

# **SACRAMENTO REGIONAL TRANSIT DISTRICT AMERICANS WITH DISABILITIES ACT (ADA)**

## **RIDER'S GUIDE**

### **WELCOME**

ADA paratransit service is door-to-door, *shared-ride* transportation for individuals who are unable to use the Sacramento Regional Transit District's (SacRT) 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 Americans with Disabilities (ADA) paratransit service and your responsibilities while using it.

### **GENERAL INFORMATION**

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

Service is available on a pre-arranged basis for any trip purpose within SacRT's designated service area. If you feel that you may be eligible for ADA paratransit service, you must apply through SacRT's Accessible Services department and be found eligible for the service according to ADA guidelines.

#### **Accessible Formats**

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

#### **Recertification of Eligibility**

SacRT recertifies registered clients every three to five years. A person's ADA paratransit eligibility letter will indicate his/her ADA paratransit service eligibility expiration date.

#### **ADA Paratransit Service for Visitors**

A "Visitor" is an individual with a disability who does not reside in SacRT's service area. Visitors who present documentation that they have been ADA paratransit certified in the jurisdiction in which they reside, shall be provided ADA paratransit service in SacRT's service area. Visitors that are unable to present ADA paratransit

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 SacRT, call 916-557-4685. At the time of making your trip request, let the reservationist know that you are visiting from another area and include which ADA paratransit system you have been certified for, if applicable. If you require ADA paratransit service beyond the 21-day limit, you must become locally certified.

### **The Sacramento Regional Transit District's Service Area**

SacRT's ADA paratransit service area is designed to be "comparable" to SacRT's fixed-route bus and light rail service, providing ADA paratransit service to origins and destinations within a  $\frac{3}{4}$  mile radius of SacRT's bus routes or light rail stations during regular service hours. This includes Antelope, Elverta, Folsom, Carmichael, Citrus Heights, Fair Oaks, North Highlands, Orangevale, Rancho Cordova, Rio Linda and Sacramento. SacRT's ADA paratransit service **does not** go to Elk Grove, West Sacramento, Galt, Rocklin or Roseville with the following exceptions:

**Roseville:** SacRT is able to transport passengers **who live in Citrus Heights** to the Kaiser Permanente Roseville facilities located at Riverside and at Eureka, and to the Sutter Roseville Medical facilities if you are unable to transfer to a Roseville ADA paratransit vehicle.

There are also transfer points, which can connect passengers to other ADA paratransit services provided in adjacent jurisdictions such as 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 that SacRT's fixed-route bus and light rail service operates. The ADA paratransit service complements the bus or light rail service in operation at the time. Customers may request a pick-up within  $\frac{3}{4}$  mile of a light rail station during the days and hours service is provided to the station. For example, if a train arrives at the City College light rail station at 8:00 p.m. on Sunday, you could also request an ADA paratransit pick up within a  $\frac{3}{4}$  of a mile radius of that station at 8:00 p.m. on a Sunday. On weekdays, SacRT buses and light rail trains depart as early as approximately 4:00 a.m. and the last return trip may arrive at approximately 1:00 a.m. ADA paratransit service is provided throughout the majority of the service area between approximately 5:00 a.m. and 11:00 p.m. on weekdays. The service day is shorter on Saturdays, Sundays and holidays. The reservationist will tell you if ADA paratransit service is available during the days and hours you want to travel, and can assist you with planning your trip.

## 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

ADA paratransit reservations hours are 8:00 a.m. to 5:00 p.m. daily, including holidays. Ride requests must be made one to two days in advance. Same-day emergency service is **not** provided. When you call, the reservationist 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 it's for a medical appointment, include the name of the doctor and the suite number. The phone number and address will be provided to personnel, as needed
- The agency sponsoring your ride, if any
- If you will be traveling with a personal care 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 operator should know to help you travel

Since this is a shared-ride service, the vehicle operator may make other stops on the way to your drop-off point, so it's 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 reservationist 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 the purpose of the trip.

### **Subscription Service**

Subscription service is limited to passengers for trips that recur weekly to the same place at the same time. SacRT offers ADA paratransit subscription service on a space-available basis, and may prioritize service as needed.

### **Passenger Assistance**

Paratransit drivers will escort passengers to and from the main door of their pick-up location and help passengers get on and off the vehicle. Drivers will stow small personal belongings. Passengers who need other types of help, like managing several bags or packages, finding an office inside a large medical building, filling prescriptions, etc., are advised to bring along a personal attendant.

### **Personal Care Attendant**

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 personal care attendant is not required to pay a fare and must be picked up and dropped off at the same location as the passenger. A passenger's need for a personal care attendant must be registered with SacRT's ADA paratransit service eligibility department during the eligibility determination process. If you did not indicate a need for a personal care attendant when you first applied for ADA paratransit service and now need one, you must call SacRT at 916-557-4685 to request that a personal care attendant form be mailed to you. You must reserve space for your personal care attendant 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 is acting in the capacity of a personal care attendant.**

### **Companions**

A companion is someone who rides with an ADA-eligible 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 ADA-eligible passenger. You must reserve space for your companion (including children) when scheduling a trip.

## **TAKING A TRIP**

### **Vehicles and Operators**

ADA paratransit service is provided using a variety of vehicles, including taxis. SacRT's ADA paratransit provider reserves the right to determine whether ADA paratransit services will be delivered using its own operators and vehicles, or using operators 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 vehicle operators cannot be honored. If your pick-up and/or drop-off location is not accessible, your ADA paratransit 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 will need to be ready at the beginning of your "pick-up window." For example, if your negotiated "*ready time*" is 8:00 a.m., your 30-minute "pick-up window" is 8:00 a.m. to 8:30 a.m. You will need to be ready to board at 8:00 a.m. By being ready when the vehicle arrives, you help keep everyone's trips on schedule.

### **How Long Will the Paratransit Vehicle Wait?**

When the vehicle arrives within the "pick-up window," the vehicle operator will wait no more than five (5) minutes. If the vehicle arrives before your "pick-up window" starts, you may leave if you are ready. If you are not ready, the vehicle operator will wait until your "pick-up 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 pick-up 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 may result in service interruption in the future.

## Preventing No-Shows

It is SacRT's goal to always connect with passengers and provide their scheduled ride. When riders do not cancel 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 is correct
- Call SacRT's service provider to cancel rides as soon as the ride is no longer needed
- Cancel at least two (2) hours in advance of the scheduled pick-up time
- Are prepared to board at the starting time of the "pick-up 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.

## NO SHOW/LATE CANCELLATION POLICY

To emphasize the importance of avoiding no-show and late cancels, SacRT adopted the following Late Cancel Policy which considers both the number of unexcused late cancels as well as the percentage of unexcused late cancels to overall trips scheduled. We will record each customer no-show or late cancellation and the reason for the cancellation, and may suspend, for a reasonable period, any customer whose unexcused late cancels are excessive whether the trips are advance reservation or subscription trips.

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 they no longer need.

Missed trips are considered excessive when a passenger has three or more unexcused late cancels within any calendar month and the unexcused late cancels account for 10% or more of total trips scheduled during that calendar month. Excessive late cancels will be considered a pattern or practice of late cancels and a violation of SacRT's No Show/Late Cancellation policy.

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.

## **PENALTIES**

The following penalties shall apply to violations of this policy that occur within the same rolling 12-month period.

1 <sup>st</sup> Violation	Counseling/Warning Letter
2 <sup>nd</sup> Violation	1-day suspension
3 <sup>rd</sup> Violation	5-day suspension
Subsequent Violations	30-day suspension

## **NOTIFICATION OF SUSPENSION**

Customers receiving a suspension of paratransit service will be issued a notice of suspension identifying each trip that was a no-show or late cancel. The notice will also advise the customers of the dates when the suspension begins and ends, as well as the date that the customers can start to use paratransit service again. You will also receive written instructions for appealing your suspension. In addition, subscription service may be cancelled for any customer who is suspended under this policy. Suspended subscription service customers must reapply to be considered for a new subscription.

## **ADA PARATRANSIT SERVICE TRIP FARES**

### **ADA Paratransit Single Fare - \$5.00**

### **ADA Paratransit Monthly Pass – Option 1 - \$137.50**

Option 1 offers 60 ADA paratransit trips per calendar month. Full fare is required for additional ADA paratransit trips in excess of 60.

### **ADA Paratransit Monthly Pass – Option 2 - \$137.50**

Option 2 offers a combination of 44 ADA paratransit trips and unlimited fixed-route trips on SacRT buses and trains for the calendar month. The combination monthly pass provides pass coupons for 44 ADA paratransit trips and an SacRT fixed-route Senior/Disabled monthly pass/sticker. The SacRT monthly pass/sticker must be affixed to a SacRT Disabled photo ID card and presented when redeeming a pass coupon for an ADA paratransit trip. Full fare is required for additional ADA paratransit trips in excess of 44.

With the exception above, each one-way ADA trip is **\$5.00**. No fare is required for one personal care attendant. All other accompanying guests must pay the applicable fare. Vehicle operators (including taxi drivers) must collect fares upon boarding, so please have the exact fare ready prior to boarding. The operator cannot give change. To purchase ride coupons or a monthly ADA paratransit service pass, send a self-addressed, stamped envelope along with a check or money order to Paratransit, Inc., 2501 Florin Road, Sacramento, CA 95822. **Note: Trip fares are subject to change without notice.**

### **Boarding with a Mobility Device**

ADA paratransit service vehicles are lift-equipped and will accommodate mobility devices primarily designed to assist persons with mobility disabilities, such as powered or manual wheelchairs with three (3) or more wheels and that are usable indoors and canes, crutches and walkers, provided the mobility devices can be secured and do not block the aisle or obstruct passage of other persons, and provided that they safely fit within the lift design load and platform measurements. The minimum lift design load for a mobility device when occupied is 600 pounds. The minimum lift platform measurement is 30 inches by 48 inches. If you use a power wheelchair or scooter, SacRT will verify what you and your wheelchair weigh together, as well as the width and length of your wheelchair. If your weight in your wheelchair exceeds the lift weight capacity, SacRT may be able to accommodate you through an alternative boarding method, subject to a safety evaluation and approval process.

If you change your mobility device or your mobility device breaks down and you need to use a different mobility device, you must contact SacRT at (916) 557-4685 to report the new mobility device, before reserving a ride. SacRT may require that the new device is measured and weighed with you in it before you use it on the paratransit system. The same is true for all personal care attendants, guests and companions using wheelchairs or other mobility devices who accompany you on a trip. If SacRT's ADA paratransit service provider observes that vehicle lifts are unable to lift you in your wheelchair due to the combined weight, SacRT may require that the weight is verified at the SacRT Accessible Services office.

- All vehicle operators are trained to operate the lift and will secure you after boarding. A boarding belt is also used by the vehicle operator to ensure safety while in the vehicle
- Boarding while standing on the lift is allowed, but not encouraged
- Boarding while sitting on a mobility device other than a wheelchair, such as a walker with a seat, is not allowed.

### **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**

Due to space limitation, customers may only carry three (3) small bags on the vehicle that they are able to manage independently without the assistance of the vehicle operator. The three carry-on items must fit within a certain space either on your lap or in front of your area. If you bring more than three (3) small bags, it will be your choice whether to board with only three bags and find alternative transportation to carry the remaining packages, or to decline the trip. If you travel with a companion, the companion is allowed a total of three small bags. A personal care attendant is not allowed to carry additional packages.

### **Transporting Children**

Children traveling as companions or personal care attendants, who are under the age of eight or under 4 feet 9 inches tall, 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 reservationist 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.

### **Reasonable Modification Policy**

The Sacramento Regional Transit District (SacRT) is committed to providing safe, reliable, efficient, accessible and user friendly service to its customers. To ensure quality and fairness, SacRT is committed to making reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Requests for modifications can be made by calling SacRT at (916) 557-4545, or by emailing [customeradvocacy@sacrt.com](mailto:customeradvocacy@sacrt.com).

### **Lost and Found**

SacRT is not responsible for lost or damaged items. If you leave an item on a vehicle, call SacRT's ADA paratransit service provider at 916-429-2009 or SacRT 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 30 days.

## **PASSENGER RESPONSIBILITIES**

### **Passengers must observe the following rules and responsibilities:**

- Smoking is prohibited on the vehicles, and is prohibited within 40 feet from the vehicle
- Parents must control children
- Have the exact fare ready (cash, ride coupons or a current monthly pass) upon boarding. Vehicle operators do not make change, or accept checks or credit cards
- Seatbelts are required by passengers on vehicles
- Do not distract the vehicle operator 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 vehicle operator
- Mobility devices and wheelchairs must be clean and in good working order

## **VEHICLE OPERATOR RESPONSIBILITIES**

Vehicle operators 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, apartment building, 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 checking you out of a care facility, filling prescriptions, managing several bags or packages, etc., please bring along a personal care attendant.

### **Vehicle operators 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

## **SUSPENSION OF SERVICE**

### **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 ADA service provider 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**

Customers will receive a notice with 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 ADA 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 SacRT's Accessible Services department 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, including the weight when occupied and measurements
- 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 SacRT at 916-557-4685 for further information.

## **ADA PARATRANSIT SERVICE COMPLAINTS AND COMPLIMENTS**

SacRT cares about what you think and welcomes all compliments, complaints and suggestions about its ADA paratransit service. To submit comments in writing: Sacramento Regional Transit District, Accessible Services Department, P.O. Box 2110, Sacramento CA 95812-2110, or call 916-557-4545, as soon as a good or bad deed has occurred. Please provide information such as: Who? What? Where? When? Why? SacRT will work diligently to resolve customer concerns and provide positive results.

## **FIXED-ROUTE TRANSIT SERVICE (SacRT BUS AND LIGHT RAIL)**

### **Services and Accessible Features**

SacRT provides fully accessible fixed-route transit service in the greater Sacramento region. SacRT 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
- Audio features on light rail fare vending machines
- Trip planning
- Automated stop announcements that include transfer points and major intersections, as well as announcements by vehicle operators of any requested stops announced to help orient passengers to their destinations
- Priority seating for riders who have difficulty standing while the vehicle is moving
- Buses with ramps or kneeling features to assist riders who use wheelchairs and other mobility devices 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

### **SacRT ADA PARATRANSIT CERTIFICATION**

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

### **USEFUL PHONE NUMBERS (Area Code 916)**

ADA Paratransit Service Complaints: 916-557-4545

ADA Paratransit Ride Reservations:	916-429-2744 or 800-956-6776
ADA Paratransit Cancellations:	916-429-2009 (extension 2)
If Your Ride is Late:	916-429-2009 (extension 3)
If You Are Delayed:	916-429-2009 (extension 3)

SacRT Bus, Light Rail and ADA Paratransit Service Information:

[www.sacrt.com](http://www.sacrt.com) or 916-321-BUSS (2877)