



City of Vacaville

Americans with Disabilities Act

City Transportation Services

ADA (Special Services) Reservations Policy

PURPOSE

The purpose of this policy is to insure compliance with the Federal American with Disabilities Act of 1990. The City's policy on ADA reservations must comply with both the spirit and intent of this law. City staff and ADA compliance monitors realize that, in some cases, it is impossible to schedule each rider for their desired pick-up date.

EFFECTIVE DATE

This policy was effective January 11, 2001. This policy was reviewed on August 1, 2001 and again on August 15, 2002.

POLICY

City Coach Dispatch will accept all legitimate Dial-A-Ride requests until 5:00 pm the day prior to the date of requested service.

DEFINITIONS

Denial of Service

A 'denial of service' occurs when the transit scheduler makes every reasonable attempt to accommodate a request for service, but is unable to offer the requestor a ride within a 15 minute window of the time requested. (This includes 15 minutes prior, and 15 minutes after the requested pick-up time.)

Refusal of Service

This occurs when the requestor does not accept the alternative ride time offered by the scheduler. (For example, a ride time of 11:30 is offered, but the requestor refuses the offer within 15 minutes either side of this time—between 11:15 and 11:45—this would be considered a refusal of service.)

PROCEDURES

Reservations

- City Coach Dispatch shall make reservation service available during at least all normal business hours of their administrative offices, as well as during times, comparable to

normal business hours, on a day when their offices are not open before a service day (i.e. Sundays).

- City Coach Dispatch shall schedule and provide Paratransit service to any ADA Paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day.
- City Coach Dispatch may negotiate pickup times with the individual, but shall not require an ADA Paratransit eligible individual to schedule a trip to begin more than fifteen minutes before or after the individual's desired departure time.
- City Coach Dispatch may use real-time scheduling in providing complementary Paratransit service.

Reporting

City Coach Dispatch shall provide (via telephone, e-mail or fax) City Transit Staff daily numbers of any denials or refusals of service. This information will be provided by 8:30 am the following day.