

Frequently Asked Questions

What is Complementary Paratransit Service?

This is a van service for eligible persons who cannot use the Florence Transit bus system and live up to 3/4 of a mile on either side of a transit route.

When is this service available? This service is available from 8am to 4pm on weekdays.

Where can I go? You can travel to the same destinations available on the Florence Transit system.

How do I get an eligibility application? Call 843-665-2227 and we will mail one to you, or you can download an application from our website, www.pdrta.org.

How much does it cost? The fare is \$2.50 each way.

How do I schedule or cancel a ride? Call 665-2227 TDD#-(843) 664-5715

Can I take a friend or family member with me?

If approved by your physician, a PCA (Personal Care Attendant) may travel with you at no charge. Seating for others is \$2.50 each and limited to space available.

Still got questions?

Call us at 665-2227.

Visit our website www.pdrta.org for more information on PDRTA and area bus routes.

Rider Rules of Conduct

Drivers are authorized to refuse transportation to persons in an intoxicated condition, who conduct themselves in a manner objectionable to other passengers, or when a passenger poses a safety or security risk. Additionally, Chapter 23 of Title 58, SC Code of Laws, includes the Public Transportation Passenger Rights Act, which states:

A. It is unlawful for any passenger to commit any of the following acts in a bus or any other public transportation vehicle:

1. Discard litter, except into receptacles designed for that purpose.
 2. Play any radio, cassette, cartridge, tape play, or similar device unless controlled by the operator or the device is connected to an earphone that limits the sound to the hearing of the individual user.
 3. Carry or possess any weapon, explosives, acids, other dangerous articles, live animals, but a seeing eye dog [or other service animal] properly harnessed and accompanied by its owner, small animals properly packaged or weapons carried by law enforcement or animals used by law enforcement.
 4. Obstruct, hinder, interfere with, or otherwise disrupt or disturb the operation or operator of a public transportation vehicle.
 5. Board a public transportation bus through the rear exit door, unless directed by an employee or agent of the carrier.
 6. Use profane, indecent, or obscene language or actions on a public transportation vehicle, or conduct himself in a boisterous fashion while on a public transportation vehicle.
- B. Intoxicated persons may be excluded from riding in any public transportation vehicle by the vehicle's operator.
- C. The operator of any public transportation vehicle may refuse to transport any person who insists on boarding the vehicle in a manner that will obviously violate any of the above provisions.

Guide To Complementary Paratransit Service on PDRTA's Florence Transit System



Pee Dee Regional Transportation Authority
PO Box 2071 313 Stadium Rd
Florence, SC 29503

www.pdrta.org

What Is Complementary Paratransit Service?

PDRTA's Complementary Paratransit Service is a transportation service designed for individuals with disabilities as defined by ADA that provides paratransit or van transportation for individuals who cannot otherwise access the fixed route bus service.

Complementary Paratransit Service is provided to any eligible person who lives up to three-quarters of a mile on either side of the fixed bus route. A PCA (Personal Care Attendant) may accompany the eligible person, and service animals are allowed. Destinations are the same as those for the fixed route system.

Complementary Paratransit Service is a curb-to-curb service, and reservations are necessary. Reservations may be made by calling the PDRTA Florence office Monday through Friday between 8am and 5pm. Reservations may be made up to 14 days in advance but must be scheduled no less than 24 hours in advance.

The fare for Complementary Paratransit Service is \$2.50 per one way trip.

You must be pre-approved for Complementary Paratransit Service. Applications are available from the PDRTA office or website.

How Do I Know If I'm Eligible for Complementary Paratransit Service?

Applications for Complementary Paratransit are available from the PDRTA office or can be downloaded from the PDRTA website at www.pdrta.org.

The application is a two-part process. You will need to complete your portion of the application and then have your health care professional complete the second part. Once the application is completed, simply return it to PDRTA.

It may take up to 2 weeks to process your application. If your application is approved, you will receive a card in the mail. Simply show your card to your driver when you board the vehicle.

If your application is denied, you may appeal the denial.

PDRTA honors eligibility cards from another transit system when the cardholder is not a resident of the area and is visiting Florence for up to a 30 day duration. Visitors who plan to remain in the area for more than 30 days must complete a PDRTA application.

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PO Box 2071 313 Stadium Rd
Florence, SC 29503
843-665-2227
TDD-843-664-5715

Additional Information for Complementary Paratransit Users

> Reservations for Complementary Paratransit may be made by calling 843-665-2227 between 8am and 5pm Monday through Friday.

> Fare is \$2.50 each way. Please have exact change ready when you board the van. Our drivers cannot make change. Tokens may be purchased at 313 Stadium Road, Florence.

> When making a reservation, please have the following information ready: date of travel, the physical address pick up and destination, telephone number of the destination, time you wish to leave and time you wish to be picked up, whether a PCA will be traveling with you, and whether or not you'll be using a mobility device such as a wheelchair.

> We will do our best to schedule rides at the desired times. However, we may negotiate mutually agreeable times up to 1 hour before or after the requested times.

> You should be ready and waiting at the pick up point 15 minutes before and after the scheduled pick up times. Once the driver arrives, he will wait 5 minutes for you to board. If you do not board within 5 minutes, you may be considered a "no show". If you are a "no show" 3 or more times in a 30 day period, we may refuse service.