



**STAR Transit
Rider's Guide
Effective
November 15, 2022**

**STAR Transit
1471 Dewar Drive Suite 247
Rock Springs, WY 82901
Phone: 307-382-7827 or 307-875-7827
Website: www.admin@ridestartransit.com**

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SERVICES

Door-to-Door Service

The Door-to-Door service will take you from the door of your origin to the door of your destination. In some areas (apartment complexes, trailer courts, etc) you may be asked to go to a designated area to board the bus, such as in front of a main office or at a central mailboxes area. This is to improve efficiency and keep rider schedules. At no time may STAR drivers help individuals beyond the door. Door-to-Door service requires reservations to be made at least 24 hours in advance.

Stop-to-Stop Service

You may choose to ride from one bus stop to another bus stop. Rides must be scheduled in advance with at least 24 hour notice just like the Door-to-Door rides. If you choose to go directly to the door on one part of your trip, the ride will be considered Door-to-Door and will be \$2.00.

For Both Door-to-Door and Stop-to-Stop Services

Expect shared-ride service. Others may board the bus after you or de-board the bus before you reach your destination. Both services require reservations to be made 24 hours in advance.

SERVICE HOURS

STAR's Door-to-Door service and Stop-to Stop service days are Monday through Friday. Trips can be scheduled from 7:00 a.m. until 5:00 p.m. Trips must be scheduled at least 24 hours in advance of the appointment time and no trips may be scheduled after 5:00 p.m. the day before the appointment. No service is provided on Saturdays and Sundays or on holidays.

HOLIDAYS

No service is provided and the office is closed on the following holidays:

- *New Year's Day
- *Memorial Day
- *Independence Day
- *Labor Day
- *Thanksgiving
- *Friday after Thanksgiving
- *Christmas Eve
- *Christmas Day

Office closures will depend on whether the holiday falls on a weekday or a weekend. Please call the office or look on the website to check the year-to-year closures.

FARES

Door- to- Door Fares

<u>Adults/Youth Over 10 years</u>	<u>\$2.00</u>
<u>Seniors (60+)</u>	<u>\$0.00</u>
<u>Children Under 10 with Adult (up to 2 children)</u>	<u>\$0.00</u>
<u>Each Additional Child</u>	<u>\$1.00</u>

Stop-to-Stop Fares

<u>Adults/Youth Over 10 years</u>	<u>\$1.00</u>
<u>Seniors (60+)</u>	<u>\$0.00</u>
<u>Children Under 10 with Adult (up to 2 children)</u>	<u>\$0.00</u>
<u>Each Additional Child</u>	<u>\$.50</u>

Monthly Passes

Adults/Youth over 10 Door-to-Door	\$75.00
Adults/Youth over 10 Stop-to-Stop	\$35.00
Punch Cards (6 punches/card)	\$ 5.00
Door-to-door is 2 punches/ride, Stop-to-Stop 1 punch/ride	

SCHEDULING RIDES

Reservations for the Door-to-Door service and the Stop-to-Stop service must be made at least 24 hours in advance by calling 382-7827 or 875-7827. Dispatchers will answer the phone between 6:30 a.m. and 5:00 p.m., and trips may be scheduled from 7:00 a.m. to 5:00 p.m., Monday through Friday. **Drivers cannot take reservation requests or trip changes from passengers.**

PREPARE FOR YOUR CALL

The first time you call, the dispatcher will ask you for your name, address, telephone number, date of birth and whether you have any special needs of which STAR should be aware. STAR will retain this information in your customer file record. If any of your information changes, please let STAR know so that your client file will always be current and correct. **It is extremely important to keep your phone number up to date.** Text and voice notifications regarding your bus arrival will be sent to the primary phone number on file. If the number is not correct you will not receive these notifications.

The following is the information the dispatcher will need to schedule your specific trip:

- Name
- Date of Travel
- Origin and Destination Address
- Desired pick-up time or arrival time (for appointments)
- Whether you utilize a mobility device, such as a wheelchair or walker
- Whether you are visually impaired and may need assistance
- Whether you will require the lift for assistance
- Whether you will be traveling with a personal care attendant

Once you have provided your information the dispatcher will check the times for your ride. The dispatcher may do this when you are on the phone, but please know that during very busy times the dispatcher may take your information and call you back. The dispatcher will offer you a time(s) for your ride(s). You may either accept that time or ask for another time. STAR will make every effort to schedule your trip at the desired times. The ADA allows the ride to be scheduled up to one hour before or one hour after the requested times. There may be times when the bus is full at the requested time

and no more rides may be scheduled to the driver. This is considered a full service, not a denial of a ride. You may be asked to consider a different day or time for your trip. STAR tries to accommodate all rider's requests, but there are times that it is just not possible given the number of riders and drivers.

RETURN TRIPS

STAR requires return trips to be scheduled at the same time original trips are scheduled. Passengers should anticipate the latest possible time needed for their return and schedule a trip for that time. If you are ready to return before your scheduled time, please call STAR. We will make every effort to pick you up at the earlier time. If you are detained in a medical appointment, please call the office (before the bus arrives) to see if your bus can be scheduled for a later time. STAR will try to accommodate these types of changes but may not always be able to do so.

Drivers are not permitted to wait for a passenger to "run in" to the post office, grocery store, etc. The passenger must have a return trip scheduled in order to have a trip home.

ON TIME PERFORMANCE

Door-to-Door Service and Stop-to-Stop Service

Please be ready to go 15 minutes before the scheduled pick-up time. STAR makes every effort to arrive as close to the scheduled pick-up time as possible. However, service will be considered on time if it is within 15 minutes before or 15 minutes after the scheduled pick-up time.

- Example: If your scheduled pick-up time is 9:30 am the vehicle may arrive between 9:15 am and 9:45 am.

As a courtesy, you will receive a text and voice notification when the bus is within a few minutes of your pick-up point. **HOWEVER, it is still YOUR responsibility to be watching for the bus 15 minutes before and 15 minutes after your scheduled ride time.**

Drivers will wait up to 3 minutes for a passenger. Passengers who are not at their scheduled pick-up point and ready to go by that time

will be considered a “no-show” and the driver will leave. The driver will not return for a second attempt. Please see No-Shows on page 9.

If you do not show up for the first leg of your trip, your return trip will automatically be cancelled unless you call the office to keep the ride.

NEGOTIATING A TRIP REQUEST

STAR is not always able to accommodate all requests. ADA allows for a negotiated pick-up time of up to one hour on either side of the request. STAR makes every effort to offer trip times as close as possible to those requested. However, if a rider refuses the negotiated trip time, it is considered a customer trip refusal and not a denial of service. Riders should be aware that the trip may be shared with other STAR customers in compliance with ADA laws.

There may be times when the bus is full at the requested time and no more rides may be scheduled to the driver. This is considered a full service, not a denial of a ride. You may be asked to consider a different day or time for your trip. STAR tries to accommodate all rider requests, but there are times that it is not possible given the number of riders and drivers.

CANCELLATIONS

If you are unable to make your scheduled ride for any reason, please call the office at 307-382-7827 or 307-875-7827 **prior** to your scheduled pick-up time to cancel your ride. Cancellations not made before the scheduled pick-up time will be considered a no-show and your return ride will also be canceled unless you call the STAR office. **STAR drivers** cannot make schedule changes for you.

NO-SHOW POLICY

A no-show policy applies to the Door-to-Door service and the Stop-to-Stop service.

A no-show occurs when:

- You fail to show up for your scheduled trip.
- You fail to cancel **before** the bus arrives for your scheduled trip
- You are not ready within 3 minutes of the driver's arrival during the pick-up window.

If you are a no-show for your trip, your return trip will be canceled unless you call the office. You will be charged \$2.00 for each no-show. Although seniors are charged a zero fare to ride, a senior passenger that does not cancel before the bus arrives will also be charged the \$2.00 no-show fee. A passenger who accumulates 3 no-shows will not be able to ride the bus until all of the no-shows are paid in full in the office before the trip.

The dispatchers are not required to call you if you miss your bus. If you know that you will be detained during a medical appointment, please call STAR at 382-7827 or 875-7827 as soon as possible (**BEFORE** the bus arrives) and we will try to arrange a later ride. If you do not call before the bus arrives you will be charged a no-show fee.

GENERAL RIDERSHIP POLICIES

STAR has established the following general ridership policies:

- If a passenger uses oxygen, the tank must be portable, i.e., the passenger must be able to carry the tank into the vehicle themselves. If the passenger is in a wheelchair, the tank must be attached to the wheelchair. Once on board, the portable oxygen tank must ride in a secure location, for example, in the passenger's lap, in front of the passenger on the floor between seats, or on the floor behind the modesty panel.
- Child restraints must be used.
- Strollers, grocery carts and walkers must be folded and stored out of the aisles.
- Children may not remain in strollers during vehicle movement.
- All passengers utilizing a wheelchair or scooter must use the restraint system that is available to secure the wheelchair or scooter to the floor of the vehicle.
- **The number of items a passenger can bring aboard the bus is limited to the number of items that the passenger can carry onto the bus in one trip- not to exceed 4 large grocery bags and no more than 50 lbs. Customers with more than these amounts will not be permitted on the bus and all groceries must be secured.**
- Large items such as furniture, etc. are not permitted on STAR busses.

THE ABOVE POLICIES ARE ONLY THE GENERAL RIDERSHIP POLICIES. FOR ALL RIDER POLICIES, PLEASE REVIEW THE ENTIRE STAR RIDER POLICY GUIDE LOCATED ON OUR WEBSITE - www.ridestartransit.com.