

PARATRANSIT WELCOME LETTER

ATTN: John/Jane Doe

FROM: UIC Transportation Dispatch

RE: Paratransit Services

3/10/17

Good Morning,

We would like to take this opportunity to welcome you to the UIC paratransit service! At UIC Transportation we are dedicated to ensuring that your campus experience is as barrier free as possible, and we have outlined some of our procedures for you to ensure clarity. If your current LOA (Letter Of Authorization) has been received, all you have left is to submit your schedule and adhere to the following guidelines in order to take complete advantage of our program. Remember, UIC offers PREMIUM paratransit service as outlined by the ADA/FTA....but we need your help in order to continue to enhance our tradition of excellence.

1. **SCHEDULE SUBMISSION:** When submitting a schedule request, please note that *we do not need and cannot work around your class schedule*; we require an itinerary of proposed pickup times. All ride schedules shall be submitted via email (weekly) on Thursday by 3:00pm for the following week. The format displayed below **MUST** be used to submit your schedule; please copy and paste it into your schedule submission emails. These schedule requests will be applied to available time windows in the order that they are received. If your requested pickup has already been filled by a prior submission, dispatch will email you a copy of your original schedule request with the conflicted times in RED. We will also include the nearest possible substitution times in BLUE. It is imperative that you respond to these emails as soon as possible so that we can close out the time negotiation and solidify your itinerary. You may still submit a schedule for any day up to and including on the day prior, but the longer you wait the more likely it is that your target time will already be allocated to another rider.

2.

Please use the following format:

PARATRANSIT SCHEDULE SUBMISSION EXAMPLE/TEMPLATE

DO NOT SUBMIT YOUR CLASS SCHEDULE

SUBMIT SCHEDULE AS FOLLOWS (CUT AND PASTE AS TEMPLATE)

The following is my schedule for the week of 3/13/17:

Mon. 3-13

12:30pm Lot J to Lot L (Oncology)

2:15pm Lot L (Oncology) to lot J

Tues. 3-14

8:45am Lot J to SPH-W

12:00pm SPH-W to Lot J

Wed. 3-15

12:45pm Lot J to SPH-W

2:45pm SPH-W to Lot L (Oncology)

4:30pm Lot L (Oncology) to Lot J

Thurs. 3-16

8:45am Lot J to SPH-W

2:15pm SPH-W to Lot J

Fri. 3-17

12:30pm Lot J to Lot L (Oncology)

2:15pm Lot L (Oncology) to lot J

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John/Jane Doe

Student

DISPATCH WILL RETURN YOUR EMAIL IF THERE ARE CONFLICTS IN THIS FORMAT

The following requested times in **RED** are not available.
Please let us know if the alternate times in **BLUE**, will
do. Thanks

Mon. 3-13

12:30pm Lot J to Lot L (Oncology)

2:15pm Lot L (Oncology) to lot J

Tues. 3-14

8:45am Lot J to SPH-W

12:00pm SPH-W to Lot J -12:15pm

Wed. 3-15

12:45pm Lot J to SPH-W

2:45pm SPH-W to Lot L (Oncology)

4:30pm Lot L (Oncology) to Lot J

Thurs. 3-16

8:45am Lot J to SPH-W -8:30am, 8:15am

2:15pm SPH-W to Lot J

Fri. 3-17

12:30pm Lot J to Lot L (Oncology)

2:15pm Lot L (Oncology) to lot J -2:30pm

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John/Jane Doe

Student

3. **SUBSCRIPTION SCHEDULE SUBMISSION: SUBSCRIPTION SCHEDULES:** As per our current policy, we will accept permanent submittals of fixed schedules at the beginning of each semester for students with weekly pickup times that will remain constant for the entirety of the semester. When referenced to the weekly submittals, these schedules will be treated as if received first in the queue when conflicting times occur. Conflicts occurring between any subscription schedules will be resolved by accepting the times in the order that they have been received. These submittals must take place no later than 7 days prior to the start of any semester. It is important to note that any changes in pickup times or cancellations must still be called in no less than an hour prior to the scheduled pickup in order to process without incurring a no show status.
4. **UNSCHEDULED/ EMERGENCY PICKUPS:** Submittals received on weekends, or during other times when office personnel are not present will be implemented at the earliest possible time by our call center, with consideration still given based on the order in which it was received. Students or staff requiring unscheduled/emergency pickups, or those late in submitting their schedules shall be accommodated to the best of our ability with the time resources at hand. These adjustments *will not* be issued a priority status based on the substance or nature of the request, and they will be placed into the first *available* opening within one hour before or after their target time. This shall also apply to instances where patrons have missed their window for pickup (no-show) and have called for a driver's return. This is a premium service.
5. **SERVICE AREA:** Unlike our other complementary services (Red Car/ Trade Shuttle), the Paratransit service shall not constrain itself to the common boundaries set forth along the perimeter of the established campus grounds, but shall (as mandated by ADA/FTA) extend its service footprint $\frac{3}{4}$ of a mile beyond the furthest reach of our fixed route service.
6. **SERVICE HOURS:** The hours of operation for our paratransit service extend beyond that which is mandated by law (must mirror fixed route service). As we offer 24/7 transportation services to our staff and students, the UIC paratransit service shall also operate overnight, on weekends, and on holidays for *scheduled passengers* and will accept "*on demand*" or *emergency* requests via our call center (weekend) or RedCar dispatch service (overnight). It is important to note that "*on demand*" service requested during these circumstances will not be bound by the interval window used for scheduled service. Schedules submitted on Saturday for Sunday paratransit service will be directly

accommodated, and not considered “on demand”. Office hours are Mon-Fri 4:00am-11:00pm. Fixed route (Bus) hours are from 7:00am-11:00pm.

7. **LATE RIDERS:** Having a clientele that relies heavily on our punctuality for their education and livelihoods, coupled with our commitment to the University community demand that we be as efficient as possible with our administration of time.

We operate on a fairly rigid window and offer services spread out at 15-20 minute intervals instituted to compensate for the travel time on our campus. This far exceeds the operational standards for windows outlined in Federal service guidelines to remain ADA compliant.

Given the time sensitive logistics of such a program, we are currently able to wait for a passenger for up to 5 minutes after their scheduled time unless they communicate their status and ETA to the dispatch office. If time and existing schedule permits, the driver may wait past the 5 minute mark as a courtesy....but during times of heavy utilization the late passenger will be listed as a no-show and will have to reschedule a pickup at another time. We must all work together to extend consideration to all those dependent on the paratransit services.

8. **NO SHOWS/ LATE CANCELLATION:** It is the policy of the University of Illinois Chicago Transportation that Paratransit passengers who establish a pattern or practice of excessive “No-Shows” or “Late Cancellations” shall be subject to suspension of Service. This policy is necessary in order to recognize the negative impact “Late Cancellations” and/or “No Shows” have on the service provided to other passengers as well as the cost of providing Paratransit Services.

A passenger is considered a “No Show” if the passengers fails to board or fails to be ready to board at the scheduled pick-up location when the driver has waited 5 minutes or more during the established window for service. A passenger is considered a “Late Cancellation” if the passenger cancels scheduled Paratransit Service at any time one (1) hour or less before the beginning of the passenger’s scheduled pickup window.

Any combination of four (4) Late Cancellations or No Shows in any consecutive thirty day period will be deemed “excessive” and is defined as a “violation” of policy. Passengers with excessive Late Cancellations/No-Shows will be subject to temporary suspension of service. Please note considerations for the number of violations will be made for more frequent users of the service, providing the number of violations do not exceed 10% of the total trips taken.

9. CONTACT INFORMATION: Our office staff is available from 4:00am-11:00pm M-F and you can email us directly at any time via: rides@uic.edu

- **Dispatch/ call center: 312-996-2842**
4:00am-11:00pm Mon-Friday and on weekends:
- **RedCar Dispatch: 312-996-6800**
11:00pm-4:00am Mon-Friday