window as drivers may experience unexpected delays. In these situations, please feel free to call the ETA line for the estimated time of arrival of your vehicle. In most cases, the vehicle will usually arrive within the next 30 minutes. Please keep this in mind when scheduling your travel times with reservationists.

The Access vehicle will wait only 5 minutes for you so that we are not late for the next customer. If you do not meet the vehicle within 5 minutes, you may be considered a no-show and the bus will not return for you.

Watches and clocks seldom agree and a minute or two can mean missing your vehicle. Please arrive at your pick-up location 3 - 5 minutes before your pick-up window time.

The pick-up window is **estimated** and may change when the final schedule is made the night before your trip. If the estimated pick-up window changes, you will be called with the new pick-up window time. If you have an answering machine and we are unable to speak with someone directly about your adjusted pick-up time, Access will leave a message on your answering machine with the adjusted pick-up window time. Please be sure to check your answering machine for any messages from Access in advance of your scheduled trip.

Travel Times

Access is a shared-ride service and travel times could be up to 2 hours in length. Please keep this in mind when scheduling your travel times with reservationists.

Driver Responsibilities

Access drivers are responsible for:

- Assisting customers on and off the vehicle's lift or steps,
- Securing your wheelchair or scooter,
- Fastening every customer's seat belt,
- Contacting 911 in case of any medical emergency on the vehicle,
- Collecting fares.

Access drivers **are not** responsible for:

- **Assisting customers in and out of buildings.** Access is a curb-to-curb service. If you need help, please make sure that someone is available to assist you at your pick-up/drop-off locations or that you travel with a companion or PCA.
- **Carrying groceries or packages.** Please bring on-board only what you or your companion/PCA can safely carry and transport on your lap(s). For safety reasons, carts are not permitted.
- **Installing child safety seats.** You or your companion/ PCA must do this.

Customer Service

If you have comments, suggestions, or complaints about Access service, please call Customer Service at 531-6888, ext. 2, weekdays, 8:30 a.m. - 5 p.m. or complete an Access Customer Comment Card.

No-Shows & Trip Cancellations

If a vehicle arrives within your pick-up window or up to 30 minutes beyond, waits for a 5-minute period and you do not approach the vehicle, you will be considered a "no-show".

If you do not cancel your trip more than one hour prior to the beginning of your pick-up window, you will be considered a "no-show".

If you are considered a no-show, all other trips you have scheduled for that day will be canceled and will be considered late cancellations.

No-Shows & Trip Cancellations (continued)

Any trip canceled after 5 p.m. the day before a scheduled trip and before one hour from the beginning of the scheduled pick-up window will be considered a "late cancellation". If you have received a call from Access changing your pick-up window and you wish to cancel the trip because you are unable to travel at the adjusted pick-up time, you may do so without being considered a late cancellation by simply calling the ETA line and informing Access that you will be unable to travel at the adjusted pick-up time.

If you will not be using your scheduled trip, *and know in advance*, please call **531-8888** by 5 p.m. the day before your scheduled trip to cancel so that another customer can use the trip.

If you need to cancel your trip after 5 p.m. the day before your scheduled trip, please call **531-6888, ext. 1** to cancel as soon as possible.

You must call by 5 p.m. the day before your scheduled trip to avoid being considered a late cancellation or no-show.

Service Suspension

There are two main reasons why a customer could be suspended from Access:

- Excessive no-shows or late cancellations
 - 3 or more no-shows in a continuous 28-day period may be considered excessive.
 - 12 or more late cancellations in a continuous 28-day period may be considered excessive.
- Abusive or inappropriate behavior toward other customers or Access staff

The length of suspension will be based on the type of infraction. Suspended Access passengers have the right to appeal their suspension.

Companions and Personal Care Attendants (PCAs)

A PCA is defined as a person who is specifically employed or designated to help with at least one of a person's daily living needs, including travel activities.

Passengers who are unable to travel independently or need medical assistance while traveling should make arrangements to travel with a PCA or companion. If you need to travel with a PCA, you must complete a PCA registration form. PCAs must have the same pick-up and drop-off points as the passenger. For ADA trips, one companion who is not a PCA may also travel with you on Access, as long as they have the same pick-up and drop-off points as you. Companions pay the regular Access fare upon boarding.

Accessible Metro

All Metro buses are equipped with wheelchair lifts or ramps, voice enunciators and other features. You may find it more convenient to use regularly scheduled accessible Metro buses for some trips.

Showing your Access ID card to the Metro driver qualifies you for a discounted fare. Please call the Metro call center at 621-4455 for more information.

Travel Training

Metro offers free, personalized, one-on-one instruction for Access customers who want to learn to ride Metro buses. Using Metro instead of Access is a convenient, less-expensive way to travel. For more information, call 632-7587.

You Should Know...

Please be courteous - Eating, drinking, smoking and playing radios/audio players without headphones are not permitted.

Lift capacity - The vehicle's wheelchair lifts will safely accommodate wheelchairs or scooters up to 30" wide by 48" long, maximum weight of 600 lbs. including customer.

Visitors - Visitors to Cincinnati may be eligible for up to 21 days of ADA service. Please call Access for more information.

Medical emergencies - If you need transportation for a medical emergency, call 911 or a private ambulance. If a medical emergency occurs on an Access vehicle, the driver is required to call 911 immediately.

Wheelchair/scooter maintenance - Flat tires, bad brakes, low batteries, loose handgrips and loose or bent wheels are hazardous and may make it difficult or impossible for Access to provide you service.

Working animals - Guide dogs and other working animals are welcome on Access.

Inclement Weather - During inclement weather, Access may not be able to pick up/drop-off on streets or locations that have not been treated for ice and/or snow.

ACCESS CUSTOMER INFORMATION



Access is a shared-ride public transportation service, providing curb-to-curb transportation for people whose disabilities prevent their riding Metro buses.

Access and Metro are non-profit public services of the Southwest Ohio Regional Transit Authority.

Important Access Phone Numbers

Reservations	531-8888
ETA line	531-6888, ext. 1
Customer service	531-6888, ext. 2
Metro Travel Training	632-7587
Eligibility/appeals	632-7585
General information	632-7586
TTY for hearing impaired: Ohio Relay Service	1-800-750-0750