



## FREQUENTLY ASKED QUESTIONS

### 1. Who do I call to schedule a ride?

Call: St. Croix      340 773-1290 Ext. 2238  
St. Thomas      340 774-5678  
St. John      340 774-0165  
TTY      1-800-809-8477 or 711

### 2. How soon can I schedule a ride?

Riders must call at least one day in advance between 8:00 AM and 5:00 PM, or as long as 14 days in advance to request a ride.

### 3. What if I need to cancel a ride?

Call VITRAN immediately and tell the operator or leave a message. We require you to give us at least a 2 hour notice; otherwise the cancelation will qualify as a late cancel and can lead to disqualification from the program.

### 4. How much does it cost?

It costs \$2 per one-way trip. If you plan on doing a round trip the total cost would be \$4 (\$2 each way). Please note that only exact change will be accepted and you can purchase a booklet of tickets for \$20.

### 5. Will the driver come inside my house and help me?

No. If you need assistance getting out of your home, you will need to travel with a personal care attendant.

## 6. What if my ride is late?

If your ride has not arrived within your scheduled pick-up window, please call VITRAN. Please note that the pick-up window is 15 minutes prior to the scheduled pick-up time and 15 minutes after the pick-up time. For example, if your scheduled pickup time is 4pm, the driver can arrive as early as 3:45 PM and as late as 4:15 PM and you must be ready to depart the moment your ride arrives.

## 7. What's a shared ride?

VITRAN Plus Paratransit functions on shared-ride model, meaning that you are often "carpooling" with other individuals. While in route to your destination, the driver may stop at another person's home/appointment and pick them up or drop them off before dropping you off at your scheduled destination.

## 8. Will the driver call my listed phone number once they are outside?

No, drivers will not call you.



9. If I live inside an apartment complex or in unit behind a gate, will the driver knock on my door?

No, the driver will not knock on the door, as long as you have provided us with the appropriate access codes or we have pre-arranged with you an alternate meeting point.

10. Can I ride with my wheelchair or scooter?

Yes, as long as the device is no more than 48 inches by 30 inches and weighs no more than 800 pounds, including your weight in the chair. Please notify Dispatch if your chair weight (including occupant) exceeds 800 pounds, so the appropriate vehicle can be utilized.

11. How long will my driver wait?

No more than 5 minutes.

