

ADMINISTRATIVE RULES ON SHARED RIDE PROGRAM

Section I Registration

All interested individuals must register with the County of Hawai'i Mass Transit Agency by completing the Shared Ride Participation Form in order to utilize the program. A photo identification card is required to register.

Section II Shared Ride Program Identification Card

Registered individuals will receive a Shared Ride Program Identification Card. The Shared Ride Program Identification Card is non-transferable and must be presented to the operator in order to receive subsidy, no exceptions. Lost, mutilated, or stolen cards will be subject to a \$5.00 replacement charge.

Section III Subsidy for Shared Ride Program

The County of Hawai'i will subsidize fares up to \$15.40 per trip for services rendered on participating taxicabs and Transportation Network Companies. Any remaining balance will be the responsibility of the rider using the program. Trips completed outside of the service days and/or hours will not be subsidized and tips will not be subsidized by the County of Hawai'i. Tips shall be at the rider's expense and are not required.

Section IV Trip Purpose

Services are based on scheduled reservations and are prioritized on a first come first serve basis. Trip will not be prioritized by purpose (e.g. medical, employment, school, etc.).

Section V Audit and Findings

The County of Hawai'i will perform audits from time to time to reconcile operator's log. Any individual who declines to assist the Mass Transit Agency with its audit, or who is found to be circumventing the program will no longer be eligible to participate in the Shared Ride Program.

Section VI Participating Taxicab and Transportation Network Companies

Participating Taxicab and Transportation Network Companies must provide services in a manner that does not discriminate against people with disabilities and shall not:

- a) Refuse to serve a person with a disability who can use the revenue vehicle;
- b) Charge a higher fare or fee for carrying people with disabilities and their equipment than are charged to other people;
- c) Deny services to service animals who accompany riders with disabilities; and
- d) Refuse to assist with stowing mobility devices (e.g. wheelchairs, walkers, etc.);
- e) Charge a fare or fee for Personal Care Attendants.

Section VII Effective Date

This rule shall become effective ten days after filing with the County Clerk.