

**The City of Vacaville
Paratransit Special Services
Riders Guide**



Vacaville City Coach
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I. Welcome to Vacaville City Coach Paratransit Services

The Vacaville City Coach Special Services is a complementary ADA Paratransit Service provided for individuals who, because of their disability, are unable to use the fixed route bus service. This does not include disabilities that only make the use of accessible transit service difficult or inconvenient. City Coach Special Services provides comparable service to the regular fixed route bus in terms of service area and hours and days of service.

Eligibility

Vacaville City Coach Special Services provides transportation for people who are certified to use Paratransit Service under the rules of the Americans with Disabilities Act (ADA). Eligibility for Paratransit Service is open to persons in the following three categories: Conditional, Temporary, Unconditional and:

1. Persons unable to navigate the fixed route system.
2. Persons who require a lift-equipped bus when the fixed route service does not provide accessibility.
3. Persons whose disability makes it impossible for them to travel to or from the nearest bus stop.

If you believe you have a disability (including mobility, cognitive and visual impairments) that prevents you from independently using lift-equipped accessible fixed-route bus service, write or call for an ADA Paratransit application:

Vacaville City Coach
650 Merchant Street
Vacaville, CA. 95688
(707)449-5170

If assistance is needed to complete this application form, it will be provided upon request.

It may be determined, based on your abilities, that you are eligible for some rides but not for others, or it may be determined that you are capable of using the lift-equipped fixed route bus service. All application information will be kept confidential.

II. Service Areas and Hours

Vacaville City Coach Special Services operates within the Vacaville city limits during the same days and hours as the regular fixed route service.

Weekdays: 6:30 A.M. to 6:33 P.M.
Saturday: 8:35 A.M. to 5:10 P.M.
Sunday and Holidays: Services not available

No service is provided on the following holidays:

New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Saturday service hours will be in effect on the day after Thanksgiving.

The service area includes corridors that are within 3/4 mile of the fixed bus route.

III. Scheduling a Ride

You must call Transit Dispatch at (707) 449-6000 or TTY (707) 469-6537 24 hours in advance of your travel date (between the hours of 6:30 a.m. to 5:30 p.m.) to make a reservation. Scheduling is done on a first-come, first-serve basis. When calling to reserve a ride, have the following information ready:

- Your first and last name
- ID Card Number
- Date when you want to travel
- Pick-up address: number, street, apartment number, city, zip code
- Your requested pick-up or drop-off time
- Your requested return time if you require a round trip
- Where you want to go: number, street, suite number, city, zip code
- If you will be bringing a service animal
- If you will be accompanied by a Personal Care Attendant (PCA) and/or companion (including children).
- Any other information the driver should know to assist with your travel needs.

Helpful Hints

Due to the high demand of reservation requests, the more advanced notice you can give (7-14 days in advance), the more likely we will be able to accommodate your needs. However, you may be asked to change your requested pick-up time in order to accommodate your reservation. ADA rules allow for a pick-up time up to one hour before or after your requested pick-up time.

Reservation telephone lines are busiest in the morning hours; if possible, please call after 11:00 a.m. Trip demand is heaviest between the hours of 7:30 a.m. to 9:30 a.m. and 1:30 p.m. to 3:00 p.m. If possible, please try to schedule your trips outside these times to increase the likelihood that your ride request can be better accommodated.

Companions and Personal Care Assistants (PCAs)

As an ADA certified rider, you may arrange to bring one (1) companion along on each ride for the same fare that you would pay.

A Personal Care Assistant (PCA) is someone whose assistance is required in order to take your trip on a Paratransit vehicle. Your PCA may ride with you at no charge. Your PCA and companion may both ride with you on the same trip. When making reservations for your ride, please tell the dispatcher if a companion and or PCA will be riding with you.

Cancellations

To cancel a trip, please call the reservation line at (707) 449-6000 or TTY (707) 469-6537 and speak to a dispatcher. Cancellations can be left on the automated recorder that is available 24 hours a day. If you need to cancel a trip, please remember to contact dispatch as soon as possible, or at least one hour before your scheduled pick-up time. By notifying Transit Dispatch 449-6000 of your cancellation, the bus can either be rescheduled to pickup another patron or taken out of service, both of which help City Coach to keep operational costs contained.

No-Show Definitions and Penalties

You will be considered a no-show if you reserve a ride, but do not meet the vehicle within 5 minutes of its arrival or call to cancel a trip less than one hour before the scheduled pick-up time.

If you are a no-show for a trip and we are unable to contact you, any subsequent trips scheduled for the same day will be canceled unless you contact dispatch.

NOTE: If a passenger cannot use a scheduled trip, but pays the fare for that trip at the scheduled pick-up time, the trip will be counted as canceled with pay and will not be counted as a no show. No refunds will be given.

Subscription Service

If you travel to and from the same destination at the same time and day at least two times a week, you may request to use the Vacaville City Coach Special Services Subscription Service. This service allows riders to make regular trips without making reservations confirming rides. Subscription riders need only to call to cancel their ride reservation. A change in time, origination, or destination may change your eligibility for a subscription ride. You may discontinue subscription service for a prearranged, specific period of time and may return to subscription service without penalty following the absence. Subscription service may be temporarily discontinued for reasons such as illness, vacation, or school break.

Subscription service is limited in accordance with the Americans with Disabilities Act, which states that no more than 50% of the rides at any hour of any day may be subscription rides. There may be a waiting list for this service.

IV. Riding Vacaville City Paratransit Services

Fares

All riders must pay a fare. Only a Personal Care Assistant (PCA) traveling with an ADA certified rider is carried free of charge.

Fares for Vacaville City Paratransit Services are:

Special Services/Paratransit (Single Ride)	\$ 2.00
Services 20 Ride Punch Pass	\$39.00

Special Services bus drivers cannot make change so please be sure to have the exact fare ready in cash.

Pick-up and Drop Off

You can expect to be picked up within a 30-minute window of your scheduled pick-up time. You should be ready to board the vehicle at the beginning of your pick-up window.

A Paratransit vehicle arriving any time within the pick-up window will wait up to 5 minutes for the passenger. It is important to remember that buses arriving within 15 minutes before or 15 minutes after the scheduled pick-up time are considered on time and within the time window. Should a vehicle arrive early (before the 30 minute pickup window), you are not required to board until 15 minutes before the scheduled time (at the beginning of the pick-up window). You will not be considered a no-show if you refuse a ride that arrives later than the 30-minute window.

Boarding with a Mobility Device

All vehicles are equipped with passenger lifts that meet ADA specifications. Lifts will only accommodate mobility devices such as wheelchairs and three wheel scooters up to 48 by 30 inches with a total weight up to 600 pounds, including the passenger. Mobility devices that exceed these standards may not be transportable.

If you need a passenger lift to board a vehicle, the driver will assist you. All drivers are trained to operate the lift. If needed, you may also board the vehicle while standing on the lift. For your safety, please make sure your wheelchair or other mobility device is maintained in accordance to manufacturer's specifications.

Transporting Packages

Since the vehicle will be shared with other passengers, riders should limit their number of packages to one armload or the equivalent of 2 grocery bags. Packages must be transported on your lap or under the seat. Drivers must adhere to a schedule and

cannot assist with packages. For the safety of all riders, you may not transport explosives, acids, flammable liquids, or other hazardous materials.

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 and will fit in the Paratransit vehicle.

Transporting Animals

Service animals may travel with their owners. When making your reservation, please inform the dispatcher that you will be traveling with a service animal. Pets and other non-service animals may be transported only in a properly secured cage or container.

Out-of-Area Visitor Riding Privileges

Vacaville City Coach can provide 21 days of service for ADA-certified persons with disabilities who are visiting from outside the City of Vacaville area. Call (707) 449-5170 for additional information.

V. Responsibilities

Vacaville City Coach has a short list of common-sense guidelines designed to ensure safety and comfort for all riders as well as the driver.

Rider Responsibilities

- Read and understand all sections of this Paratransit Services Riders Guide carefully.
- Make reservations at least one or more days in advance.
- Be ready at pick-up location and be on time.
- Call to inquire if the vehicle has not arrived by the end of the 30-minute window.
- Call to cancel unneeded rides as soon as possible; avoid no-shows.
- Pay the correct fare in cash, or discount tickets (drivers do not make change).
- Wear seat belts.
- Avoid disturbing the driver or annoying other passengers with distracting behavior.
- Maintain wheelchair or other mobility device in a safe condition according to manufacturer's specifications.
- Expect shared-ride service; others may be picked up after or dropped off before you reach your destination.
- Maintain acceptable standards of hygiene.

- No eating, drinking or smoking on board.
- No riding while under the influence of alcohol or illegal drugs.
- No littering in the vehicle.
- No radio, cassette tape players, compact disc players, or other sound generating equipment are to be played aloud aboard the vehicle (headphones are permissible).

Driver Responsibilities

- Drivers are to adhere to the same standards of common courtesy and personal hygiene, as those required of the riders.
- Be in uniform with visible name tag.
- Stay within the line-of-sight of their vehicle; maintain the assigned service schedule for the convenience of all riders.
- If requested, assist riders when entering and leaving the vehicle.

Drivers may not:

- Enter a rider's residence or other buildings.
- Perform any personal care assistance for riders, including but not limited to, assisting riders to dress.
- Load or unload packages or groceries.
- Lift or carry riders.
- Carry riders or wheelchairs up or down steps.
- Accept tips or gratuities.

VI. Suspension of Service

Misusing the system can result in suspension of your Paratransit Service. The following are misuses of the Paratransit Services that could lead to suspension.

1. Obtaining or using Paratransit Services under false pretenses.
2. The Americans with Disabilities Act reserves Paratransit Services for individuals certified eligible. Your service may be suspended if:
 - You have made false or misleading statements on your eligibility application.
 - You allow other non-eligible individuals such as friends or family members to ride using your name.

Suspension for No-Shows

No-shows delay vehicles and adversely affect the scheduled pick-up and drop-off of other riders.

If you are a no-show three times in 6 months you may be suspended. The following process will occur:

- 1st No-Show: A Notice is sent.
- 2nd No-Show: A Final Warning is sent.
- 3rd No-Show: A Suspension Notice is sent.

1st Suspension in 6 Months: One (1) week suspension and you will lose your subscription privilege (for that time period).

2nd Suspension in 6 Months: Two (2) weeks suspension and you will lose your subscription privilege.

3rd Suspension in 6 Months: Thirty (30) day suspension and you will lose your subscription privilege.

Suspension for Abusive or Disruptive Behavior

Disruptive or abusive behavior endangers passengers, drivers, and the City Coach staff.

Disruptive behavior includes, but is not limited to:

- Intimidation or threats of physical harm to drivers or other riders.
- Verbal abuse of drivers, staff, and/or other passengers.
- Unlawful harassment, including unwelcome verbal, non-verbal or physical behavior having sexual, violent, or racial connotations.
- Unauthorized use of vehicle equipment.

Repeated violation of riding rules, including:

- Smoking, eating, and drinking on vehicles.
- Refusing to remain seated with seat belt on.
- Defacing equipment.

Circumstances That Are Beyond Your Control

Examples of situations not within the passengers control may include but are not limited to:

- A sudden personal emergency
- Sudden or worsening illness
- Late arrival of the Paratransit vehicle
- A driver does not provide appropriate assistance

If an investigation reveals your disruptive behavior is due to a disability and is beyond your control, your service may not be suspended. However, Vacaville City Coach may require you to travel with a Personal Care Assistant (PCA). If your PCA cannot help you to control your behavior, and/or a safety problem continues to exist, your service may be discontinued.

VII. The Appeals Process

If you are not in agreement with a decision made by Vacaville City Coach regarding eligibility or a suspension, please contact the Transit Manager at 449-5330 for an administrative hearing. If you are still unsatisfied after an informal hearing, you can file a written appeal with the City of Vacaville ADA Coordinator at 469-6572 TTY (707) 469-6578. Contact the City's ADA Coordinator to receive a Grievance Form. An appointed panel of transportation officials, medical/disability professionals, and two representatives from the City's ADA Advisory Committee will review the circumstances of your suspension. The appeals process will be carried out in accordance with ADA regulations.

An explanation of the appeals process is listed below.

- Appeals must be filed within 60 days of a denial of eligibility or a decision to suspend service.
- Appeals must be filed in writing; accommodations will be made for persons unable to do so.
- You may ride the service until your eligibility/suspension appeal is heard.
- A decision will be made within 30 days and rendered in writing.

NOTE: If you are appealing a suspension based on an illegal, seriously disruptive, or violent behavior, you may not ride until the Appeals Panel reviews and removes your suspension.

Guidelines for Requesting / Holding an Appeal Hearing

Requirements

1. An individual must request an appeal within 60 calendar days of the denial of their initial application or suspension.
2. An individual must have an opportunity to be heard in person to present information and arguments.
3. There must be a separation of function between those involved in the initial determination and those deciding appeals.
4. Written notification of the appeal decision, stating the reasons for the finding, must be provided.
5. Eligibility must be granted to the individual if a decision is not made within 30 days of the completion of the appeals process.

Appeals Process

1. Written appeal is submitted to ADA Coordinator, who schedules the appeal hearing.
2. At appeals hearing, introductions of panel members, passenger and presiding member.
3. An explanation of conflict of interest should an individual have a professional or personal relationship with a decision-maker.
4. An explanation of the appeal policy and the applicant's rights to ensure that there is a clear understanding of process.
5. The basis on which decisions will be reached (e.g., majority vote, etc.).
6. A brief overview of eligibility/suspension policy to ensure that the applicant/passenger has a clear understanding of key issues such as the functional nature and trip-by-trip nature of ADA Paratransit eligibility.
7. A summary of initial determination / suspension findings and the informal review findings.
8. An opportunity for the applicant and/or his/her representative to provide additional information or dispute the initial determination/suspension findings.
9. An opportunity for the hearing officer or panel members to ask the applicant or his/her representative questions and other persons involved.
10. Appeals panel deliberates and makes a decision on course of action, with written decision concerning the appeal so that the applicant clearly understands what will happen following the hearing.
11. Restatement of services or eligibility or denials / suspensions upheld.

VIII. Using Fixed-Route Public Transit Services

Listed below are some benefits of the Vacaville City Coach fixed-route system:

Senior citizens and people with disabilities are eligible for reduced fares on the City Coach fixed route. Fares for senior/disabled on fixed route are as follows:

Senior/Disabled/Medicare Card	\$ 0.75
Senior/Disabled Monthly	\$25.00
Senior/Disabled 30 Ride Punch Pass	\$19.00

Wheelchair accessible buses operate on timed schedules and require no advance reservations.

You have more choice and independence since you may go anywhere the bus goes any time according to its schedule.

For information about riding Vacaville City Coach Special Services, please call (707) 449-6000 or (707) 449-5170.

IX. Customer Service

If you experienced a problem with a specific ride or you need an application for Paratransit Service, please call our office at 449-5170. Vacaville City Coach is committed to using customer input as a tool to improve service quality.

If you are experiencing a problem with eligibility, or a suspension, and you would like to talk with someone other than the Transit Manager, you may call or write to:

ADA Coordinator
650 Merchant Street
Vacaville, CA 95688
Phone: (707) 449-5330

X. Quick Reference Numbers

General Information	(707) 449-6000	TTY (707)
Reservations/Cancellations	(707) 449-6000	TTY (707)