

The City Express and the Para Express are committed to providing our riders, including those with disabilities, with safe, reliable, accessible and user-friendly services. No qualified individual with a disability will, because of the disability, be excluded from participation in or be denied the benefits of our services or be subjected to discrimination while using our services.

If you have a complaint regarding our services, you may submit a complaint in the following ways:

- Mail: Corporate Compliance Officer, VNA at HCS, PO Box 564, Keene, NH 03431
- Telephone: 603-352-2253 or TTY 711
- Email: [jmack@HCSservices.org](mailto:jmack@HCSservices.org)
- Online at: <https://www.HCSservices.org/services/transportation/ada>

All complaints will be responded to promptly and investigated.

HCS Transportation Programs are open to all without discrimination based on race, color, or national origin. The City Express upholds and assures full compliance with Title IV of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes pertaining to non-discrimination on the grounds specified within those laws. Furthermore, the City Express offers equal and effective opportunities and access to public transportation services for persons with disabilities and full compliance with the provisions of the Title II of the Americans and Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

The City Express is funded by the NH Department of Transportation, the Federal Transit Agency, the City of Keene, and Home Healthcare, Hospice & Community Services.

## **Requesting a Reasonable Modification**

If you have a physical or mental disability that substantially limits one or more of your major life activities, you may request a reasonable modification to access the transportation service.

Requests may be made in writing or orally to: City Express Transportation Manager, PO Box 564, Keene, NH 03431 or [cpratt@HCSservices.org](mailto:cpratt@HCSservices.org) or by calling 603-352-2253.

More information is available at [HCSservices.org/transportation](https://www.HCSservices.org/transportation). The ADA complaint form can be used to file a request for a modification.

## **Transportation Phone Numbers**

Schedule Info & Reservations: 603-352-8494  
Application & Certification Info: 603-352-2253  
Comments & Suggestions: 603-352-2253



# PARA EXPRESS

## Riders Guide



*The guide to rides for people with transit disabilities in Keene*

**603-352-2253**

**TTY use 711**

**800-735-2964**

**[www.cityexpress.org](http://www.cityexpress.org)**

The City Express, Friendly Bus and Para Express are operated by



## ***Becoming a Para Express Rider***

The Para Express is complementary paratransit service to the City Express fixed route service to allow everyone access to the mobility that public transportation provides. If you are a person with a disability, you or your care provider may request an application to determine your eligibility for Para Express services by calling 603-352-8494. Information is also available in accessible formats.

The completed application may be submitted in person or mailed to:

Transportation Program at HCS  
PO Box 564  
312 Marlboro Street  
Keene, NH 03431

- A follow-up may be scheduled with a healthcare professional from HCS to verify your transit disability.
- An eligibility determination will be made within 21 working days after the application and healthcare verification are received.
- You will receive a letter from the City Express with your eligibility determination. If you are eligible, you will be certified for a specific period of time, usually 6 months up to 2 years. Eligibility may also be granted on a seasonal or trip by trip basis. This will be outlined in your eligibility letter. You will need to reapply prior to your expiration date for recertification. The Para Express will send you a new application prior to your expiration date as a reminder to avoid any lapse in service.
- If you are not eligible, you may appeal the determination. The procedures for appeal will be outlined in the determination letter.

## ***Where does the Para Express operate?***

The Para Express will pick up or drop off customers within 3/4 mile of the City Express fixed route service.

## ***What are the hours that I can use the Para Express?***

Monday through Friday from 8:00 a.m. - 4:30 p.m., the same hours as the City Express service.

## ***How do I schedule a trip?***

**Trip Request Line: 603-352-8494**  
**TTY: 711 or 800-735-2964**

Trip requests can be made Monday through Friday from 8:00 a.m.—5:00 p.m. Next day reservations must be made by 4:30 p.m. On Sundays, a voicemail can be left for the dispatcher to call you back on Monday. If leaving a voicemail, remember to leave a call back number.

Be sure to tell the dispatcher:

- The date and time of your appointment
- Where you would like to be picked up
- Where you are going
- If you will need a return ride, and when you will need that ride

Trip requests may be made up to 14 calendar days before your intended trip. You may cancel your ride up to one hour before the scheduled pickup time.

## ***No-show Policy***

When the bus arrives, the driver will wait for five minutes for you to board and will then go on if you are not available. If you have not called to cancel your ride at least one hour prior to your pickup time, this is considered a “no-show.” Riders who have no-shows equal to or greater than 25% of their scheduled trips in a thirty (30) day period will be subject to a warning and possible suspension from riding. Should you be suspended, there is an appeals process which will be outlined in the suspension notice.

## ***Fares***

The fare to ride the Para Express is \$2.00 for a one-way trip. Personal Care Attendants (PCAs) ride free. Companions may ride with you as long as space is available and they have the same pickup point and destination. The fare for companions is \$2.00 per one way trip.

## ***Visitor Policy***

Paratransit eligible visitors from outside the City Express service area may use the Para Express service for any combination of 21 days of service during a rolling 365-day period beginning with the visitor’s first use of service. Visitors who wish to receive service beyond this 21-day period must apply for eligibility as a Para Express rider. Contact our office for an application.

## ***Service Animals***

The City Express allows trained service animals to accompany para transit riders. The service animal must be under your control at all times and not pose a threat to the health and safety of other riders. Please let the dispatcher know if you will be having a service animal traveling with you. Emotional support animals are not considered service animals per ADA regulations.

## ***Para Express Rules of the Road***

1. Riders must be outside and approaching the bus at their designated pickup time, which can be up to one hour before your requested time.
2. All riders must remain seated while the bus is moving.
3. Smoking, eating, and drinking is prohibited.
4. Riders cannot bring packages or luggage on the bus that they cannot manage themselves.
5. Bus drivers can help you on and off the bus at a stop. They cannot leave the bus to help you into or out of buildings.