

- Passengers who need the mini-high platform should await the train at the top of the platform.
- When the rail car arrives, the operator will deploy an access platform between the rail car and the platform so passengers using wheelchairs can easily roll onto the car.

ONCE YOU'RE ON BOARD

- Seniors and passengers with disabilities may move to the priority seating areas designated for their use.
- Passengers using wheelchairs should secure their brakes and if in the front entryway, back up to the operator's compartment wall and secure the brakes.
- All stops will be announced over the PA system.

EXITING THE TRAIN

- The operator will again deploy the access platform to allow passengers using wheelchairs to exit.



916-321-BUSS
TDD-916- 483-HEAR

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Accessible Services

For Seniors and
Passengers
with Disabilities



RT Services and Policies

RT operates a fleet of accessible buses and light rail trains, in accordance with the Americans with Disabilities Act of 1990 (ADA). RT also offers ADA-mandated paratransit service through a contract with Paratransit, Inc., for passengers unable to access the fixed route system, as well as door-to-door transportation for people age 75 or older. This symbol of international accessibility is displayed on all buses and light rail trains: ♿

DISCOUNTED FARES

RT offers discounts on single fares, daily passes, and monthly passes/stickers to seniors and patrons with disabilities, with proof of age or disability. Call 916-321-BUSS (2877) or TDD 916-483-HEAR (4327) for a list of documents accepted to obtain a discount fare or I.D. card.

Customers age 80 and over can ride for free with the RT Lifetime Pass.

Patrons with disabilities who require attendants may acquire an attendant stamp for their I.D. card, allowing the attendant to ride for a discounted fare.

SCHEDULES & TRIP PLANNING

Call 916-321-BUSS (2877) to obtain a schedule or for personalized trip planning (*please know your travel area and have a pen & paper ready when calling*). Customer service representatives will be happy to provide assistance.

- All transit information is available in accessible formats, including Braille, large print, audio tape, and diskette.

SERVICE ANIMALS

Service animals of all kinds *are allowed* aboard RT. A service animal must be on a leash or lead that does not interfere with other passengers and must be under the constant supervision of its owner. If an animal misbehaves, the passenger will be asked to remove it from the vehicle—if there are multiple occurrences of misbehavior the animal's riding privileges may be revoked.

Service animals *are not* required to have a license or certificate—nor is a photo of the animal required on the passenger's RT discount I.D. If an operator is unsure whether an animal provides service, he/she may ask if the animal is required because of a disability.

Individuals may use RT to train service animals. Call 916-321-2877 to make special arrangements.

OXYGEN & RESPIRATORS

Passengers carrying oxygen or respirators are allowed to board and ride RT.

FOR MORE INFORMATION

- Call RT at 916-321-BUSS (2877) or TDD 916-483-HEAR (4327) to obtain a detailed Accessible Services Guide which complements this brochure.
- If you would like to familiarize yourself with the various accessible services before you ride, contact our Training department at 916-321-3831.
- If you require ADA Paratransit services, please contact RT's Accessible Services at 916-557-4685 or TDD 916-557-4686 to apply for certification.

Riding the Buses and Light Rail

RT OPERATORS

Operators are trained to be sensitive to the needs of seniors and passengers with disabilities and will provide necessary assistance upon request. However, operators are not required to provide hands-on assistance (e.g., helping a passenger move from a wheelchair to a bus seat). All operators will enforce priority seating for seniors and passengers with disabilities.

If any accessible system feature is inoperative, operators will make every possible effort to accommodate passengers. Alternative transit arrangements will be made for a passenger unable to use the bus because an accessible system feature is inoperative and there is more than a thirty minute wait until the next bus arrives.

Bus operators will assist in boarding and exiting (including maneuvering wheelchairs), fare payment, and securement. Also, they will announce the route number when pulling up to a multi-route stop, all major intersections, destination points, transfer points, and intervals along the route. In addition, operators will announce any requested stops. Light rail operators will assist in maneuvering chairs when boarding and exiting the rail car.

RT Buses

All RT buses are equipped with passenger lift platforms that can accommodate up to 600 pounds. Orion buses (9300, 9400, 9600 and 9650 number series) are powered by compressed natural gas (CNG) and are equipped with an additional “kneeling feature.” All buses have priority seating for seniors and passengers with disabilities that includes a

wheelchair securement area. Bus operators will assist with boarding/exiting upon request.

BOARDING THE BUS

- Please arrive at your stop a few minutes early.
- If you need to use the lift or kneeling feature, be prepared to board the bus before your fellow passengers.

Kneeling Feature-

- If you have difficulty maneuvering steps, tell the operator you would like the bus “kneeled,” and he/she will lower the front of the bus towards the sidewalk for you.

Passenger Lift Platform-

- Tell the operator you need the lift and allow adequate clearance for it to deploy.
- If you are in a wheelchair, roll onto the platform, as close to the center and inside edge as possible.
- Lock wheelchair brakes and shut off the power to electric wheelchairs.
- RT buses can accommodate standees on the lift. Please hold onto the handrails and watch for overhead clearance.
- The operator will then raise the lift level with the interior of the bus.
- For safety reasons, service animals are discouraged from riding the lift.

ONCE YOU'RE ON BOARD

- If you need your stop announced, please tell the operator when you board.
- There is yellow striping on the stairs of

all buses to assist passengers with visual impairments.

- Also, for increased visibility, the handrails and grabrails in the priority seating area of Orion buses are safety yellow.
- You must place your fare in the farebox, or show a valid pass to the operator. If you are unable, due to a disability, to place a fare in the farebox, the operator will either guide your hand or deposit the fare for you.
- After paying your fare, you may move to the priority seating/wheelchair securement area located directly behind the operator and by the door.
- Wheelchair securements can be found in the priority seating area beneath the flip-up type seats. Operators will provide assistance upon request.
- The operator will wait until seniors and passengers with disabilities are seated or secured before moving the bus.

EXITING THE BUS

- Operators will announce major intersections and transfer locations.
- If you do not hear your stop announced, signal for your stop as you approach it.
- Do not release any securements or leave your seat, until the bus has come to a complete stop.
- If you need to use the lift or kneeling feature, please be prepared to wait until your fellow passengers have exited.
- When using the lift, please follow the boarding instructions: remain on the in-

side edge of the platform, lock wheelchair brakes, and shut off the power to electric wheelchairs. Standees should hold onto the handrails and watch for overhead clearance.

- Do not exit the lift, until the operator lowers it completely and unlocks the safety barrier.

Light Rail

Our light rail stations are equipped with a number of accessible features including: accessible parking and pathways, station identification signs in raised print and Braille, mini-high platforms, and door indicators for boarding the train. Detectible warning tiles have been installed on all platform edges to assist passengers with visual impairments. Within the train you will find priority seating for seniors and passengers with disabilities, with space for up to three wheelchair passengers.

BOARDING LIGHT RAIL

- Your fare must be paid, or your pre-paid ticket validated at the light rail ticket vending machine *before* you board. The machines have both Braille and raised print instructions for passengers with visual impairments. Passengers should keep their ticket or pass handy to show a Fare Inspection Officer.
- Please wait behind the yellow, detectable warning tile at all times.
- Passengers with visual impairments may board at the door indicator tiles at the second door of the first rail car.
- Ramps or electric lifts to mini-high platforms are available at each station for passengers using wheelchairs or who have difficulty maneuvering steps.