

## What is ADA Paratransit service?

- An advance reservation, curb to curb service for persons with disabilities who are unable to use the regular fixed route Maui Bus service.

# Eligibility

- Applications are available via the County website  
<http://www.co.maui.hi.us/DocumentCenter/Home/View/4620> or through MEO at [www.meoinc.org](http://www.meoinc.org)
- MDOT processes applications and determines eligibility.

**SERVICE IS WITHIN THE 3/4 MILE RADIUS OF THE FIXED ROUTE**



## Paratransit service

- A Curb to Curb Service.
- Pick up is at the nearest and safest point next to the curbside fronting the public street address requested.
- Drop off is at the nearest and safest point next to the curbside of the destination address within the service area.
- Operates on days and hours that are the same as the Maui Bus fixed route service (7 DAYS A WEEK).

## Paratransit

- Is not an emergency vehicle.
- Does not provide service outside of the service area.



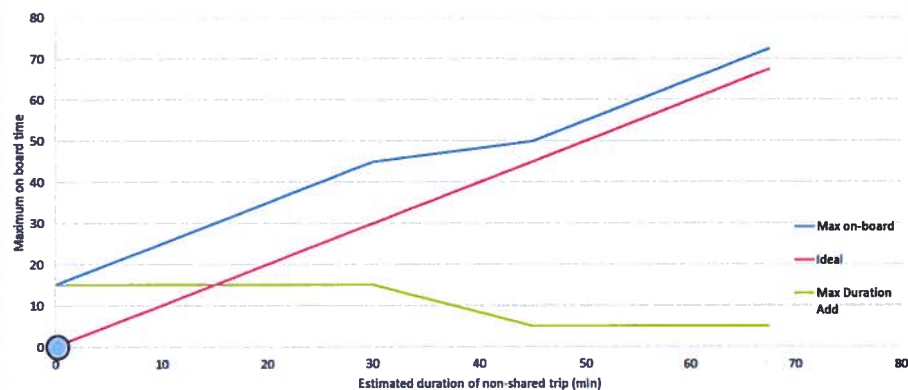
## Shared Ride

- Means riding with others.
- Be prepared for the driver to make stops ahead of yours. You may not be the first one dropped off even if you were first to be picked up. (Easter Seals Project Action)
- The shared trip will take longer than if the rider were going alone, so passengers need to plan accordingly.
- Based on location the maximum ride time is 90 minutes.

## On Board Time

Relation between duration of non-shared trip duration and maximum on-board time for shared trip

- A 10 minute trip has a 25 minute maximum on board time
- A 60 minute ideal trip has a max on board time of 65 minutes



## Passenger Rules

- All Passenger Rules are identical to the fixed route (i.e., carry-on items, service animals, etc.).

## Reservation requirements

- Name and phone number.
- Date(s) service is needed.
- Pick-up location/street address.
- Destination/street address.
- Appointment time (or preferred arrival time).
- Return time.
- Mobility information.

## Reservations

- May be made up to 14 days in advance; and, must be made at least one day in advance, no later than 4:00 p.m. for next day service.
- Can be made for one-way or round trip.
- The reservationist may negotiate a pickup time that is up to 60 minutes before or after the requested pick-up time.
- Must determine if Riders pick up time or drop off time is the priority.

## Pick up Window

- There is a 30 minute window from the requested pick-up time.
- Riders must be ready at any time during this 30-minute period. If the ride does not arrive after 30 minutes of the scheduled pick up, call MEO, 877-7651.

## Timing

- Rides will be scheduled with a minimum one-hour window between trips.
- Riders must be ready at the pick-up point. Drivers will depart after waiting 5 minutes within the scheduled pick-up time.

## Appointment delays

- Riders who are unsure of when their appointment will end or it becomes delayed, can be put on "will call".
- Call MEO at 808 877-7651 when riders are ready to be picked up.
- The return trip will be worked in with the next available bus.



## Additional requirements

- Mobility information.
- Traveling with a Personal Care Attendant (PCA) (registered with MDOT) companion and/or service animal to assist with ride.
- PCA companion and service animal must board and disembark with you at the same location.

## Multiple trips

- Riders must schedule a separate trip for each pick-up location to each drop-off destination.
- Multiple trips may be scheduled during the same phone call.
- Reservations will be scheduled with a minimum one-hour window between trips.



## Changes/Cancellations

- Cannot change reservations on the day of the scheduled trip.
- Cancellations may be made up to two hours prior to the scheduled pick up time.

## No show

- Occurs when rider is not at the requested pickup address and the bus operator cannot locate the rider.
- Rider is not ready to board the vehicle within 5 minutes of the arrival of an on-time pick-up.
- Rider did not call to cancel the trip at least 2 hours prior to pick-up.

# Scheduling software

- Ecolane Scheduling system is customized based upon ADA guidelines and MDOT paratransit service Riders guide.

## Ecolane Software demo

