



Paratransit Rider's Guide

A Reference Guide to Paratransit Services Provided by

OUTREACH

&

Santa Clara Valley Transportation Authority (VTA)



Effective: October 1, 2009

INTRODUCTION

The Purpose of ADA Paratransit

Valley Transportation Authority makes paratransit service available to persons who are unable to independently use its bus or light rail services due to physical, visual or cognitive disabilities, in accordance with the Americans with Disabilities Act of 1990 (ADA).

VTA's ADA paratransit service is administered through a brokerage contract with Outreach and Escort Inc. (OUTREACH). OUTREACH staff reserve trips that are requested by eligible customers and manages the provision of these trips through contracts with sedan, accessible van, and taxi service providers.

TABLE OF CONTENTS

<u>Section</u>	<u>Page</u>
1. ADA Paratransit Eligibility	4
2. Contacting OUTREACH	5
3. Getting Started	6
4. Reserving Paratransit Services	7
5. Overview of Paratransit Services	9
6. Summary of Fares and Service Charges	12
7. Other Services, Information, and Policies	13
8. Quality Assurance	17
9. VTA Accessible Bus and Light Rail Services	18

**Information in the *Paratransit Rider's Guide*
is subject to change.**

1. ADA PARATRANSIT ELIGIBILITY

ADA paratransit eligibility is based on an individual's functional ability to independently use VTA bus or light rail and is determined by the following criteria:

Category 1 -Any person with a disability who is unable to board, ride, or disembark from an accessible vehicle without the assistance of another person (except for the operator of a lift or other boarding device).

Category 2 - Any person with a disability who needs the assistance of a lift ramp to board, ride or disembark from an accessible vehicle and an accommodating vehicle is not available or key stations have not been made accessible.

Category 3 - Any person with a disability who has a specific impairment-related condition that prevents the person from traveling to or from a boarding and disembarking location.

Eligibility is not based on age, economic condition, or inability to drive an automobile. Interested applicants should note that having a medical condition or a disability will not automatically qualify them for ADA paratransit eligibility.

Applications for Paratransit Eligibility:

The paratransit eligibility application process begins by requesting an informational brochure from OUTREACH at (408) 436-2865 / (408) 436-0155 (TTY) / www.outreach1.org or from VTA at (408) 321-2300 / (408) 321-2330 (TTY) / www.vta.org. Paratransit information brochures contain a one-page application for persons interested in eligibility to complete and sign. Once this is done, the application process requires two more steps:

1. Submit the signed one-page application by mail, fax, or drop off to OUTREACH. The application form allows applicants to authorize OUTREACH to contact their physician or licensed professional. OUTREACH will then contact the applicant, or their representative, to set a date and time for a telephone interview.
2. Participate in a phone interview: OUTREACH will call the applicant to review their application and conduct a brief phone interview to help determine the applicant's paratransit eligibility.

2. CONTACTING OUTREACH

A. Address and Telephone Numbers

OUTREACH

926 Rock Ave, Suite 10
San Jose, CA 95131

Information, General Administration, Customer Service & Eligibility Telephone Numbers

Main Office Number (408) 436-2865
Fax (408) 382-0470
TTY for all telephone numbers listed (408) 436-0155

Reservations Department

San Jose, Santa Clara, Sunnyvale, Cupertino,
Campbell, Milpitas, Los Gatos, Saratoga, and
Monte Sereno (408) 436-4860

Palo Alto, Mountain View, Los Altos, and
Los Altos Hills (650) 988-9860

(800) 400-6222

Gilroy, Morgan Hill, and San Martin

Day Of Service Department

Confirmations, Cancellations, Late Vehicles, Open Returns, Second
Vehicles, and Same-Day Trip Requests
San Jose, Santa Clara, Sunnyvale, Cupertino,
Campbell, Milpitas, Los Gatos, Saratoga, and
Monte Sereno (408) 436-6030

Palo Alto, Mountain View, Los Altos, and
Los Altos Hills (650) 988-9852

(800) 400-3440

Gilroy, Morgan Hill, and San Martin
Toll Free from All Santa Clara County Cities

Online Access

Website www.outreach1.org
e-mail admin@outreach1.org

B. Business Hours

OUTREACH's Reservations Department is open from 8:00 AM to 5:00 PM, 7 days a week, 365 days a year. OUTREACH's Day Of Service Department is open from 5:00 AM to 8:00 PM, 7 days a week, 365 days a year.

OUTREACH Administrative and Customer Service Departments are open from 8:00 AM to 5:00 PM, Monday through Friday. These departments are closed on weekends and major holidays.

3. GETTING STARTED

A. Before You Reserve Your First Trip

Customers are encouraged to make an initial deposit into their OUTREACH accounts by sending a check or money order, with their ID number, payable to OUTREACH at the following address:

OUTREACH
Customer Account Department
926 Rock Ave, Suite 10
San Jose, CA 95131

Or, customers who are interested in using a VISA or MasterCard to make a deposit to their account may call the OUTREACH Customer Account Department at (408) 436-2865, or TTY at (408) 436-0155.

An initial deposit of \$25.00 is recommended.

B. Maintaining Your Account

Fares are deducted from customer OUTREACH accounts as each trip is taken. (See Summary of Fares and Service Charges on Page 12). Customers may not reserve any trips, or revise any trips that are already reserved, once a negative account balance equal to the fare payment owed for 5 one-way standard paratransit trips has been reached. This policy applies to all customer trips regardless of trip purpose. Thus, to ensure continued availability of services, customers must maintain a balance in their accounts.

OUTREACH reservationists will provide account balance information during each reservation call.

4. RESERVING PARATRANSIT SERVICES

A. To Reserve a Paratransit Trip

To reserve service, customers should call the Reservations Department for their city during Reservations Department business hours. (See Contacting OUTREACH on Page 5).

Effective October 1, 2009, paratransit trips may be reserved from 1 to 7 days in advance. Effective July 1, 2010, paratransit trips may reserved from 1 to 3 days in advance. Paratransit trips may be reserved between 8:00 AM and 5:00 PM for service the next day.

Customers may reserve multiple trips with one call. OUTREACH reservationist may negotiate the pick-up time with customers and reserve trips during a one-hour period before or after a customer's desired pick-up time.

The number of trips that may be reserved per call may be limited to 4 per ID number during periods of high telephone activity. However, there is no limit on the number of next-day trips that may be reserved.

Customers should be prepared with the following information when they call to reserve a paratransit trip:

- OUTREACH identification number
- The date and requested time of the pick-up and time of the return trip
- The exact name and address (including suite number, if known) of the pick-up and drop-off locations (including return trip information). If the customer's home address or destination is difficult to find, special driving instructions should be provided when a trip is reserved.
- Customers should also inform the reservationist if they will be traveling with a mobility device, a Personal Care Attendant, Companion or Service Animal.

If the arrival time of a customer's trip is of primary importance, such as for a trip to work or an appointment, the customer is advised to reserve the trip to arrive early at the destination.

Reserved drop-off and pick-up times must be at least 30-minutes apart. OUTREACH Service Providers are not able to drop-off and then wait for a customer at a location.

B. Reserving a Return Trip

A return trip may be reserved at a specific time, with a 30-minute pick-up window, or the return time may be left “open”. Please see Page 11 for information about Open Returns.

If a pick-up location for a reserved return trip needs to be changed, customers must inform OUTREACH Day Of Service Department staff prior to the start of their reserved 30-minute pick-up window. Changes to pick-up locations are limited to locations at facilities, to nearby addresses, or to locations across the street from where the reserved pick-up was arranged.

C. Canceling a Trip

Customers must call the OUTREACH Reservations Department at least 2 hours prior to the beginning of the 30-minute pick-up window to cancel a previously reserved trip between 8:00 AM and 5:00 PM seven days a week.

Trips that are cancelled with less than 2 hours notice are will result in a No-Show recorded on the customer’s record.

If a trip is canceled at the pick-up time, or if the customer cannot be found, the trip’s fare will be deducted from the customer’s account and a No-Show will be recorded on the customer’s record (See No-Show Charge on the Paratransit Trip Fare Table on Page 12).

To cancel a trip with a pick-up window reserved to begin in less than 2 hours, customers must call the OUTREACH Day Of Service Department (open 5:00 AM to 8:00 PM). Customers will be provided with an alternate telephone number to cancel a trip if the pick-up is reserved after 8:00 PM.

D. Automated Trip Scheduling, Confirmation and Cancellation Option

OUTREACH customer calls are connected with an Automated Telephone System that allows callers to select the proper department for their calls.

Interactive Voice Response System (IVR)

Customers may confirm and cancel their trips 24 hours a day using OUTREACH's Interactive Voice Response System (IVR). The IVR also allows customers to reserve trips to their “favorite” pre-selected places (e.g. work, home, doctor, church, shopping, etc.).

5. OVERVIEW OF PARATRANSIT SERVICES

A. VTA's ADA Paratransit Service Area

The ADA paratransit service area is a ¾-mile corridor around VTA bus routes and light rail stations. An OUTREACH reservationist will advise customers when their destinations are outside of the paratransit service area.

B. Inter-County Services

For travel to destinations in adjacent counties, beyond the ADA Paratransit Service Area, customers may arrange a transfer to the paratransit operator in the adjacent county.

For trips to San Mateo County, contact Redi-Wheels at (650) 508-6241, or TTY at (650) 482-9366. The recommended transfer point is Stanford Medical Center.

For trips to Alameda County or Contra Costa County, contact the East Bay Paratransit Consortium at (510) 287-5000, or TTY at (510) 287-5065. The recommended transfer point is the Fremont BART Station.

C. Service Hours

VTA's paratransit service operates only during the same hours of the day and days of the week that bus and light rail trains run their regular routes. This ensures the equity between the bus/rail service network and the paratransit service. OUTREACH Reservationist will advise customers regarding the service hour availability of their requested trips.

D. 30-Minute Pick-Up Window

All regular One-Way Trip pick-ups occur within a 30-minute pick-up window. An OUTREACH vehicle may arrive any time during the 30-minute window. Customers are not required to leave if the vehicle assigned to transport them arrives before the start of the reserved 30-minute pick-up window. However, all customers must be ready to depart at the start of their pick-up window. Drivers will wait for 5-minutes after they arrive within a customer's reserved pick-up window and may depart thereafter if the customer is not ready.

The OUTREACH vehicle is considered late if it does not arrive within 10 minutes after the reserved pick-up window.

E. On-Board Travel Times

For customers reserving trips with direct travel times of up to 45 minutes, the planned on-board travel time may be up to one hour. For customers reserving trips with direct travel times longer than 45 minutes, the planned on-board travel time may be 90 minutes or more.

Due to unforeseen circumstances, customer travel time may exceed the planned reservation.

F. Late Vehicles

If a vehicle has not arrived by the end of a customer's reserved 30-minute pick-up window, the customer should call the OUTREACH Day Of Service Department (open 5:00 AM to 8:00 PM) to report a late vehicle and to get an estimated arrival time. Customers will be given an alternative telephone number to call to check on a late vehicle for any pick-ups reserved after 8:00 PM.

OUTREACH monitors on-time performance closely and will make every effort to deliver service in a timely manner. Vehicles are not recorded late until 10-minutes after the 30-minute pick-up window. To report a late vehicle and get an estimated arrival time for the reserved pick-up, call the OUTREACH Day Of Service Department

G. No-Shows and Service Suspensions

If a trip is not canceled with adequate notice, or the vehicle arrives at the pick-up location and the trip is subsequently canceled, customers will be considered a No-Show (failure to cancel a reserved ride). A No-Show will be logged on the customer's record if:

- The trip is canceled with less than two hours notice.
- The driver arrives to pick up the customer and the customer subsequently cancels the ride.
- A customer is not ready to depart when the vehicle arrives for pick-up.
- A customer cannot be located at the reserved pick-up location at the reserved time.

If three No-Shows are accumulated in a calendar quarter, paratransit service may be suspended. The calendar quarters are as follows:

January 1 – March 31; April 1 – June 30; July 1 – September 30; and October 1 – December 31.

H. Premium Services

Premium service exceeds the base service requirements of the ADA. OUTREACH customers may request premium services and pay a rate higher than is paid for standard service. Premium services include Open Returns, Same-Day Service, Second Vehicle, Extended Service Area Trips, and Subscription Service.

H1. Open Returns

Open Return Trips allow customers to make reservations without a specific time for their return trip. On the day of service, customers can call when they are ready for their return trips. The following conditions apply to the use of this premium service:

- Open Return Trips are provided on a space available basis only
- 1 open return can be reserved per day
- Pick-up will occur within 90-minutes after a request for an Open Return Trip is made to the Outreach Day Of Service Department
- Open Return Trips must be requested by 6:30 PM.
- Open Return Trips must be performed by 8:00 PM.
- Customers cannot reserve a fixed pick-up and an Open Return for same trip
- Open Return Trips are not available for pickups at residences or for subscription trips

H2. Same-Day Service

Same-Day paratransit service is available on a space-available basis only. To access this service call the OUTREACH Day Of Service Department between the hours of 8:00 AM and 4:00 PM. Please allow up to 3 hours for pick-up.

H3. Requesting a Second Vehicle

Second Vehicle paratransit service is available only when a reserved return ride is missed and the customer is stranded in the community. Second Vehicle service may be requested by calling the Outreach Day Of Service Department. The fare for this service is \$16.00

Second vehicles will not be sent to pick up a customer if a trip is missed with a reserved pick-up at the customer's residence. Please allow up to 2 hours for pick-up.

H4. Outside the Service Area Trips

Outside the Service Area trips allow customers to travel up to 1 mile beyond the ¾ mile ADA service area around VTA bus and light rail routes throughout Santa Clara County, including areas along VTA's bus routes in Morgan Hill, Gilroy, and unincorporated County communities. The fare for an Outside the Service Area trip is \$16.00.

H5. Subscription Service

Subscription service is provided to customers who request routine trips to the same destination on a regular schedule (i.e., work or medical appointments). Customers need only call once to reserve a recurring trip. OUTREACH will reserve the trip on a continuing basis until the request is terminated. Occasionally, a waiting list is developed and subscription service is not immediately provided. This service is not required by the ADA and, thus, is a premium service. However, no additional charge is added to the regular fare for this service.

Customers may only make changes to subscription reservations once in a 3-month period. Open Returns cannot be used on Subscription Service.

6. SUMMARY OF FARES AND SERVICE CHARGES

A. Fares For Paratransit Trips (Effective October 1, 2009)

The regular paratransit One-Way Trip fare is \$4.00, or two times the Adult Base Fare for VTA bus and light rail services. Premium trip fares are shown below:

Paratransit Trip Fare Table

Paratransit Service	Formula	Fare
One-Way Standard Paratransit Trip	2x Adult Base Fare	\$4.00
Companion	Equal to One-Way Trip	\$4.00
Open Return Trip	4x One-Way Trip	\$16.00
Second Vehicle Sent	4x One-Way Trip	\$16.00
Standard Trip No Show	Equal to One-Way Trip	\$4.00
Same-Day Trip	4x One-Way Trip	\$16.00
Same-Day No Show	Equal to Same-Day Trip	\$16.00
Same-Day Trip Companion	4x One-Way Trip	\$16.00
Extended Service Area Trip	4x One-Way Trip	\$16.00

Personal Care Attendants and Service Animals may accompany an eligible customer at no additional charge.

B. Eco Pass Program

Paratransit eligible employees working at companies that participate in VTA's Employer Eco Pass Program pay ½ the fare for a regular paratransit One-Way Trip. There are no discounts under this program for premium fare OUTREACH services. Eligible participants must first inform OUTREACH Customer Service their employer is an Eco Pass participant.

7. OTHER SERVICES, INFORMATION, AND POLICIES

A. Personal Care Attendants

A Personal Care Attendant (PCA) is someone whose services or presence is required by the customer to meet his or her personal needs or to assist in traveling.

The need for a PCA shall be documented during the eligibility certification process. Customers should inform the reservationist when they will be traveling with a PCA to ensure an extra seat is reserved on the OUTREACH vehicle. PCAs must have the same pick-up and drop-off locations as the customer.

Paratransit customers who are eligible for PCA assistance are responsible for their own PCAs. PCAs are NOT provided by OUTREACH.

There is no additional fare charge for a PCA.

B. Companions

A Companion is a friend, relative, or other person who accompanies an OUTREACH customer on a trip who is not a personal care attendant.

Customers shall inform the reservationist when they will be traveling with a companion to ensure an extra seat is reserved on the OUTREACH vehicle. Companions must have the same pick-up and drop-off locations as the customer.

Companion trips fares are shown in the Paratransit Trip Fare Table on Page 12.

C. Service Animals

Service Animals may travel on paratransit vehicles to assist individuals with disabilities, subject to the following conditions:

- Service Animals must remain on a leash and under full control of the customer at all times.
- Service Animals must not misbehave (e.g., soiling the vehicle or growling at or harassing customers, the operator, or other Service Animals).

- Service Animals should generally remain in a down or sit position. Service Animals may not block the aisle of the vehicle.
- Service Animals shall not occupy vehicle seats unless space limitations prevent the Service Animal from remaining off the seat.

Customers should inform the reservationist when they will be traveling with a service animal to ensure sufficient room on the OUTREACH vehicle.

D. Pets

Customers may also travel with a pet, in an approved cage and under the control of the customer at all times.

E. Mobility Devices

Customers may use wheelchairs, canes, walkers, and other common mobility devices on paratransit vehicles.

Wheelchairs must meet the ADA definition of a "common" wheelchair or mobility device. A common wheelchair is a mobility aid belonging to any class of three- or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.

Wheelchairs and other mobility devices must conform to the dimensions indicated in Figure 1 and Figure 2:

Figure 1

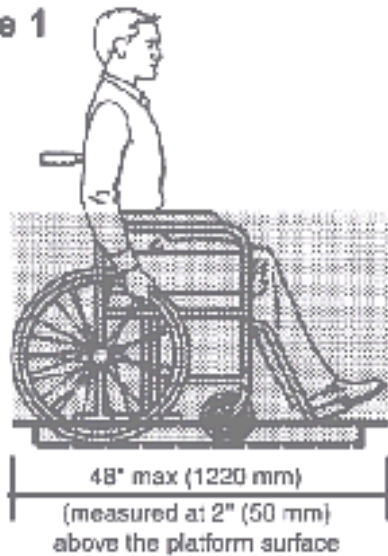
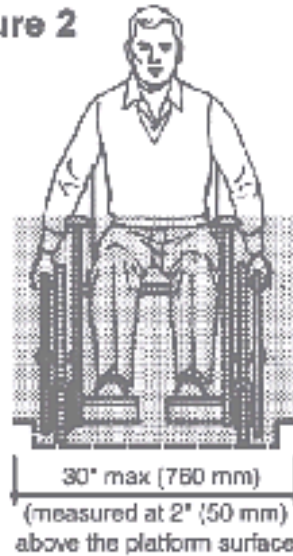


Figure 2



- A maximum of 48 inches in length measured at 2 inches above the surface of the platform.
- A maximum of 30 inches in width measured at 2 inches above the surface of the platform.
- A maximum of 600 pounds when occupied.

Note: Customers with concerns about the size of their mobility devices and whether the device will fit on board OUTREACH vehicles may call OUTREACH Customer Service staff to arrange to have an OUTREACH staff member to measure the device.

F. Mobility Devices and Customer Safety

- Customers who are transferable are able to move from their mobility device to the seat of the vehicle and back with a minimum of assistance. A minimum of assistance is defined as a driver extending an arm or stabilizing the mobility device while the customer moves in and out of the device. Drivers are prohibited from lifting or carrying customers.
- For safety reasons, customers using three-wheel scooters are strongly encouraged to transfer out of their scooter into the seat of the paratransit vehicle whenever possible.
- Drivers cannot transport mobility devices that are broken or damaged to the extent they pose an immediate safety threat.
- Drivers cannot assist customers who use mobility devices up or down steps or other obstructions over five eighths (5/8) of an inch in height. A ramp must be available or the customer must have someone available at the pick-up and drop-off location to provide assistance negotiating obstacles.

G. Miscellaneous Medical Equipment

Customers may travel with oxygen tanks and respirators when using paratransit service. For safety reasons, oxygen tanks and respirators must be secured to prevent oxygen tanks from falling or becoming dislodged and striking other objects or customers in the vehicle.

H. Packages on Paratransit Vehicles

Customers may bring up to three grocery bags or the equivalent onboard a paratransit vehicle. Equivalent items may be bags, packages, or suitcases.

I. Replacement ID Cards

To receive more information about obtaining a replacement ID Card, contact OUTREACH Customer Service. There is an \$8 fee for replacement cards, and the number of replacement cards issued may be limited.

J. General Policies

- Drivers are required to transport customers to the pre-reserved destination indicated on the driver's trip schedule. Drivers are not allowed to make any destination changes.
- Drivers only provide exterior lobby/door to door service. Drivers are not permitted to lose sight of their vehicle at any time.
- Drivers are prohibited from entering a customer's residence for any reason.
- Drivers may not request that customers pay them a tip for the service that they provide.
- Customers should carry their OUTREACH identification cards with them when using ADA paratransit service. Drivers may check customer OUTREACH identification cards.
- Customers are required to wear seatbelts while on paratransit vehicles. Drivers will assist with seat belts.
- Smoking, eating, or drinking is NOT allowed while onboard an ADA paratransit vehicle.
- Riding paratransit vehicles under the influence of alcohol or illegal drugs is prohibited.
- Radios, cassette or disc players are not permitted to be played aloud while onboard an ADA paratransit vehicle.
- Customers shall NOT bring explosives, flammable liquids, acids, or other hazardous materials onboard an ADA paratransit vehicle.
- Customers traveling with a child who needs a car seat must supply the child's car seat. Customers are responsible for securing the car seat into the vehicle and for its removal.

K. Seriously Disruptive Behavior

ADA regulations allow paratransit service to be denied to customers who engage in violent, illegal, or seriously disruptive behavior. Seriously disruptive behavior can include the following:

- Getting out of a seat while a paratransit vehicle is in motion.
- Leaving a paratransit vehicle while it is parked to pick-up or drop-off another customer.
- Disturbing a paratransit vehicle operator while the operator is driving.
- Disturbing other customers.
- Refusing to wear a seatbelt or refusing to exit the vehicle.
- Violent behavior.
- Physically or verbally threatening vehicle operator or other customers.

- Engaging in conduct or activity that is a danger to the customer, other customers, or the driver.
- Smoking while onboard a paratransit vehicle.
- Damaging or destroying vehicle equipment.

8. QUALITY ASSURANCE

A. Service Satisfaction

The goal of OUTREACH is customer satisfaction. If a customer has a compliment, suggestion, or would like to file a complaint regarding any aspect of paratransit service, the customer should call OUTREACH Customer Service at (408) 436-2865 or at (408) 436-0155 (TTY).

B. Compliments

If any staff paratransit service staff has been particularly helpful, or has gone out of their way to offer assistance, contact OUTREACH so a notice of commendation can be issued.

C. Complaints

Customers should file a complaint any time that the service is not satisfactory, safe, or secure. Complaints must be filed with OUTREACH Customer Service, not the Service Provider. Complaints may be filed in writing or by telephone by calling OUTREACH's Customer Service office.

If you leave a message using the voice mail system, please leave your full name and OUTREACH customer identification number.

To assist with the investigation, file the complaint as soon as possible. When filing a complaint, customers will be asked for the following information:

- Their OUTREACH customer identification number.
- The exact date and time of the trip.
- The description of the incident.
- The address of the pick-up location or destination.

All complaints are taken seriously and every effort is made to resolve complaints in a timely manner. Tracking numbers are assigned to each complaint received by OUTREACH. Complaint tracking numbers are given to customers who report concerns for their future reference.

If a customer believes that OUTREACH has not responded appropriately to a complaint, customers may call VTA Customer Services Department at (408) 321-2300, or TTY (408) 321-2330 for assistance.

Any person with a disability who believes that he/she has been discriminated against in any of VTA's transportation services is encouraged to contact the Human Resources Manager of VTA's Office of Civil Rights and Employee Relations at (408) 321-5571 or (408) 321-2330 (TTY) for assistance or to file a complaint.

9. VTA ACCESSIBLE BUS AND LIGHT RAIL SERVICES

OUTREACH customers are encouraged to take trips by bus and light rail whenever they are able to. The OUTREACH paratransit photo ID card qualifies customers for free service on most VTA bus and light rail services. The paratransit photo ID card is available upon to any customer wishing to have one. If the card has an Attendant icon on its upper right corner, a PCA may accompany the customer on bus and light rail for free. If an OUTREACH ID card does not have a photo on it, the customer is encouraged to call OUTREACH to arrange a time and place for a photo to be taken if they wish to use VTA bus and light rail for free.



Simply present the paratransit photo ID card to VTA Coach Operators upon boarding VTA buses, or present it to any VTA Light Rail Fare Inspector upon request. (Not valid on Highway 17 Express, Dumbarton Express, Caltrain, or Sports service.)

Travel Training: For personalized travel training assistance on VTA bus and light rail services, call VTA Customer Services Department at 408-321-2300, or TTY (408) 321-2330 for assistance.

Mobility Device Securement: All mobility devices must be secured on VTA buses. VTA also recommends, but does not require, the use of lap belts and shoulder harnesses.

VTA Customer Service

VTA Customer Service is available weekdays from 6:00 AM to 7:00 PM, and Saturdays/Holidays from 7:30 AM to 4:00 PM. (Closed Sundays, Thanksgiving, Christmas, and New Years Day.) VTA's automated phone system provides reservation information 24 hours a day, seven days a week in English, Spanish, and Vietnamese.

Customer Service Assistance	Telephone Numbers
VTA Route and Schedule Information	(408) 321-2300
VTA Information for all Toll Areas	(800) 894-9909
VTA TTY number	(408) 321-2330

Online Access

Website: www.vta.org

E-mail: customer.service@vta.org

Regional Transportation Information is available by calling 511. TTY users can access 511 telephone information by dialing the national 711 number for access to Telecommunication Relay Services (TRS).