



Mobility Services

Rider's 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 ADA 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 deboarding.

Access Pass Program

Did you know you can ride RTD's fixed-route services for free?

The Access Pass is a free fare program allowing ADA-certified passengers to ride free of charge the following fixed-route services:

- All Stockton Metropolitan Area (SMA) routes including Bus Rapid Transit (BRT) routes
- Commuter Route 150



Ride free simply by showing your valid Access Pass to the operator!

Travel Training Program

For those interested in but unfamiliar with fixed-route services, RTD offers free travel training. Travel Training is designed to offer seniors and persons with disabilities one-on-one instruction on how to use fixed-route public transportation so they can gain greater independence and have more mobility options.

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 (DTC)
Access San Joaquin
421 East Weber Avenue
Stockton, CA 95202

Mail:

Access San Joaquin
421 East Weber Avenue
Stockton, CA 95202



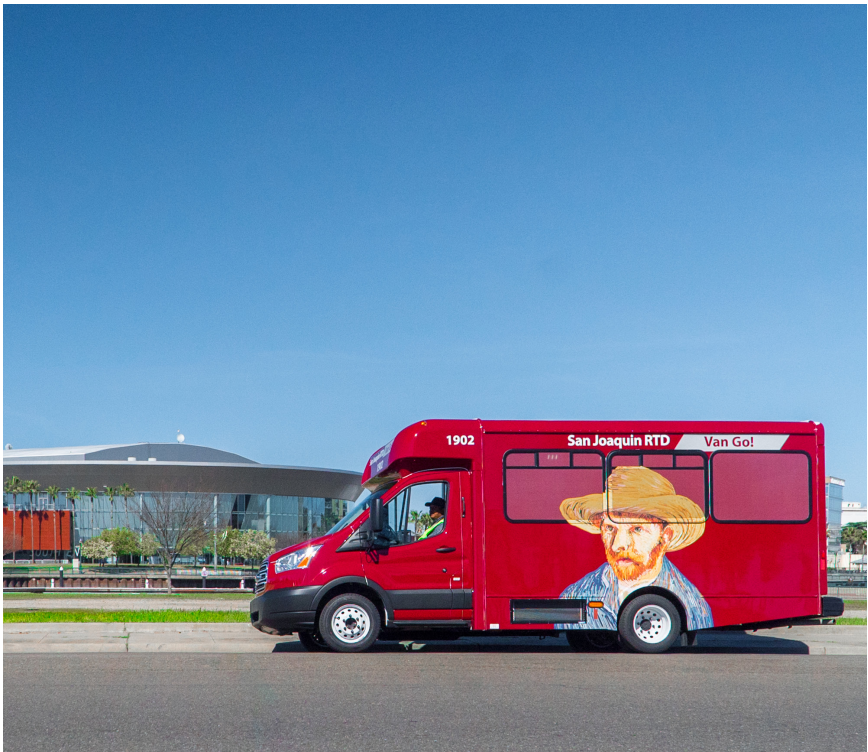
RTD Van Go! Service

Need a same day trip? Van Go! is an on-demand rideshare service, providing seamless trips throughout San Joaquin County. Passengers may even schedule up to 48 hours in advanced using the Van Go! app or on <https://sjrtd.ecolane.com/selfservice/login>.

To help the Operator identify the passenger, notes may be added (e.g., cell phone number, location, or description) when making the reservation.

Mileage-based fare structure:

- \$3.00 one-way based fare for the first five miles.
- \$0.50 per mile after the fifth mile.





ADA Complementary Service

For passengers with disabilities that prevents them from making some or all of their trips on fixed-route buses, RTD offers ADA complementary services, a curb-to-curb shared ride service for certified passengers that must be comparable to fixed-route bus service. A passenger that needs origin to destination assistance (getting to or from the door) may request this accommodation, to be provided on a case-by-case basis.

The criteria for ADA complementary paratransit are as follows:

- Hours and days of service – ADA paratransit service must be provided on the same days and during the same hours as the fixed-route service for the comparable trip.
- ADA complementary paratransit service area is within $\frac{3}{4}$ mile of each SMA fixed route.

To qualify for this service, passengers must obtain certification through an eligibility process. Eligibility is based on the individual's functional abilities and limitations, not a specific age, diagnosis, or disability. The process will require a medical verification, and eligibility may be granted for three years.

Eligibility Classification

- **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 Complementary 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 ADA Complementary Service 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 ADA Complementary Service 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 ADA Complementary Service 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.

Reasonable Modification

In compliance with ADA, RTD will make reasonable modification or accommodation to policies, practices, and procedures to avoid discrimination and to ensure accessibility to customers with disabilities.

Customers requesting a modification or accommodation must be as specific as possible and include information explaining the need for requested modification in order to use RTD's services. An example of a reasonable modification request would be a passenger needing assistance getting to or from the door.

Request for modification can be done by downloading the Reasonable Accommodation Form at www.sjRTD.com, request a form at the DTC, or submitting a formal written letter.

Completed forms or formal letters must be submitted to one of the following:

In Person:

Downtown Transit Center (DTC)
421 East Weber Avenue
Stockton, CA 95202

Mail:

RTD Mobility Department
421 East Weber Avenue
Stockton, CA 95202

Email: mobility@sjRTD.com

Fax: (209) 948-3024

The Mobility Department will notify the customer of its decision by a formal letter via USPS. This process may take 30 days or longer depending on the level of approval needed.



Service Information

Scheduling a Trip

Once certified, passengers may call (209) 943-1111, option 2, option 2 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 (if any).
- Pick-up and return time.
- 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.



Service Information (continued)

Negotiating Trip Time

Due to the large volume of ADA Complementary Service 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 30-minute pick-up window, please call reservations at (209) 943-1111, option 2, option 2 to check on the trip's status.

Cancelling a Trip

Cancellations require at least a two-hour notice by calling (209) 943-1111, option 2, option 2. 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 30-minute pick-up window. The vehicle may arrive at any time within the 30 minutes quoted. As a result, the passenger must be ready and waiting in a visible location at the start of the 30-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 the next page 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.

ADA Complementary Service No-Show and Late Cancellation Rules

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 30-minute pick-up window). If a vehicle arrives before the 30-minute window opens, the operator will wait until the 30-minute window opens and wait the required five minutes.

The following are considered no-shows or 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.
- Passengers without the correct form of payment.

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.

ADA Complementary Service No-Show and Late Cancellation Rules (continued)

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, option 2, option 2 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 calendar month, the passenger will incur a no-show or late cancellation violation and be subject to the following:

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

No-shows or late cancellations (up to 3)	warning letter
First violation of no-show rule	7-day suspension
Second violation of no-show rule	14-day suspension
Third violation of no-show rule	30-day suspension

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
421 East Weber Avenue
Stockton, CA 95202

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 ADA Complementary Service services on the dates listed in the suspension letter.

Passenger Code of Conduct

RTD enforces the Passenger Code of Conduct to ensure a safe, reliable, efficient, and pleasant experience for its passengers.

Below are some highlights of prohibited conduct:

- Carrying unauthorized weapons or dangerous materials that are likely to cause harm.
- Engaging in any act of violence, harassment, or intimidation against any person (including employees).
- Smoking or vaping (e-cigarette).
- Giving off unbearable and obnoxious odors (e.g., unlaundered clothing) that may be a public health concern.
- Destroying, damaging, tampering, or defacing RTD property or the property of its customers and tenants.
- Littering, spitting, defecating, and urinating on property.
- Using radio and cell phones that cause noise.
- Possessing an open alcoholic beverage or being intoxicated.
- Wearing clothes that do not appropriately cover one's body and undergarments.
- Evading fare payment or misusing fare. This includes failure to show I.D. for reduced fare when requested and/or using outdated passes. While on the BRT, please have proof of payment ready.

For more information on safety and security at RTD and the full brochure, visit: **[sjRTD.com/safety-security](https://www.sjRTD.com/safety-security)**

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 ADA Complementary Service passenger at no additional cost. The ADA Complementary Service 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 ADA Complementary Service-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 ADA Complementary Service-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 ADA Complementary Service 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.

Frequently Asked Questions (continued)

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, ADA Complementary Service will transport individuals with mobility aids belonging to any class of three-or-more-wheeled devices, for use indoors, designed or modified for use by individuals with mobility impairments, manual or powered.

If the combined weight of the mobility aid/occupant exceeds that of the lift/ramp capabilities (600-800lbs depending on vehicle type), 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 ADA Complementary Service 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.

Be a smartie like Artie.

BUCKLE UP!



California law says wear your seat belt or be fined.

La ley de California dice que utilice su cinturón de seguridad o será multado.

Do I have to wear a seat belt?

Every passenger must wear a seatbelt. Removing or refusing to wear a seatbelt is not allowed.

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.

What is a Standing Order?

To help minimize reservation calls, a standing order (or subscription service) may be available to passengers who travel to and/or from the same place at the same time more than three times a week. Subscriptions will be offered on a space-available basis. If you are interested in requesting a subscription service, please call RTD at (209) 943-1111, option 2, option 2.

What if I need a same-day trip?

Try our Van Go! on-demand rideshare service.
Details on page 6.

Information At-A-Glance

ADA Complementary Service Eligibility

(209) 242-9965

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

ADA Complementary Service, Trip Reservations, Status, and Cancellations

(209) 943-1111, option 2, option 2

5:20 a.m. to 10:12 p.m. Monday – Friday

7:00 a.m. to 7:44 p.m. Saturdays and Sundays

Van Go! Reservations

Book an appointment online using the Van Go! app

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

ADA Complementary Service Fares

\$3.00 one way; personal care attendants ride free.

