

Sept 2017

BART INFORMATION PACKET

BART CALL CENTER HOURS OF OPERATION

MONDAY- 8:00AM-3:00PM

TUESDAY- 8:00AM-3:00PM

WEDNESDAY- 8:00AM-3:00PM

THURSDAY- 8:00AM-3:00PM

FRIDAY- 8:00AM-1:00PM

SATURDAY & SUNDAY- CLOSED

BART Scheduling Procedures

Call us no later than:

Wednesday before 3pm

Thursday before 3pm

Friday before 3pm

Monday before 3pm

Tuesday before 3pm

For Transportation on:

Monday

Tuesday

Wednesday

Thursday

Friday

*****Trips may be scheduled up to 2 weeks in advance.***

BART Dispatch Hours

Monday -5:00am – 8:00pm

Tuesday -5:00am – 8:00pm

Wednesday-5:00am – 8:00pm

Thursday-5:00am – 8:00pm

Friday-5:00am – 8:00pm

Hours may vary depending on schedule.

BART Scheduling and Riding Procedures

- Call 724-282-6060
- Press #4 to schedule, register, or check application status
- Press #5 to speak with the dispatch office if you need to cancel, are done early at your appointment or want to check on your ride
- BART provides services for appointments between 7am and 3pm at the latest depending on the location.
- Approved out of county transportation is provided on Tuesday, Wednesday and Thursday between the hours of 8am and 3pm.
- When leaving a voicemail to schedule a trip please leave the following:
 - Name
 - Phone number
 - Date you're requesting
 - Destination including address
 - Appointment time and estimated return time
 - Any accommodations like an escort or you use a wheelchair

The Call Center isn't able to schedule your trip until all information has been provided.

- You will get a call back to let you know if your trip has been scheduled or more information is needed. If you do not get a confirmation the trip was not reserved.
- BART is not permitted to provide “Same day trips”. This is a Penndot regulation, no exceptions can be made.
- BART is a demand based service. BART does not have set routes. The amount of time a rider spends on the BART vehicle for each trip will vary based on the volume and location of trips requested that day.
- Riders may be delivered to their destinations up to 60 minutes prior to their appointment time. Riders may be picked up as much as 60 minutes after their estimated return time.
- Excessive No-shows can result in suspension of service.
- If a rider no-shows the first leg of their trip the return trip will automatically be cancelled.
- Co-pays vary for each passenger depending on which program they qualify for. If you have a question or concern about your co-pay please contact the BART Call Center at 724-282-6060.
- Riders are not permitted on the BART vehicle if they are not listed on the driver’s manifest per Penndot. Riders may only be transported to the destination listed on the driver’s manifest. No exceptions.

INCLEMENT WEATHER PROCEDURES FOR BART/ANR

- All BART / ANR closure announcements or delay announcements will be sent to WBUT at newsdesk@bcnetwork.com and to KDKA television at NewsDesk@KDKA.com and to KDKA radio at radionews@kdka.com.
- If a rider has been delivered to their destination and a BART/ANR closure is announced, dispatch will contact all riders and make arrangements to pick up the rider and return him/her to their residence.
- If your agency experiences a closure, please contact BART/ANR as soon as possible at 724-282-6060.

BART Guidelines

- BART is a shared ride program--you should expect to ride with others.
- BART is not a taxi service or an ambulance service.
- BART is non-emergency public transportation available to all Butler County residents over 18 years old.
- Riders must pre-register with BART and call at least 3 business days (but no more than 2 weeks) in advance to schedule trips.
- BART is a curb to curb service--be prepared to get to and from the BART vehicle unassisted.
- If you do require assistance to and from the BART vehicle, you can bring an adult escort free of charge. You must notify BART at the time of scheduling a trip if an escort will be accompanying you.
- BART **drivers are not required and not permitted** to enter private residences or businesses for/or with riders. BART is not a "through the door service".
- BART riders are to be ready for pick up at the earliest pick up time given. You will be called in the afternoon on the last business day before your trip with this time (we call on Friday for Monday trips). BART is allowed to arrive within a 30 minute window after that time. BART will only wait 5 minutes upon arrival so make sure to be ready to go.
- Unanticipated delays will occur-BART will attempt to notify riders of unexpected delays or cancellations.

- BART riders are required to notify BART of cancellations as soon as possible but no less than one hour prior to the scheduled pick up time.
- Grocery and other shopping trips-All items must fit inside two (2) bags or containers no larger than 12"x12"x14" and must be kept within your personal seating space. You or your escort must be able to carry all your items. BART drivers are not permitted to carry bags or other personal belongings for riders.
- Cash co-pays are required for some trips like shopping. Exact change is required and must be paid for each leg of the BART trip. Co-pays should be put in an envelope with your name and the date on it. Failure to provide the co-pay will result in trip denial.
- Oxygen tanks are not permitted on BART vehicles. Small oxygen units strapped to a rider or their wheelchair are permitted.
- Inclement weather/emergency shut down notifications will occur through KDKA and/or WBUT radio.
- For questions, concerns, and/or complaints call 724-282-6060.

THANK YOU FOR RIDING WITH BART

BART Bus Sanction Policy

The following policy is to identify the procedures to address “No-Shows” and safety issues under the provision of Shared Ride transportation services. The purpose of this policy is to ensure passenger safety and comfort while providing quality services.

The following process would be followed for no-shows:

****No-Show sanction process starts over once a trip has been delivered****

First Offense: Verbal warning from BART
Second Offense: Written warning issued by BART
Third Offense: 3 Day Suspension
Fourth Offense: 10 Day Suspension
Reinstatement of eligibility upon review

The following process would be followed if someone poses a safety threat on any of the BART buses:

****This policy is zero tolerate regarding violence of any type, the drivers and riders must remain safe. ****

First Offense: The driver will issue a verbal warning.
Second Offense: The driver will write an incident report and notify the dispatcher. Intervention with the personal care facility or family by BART staff
Third Offense: Written warning issued by BART.
Fourth Offense: Termination of service for 30 days
Reinstatement of eligibility upon review

The following issues were identified as driver distractions/safety threat and possible causes of being sanctioned. They are not limited to:

- *Touching the driver
- *Moving around the bus
- *Fighting
- *Loud or verbal abuse
- *Dangerous weapons
- *Refusing to use or misuse safety restraints/seatbelts
- *Drugs/Alcohol on the bus
- *Personal hygiene/incontinence
- *Tardiness
- *Eating or drinking on the bus
- *Too many packages

****All suspensions will be reviewed by Logistics Supervisor and initialed prior to implementation. Logistics Supervisor will keep records of all approved suspensions.****

****BART Dispatch Office will address all calls regarding BART warnings and suspensions****