

Riding the Para Express

Riders must be outside and approaching the bus at their designate pick up time. Your pick up time can be up to one hour before your requested time.

No-Shows

When the bus arrives, the driver will wait for you to board for 5 minutes, then will go on. Riders who are “no shows” three times in a 60-day period may be suspended from using the service for 30 days. Canceling a ride less than one hour before the designated pick up time is also considered a “no show.” We notify riders, in writing, if there is a need to initiate a suspension process, including the opportunity to appeal the suspension.

Fares

The fare to ride the Para Express is \$2.00 per one way trip. Personal Care Attendants (PCA's) ride free. Companions may ride with you as long as space is available and they have the same pick up point and destination. The fare for companions is \$2.00 per one way trip.

Visitor Policy

The City Express welcomes visitors who have certification from another transit agency. Your eligibility will be honored for 21 days from your first ride. We strongly recommend that those who are planning to stay past the 21 day visitor period begin the application process immediately.

HCS Transportation Programs (VNA at HCS) operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with VNA at HCS or with the Title VI Coordinator at the State of New Hampshire. Any such complaint must be in writing and submitted to the City Express within 180 days following the date of the occurrence. Complaints may be filed with: Corporate Compliance Officer, VNA at HCS, PO Box 564, 312 Marlboro Street, Keene NH 03431 (603) 352-2253. Complaints may also be filed with: Title VI Coordinator, New Hampshire Department of Transportation, PO Box 483, 7 Hazen Drive, Concord NH 03302-0483 (603) 271-3734 TTY ACCESS: (800) 735-2964

For more information on VNA at HCS's civil rights program and the procedures to file a complaint, please contact 352-2253; or email sashworth@HCSservices.org or visit our administrative office at 312 Marlboro Street in Keene from 8:00am to 4:30pm, Monday through Friday. For more information about VNA at HCS programs and services visit www.HCSservices.org. If information is needed in another language, please contact 352-2253.

Travel Training

HCS Transportation Programs work with Granite State Independent Living to provide travel education on using transportation options in our community. Personal travel trainers are also available to assist individuals who would like to use our transportation programs.

Para Express Rules of the Road

1. All riders must remain seated while the bus is moving.
2. Animals are prohibited except for service animals; please let the dispatcher know if you have a service animal.
3. Smoking, eating and drinking is prohibited.
4. Riders cannot bring packages or luggage on the bus that they cannot manage themselves.

Bus drivers can help you on and off the bus at a stop. They cannot leave the bus to help you into or out of buildings.



PARA EXPRESS

Riders Guide



The guide to rides for people with transit disabilities in Keene

Para Express 352-8494

TTY use 711

800-735-2964

www.cityexpress.org

The City Express, Friendly Bus and Para Express are operated by



A United Way agency

HCS Transportation Programs




Home Healthcare, Hospice and Community Services operates transportation services in Keene and periodically in surrounding communities.

These services are:

- ✓ The Friendly Bus, door to door service in Keene for senior citizens (60+) and individuals with permanent transit disabilities. Periodic service is available to surrounding communities.
- ✓ The City Express, “Keene’s Bus for Everyone,” public transportation services in Keene.
- ✓ The Para Express, complementary door to door paratransit services for those with a transit disability who live within the 3/4 mile corridor of the City Express route.

This guide provides information about the Para Express. Guides are also available with helpful information about the Friendly Bus and City Express. Bus Lines, which is published periodically, also contains useful information for riders.

Transportation Phone Numbers

-  **Schedule Info & Reservations:** 352-8494
-  **Application & Certification Info:** 352-2253
-  **Comments and Suggestions:** 352-2253

TTY use 711

800-735-2964

Becoming a Para Express Rider

The Para Express is public transportation for people whose disability prevents them from using the City Express fixed route service. If you are a person with a disability, you or your care provider may request an application.

- ✓ Call 352-2253 to request an application. Information is available in Braille or large print format.
- ✓ Mail the application to:
Transportation Department
Home Healthcare, Hospice and
Community Services
P.O. Box 564
Keene, NH 03431

Your application will be evaluated by transportation department staff.

- ✓ A follow up may be scheduled with a healthcare professional from HCS to verify your transit disability.
- ✓ An eligibility determination will be made within 21 working days after the application and healthcare verification are received.
- ✓ You will receive a letter from the City Express with your eligibility determination. If you are eligible, you will be certified for a specific period of time, usually 6 months up to 2 years. Eligibility may also be granted on a seasonal or trip by trip basis. This will be outlined in your eligibility letter. You will need to reapply prior to your expiration date for recertification. The Para Express will send you a new application prior to your expiration date as a reminder to avoid any lapse in service.
- ✓ If you are not eligible, you may appeal the determination. The procedures for appeal will be outlined in the determination letter.

Where does the Para Express operate?

The Para Express will pick up or drop off customers within 3/4 mile of the City Express fixed route service.

When does the Para Express operate?

The Para Express operates the same hours as City Express buses.

Red & Black Routes:

Monday through Friday from 8 a.m. - 5 p.m.

KSC Campus Shuttle (when in session):

Monday through Friday from 7:30 a.m. - 7:30 p.m.

How do I schedule a trip?

Trip Request Line - 352-8494

Be sure to tell the dispatcher:

- ✓ **The date and time of your pick up;**
- ✓ **Where you would like to be picked up;**
- ✓ **Where you are going;**
- ✓ **What time you need to be at your destination;**
- ✓ **If you will need a return ride, and when you will need that ride.**

Don't forget to leave your telephone number so that we can reach you!

If you need to cancel you must call us!

When can trip requests be made?

**Monday through Friday from 8 a.m. to 5 p.m.
Sunday from 8 a.m. to 5 p.m.**

Next day reservations must be made by 5 p.m. Reservations made on Sunday will be taken by voice mail; the dispatcher will call back Monday morning with your ride time. Trip requests may be made up to 14 calendar days before your intended trip.