

ADA

# Dial-A-Ride Guide



*San Joaquin Regional Transit District (RTD), the regional transit provider for San Joaquin County, provides public transit services in the Stockton Metropolitan Area (SMA), as well as intercity, interregional, and rural transit services countywide. RTD is committed to leading the community in coordinating services for seniors and persons with disabilities—providing quality customer service to all of our customers. This guide highlights our fixed-route and Dial-A-Ride (DAR) services and offers answers to questions you may have regarding accessibility.*

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# Fixed-Route Services



RTD operates fully accessible fixed-route buses that kneel and are equipped with ramps for your boarding needs. Every bus has wheelchair securement areas and designated priority seating for older adults and people with disabilities; automated audio and visual route identification and stop announcements make it easier for people with visual or auditory disabilities to use RTD's services. Operators will assist passengers in need with securing wheelchairs and other mobility devices, and with boarding and alighting.

## ***Ride for half the fare:***

*You can ride RTD's fixed-route services at a discounted rate when you show your valid Discount Fare Card to the operator.*

## **Discount Fare Card (DFC)**

The Discount Fare Card (DFC) program allows the elderly, persons with disabilities, and Medicare card holders to ride the fixed-route services at a discounted rate—one-half the base fare charged to other persons. You may be eligible for the DFC if you are a Medicare cardholder, a DMV disabled placard or plate holder. You may also be eligible for the DFC as a visitor, if you possess a valid ADA certification ID issued by another transit agency. In addition to the above criteria, you may be eligible under the following conditions or categories (medical certification must be completed): mobility impairment, arthritis, amputation, cerebrovascular accident (stroke), pulmonary illness,

cardiac illness, dialysis, sight disability, hearing disability, disability of incoordination, intellectual disability, cerebral palsy, epilepsy (convulsive disorder), infantile autism, neurological impairment, mental disorder, chronic progressive debilitating disorder, veteran, or senior citizen.

If you qualify based on the above criteria, complete the Fixed-Route Discount Fare Card Application (available online or at the Downtown Transit Center, 421 E. Weber Ave., Stockton, CA 95201). To receive more information about the DFC, call (209) 943-1111.

### **Travel Training Program**

For those interested but hesitant to use fixed-route services, RTD offers free travel training. Travel Training is designed to offer senior citizens and people with disabilities one-on-one instruction on how to use fixed-route public transportation so they may increase their mobility options and gain greater independence.

RTD's Travel Training Program teaches participants to travel independently to specific destinations, maneuver mobility aids on and off RTD buses, identify landmarks, and travel to and from bus stops. The program uses a series of gradual steps to build confidence and independence, starting with close, one-on-one instruction and gradually reducing the level of assistance as the participant's skills develop. If you, or someone you know, are interested in receiving travel training, please complete a referral form and submit it to:

**In-Person:**

Downtown Transit Center  
Mobility Department  
421 E. Weber Ave.  
Stockton, CA 95202

**Email:**

[jmoser@sanjoaquinRTD.com](mailto:jmoser@sanjoaquinRTD.com)

**Mail:**

RTD Mobility Department  
PO Box 201010  
Stockton, CA 95201

**Fax:**

(209) 948-3024

Attention: Mobility Department

# Dial-A-Ride Service

For passengers with a disability that prevents them from making some or all of their trips on fixed-route buses, RTD offers ADA Dial-A-Ride (DAR), a curb-to-curb shared ride service for certified passengers. DAR uses Hoppers, wheelchair accessible minivans, and sedans to provide service. Trips will be scheduled in a vehicle that meets your transportation needs.

Persons interested in DAR and Hopper deviation services must obtain certification under the Americans with Disabilities



Act (ADA) through an in-person eligibility process. Eligibility is based on the individual's functional abilities and limitations, not a specific age, diagnosis, or disability.

## Dial-A-Ride Certification Process

RTD's eligibility process, conducted by Innovative Paradigms, offers an in-person assessment. The



process will not require a paper application or a professional healthcare verification. Eligible passengers will be able to extend their recertification period from

one year to up to three years. To schedule a DAR in-person assessment, call (209) 955-8400 ext. 2.

In addition, RTD will provide free transportation to and from the interview. Individuals may bring a family member or personal care attendant to accompany them to the interview. The interview will consist of a series of mobility questions (which may include a functional assessment) to determine their best public transit option.

## ***Eligibility Types***

- Unconditional: You may use the curb-to-curb service for all trips for the three-year period indicated in your determination letter.
- Temporary Unconditional: You may use the curb-to-curb service for all trips within the eligibility period indicated in your determination letter.
- Conditional: You may use the curb-to-curb service whenever one of the conditions listed in your determination letter applies.
- Ineligible: You are not eligible for ADA Dial-A-Ride service but may access fixed-route service as a regular passenger.

## **ADA Visitors**

For ADA passengers from outside of RTD's service area who are not able to use RTD's accessible fixed-route services due to a disability, they will be served by Dial-A-Ride as ADA visitors. ADA visitors are required to provide documentation of ADA eligibility from their home jurisdiction. If an ADA visitor has no documentation of ADA paratransit eligibility, RTD requires documentation of the ADA visitor's place of residence and proof of the disability, if it is not apparent.

Eligible ADA visitors will be served for a period of 21 days in a year. Those who need Dial-A-Ride service in the San Joaquin RTD service area for more than 21 days a year must complete RTD's in-person eligibility process.

ADA visitors who wish to use RTD's Dial-A-Ride service should contact RTD's Mobility Department at (209) 943-1111 prior to their arrival. ADA visitors may fax documentation to the attention of the Mobility Department at (209) 948-3024.

## Service Information

### ***Scheduling a Trip***

Once certified, ADA passengers may call (209) 955-8400 to schedule a trip. Reservationists are available Monday through Sunday from 8:00 a.m. to 5:00 p.m. and can make reservations up to two days in advance. The reservationist will guide you through the process of scheduling a trip. Please have the following information available when calling to schedule a trip:

- First and last name.
- Date and day of the week you need transportation.
- Pick-up address.
- Destination address (specific building or entrance).
- Appointment time.
- Pick-up time.
- Return time.  
Medically-related return trips may be scheduled as “will-call.” See FAQ for more information.
- Return address (specific building or entrance).
- Anyone traveling with you, such as your PCA or a companion.
- Mobility aids (if any) for both you and person traveling with you.



At the end of the call, the reservationist will confirm your trip information. Please listen carefully and write down your trip information.

### ***Negotiating Trip Time***

Due to the large volume of DAR trips requested, RTD is not always able to assign customers the exact pick-up or arrival time they request. The ADA allows for a negotiated pick-up time

within one hour before or after the requested trip time. RTD makes every effort to offer trip times as close as possible to those requested.

### ***Checking Trip Status***

If your vehicle has not arrived within the 40-minute pick-up window, please call reservations at (209) 955-8400 to check on the trip's status.

### ***Cancelling a Trip***

Cancellations require at least a two-hour notice by calling (209) 955-8400. Cancellations made less than two hours prior to the scheduled pick up time are considered late cancellations.

### ***Understanding the Pick-Up Procedure***

The reservationist will quote a 40-minute pick-up window. For example, if the passenger's pick-up time is 8:00 a.m., the pick-up window will be between 7:40 a.m. and 8:20 a.m. The vehicle may arrive at any time within the 40 minutes quoted. As a result, the passenger must be ready and waiting in a visible location at the start of the 40-minute pick-up window. Upon vehicle arrival, the operator will wait five minutes. If the passenger is not at the scheduled pick-up location within the five minutes, the operator will mark this a no-show (see below for a complete explanation of the no-show rule).

As a curb-to-curb service, the passenger should wait at the curb or a safe location as close as possible to the entrance of the pick-up address. Operators will help a passenger who requests assistance from this point to enter and exit the vehicle.

## **Dial-A-Ride No-Show and Late Cancellation Rule**

In order to provide a safe, reliable, and efficient transportation system for the region, RTD has established the following rules for customers to minimize no-shows and late cancellations because it negatively affects passenger capacity and contributes to system inefficiency.

### ***No-Shows and Late Cancellations***

A no-show occurs when a passenger fails to board the vehicle within five minutes of the vehicle's arrival (within its twenty-minute pick-up window). If a vehicle arrives before the twenty-minute window opens, the operator will wait until the twenty-minute window opens and wait the required five minutes.

The following are considered late cancellations:

- Cancellations made less than two hours before the scheduled trip.
- Cancellations made at the door.
- Passengers refusing to board a vehicle that arrived within the pick-up window.

### ***Operator Error***

RTD will not count a no-show or a late cancellation if the missed trips are due to our error, such as:

- Trips placed on the schedule in error.
- Pick-ups scheduled at the wrong pickup location.
- Operators arriving and departing before the pick-up window begins.
- Operators arriving after the end of the pick-up window.
- Operators arriving within the pick-up window, but departing without waiting the required five minutes.

## ***Circumstances Beyond the Passenger's Control***

In addition, RTD will not count a no-show or a late cancellation in situations beyond a passenger's control (such as medical and family emergencies) that prevents him from notifying us that the trip cannot be taken. The passenger will need to notify RTD at (209) 943-1111 ext. 605 when the no-show or late cancellation is due to circumstances beyond his control.

### ***Passenger's Role in Reducing No-Shows***

Reducing no-shows requires effort by both passengers and RTD. Below are some guidelines to keep in mind:

- Confirm the pick-up window (noting the beginning and end time) and the amount of time the vehicle will wait for you when you call to book your trip.
- Call to cancel as soon as possible if you are unable to take the trip.
- Be alert and ready for the vehicle during the pick-up window.
- Provide detailed pick-up instructions (side or rear entrance) for large facilities, locations that may be difficult for operators to find, or locations where your pick-up is not located at the main entrance.
- Provide pick-up address and telephone numbers and confirm that it has been booked correctly with the reservationist.
- If you have a standing order, call RTD to inform us of any schedule changes (such as a vacation or other known absences). Informing the operator to cancel your standing order is not sufficient.

## ***Excessive No-Shows or Late Cancellations Violations***

RTD reviews all documented no-shows and late cancellations to ensure accuracy before recording them in the passenger's file. If a passenger's unexcused no-shows/late cancellations exceed five no-shows and 10 percent of all trips scheduled within a 30-day period, the passenger will incur a no-show or late cancellation violation and be subject to the following:

- 3 No-shows or late cancellations within a calendar month: warning letter
- First violation of no-show rule within a calendar month: seven-day suspension
- Second violation of no-show rule within a calendar month: 14-day suspension
- Third violation of no-show rule within a calendar month: 30-day suspension

All suspension notices will include a copy of the rules and information regarding the appeals process.

## ***Appeals Process***

Passengers have a right to appeal or dispute specific no-shows, late cancellations, or suspensions. Appeals must be submitted in writing to the following address:

RTD Mobility Department  
P.O. Box 201010  
Stockton, CA 95201

The appeal must be submitted within seven business days of receiving the warning or suspension letter; the passenger must request the removal of the violation by providing a letter that details the circumstance surrounding the no-show, late cancellation, or suspension. If the passenger does not appeal within seven days, he will be suspended from DAR services on the dates listed in the suspension letter.

# Frequently Asked Questions

## ***What is a personal care attendant?***

A personal care attendant (PCA) assists the passenger with daily life functions, and may provide assistance during the ride or at the destination. They may accompany a registered DAR passenger at no additional cost. The DAR passenger's file must indicate eligibility for travel with a PCA. If traveling with a PCA, let the reservationist know when scheduling your trip.

## ***What is a companion?***

A companion is someone such as a spouse, family member, or friend riding with a DAR-certified passenger whose certification does not indicate a need for a PCA. Companions (age 5 and older) pay the same fare as the certified passenger and must board and alight at the same address as the DAR-certified passenger. Please be sure to advise the reservationist that a companion will be travelling with you when scheduling your trip.

## ***Can I bring my pet?***

Animals that are not service animals may ride DAR vehicles only if they are properly contained during the trip. For safety reasons, operators are not permitted to handle pet carriers on or off the vehicle. If you need assistance with a pet, please arrange to travel with someone to assist you.

## ***Can I travel with a service animal?***

Guide dogs and other service animals may accompany you if such a need was discussed and recorded during the certification process. Please inform the reservationist when scheduling your trip if you are traveling with a service animal so that appropriate space is ensured for you and your service animal.

### ***What is a “will call” return?***

A “will call” return trip allows passengers the option to call the reservation line to activate their medical return trip rather than scheduling it in advance. This prevents the possibility of no-shows because of late appointments. In order to use this option, passengers must inform the reservationist at the time of scheduling that they wish to schedule their return trip as a “will call.” After you are done with your appointment, call the reservation line to activate your trip (your vehicle will not be dispatched if trip is not activated). Allow up to 60 minutes from the time the trip was activated to the arrival of the vehicle.

### ***Can I bring packages and personal items?***

You may bring two grocery-sized bags or a grocery pull cart with you, provided you and/or your personal care attendant can carry the packages or pull the cart onto and off the bus. Operators are not required to assist with packages or carts.

### ***Do you transport wheelchairs and other mobility devices?***

Yes, DAR will transport individuals with mobility aids belonging to any class of three-or-more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

If the combined weight of the mobility aid/occupant exceeds that of the lift/ramp capabilities, or if the carriage of the device causes a legitimate safety concern, the individual and their device will not be transported.

***Does my mobility device have to be secured?***

The operator will make every attempt to secure the mobility device and may ask the passenger to transfer to a seat while securing the device since it is often difficult to secure the device while the passenger remains in it. The passenger can choose to transfer or remain in his or her device.

***Do you transport respirators and portable oxygen equipment?***

Yes, portable oxygen and respirator equipment are permitted on all DAR vehicles. The operator will assist in securing this equipment on the vehicle; however, they are not to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to travel with someone to assist you.

***Do I have to wear a seat belt?***

Seat belts must be worn at all times. If you are using a wheelchair, we will provide lap and shoulder restraints for your personal safety.

***What if I think I lost something on the vehicle?***

Please be sure to collect all of your belongings before leaving the vehicle. RTD is not responsible for any items left on board. Items found on the vehicle will be stored for 30 days at RTD's lost and found located at the Customer Service Center, 421 East Weber Ave. Call the Customer Information Center at (209) 943-1111 to inquire if your item was returned.

## Information-at-a-Glance

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Dial-A-Ride Reservations and Eligibility (209) 955-8400

Hours: 8:00 a.m. to 5:00 p.m. Monday – Sunday

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Dial-A-Ride Status and Cancellations (209) 955-8400

Hours: 5:25 p.m. to 9:55 p.m. Monday – Friday

8:00 a.m. to 7:04 p.m. Saturdays and Sundays

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Dial-A-Ride General Inquiries (209) 943-1111 ext. 605

Hours: 8:00 a.m. to 5:00 p.m. Monday – Sunday

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### **Dial-A-Ride Fares**

- DAR (minivans & sedans):  
\$3.00 one way; personal care attendants ride free.
  - Hopper: \$0.75 one way and \$1.00 per deviation; no charge for Hopper-to-Hopper transfers.
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DAR fares may be paid in cash or by bus passes. Passengers without the correct fare will not be transported and will be marked as no-shows. Customers who establish a “pattern or practice” of not paying the correct fare upon boarding may have their service suspended.

To purchase a bus pass, visit the Downtown Transit Center or visit [sanjoaquinRTD.com](http://sanjoaquinRTD.com) for additional locations.