

SACRAMENTO REGIONAL TRANSIT DISTRICT
RIDER'S INFORMATION GUIDE
Americans with Disabilities Act (ADA) PARATRANSIT
SERVICE

WELCOME

ADA paratransit service is door-to-door, *shared-ride* transportation for individuals who are unable to use Regional Transit's (RT) bus and light rail system (also referred to as fixed-route), either all of the time or some of the time, because of a disabling condition. This guide is designed to help you understand the service and your responsibilities while using it.

GENERAL INFORMATION

The Americans with Disabilities Act (ADA) of 1990 requires all public transportation agencies like RT to provide specialized transportation that is comparable to the public transit bus service for individuals who are unable due to a disability to ride public transit.

RT's ADA paratransit service provider is Paratransit, Inc. Services are available on a prearranged basis for any trip purpose within RT's designated service area. If you feel you may be eligible for ADA paratransit service you must apply through RT's Accessible Services Department, and be found eligible for the service according to ADA guidelines.

Accessible Formats

This Rider's Information Guide is available in large print, Braille, Spanish, and on CD and audio tape, by calling (916) 557-4685 or 557-4686 TDD (for hearing impaired). It is also available online at <http://www.sacrt.com>.

Recertification of Eligibility

RT recertifies registered clients every 3 to 5 years. A person's ADA Paratransit Eligibility letter will indicate his/her paratransit eligibility expiration date.

Service for Visitors

Visitors to the Sacramento region can access RT's ADA paratransit services for up to 21 days in a year. A visitor is an individual with a disability who does not reside in RT's service area. Visitors who present documentation that they have been ADA-certified with a disability which prevents them from using the fixed route system, in the jurisdiction in which they reside, shall be provided ADA paratransit service. Visitors unable to present eligibility documentation will be required to provide proof of place of residence and, if the visitor's disability is not apparent, of his or her disability. For more information on Visitor Status with RT, please call 916-557-4685. At the time of making your trip request with Paratransit, Inc., let the reservationist know you are visiting from another area and by which paratransit system you have been certified, if applicable. If you require paratransit service beyond the 21-day limit, you must become locally certified for ADA paratransit service.

Sacramento Regional Transit District's Service Area

RT's service area is designed to be "comparable" or "similar" to RT's fixed route bus and light rail service. This includes Sacramento, Carmichael, Fair Oaks, Rancho Cordova, Citrus Heights, Antelope, Rio Linda, Elverta, Orangevale, and North Highlands. Paratransit, Inc. **does not** go to Elk Grove, Folsom, Galt, Isleton, or Roseville, with the following exceptions:

Roseville: RT is able to transport passengers **who live in Citrus Heights** to Kaiser's Roseville facilities at Riverside and at Eureka, and to Sutter Hospital in Roseville, if you are unable to transfer to a

Roseville paratransit vehicle

Folsom: RT will provide a portion of the paratransit service within $\frac{3}{4}$ of a mile of the Folsom light rail stations. Folsom Dial-A-Ride also provides service within Folsom.

Elk Grove: RT will provide very limited paratransit service within $\frac{3}{4}$ of a mile of RT's fixed route bus service in Elk Grove. Elk Grove ADA paratransit service, E-Van also provides service within Elk Grove.

There are also transfer points which can connect passengers to other accessible transportation services provided in adjacent jurisdictions, such as Folsom, Roseville and West Sacramento. Reservationists will provide assistance in arranging your trip to connect at a transfer point, if needed.

Service Days And Hours

ADA paratransit service is available during the same days and hours as RT's fixed route service operation from approximately 6 a.m. to 9:00 p.m.

MAKING A RIDE RESERVATION

Numbers to Call

(916) 429-2744 or 1-800-956-6776

(916) 429-2568 TDD

(916) 429-2488 (Automated Telephone System)

Automated Telephone System

The Automated Telephone System is designed to give you quick and convenient self-service access to information and services. It will provide selected general information, as well as allow you to schedule new rides and confirm and cancel existing rides. It will call you with a reminder for trips you have scheduled for the next day.

Because this system is connected directly to the vehicle dispatching system, the Automated Telephone System will notify you that a vehicle is on its way to your pick-up location - and it will even provide you with the most current estimated arrival time.

To access the Automated Telephone System, you will need to enroll to obtain a Personal Identification Number and password. Call (916) 429-2009 and speak to one of the Customer Service Agents.

Reservation-Taking Hours

8:00 a.m. to 5:00 p.m. daily, including holidays. Ride requests may be made one to two days in advance. Same-day emergency service is **not** provided. When you call, the reservation taker will "*negotiate your trip*" by searching for available space up to one hour on either side of the pick-up time you request. You will be offered a "*ready time*" and a trip confirmation number. Write down the trip confirmation number and ask the reservationist to read back your trip request to ensure every detail is correct.

When you call, please have a paper, pencil, and the following information available:

- Your first and last name.
- Your ADA paratransit service ID number.
- The date of your requested trip.
- Your preferred pick-up and return times.
- Your origin and destination addresses and phone numbers at those locations (including building name and specific drop-off and pick-up information). If a medical appointment, include the name of the doctor and the suite number. Phone number and address will be provided to personnel, as needed.
- Agency sponsoring the ride, if any.
- If you'll be traveling with an attendant, companion (including

children), or service animal.

- If you or anyone accompanying you will be traveling using a wheelchair, scooter, or other equipment.
- Any other information the driver should know to help you travel.

Since this is a shared-ride service, the driver may make other stops on the way to your drop-off point, so it is best to allow plenty of time to get to and from your destination. If you are unsure of how much time you should allot for your trip, please ask the reservation taker for suggestions when scheduling your pickup. You will need to use your "best guess" when scheduling your return time. The ADA guidelines specify that rides cannot be prioritized based on purpose of trip.

Subscription Service

Subscription service is limited to passengers for trips that recur weekly to the same place at the same time. RT offers ADA paratransit subscription service on a space available basis and may prioritize service, as needed. If you wish to request subscription service, please call RT at (916) 557-4685.

Personal Care Attendant (PCA)

A personal care attendant assists the passenger with daily life functions, and may provide assistance during the ride or at the destination. If you need assistance to travel, riding with a personal care attendant is strongly encouraged. A PCA is not required to pay a fare and must be picked up and dropped off at the same locations as the passenger. A passenger's need for a personal care attendant must be registered with RT's ADA paratransit eligibility department during the determination process. If you did not indicate a need for a PCA when you first applied for ADA paratransit service and now need a PCA, you must call RT at 916-557-4685 and request the PCA form be mailed to you. You must reserve space for your PCA when scheduling a trip.

Note: A family member or friend is regarded as a person accompanying the eligible rider, and not as a personal care attendant, unless the family member or friend registered is acting in the capacity of a personal care attendant.

Companions

A companion is someone who rides with a registered passenger, but not as a personal care attendant. You may arrange to bring one companion along on each ride, in addition to a personal care attendant. Companions must be picked up and dropped off at the same addresses. Additional companions may be scheduled, if space is available. Companions pay the same fare as the registered passenger. You must reserve space for your companion (including children) when scheduling a trip.

TAKING A TRIP

Vehicles and Drivers

ADA paratransit service is provided using a variety of vehicles, including taxis. RT's ADA paratransit provider reserves the right to determine whether it will deliver transportation services using its own drivers and vehicles, or using drivers and vehicles of other entities (for example, taxis). You must ride in the vehicle that is sent for you. Special requests for specific vehicles and drivers cannot be honored. If your pick up and/or drop off location is not accessible, your service will need to be provided curb-to-curb.

Boarding Time

When you call to reserve your ride, you will be given a 30-minute "pickup window" in which the vehicle will arrive. You'll need to be ready at the beginning of your "pickup window." For example, if your negotiated "*ready time*" is 8:00 a.m., your 30-minute "pickup window" is 8:00 a.m. to 8:30 a.m. You'll need to be ready to board

at 8:00 a.m. By being ready when the paratransit vehicle arrives, you help keep everyone's trip on schedule.

How Long Will the Paratransit Vehicle Wait?

When the vehicle arrives within the "pickup window," the driver will wait no more than five (5) minutes. If the vehicle arrives before your "pickup window" starts, you may leave if you are ready. If you are not ready, the driver will wait until your "pickup window" starts and then an additional five (5) minutes.

What If My Ride Is Late?

If your ride has not arrived within **30 minutes** after your "*ready time*," call (916) 429-2009 and listen to the instructions after dialing to reach the right unit. A dispatcher will update you on the status of your ride.

Canceling A Trip

The **Cancel Line is open 24 hours. The minimum cancellation notice required for trips that are not needed is two (2) hours in advance of the scheduled pickup time.** If your travel plans change or you will not be ready to board at your "*ready time*," please call (916) 429-2009 and listen to the instructions after dialing to reach the right unit. Shorter notice without a compelling reason could result in service interruption.

Preventing No-Shows

It is RT's goal to always connect with passengers and provide their scheduled ride. When riders do not cancel with Paratransit, Inc. at least two (2) hours in advance or are not available to board within five (5) minutes, it is considered a "no-show."

Riders can prevent no-show situations when they:

- Review dates, times and addresses with the reservationist to be sure information are correct.

- Call Paratransit, Inc. and cancel rides as soon as the ride is no longer needed.
- Cancel at least two (2) hours in advance of the scheduled pickup time.
- Are prepared to board at the starting time of the "pickup window" and within five (5) minutes after the vehicle arrives.

When there are circumstances outside the rider's control, it is not considered a no-show.

Trip Fares

Cash	\$5.00 (one-way)
Monthly Pass	\$125.00

With the exception above, each one-way trip is **\$5.00**. No fare is required for one personal care attendant. All other accompanying guests must pay the applicable fare. Drivers (including taxi drivers) must collect fares upon boarding, so please have the exact fare ready as they cannot give change. To purchase ride coupons or a monthly pass, send a self-addressed, stamped envelope along with a check or money order to Paratransit, Inc., PO Box 231100, Sacramento, CA 95823-0401. ***Please Note: Trip fares are subject to change.***

Boarding With A Mobility Device

Paratransit, Inc. vans are lift-equipped and will accommodate mobility devices, such as wheelchairs, scooters, and walkers, provided the devices fit within the ADA-specified *boarding envelope*. This includes all 30" wide by 48" long mobility devices when measured starting from two inches above the ground **and** that do not weigh more than 600 pounds when occupied. Paratransit, Inc. **will not** transport any mobility device that exceeds

the above mentioned criteria as defined under the ADA. If you change your mobility device or your mobility device breaks down and you need to use a different mobility device, you must contact Paratransit, Inc., with the new mobility device measurements and weight when occupied, before reserving a ride. All PCAs, guests and companions using wheelchairs or mobility devices must contact Paratransit, Inc., reservation staff with type of device, weight and measurements during the reservation process.

- All drivers are trained to operate the lift and will secure you after boarding. A boarding belt is also used by the operator to ensure safety while in the vehicle.
- Boarding while standing on the lift is allowed, but not encouraged.

Transporting Life-Support Equipment

You may bring a respirator, portable oxygen, and/or other life-support equipment as long as it does not violate laws or rules related to transportation of hazardous materials.

Carry on Bags

Customers are only permitted to carry on the number of bags that they are able to manage independently without the assistance of the driver. Due to space limitation it is recommended that customers only carry three small bags on paratransit vehicles. The three carry-on items must fit within a certain space either on your lap or in front of your area. If a customer brings more than the allowable packages, it will be the customer's choice on whether to board with only three bags and find alternative transportation to carry the remaining packages, or decline the trip. If a customer travels with a companion, the companion is allowed a total of three small bags. A PCA is not allowed to carry additional packages.

Transporting Children

Children traveling as companions or personal care attendants, who are under the age of six or weigh less than 60 pounds, are required by law to use a child safety seat or other safety restraint system. You are responsible for providing such safety equipment and for securing it and the child in paratransit vehicles.

Transporting Service Animals

You may travel with a service animal such as a guide dog or canine companion. The use of a service animal must be identified at the time of your eligibility assessment. Please tell the reservations taker when you book trips that you will be traveling with a service animal. Small pets and other non-service animals may be carried on paratransit service vehicles only in properly secured containers or carriers. You are responsible for loading and securing the containers in paratransit vehicles. Operators are not permitted to assist in carrying the animal carrier/container.

Lost and Found

RT and Paratransit, Inc., are not responsible for lost or damaged items. If you leave an item on a paratransit vehicle, please call (916) 429-2009 or RT at (916) 557-4685. If the item is located, you will be contacted by phone to make arrangements for pick-up. All lost and found items will be disposed of after thirty (30) days.

PASSENGER RESPONSIBILITIES

Passengers must observe the following rules and responsibilities:

- Smoking is prohibited on the vehicles, and is prohibited within forty (40) feet from the vehicle.
- Parents must control children.
- Have the exact fare ready (cash, ride coupons or a current

monthly pass) upon boarding. Drivers do not make change, or accept checks or credit cards.

- Seatbelts are required by passengers on vehicles.
- Do not distract the driver while the vehicle is in motion.
- Personal musical devices are allowed with head phones as long as the sound is not audible to others.
- Maintain appropriate, reasonable personal hygiene.
- Proper attire, including shirts and shoes (or appropriate foot coverings), are required on the vehicle.
- Bring a personal care attendant, if needed.
- Do not deliberately evade paying a fare.
- No eating or drinking is allowed on the vehicle, unless required for health reasons.
- No petting guide dogs or other service animals without permission from the owner.
- No riding under the influence of alcohol or illegal drugs.
- No physical abuse of another rider or the driver.
- Mobility devices and wheelchairs must be clean and in good working order.

DRIVER RESPONSIBILITIES

Drivers will treat you with courtesy and dignity as they escort you to and from the main door (the main door is considered the lobby of a major medical facility, etc.) of your pick-up locations and help you get on and off the vehicle. They can stow small personal belongings, push a manual wheelchair, provide directions or act as a sighted guide, but if you need other types of help, like filling prescriptions, managing several bags or packages, etc., please bring along a personal care attendant.

Drivers are not permitted to:

- Operate, push or lift your electric mobility device.

- Transfer passengers from wheelchairs to vehicle seats.
- Lift or carry riders
- Cross residential thresholds
- Carry packages and other items.
- Secure child safety systems in the vehicle or children into such systems.
- Back up vehicle to exit premises.

SUSPENSION OF SERVICE

Suspension for Excessive Missed Trips, No-Shows, and Lateness

Excessive missed trips are **considered excessive** when an individual reserves **seven (7) or more trips within any month and no-shows and/or late cancels forty (40) percent or more of those scheduled trips**. This will be considered a *pattern or practice* of missed trips and a violation of our No-Show/Late Cancellation policy. When you "no-show" for the first leg of a trip, **all later rides for the day will not automatically be canceled**. It is the rider's responsibility to cancel rides (service) they no longer need.

A **no-show** occurs when the vehicle arrives at the pick-up location within the 30-minute pick-up window, waits the required five (5) minutes and the customer does not board the vehicle. **If a rider "no-shows" the first leg of a trip, any subsequent leg or a return trip will not be canceled automatically and may result in an additional "no-show" assessment if not cancelled as required by this policy.**

A **late cancellation** occurs when a customer cancels a trip less than two (2) hours before the scheduled trip.

Customers incurring excessive missed trips may be suspended for a reasonable period. Repeated violations of RT's No-Show Policy will result in longer suspension periods each time. However, suspensions will not be imposed for circumstances that are beyond your control. Examples of situations not within your control are:

- A sudden personal emergency.
- Sudden or worsening illness.
- Inability to get through on Paratransit, Inc. phone lines.
- Late arrival of the vehicle.
- Disruptive behavior caused by a disability.

In addition, subscription service will be cancelled for any customer who is suspended under RT's No-Show policy.

Suspended subscription service customers must reapply to be considered for a new subscription. The application will not be considered until four months after the end of the suspension period.

Service Suspension for Abusive or Disruptive Behavior

Service will immediately be denied on a long-term basis or indefinitely to passengers who engage in violent, seriously disruptive, or illegal conduct directed at other riders or Paratransit, Inc. staff. Such conduct includes, but is not limited to: threats or fear of physical or verbal abuse; unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations; unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating vehicle-riding rules, including smoking in the vehicle, eating or drinking without medical indication, or defacing equipment.

Steps of the Suspension Process

You will be provided an opportunity to explain the reason for each occurrence. Customers violating RT's No-Show policy will receive a notice of suspension identifying each trip that was no-showed or

late cancelled and the reason(s) for the suspension. The notice will also advise the customer of the dates when the suspension begins and ends, as well as the date that the customer can start to use paratransit service again. You will also receive written instructions for appealing your suspension, should you wish to appeal the decision to suspend you.

KEEPING ELIGIBILITY AND INFORMATION UP-TO-DATE

Please call RT Accessible Services at (916) 557-4685 if there is a change in the following:

- Your address or telephone number.
- Your emergency contact's name or telephone number.
- The type of mobility device you are using.
- Your physical or mental condition.
- Your need for a personal care attendant.
- Your need for subscription service.

When a person is registered as eligible for ADA paratransit service and does not use the service for 12 consecutive months, he or she is considered an "inactive" customer and the file is "archived." If a reservationist informs you that you are an inactive customer, you will be asked to contact RT at (916) 557-4685 for further information.

ADA PARATRANSIT CUSTOMER COMMUNICATIONS

RT cares about what you think and welcomes all compliments, complaints and suggestions about its ADA paratransit service. Write Sacramento Regional Transit District, Accessible Services, at: PO Box 2110, Sacramento CA 95812-2110, or call (916) 557-4685, as soon as a good or bad deed has occurred. Please provide information such as: Who? What? Where? When? Why?

RT will work diligently to resolve rider concerns and provide positive results.

FIXED-ROUTE TRANSIT SERVICE (RT BUS AND LIGHT RAIL)

Services and Accessible Features

RT provides fully accessible fixed-route transit service in the greater Sacramento area. RT encourages seniors and individuals with disabilities to take advantage of the independence and flexibility that is provided by its bus and light rail train system, which offers the following services and accessible features:

- Reduced fare for seniors and individuals with disabilities.
- Automated announcements.
- Audio features on Light Rail fare vending machines.
- Trip planning.
- Stops, including transfer points and major intersections, as well as any requested stops, are announced by drivers to help orient passengers to their destinations.
- Priority seating for riders who have difficulty standing while the vehicle is moving.
- Lift-equipped buses to assist riders who use wheelchairs or have difficulty getting up and down the bus steps.
- Reserved wheelchair securement spaces on buses.
- Boarding ramps at most light rail stations to assist passengers who have difficulty climbing steps.
- Braille and raised-print signage posted at light rail stations to assist blind and visually impaired passengers.
- Detectable warning tile at light rail stations to assist blind and visually impaired passengers in navigating the system.

RT ADA PARATRANSIT CERTIFICATION

916-557-4685, or 916-557-4686 TDD (for hearing impaired)

USEFUL PHONE NUMBERS (Area Code 916)

RT CUSTOMER COMMUNICATIONS	557-4685 or 556-0140
PARATRANSIT RIDE RESERVATIONS	429-2744 or 800-956-6776
TDD (for hearing impaired)	429-2568
PARATRANSIT CANCELLATIONS	429-2009 extension 2
IF YOUR RIDE IS LATE	429-2009 extension 3
IF YOU ARE DELAYED	429-2009 extension 3