

SacRT e-van

JULY 2021

Rider's Guide



(916) 321-BUSS (2877), Option 4



www.sacrt.com



TDD/TTY: 711



Sacramento Regional Travel Info: 511

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Helpful Contact Information

SacRT e-van Services: www.sacrt.com/elkgrovetransit

916.321.BUSS (2877)

General Information,
Accessible Services,
Eligibility

Option 4 then Option 1

Reservations,
Cancellations

Option 4 then Option 2

Where's My Bus Info

Option 4 then Option 3

Fare Media:

Option 4 then Option 4

Fixed Route:
Bus Information,
Light Rail Information

Option 1

Customer Service/
Customer Satisfaction:
Lost & Found

Option 3



This guide provides an overview of **SacRT e-van** services, policies, and procedures for use by our riders and others. Because the guide contains information from several sources in a summarized and condensed form, it may contain omissions or errors. All efforts have been made to provide accurate information. The guide is not legal advice and does not create any legal obligation. In the event of any conflict between the guide and any law, policy, or contractual obligation of the Sacramento Regional Transit District (SacRT) or its contractors, the law, policy or contract will prevail.

Throughout the Rider's Guide, the term **ADA** means Americans with Disabilities.

Accessible Formats

This Rider's Guide is available in large print, Braille, on disk and audio tape, by calling **Accessible Services (916) 321- BUSS (2877), Option 4, then Option 1** or **TDD/TTY: 711** for hearing impaired. It is also available online at: www.sacrt.com/elkgrovetransit

If you need translation services for languages other than English, please call (916) 321-BUSS (2877) Option 3 for assistance.

Spanish: Si necesita servicios de traducción para otro lenguaje, aparte de Ingles, Por favor llame al (916) 321-BUSS (2877) Option 3 para asistencia.

Vietnamese: Neu btn can djch vl,J thông djch cho các ngôn ngữ khác ngoài tiếng Anh, xin vui lòng gQi (916) 321-BUSS (2877) Option 3 để đưQc trQ giúp.

Tagalog: Kung nangangailangan po ng tulong o interpretasyon sa ibang wika liban sa inglés, tumawag lang po sa (916) 321-BUSS (2877) Option 3.

Chinese: 若你需要中文翻譯服務, 請來電 (916) 321-BUSS (2877) Option 3 接受協助

Important: SacRT e-van is not for life threatening emergencies. For life threatening emergencies, always call 911 – not **SacRT**.

Please note: Information may be modified at any time.

Introduction

A Paratransit Service

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 do not have the functional ability to ride public transit.

ADA paratransit service in Elk Grove and to medical facilities in South Sacramento is provided by **SacRT e-van**. **SacRT e-van** service is available on a prearranged basis for any trip purpose within the designated service area.

To make a trip reservation, cancel a trip, or receive general and certification information contact **SacRT e-van** Reservations at **(916) 321- BUSS (2877), Option 4 then Option 2** or **TDD/TTY: 711**

Shared Rides

SacRT e-van is a “shared ride” service. This means that other riders with different destinations will be picked up and dropped off along the way. Your trip will take longer than if you took a taxi or drove yourself. Your ride will take a similar amount of time as the same trip would take on **SacRT Elk Grove Transit Services (Fixed Route)**, including transfer and wait times.

Eligibility

SacRT ADA Paratransit Service

SacRT e-van origin-to-destination paratransit service is provided for individuals who meet the ADA requirements.

If you are interested in using **SacRT e-van** you need to apply and be found eligible according to ADA guidelines.

How does SacRT determine if applicants are eligible for ADA paratransit service?

The (ADA) regulations are quite specific in defining who is eligible for paratransit service. A person must have an actual physical, visual, or mental functional limitation which causes him or her to be unable to use accessible fixed-route transportation. The diagnosis of a potentially limiting illness or condition is not sufficient for paratransit eligibility.

The ADA law states that the following factors must be considered in determining ADA paratransit eligibility:

- A person's disability and functional abilities.
- Accessibility of the fixed-route system.
- Architectural barriers.*
- Environmental conditions. *

*A person's age, the distance to bus stops, weather and environmental barriers do not, alone, establish eligibility.

What constitutes a disability?

The ADA defines a disability as a physical, visual, or mental impairment that substantially limits one or more of the major life activities of an individual. Major life activities include caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

Who can use SacRT e-van ADA paratransit service?

You may be eligible for **SacRT e-van** ADA paratransit service if, as a result of your specific disability or health-related condition:

- You are unable to travel to or from transit stops or stations within the service area;
- You are unable to independently board, ride or exit an accessible bus;
- You cannot independently “navigate the system” even if you are able to get to a bus stop and can get on and off the vehicle. (Example: A person who cannot ride the bus independently, recognize bus stops, understand how to complete bus trips, determine the fare, etc.).

How do I apply?

If you think you are eligible, you can call **SacRT Accessible Services** at **(916) 321- BUSS (2877), Option 4 then Option 1**, or **711 TDD/TTY** and ask to be mailed a **SacRT** ADA Paratransit Application. Let us know if you need the application in an alternative format (such as large print, audio tape, Braille, etc.).

You may also download the application from our website at www.sacrt.com/accessible

If you have questions about the application form, or need help filling it out, call **SacRT Accessible Services** at **(916) 321- BUSS (2877)**, **Option 4 then Option 1** for assistance.

SacRT e-van ADA Paratransit Eligibility Certification

You are required to fill out an application and describe your disability or condition that prevents you from using fixed-route service. Your disability or condition must meet ADA requirements for certification. You will need to mail or fax your application to:

Sacramento Regional Transit District
Accessible Services
P.O. Box 2110,
Sacramento, CA 95812-2110

Or fax to (916) 455-3924

When SacRT receives your completed application, it will be evaluated, and eligibility will be determined based on your functional ability to use **SacRT's** fixed-route transit system. The reviewer may request additional information, such as a phone or in-person interview with you or written medical/professional verification.

Within 21 days of SacRT's receipt of your completed application, you will be notified by letter as to your eligibility status, which will be one of the following:

- **Unconditional** –This level of eligibility allows you to use **SacRT e-van** for any trip in the defined service area.
- **Temporary** – You have a health condition or disability that temporarily prevents you from using the fixed route.
- **Ineligible** for **SacRT e-van** ADA paratransit service.

If you are found eligible for **SacRT e-van** ADA paratransit services, you will receive a notification letter and a **SacRT e-van Rider's Guide**.

If it is determined that you are not eligible for service, you will be notified in writing of the exact reasons for this decision and given information on the appeals process. If you do not get written notice of your eligibility determination within 21 days of SacRT's receiving your completed application, you may request and receive paratransit service until a decision is made, by calling **SacRT Accessible Services** at **(916) 321- BUSS (2877), Option 4 then Option 1**.

Length of Eligibility

Your eligibility to use **SacRT e-van** is assigned for a period of three (3) to five (5) years. You must recertify every three to five years for continuous service; even when your disability is permanent and unchanging. A professional verification statement may be required.

Visitor Eligibility

All public transit operators in the United States offer paratransit service to meet the needs of the ADA. If you travel outside the SacRT service area, your eligibility will allow you to use the ADA paratransit system of any public transit operator in the United States for up to 21 days per year.

Individuals that other transit agencies have determined to be ADA paratransit eligible can present documentation of eligibility and receive **SacRT e-van** service up to 21 days per calendar year.

Individuals with disabilities that do not have documentation of ADA paratransit eligibility may contact the **Accessible Services** at **(916) 321- BUSS (2877), Option 4 then Option 1** to determine eligibility.

Appeal Process for ADA Paratransit Eligibility Determination

SacRT will hear appeals from determinations of paratransit eligibility. Individuals may appeal denial of eligibility for paratransit services, and/or trip denials.

Please contact **SacRT Accessible Services** at **(916) 321- BUSS (2877)**, **Option 4 then Option 1** for further details on Appeals Process for Eligibility Determination.

Personal Care Attendants and Companions

SacRT e-van eligible riders, their personal care attendants, and their companions are allowed to use **SacRT e-van**. Both personal care attendants and companions must travel to and from the same locations as the eligible rider they are traveling with. You must make reservations for them when you make the reservation for yourself.

Personal Care Attendant (PCA)

A personal care attendant is someone you need to help you perform daily activities, such as dressing, traveling with a mobility aid, or finding your way. If approved, a personal care attendant pays no fare when they ride with you. You will be notified if you are eligible for a PCA in your eligibility letter. When you ask for **SacRT e-van** service, you will be asked if you're travelling with a personal care attendant.

Companion

A companion is a friend, relative, or other person who is traveling with you, but is not coming along primarily to help you. You must make a reservation for your companion when you make your own reservation. You can always take one companion, but additional companions can only be added on the day of service if there is room. Companions pay the same fare as you to ride **SacRT e-van**.

Service Area

SacRT e-van service is only available within the City of Elk Grove except for service to and from South Sacramento medical facilities.

Purchasing 10-Ride and Monthly Passes

NOTE: For regional service, the transit provider is **SacRT GO Paratransit Services**. For additional information, please visit www.sacrtgo.com or contact **SacRT GO Paratransit Services** at (916) 321- BUSS (2877), Option 2.

Service Days and Hours

SacRT e-van operates Monday-Sunday and does not operate on Holidays.

<p>Monday – Friday 5:30 a.m. - 10:30 p.m.</p>
<p>Saturday and Sunday 7:00 a.m. - 6:00 p.m.</p>

Fares

You must pay your fare as soon as you board the vehicle. You may pay in cash or with a 10-Ride or Monthly Pass.

If you are paying in cash, please bring exact change because the operators cannot make change.

All passes are good for trips within the City of Elk Grove and to Medical Facilities in South Sacramento.

Single Ride	\$3.50
10-Ride Pass	\$35.00
Monthly (Capped at 44 rides)	\$150.00

Passes, tickets, or transfers for **SacRT Elk Grove Transit Services (Fixed Route)**, SacRT GO Paratransit Services, or other transit operators are not valid on **SacRT e-van**.

NOTE: For regional service fare information, please visit www.sacrtgo.com or contact SacRT GO Paratransit Services at (916) 321-BUSS (2877), Option 2 then Option 4.

Purchasing 10-Ride and Monthly Passes

You can purchase 10-Ride and Monthly passes for **SacRT e-van** in the following ways:

- **In Person** – Visit the SacRT Sales Center at 1225 R St. in Sacramento during business hours: Monday-Friday 8:30 a.m. to 5:00 p.m.
- **Phone** – Use a credit card and call Customer Satisfaction at (916) 321-BUSS (2877), Option 4 then Option 4: Monday-Friday 8:00 a.m. to 5:00 p.m.
- **Mail** – Send a completed order form along with a check or money order to: Sacramento Regional Transit, P.O. Box 688, Sacramento, CA 95816
- **Fax** – Send a completed order form via fax to (916) 442-2893

Reservations

Travel on **SacRT e-van** is by advance reservation only. Reservations are made by calling the **SacRT e-van** Reservationists and can be made two days in advance.

Reservation calls are accepted from 8:00 am to 5:00 pm. daily (excluding Holidays) and can be booked two days in advance. Call Reservations at (916) 321-BUSS (2877), Option 4 then Option 2 or TDD/TTY: 711 to book your ride.

SacRT e-van does not accept same day reservations. All trip requests must be made in advance. Should your trip time be changed, you will be contacted to negotiate your new travel time.

Information You Must Provide

When you or your caregiver calls to make a reservation for your trip please have the following information ready:

- Your name.
- Your home address and telephone number.
- The address where we will pick you up.
- The address where we will drop you off.
- Any special instructions that the operator may need, such as gate codes, directions to a hard-to-find door, request for door-to-door service, etc.
- The date you want to travel.
- The time you want to be picked up or dropped off at your destination.
- The time of your appointment if you have one.
- Whether you are traveling with a personal care attendant or a companion. Whether you are traveling with a service animal.
- Whether you will be using a mobility aid such as a wheelchair, walker or scooter.

Your Reservation Request

The Reservationist will offer you the best reservation time possible. 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. The Reservationist is only allowed to check a limited number of different times for your reservation if you are not happy with the times initially offered.

Calling with Questions

Customer Service is open 7 days a week by calling **SacRT Customer Satisfaction at (916) 321-BUSS (2877), Option 3** or **TDD/TTY: 711**

Changing Your Reservation

Reservations can only be made between 8:00 am and 5:00 pm, Monday through Sunday.

You must call the reservation number at least one day prior to your trip to make changes. Requests for changes on the day of your trip cannot be guaranteed. Please do not plan on the ability to change your trip on the same day.

Do not ask the operator to make changes to your trip, such as dropping you off at a different address. Operators are not allowed to make changes to the trips they are assigned.

Canceling a Trip

Cancel a trip you do not plan to take as soon as you are aware that you do not need it. You can call to cancel at any time of the day or night. If it is not during business hours, your message will be recorded on the voice mail system. You must cancel your trip at least one hour prior to your pick-up time by calling **SacRT e-van at (916) 321-BUSS (2877), Option 4 then Option 2 or TDD/TTY: 711.**

Subscription Service

If you need to go to the same place once a week or more for at least one month, you can request Subscription Service. Call the Reservations to request Subscription Service. Once Subscription Service has been established, **SacRT e-van** will continue to pick you up without the need for you to make a reservation for each trip.

Subscription Service must be placed for one month at minimum. When booking a Subscription Service trip, specify the dates when the service will stop (e.g., the end of a semester, therapy, etc.) Permanent changes to a Subscription Service should be made at least one week in advance.

We may **not** be able to **immediately** accommodate requests for Subscription Service for certain heavily traveled times of the day. If there is no immediate space for your Subscription Service, you may be placed on a waiting list. While you are on the waiting list, you can make individual reservations for each day's trip in the normal fashion.

Late cancels and no-show policies also apply towards Subscription Service. Too many late cancels and no shows will cause you to lose Subscription Service and may cause a suspension from **SacRT e-van** service.

Taking a Trip

Pick-Up Window

When you make your reservation, you will be given a 30-minute range of time during which you can expect the **SacRT e-van** vehicle to arrive to pick you up. The pick-up window begins 15 minutes prior to your pick-up time and closes 15 minutes after the schedule pick-up time. For example:

- Pick-up scheduled at 9:00 a.m.
- Vehicle can arrive between 8:45 a.m. and 9:15 a.m. without being considered late or early.
- Passengers would need to be ready for pick-up during the 8:45-9:15 pick-up window.

5-“Minute Ready Time”

Be ready. The operator is allowed to wait only five (5) minutes for you. It is your responsibility to be ready to take your trip. If you do not meet the vehicle when it arrives, your bus operator will attempt to find you and **SacRT e-van** will attempt to telephone you. If you cannot be located or choose not to start boarding within five minutes, the operator may leave and continue to their next pick-up. If you miss your pick-up, there may be a substantial wait for a replacement pick-up from **SacRT e-van**. In addition, you may be penalized for failing to take the trip.

Early Pick-Up

Sometimes your vehicle will arrive before the beginning of the 30-minute window because of a cancellation or light traffic. If your vehicle arrives before the pick-up window you may wait to get on the vehicle until the start time of your confirmed pick-up window, or you may get into the vehicle and leave right away.

Late Pick-Up / “Where’s My Bus?”

Sometimes your vehicle may be late picking you up. If your vehicle has not arrived by the end of the pick-up window, you may telephone **SacRT e-van “Where’s My Bus” at (916) 321-BUSS (2877), Option 4 then Option 3** to find out the estimated arrival time. If your ride arrives late, you may decline to take the trip and you will not be penalized.

Suspension of Service

No-Show and Late Cancellations

SacRT understands that because trips are required to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. **SacRT** also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of service. The following defines **SacRT e-van’s** No-show policy.

No-Show

A No-Show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location and the operator waits at least 5 minutes within the pickup window.

Late Cancellation

A late cancellation is defined as either: a cancellation made less than one hour before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

No-Shows Due to Error or to Circumstances Beyond a Rider's Control

SacRT e-van does not count as no-shows or late cancellations any trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Operators arriving and departing before the pickup window begins
- Operators arriving late (after the end of the pickup window)
- Operators arriving within the pickup window, but departing without waiting the required five minutes
- Long hold times at the reservations center that prevent callers from canceling trips by telephone in a timely manner

SacRT does not count as no-shows or late cancellations situations beyond a rider's control, such as:

- Medical emergency
- Family emergency
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact the **SacRT e-van** Reservations at **(916) 321-BUSS (2877), Option 4 then Option 2**, when experiencing no-shows or late cancellations due to circumstances beyond their control.

Policy for Handling Subsequent Trips Following No-Shows

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

Suspension Policies for a Pattern or Practice of Excessive No-Shows and Late Cancellations

SacRT reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider's account.

Each verified no-show or late cancellation consistent with the above definitions counts as one penalty point. Riders will be subject to suspension after they:

- Accumulate four (4) penalty points in one (1) calendar month
- Have booked at least ten (10) trips that month, and
- Have “no-showed” or “late canceled” at least 40 percent of those trips

SacRT will notify riders by telephone after they have accumulated one (1) penalty point and would be subject to suspension should they accumulate three (3) additional penalty points that month consistent with the criteria listed in this section of the policy above. All suspension notices include a copy of this policy, information on disputing no-shows or late cancellations, and how to appeal suspensions.

Suspensions begin on Mondays. The first violation in a calendar year triggers a warning letter but no suspension. Subsequent violations result in the following suspensions:

- Second violation: 3-day suspension
- Third violation: 5-day suspension
- Fourth violation: 10-day suspension
- Fifth and subsequent violations: 15-day suspension

In addition, subscription service will be canceled for any customer who is suspended under **SacRT e-van's** No-Show policy. Suspended subscription service riders must reapply to be considered for a new subscription. The subscription service application will not be considered until four (4) 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 operations 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 connotation; 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.

Policy for Disputing No-shows, Late Cancellations or Service Suspensions

Riders wishing to dispute specific no-shows, late cancellations, or service suspensions for abusive or disruptive behavior must do so within ten (10) business days of receiving suspension letters. Riders should contact the **SacRT Accessible Services at (916) 321-BUSS (2877), Option 4 then Option 1.**

Policy for Appealing Proposed Suspensions

Riders wishing to appeal suspensions under this policy have the right to file an appeal in writing by letter or via email. Riders must submit written appeal requests within ten (10) business days of receiving a suspension letter. Riders who miss the appeal deadline will be suspended from **SacRT e-van** on the date listed on the suspension notice. All suspension appeals follow **SacRT's** appeal policy.

Reasonable Modification

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 contacting the ADA Compliance Officer in **Accessible Services at (916) 321-BUSS (2877), Option 4 then Option 1** or by emailing paratransit@sacrt.com. Customers may also contact **Customer Advocacy at (916) 321-BUSS (2877), Option 3 then Option 6**.

Using the Lift

If you can walk and would find using the stairs difficult, you can be brought aboard the vehicle via the lift. The operator will have you stand on the lift or stay seated in your mobility device while going up the lift. Once on board, you may transfer to a regular seat, if appropriate.

Children and Child Safety Seats

Children may travel on **SacRT e-van** as eligible riders and as companions. Children pay the same fares as adults. All children who are under eight years old, or under 4 feet 9 inches tall, must travel with a safety seat to comply with California State Law. Parents or guardians must provide their own child safety seat and take it with them when they exit the vehicle. **SacRT e-van** will not carry a child without a safety seat. Operators are not permitted to lift or carry children. The eligible rider must be able to manage the child by themselves or with the help of their personal care attendant.

Children as Eligible Riders

Children whose disability (as opposed to their age) would prevent them from using regular **SacRT Fixed Route** service by themselves may be eligible for **SacRT e-van**. Very few children under the age of 5 meet this requirement. However, children under the age of 5 who are eligible must travel with a parent or a personal care attendant. If the child is seriously disruptive or presents a safety hazard to themselves or others, **SacRT e-van** service may be suspended unless a personal care attendant can ride with the child.

Package Limitations

You may only travel with the number of packages that will fit on your lap or at your feet. Your bus operator can help you by carrying up to two packages to and from the vehicle that are no larger than grocery bags. You must carry any other packages either by yourself or with the help of a personal care attendant or companion.

Life Support Equipment

You can bring your respirator, portable oxygen, or other life support equipment as long as it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the **SacRT e-van** vehicle and be managed by you or your personal care attendant.

Passenger Assistance

SacRT e-van operators are available to offer the following assistance:

- Provide ambulatory passengers with a steadying arm or appropriate guidance when walking or using stairs.
- Help persons in mobility aids to maneuver on standard ramps and help persons to and from the main door of their origin or destination.
- Carry no more than two grocery bags or similar-sized packages.

Service Animals

Service Animals – You may bring along your guide dog or other service animal that has been trained to help you with your disability. The service animal must be under your direct physical control and must be well-behaved. It must not soil or damage the vehicle, bark, growl, or act in an aggressive or threatening manner.

You must tell the Reservationist that you are bringing a service animal when you make your reservation.

Vehicle Operator Responsibilities

SacRT e-van operators have many responsibilities. Operators are required to:

- Get out of the vehicle and let you know that they have arrived;
- Offer assistance, such as pushing your wheelchair or offering their arm to help you walk safely to the vehicle and assisting you in and out of the vehicle;
- Wear a uniform, name tag and/or I.D. badge;
- Carry a single small load of packages to the vehicle (such as two grocery bags);
- Keep their vehicle and lift in a secure manner and safely secure mobility aids on the vehicle;
- Keep their vehicle in sight when parked if riders are aboard;
- Be courteous at all times;
- Collect riders fare;
- Transport only the rider assigned to them along with personal care attendants and companions who have reservations; and
- Go only to the destinations listed on the manifest or as notified by their dispatcher.

Operators are NOT ALLOWED to:

- Enter the rider's residence or go past the lobby of a public building;
- Operate, push or lift your powered mobility device;
- Leave passengers in the vehicle unattended;
- Perform any personal care assistance, such as assisting riders to dress;
- Smoke in the vehicle;
- Eat or drink while driving the vehicle;
- Use a cell phone for personal calls, play loud music, or wear headphones;
- Secure child safety systems in the vehicle or children into such systems;

- Take information from the rider about cancellations or changes in reservations; nor
- Accept tips, lift or carry riders, or carry mobility aids up and down steps. Operators are not medical technicians. If there is a medical or health emergency on-board, such as a rider having a seizure or a dialysis patient bleeding, the operator will pull over, call 911, and wait for medically trained assistance.

Rider Responsibilities

Riders, their companions, and their personal care attendants must be responsible in their use of **SacRT e-van** and follow rules of conduct to ensure the safety and comfort of all riders and the bus operator. Riders are to:

- Read all sections of the SacRT e-van Rider's Guide carefully;
- Make reservations up to two (2) days in advance;
- Be at pick-up locations on time, during the 30-minute window;
- Provide entry if the pick-up address is located inside a gated community or other place with special access. (If a vehicle is unable to enter the pick-up area and the rider fails to meet the vehicle, the rider will be considered a No-Show for the trip);
- Call to inquire if the vehicle has not arrived at the end of the 30-minute window;
- Maintain mobility aids in a safe condition according to manufacturer's specifications; and
- Expect a shared ride service; others may be picked up or dropped off before the rider reaches their destination.

Caregiver Responsibilities

Some riders are mentally or cognitively impaired or have severe memory problems, such that they cannot be safely left on their own at either the pick-up point or the drop-off point. It is the responsibility of the rider's caregivers or family to clearly identify these riders to **SacRT** so that **SacRT** can inform the operator and take appropriate precautions.

However, the operator cannot act as an attendant for these riders. Cognitively-impaired riders will be allowed to travel without an attendant only as long as they exhibit safe behavior in the vehicle.

A personal care attendant or caregiver must be present at the pick-up point and at the drop-off point for riders who cannot be left alone. If a responsible personal care attendant or caregiver is not present when the bus operator attempts to pick-up or drop-off these riders, it can seriously disrupt the bus operator's schedule. If **SacRT** encounters absence of a personal care attendant or caregiver, service to the rider may be suspended and the situation reported to Adult Protective Services.

Rider Rules

Riders, companions, and personal care attendants must:

- Avoid No-Shows and late or repeated cancellation of reservations;
- Get aboard the vehicle promptly, remain seated once on board, wear the seat belt, and keep arms, legs, and head inside the vehicle;
- Always pay the fare; and
- Dispose of their trash if eating or drinking on board the vehicle.

Riders, companions, and personal care attendants must not:

- Play radios or CDs aloud, or leave litter aboard the vehicles;
- Soil the vehicle with bodily fluids or waste, or fail to maintain acceptable standards of personal hygiene;
- Distract the bus operator, interfere with the vehicle or equipment;
- Carry fireworks, flammable liquids, or weapons aboard the vehicle;
- Use abusive, threatening, or obscene language to other riders or any **SacRT** staff;
- Commit violent or illegal actions;
- Fraudulently obtain **SacRT e-van** service for themselves or for others;

- Behave in ways that disrupt the service or delay the vehicle;
- Dispose of any food or drink in areas other than the trash can when eating or drinking in the vehicle; nor
- Harass other riders or **SacRT** staff, including racial, sexual, gender, or age-related harassment.
- Engage in violent, seriously disruptive, or illegal conduct directed at other riders or operations staff.

Complaints and Commendations

ADA Complaint Process

Americans with Disabilities Act of 1990 Complaint Process

SacRT grants all citizens equal access to its transportation services. This complaint process is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by SacRT.

The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident. To file a complaint:

By Mail:

ADA Compliance Officer
Sacramento Regional Transit
Accessible Services
P.O. Box 2110
Sacramento, CA 95812-2110

Phone Call:

Accessible Services at **(916) 321-BUSS (2877)**, Option 4 then Option 1 or
Customer Advocacy **(916) 321-BUSS (2877)**, Option 3 then Option 6

Email:

paratransit@sacrt.com

Filing a Title VI Complaint

Any person who believes they have been denied the benefits of or excluded from participation in SacRT's services due to discrimination on the grounds of, race, color, or national origin can file a complaint by contacting the SacRT Customer Advocacy by phone, e-mail, or in writing.

By Mail:

Sacramento Regional Transit
Customer Advocacy
P.O. Box 2110
Sacramento, CA 95812

Phone:

Customer Advocacy at **(916) 321-BUSS (2877), Option 3 then Option 6**

E-mail:

customeradvocacy@sacrt.com

If you need more information with SacRT's Title VI policy, help with the classification of a Title VI complaint, or a document translated into a language other than English, please call **Customer Advocacy at (916) 321-BUSS (2877), Option 3 then Option 6.**

Commendations

It's important to let staff know when things go well. Use any of the above methods to communicate your positive experiences. Your praise will be forwarded to the operators, or other staff, if you so desire.

Mobility Advisory Council and the ADA Compliance Officer

SacRT has a Mobility Advisory Council (MAC) that meets the first Thursday of every month at 2:30 p.m. in the SacRT Auditorium at 1400 29th Street, Sacramento, CA 95812. For additional information about the MAC, please contact SacRT's Accessible Services at **(916) 321-BUSS (2877), Option 4 then Option 1**.

The ADA Compliance Officer also works to ensure that SacRT is in compliance with the ADA. Should you have a suggestion, complaint or concern regarding ADA issues that affect SacRT services or facilities, call the ADA Compliance Officer at Accessible Services **(916) 321-BUSS (2877), Option 4 then Option 1**.

Lost and Found

Riders and their personal care attendants and companions are responsible for keeping track of their personal possessions while traveling on **SacRT e-van**. If you discover you have left something on a vehicle, call Customer Satisfaction at **(916) 321-BUSS (2877), Option 3** to report it. If the item is found, you will be contacted and told where the item is being stored. You will have up to 30 days to retrieve it, before it is donated to charity. If you take a **SacRT e-van** ride to pick up your possessions, you will be charged the normal fare.

SacRT Fixed Route Bus Service

In accordance with the Americans with Disabilities Act of 1990 (ADA), **SacRT** provides fully accessible fixed-route service in the Elk Grove and the Sacramento region.

Seniors age 62 and older and individuals with disabilities can ride **SacRT fixed route bus service** at a reduced fare. **SacRT** encourages individuals with disabilities to take advantage of the independence and flexibility that is provided by our bus system, which offers the following accessible features:

- Stop announcements.
- Priority seating for riders who have difficulty standing while the vehicle is moving.
- Lift-equipped buses to assist riders who use mobility aids or have difficulty getting up and down the bus steps.
- One or two reserved mobility aid securement spaces on buses.

For **SacRT** transit information, please call **(916) 321-BUSS (2877)**, **Option 1** or visit us online at www.sacrt.com

Other Demand Response Transit Services

In addition to **SacRT e-van**, there are other demand responsive transit services for seniors and persons with disabilities available to you throughout Sacramento region.

Contact the following transit providers for more details on their service.

SacRT GO Paratransit Services www.sacrtgo.com	(916) 321-2877
Yolobus Special www.yolobus.com	(530) 666-2877
South County Transit / SCT LINK www.sctlink.com	(800) 338-8676
South Placer County Transit Dial-A-Ride (www.placer.ca.gov)	(530) 745-7560
Roseville Transit Dial-A-Ride (www.roseville.ca.us)	(916) 774-5757