

Santa Rosa Paratransit Users Guide

Page | 1

Table of Contents

What is ADA Paratransit	2
Our Service.....	2
Contact Us.....	2
Additional Regional Transportation Providers	3
Complaints & Nondiscrimination.....	3
Complaints	3
Title VI Nondiscrimination	3
Title II of the Americans with Disabilities Act	4
Eligibility for Santa Rosa Paratransit.....	4
Eligibility Determination	5
Appeals Process and Ineligible determination	5
Visitors Eligibility.....	5
Fares.....	6
Area Map and Hours of Service	6
Scheduling a Trip.....	6
Helpful Tips for Scheduling a Trip	8
Subscription Service.....	8
Trips with Transfers	9
Escorts, Aides and Guests	9
Child Safety Seats.....	10
Driver Assistance.....	10
Late Cancellations/No-Shows	10
No-Show Policy	11
Suspension Process.....	11
Wait Time.....	11
Pick-up Window	11
Travel Time	12
Mobility Aids and/or Devices.....	12
Seat Belts	13
Service Animals.....	13
Renewal/Recertification	13

Santa Rosa Paratransit Users Guide

Passenger Responsibilities.....	14
Get Involved.....	15
Attachment A – Regional Transportation Providers.....	16

What is ADA Paratransit

The Americans with Disabilities Act (ADA) was signed into federal law in 1990. It prohibits discrimination against persons with disabilities in the areas of employment, public services such as transit, public accommodations, private services, and telecommunications.

The ADA requires all public transit operators to provide a service to eligible persons living with a disability whose disabilities prevent them from using lift-equipped public transit. This service, called "paratransit service," is required by the ADA to complement fixed-route public transit service. For this reason, it is required to operate at similar times and in similar areas as public transportation (defined by the ADA as a minimum of three-quarters of a mile on either side of existing public non-commute fixed route transit).

The ADA also requires transit operators to establish specific eligibility criteria for users of paratransit service and that there be no trip priorities given to specific kinds of trips. For example, trips to medical appointments cannot be prioritized over trips to the movie theater.

Our Service

The City of Santa Rosa offers next-day ADA Paratransit transportation service seven days a week to those who are unable (temporarily or permanently) to independently use Santa Rosa CityBus due to a disability or health related condition. This service is provided within three-quarters (¾) of a mile from existing CityBus routes as part of the requirements of the Americans with Disabilities Act (ADA).

The service is shared-ride public transportation that is available for all trip purposes (including shopping, higher education, medical appointments, and work). The City of Santa Rosa takes pride in providing high quality, safe, reliable and courteous transportation service. Santa Rosa Paratransit is highly subsidized. The one-way paratransit fare of \$3.00 (which is double the adult fixed-route fare) covers a very small fraction of the overall cost of the trip, which is approximately \$30 per one-way trip.

The City of Santa Rosa has hired contractors to perform paratransit services on our behalf. C.A.R.E. Evaluators is the contractor that the public calls to apply for paratransit eligibility. Once you have received your paratransit eligibility card, contact MV Transportation (Santa Rosa’s paratransit service contractor), to request your trips. The City of Santa Rosa monitors, manages, sells tickets and generally ensures a high-quality paratransit service.

Contact Us

- To **determine paratransit eligibility** - complete and return the **APPLICATION FOR ADA PARATRANSIT SERVICES WITHIN SONOMA COUNTY (ENGLISH or SPANISH)** at www.srcity.org/paratransit or call (707) 541-7180, TTY:711 to have one mailed to you.

Santa Rosa Paratransit Users Guide

Page | 3

- To **purchase paratransit tickets** or general paratransit questions/concerns call City of Santa Rosa transit office- (707) 543-3333, TTY:711
- To **schedule a paratransit trip** - (707) 546-1999, TTY:711
- For all paratransit, related information, go to www.srcity.org/paratransit

Additional Regional Transportation Providers

See Attachment A at the end of this User's Guide.

Complaints & Nondiscrimination

Complaints

Let us know how we are doing! Complaints regarding a vehicle operator's performance should be reported promptly for investigation and appropriate actions. Santa Rosa Paratransit can be reached at:

- Santa Rosa Paratransit Contractor, Phone: (707) 546-1999 or TTY Relay: 711, mhagali@mvtransit.com
- City of Santa Rosa staff, Telephone: (707) 543-3333 or TTY Relay: 711, ykoslen@srcity.org

Please Contact Us – Feedback from our riders is a valuable source of information. Please let us know if you have experienced any of the following:

1. If you did not receive your eligibility letter 21 days after submitting your complete application.
2. If you were denied a trip within the negotiation 1-2-hour window.
3. If you had a scheduled trip that the driver never showed up to pick you up within the 31-minute pick-up window.
4. If you had an excessively long trip or an untimely drop-off/pick-up.

Comments and suggestions can be delivered to us by mail, fax, in person or by telephone. Contact information is on the next page. If you would like a response to your comment or suggestion, include your complete name and mailing address and a written response will be provided within 14 days. If you are unhappy with the service you received, please be specific and include the time, date, vehicle number, driver name or identification number, and nature of your concern. We can be reached at City of Santa Rosa Transit, 45 Stony Point Rd, Santa Rosa, CA 95401, Phone: (707) 543-3333 or TTY Relay: 711, ykoslen@srcity.org

Title VI Nondiscrimination

Santa Rosa CityBus operates its transit service subject to the nondiscrimination requirements under Section 601 of Title VI of the Civil Rights Act of 1964 (Title VI) and applicable regulations from the U.S. Department of Transportation, U.S. Department of Justice and other applicable Federal laws and regulations.

Pursuant to its Title VI Program, Santa Rosa CityBus ensures that no person in its service area shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its services and programs. For more information on our nondiscrimination obligations call

Santa Rosa Paratransit Users Guide

Page | 4

(707) 543-3333 or TTY Relay: 711 or visit our web page (www.srcity.org/transit) for a copy of our current Title VI Plan.

You may file a signed, written complaint within 180 days from the date of alleged discrimination. A Title VI Complaint Form is available at www.srcity.org/transit, or you may call Customer Service at (707) 543-3333 or TTY Relay: 711 and ask for the form to be mailed to you.

Title II of the Americans with Disabilities Act

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 and section 504 of the Rehabilitation Act of 1973 ("ADA"), the City of Santa Rosa does not discriminate against individuals with disabilities in its employment, services, benefits, facilities, programs, or activities.

Modifications to Policies and Procedures: The City of Santa Rosa will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services (e.g. fixed route, paratransit, or facilities), and activities. For example, individuals with service animals are welcomed in the City of Santa Rosa offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the City of Santa Rosa, should contact CityBus or the office of Risk Management for the ADA Coordinator. To submit a formal Request for Accommodation or Barrier Removal go to: <https://srcity.org/200/Americans-With-Disabilities-Act>.

The ADA does not require the City of Santa Rosa to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

The City has adopted and published a formal grievance procedure providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by Title II of the Americans with Disabilities Act. For more information, please go to: <https://srcity.org/222/Complaint-Process>. Complaints of alleged noncompliance and grievances should be directed to:

City of Santa Rosa, Risk Management, ADA Coordinator
100 Santa Rosa Avenue, Room 1, Santa Rosa, CA 95404
Telephone: 707-543-3024 or 707-543-3063 TTY
Email: ada@srcity.org

Eligibility for Santa Rosa Paratransit

There are specific eligibility requirements to use Santa Rosa's ADA Paratransit service. To apply for eligibility you must fully complete and return the **APPLICATION FOR ADA PARATRANSIT SERVICES WITHIN SONOMA COUNTY (ENGLISH or SPANISH)**.

To be eligible for ADA paratransit, an individual must have limited ability to use regular fixed route public transit because of a physical or cognitive impairment.

Santa Rosa Paratransit Users Guide

Page | 5

A written notice must be sent to you within 21 days of your complete application concerning your eligibility. If you have not received a letter within this time frame, please call the City of Santa Rosa Transit office or our evaluation contractor, C.A.R.E Evaluators.

Eligibility Determination

Within 21 days of the completion of the **APPLICATION FOR ADA PARATRANSIT SERVICES WITHIN SONOMA COUNTY (ENGLISH or SPANISH)**, you should receive a hard plastic photo registration cards, Paratransit Rider's Guide and CityBus Transit system map/schedule. Your photo card will indicate your eligibility, length of eligibility and if a PCA can travel with you for no cost. Please let us know if you have any questions or concerns about the information on your card. If you are granted less than unconditional eligibility (i.e., conditional or temporary eligibility), the written determination will identify the reasons for less than unconditional eligibility and explain an applicant's right to appeal the decision and how to request an appeal.

The hard plastic photo registration cards will be required when riding Santa Rosa Paratransit and CityBus. Santa Rosa Paratransit Card holders that use CityBus fixed route can ride for no charge by showing a Santa Rosa Paratransit Card.

Appeals Process and Ineligible determination

If the determination is that you are ineligible, the determination will state the reasons for the finding. You may file for an appeal. The City of Santa Rosa will decide on the appeal within 30 days. If you are not satisfied with your Santa Rosa Paratransit eligibility determination, appeal must be filled and return within 65 days to;

City of Santa Rosa Transit, 45 Stony Point Rd, Santa Rosa, CA 95401, Phone: (707) 543-3333 or TTY Relay: 711, ykoslen@srcity.org.

Visitors Eligibility

The federal government requires paratransit providers around the country to honor paratransit eligibility for visitors. Before traveling to a new area, contact the areas provider and Santa Rosa Paratransit to ensure paratransit services are available to you in the new areas.

Paratransit service is available to anyone visiting the City of Santa Rosa. Eligibility will require documentation of paratransit service eligibility from the agency providing service to the area in which you principally reside. Typically, if the visitor lives with the Bay Area, paratransit services will be provided based on existing eligibility, which is typically verifiable within the paratransit regional eligibility database. Santa Rosa will give full faith and credit in honoring the identification card or eligibility documentation from another entity. If the visitor cannot present documentation from their home entity, but the visitors has an apparent disability, Santa Rosa Paratransit will provide the visitor temporary eligibly to ride Santa Rosa Paratransit. A visitor without an apparent disability (e.g. cardiac or cognitive conditions) will be asked for documentation of disability, such as a letter from a medical professional or eligibility for other services based on a determination of disability. Once this basic documentation is provided, services will be available based on the individual's statement that he or she is unable to use the fixed route transit system. Once a visitor has presented satisfactory documentation as described above, the visitor will be eligible for twenty-one (21) days of service within a 365-day period.

Santa Rosa Paratransit Users Guide

Page | 6

Fares

Passengers are expected to pay the full \$3.00 fare for every trip. The fare for a one-way trip within Santa Rosa Paratransit is typically double the current adult fixed-route fare.

Riders are encouraged to purchase “virtual tickets” in blocks of 10, these are available to use on the next business day after noon (riders don't worry about remembering or losing tickets - we will track it for you). Riders can also purchase paper tickets in booklets of 10 on-line, but it will take 4-6 days to arrive in the mail and lost tickets cannot be replaced. Also -trips can be paid directly to the driver with exact cash fare only (keep in mind drivers do not carry change).

- online at www.srcity.org/1724/Paratransit-Tickets with a credit card
- by phone at (707) 543-3333 or TTY Relay 711, with a credit card
- by visiting the kiosk at the Transit Mall on Santa Rosa Ave. at Second Street with cash, credit or check.

Area Map and Hours of Service

Santa Rosa Paratransit provides curb to curb transportation services within three quarters ($\frac{3}{4}$) of a mile of existing CityBus routes, see on-line www.srcity.org/paratransitarea. This meets the requirements set forth in the Americans with Disabilities Act. A passenger doesn't need to have a home address within the Santa Rosa Paratransit area, but Santa Rosa Paratransit can only schedule a pick-up/drop off within the area. If a passenger can navigate their own trip into the paratransit area Santa Rosa Paratransit will consider eligibility.

Santa Rosa's ADA Paratransit services will operate during the same hours that Santa Rosa CityBus' fixed route system operates. Service operates Monday - Saturday with the first trip picking up starting at 6:00 AM and the last trips departing at 8:00 PM. Sunday service starts at 9:00 AM with the last trips departing at 5:30 PM. Service is provided every day except for the following holidays: Independence Day, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day, Easter Sunday, and Memorial Day. Riders can reach the operation at (707) 546-1999 to check on an existing ride during all operating hours.

Scheduling a Trip

Call (707) 546-1999 or TTY Relay: 711 to schedule a ride or e-mail your reservation request to one of our schedulers: Mohamed Hag Ali at mhagali@mvtransit.com. Reservations can be made from 8:00 AM until 5:00 PM Monday through Saturday, and from 9:00 AM until 3:00 PM on Sunday.

- Trips are scheduled on a “first come, first served” basis. An unlimited number of trips can be reserved from one day to seven days in advance.
- Same day trip request will be accommodated if possible, but due to high ridership, this is rarely feasible.
- Santa Rosa does not use a “waiting list”. All trip requests made at least one day in advance are accommodated within the scheduling parameters of the Federal ADA regulations.
- If you require a transfer to another paratransit provider, please provide an additional day per transfer to allow for coordination between providers (see Trips with Transfers below).
- The ADA Paratransit service is a shared ride so you may have additional passengers with you.

Santa Rosa Paratransit Users Guide

- Trips planned during our peak service time, 7am-9am and 3pm-6pm, may be longer trips, due to high demand by all paratransit riders. If you plan your trip between 9:00 AM and 3:00 PM, there are fewer people traveling during these times so your trip will likely be shorter.

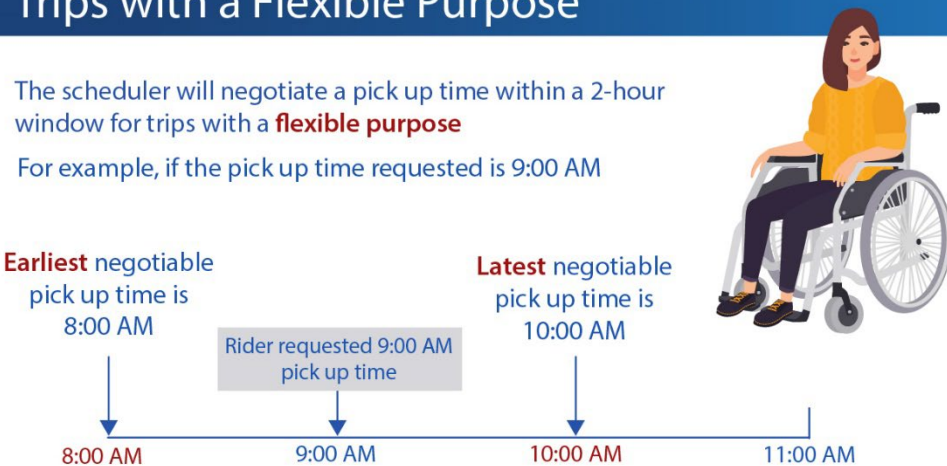
As the service is a shared service, Santa Rosa Paratransit, especially during peak times will need to negotiate your pickup times to most efficiently schedule your trip. The federal regulations allow for the “negotiation window” to be one (1) hour before plus one (1) hour after the individual’s desired departure time (total of two-hour window). At no time will the City of Santa Rosa paratransit deny you a trip within this negotiation window, as we maintain a zero percent trip denial rate. Trip denials should be reported to the City of Santa Rosa. Santa Rosa paratransit does not prioritize flexible or constrained trips as described below, these are just two different ways to negotiate your pick-up window.

- **Flexible Purpose Trips:** Santa Rosa negotiates discretionary trips (e.g. errands, shopping, recreation, visiting friends) within this 2-hour negotiation window.

Trips with a Flexible Purpose

The scheduler will negotiate a pick up time within a 2-hour window for trips with a **flexible purpose**

For example, if the pick up time requested is 9:00 AM



Earliest negotiable pick up time is 8:00 AM

Rider requested 9:00 AM pick up time

Latest negotiable pick up time is 10:00 AM

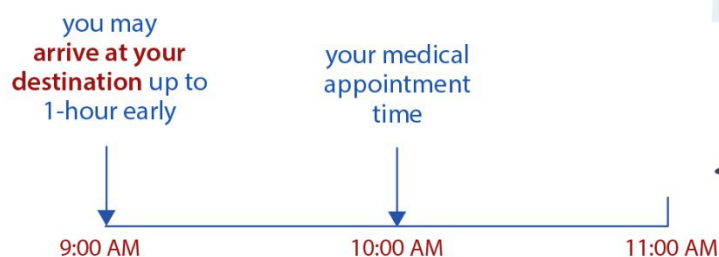
8:00 AM 9:00 AM 10:00 AM 11:00 AM

- **Constrained Trips:** For trips where the paratransit rider has a set appointment (e.g. class, work, or appointments), Santa Rosa Paratransit will schedule your trip so that you can arrive no more than 1 hour before your appointment. Conversely, on a return trip (i.e. end of work day) the pickup may be scheduled no more than 1 hour after your appointment ends.

Trip with a Constrained Purpose

For constrained purpose trip where you need to arrive at a set time such as medical appointment, school or work

You may arrive up to 1-hour before the appointment



Helpful Tips for Scheduling a Trip

1. Before calling Santa Rosa Paratransit, write down the:
 - Date and time of your trip.
 - Name of person you are going to see.
 - Complete street address, including apartment or suite number of your destination.
 - Phone number at your destination.
 - Time you will be ready to return, if you want a round trip.
3. If your request is for a busy time of the day (7:00 AM to 9:00 AM or 3:00 PM to 5:00 PM), call to make your reservation as far in advance as possible.
4. Remember, a trip request may be made up to seven days in advance and all trips are scheduled on a first come, first served basis.
5. If you have time flexibility in your trip, please let the Santa Rosa Paratransit schedulers know this at the beginning of your call.

Demand for Paratransit service is very high and Santa Rosa Paratransit is always trying to maximize the number of trips provided each service day. If you are requesting a ride on a day that isn't busy, it will only take a few minutes to schedule your trip. However, if you need to travel on a busy day or at a busy time of day, it will take the scheduler a few minutes longer to include your trip in that day's schedule.

Subscription Service

Subscription service is a method of efficient reservations and scheduling for trips with a repeated pattern—same origin and destination, same pickup or drop-off time, and same day(s). Riders subscribe to the service once and then Santa Rosa Paratransit provides the repeated service. Typical uses for subscription service include:

- Traveling to work or school
- Traveling to medical appointments

Santa Rosa Paratransit Users Guide

Page | 9

After riders and transit agencies set up the subscription service, there is no need to make further arrangements until a rider's travel needs change.

Santa Rosa ADA Paratransit implemented a moratorium in 2013 on new subscription bookings during weekday peak hours from 8:00 AM to 9:00 AM and from 2:00 PM to 3:00 PM, to reserve capacity for non-subscription bookings. A "wait list" is maintained for these peak hour subscription requests so that if a trip become available you will be contacted. All subscription trip requests that cannot be accommodated, will be processed on an individual trip basis.

Repeated "no-shows" on a subscription service may result in the loose of subscription service.

Trips with Transfers

Santa Rosa and Sonoma County Transit are piloting a "one-seat ride" program for paratransit. This means that if you are traveling within Sonoma County you will not likely need to transfer when riding paratransit. For Santa Rosa paratransit riders this also means that you can travel farther on Santa Rosa paratransit. See this on-line map www.srcity.org/paratransitarea for a detailed map of the service area or call us to inquire further.

If you do travel outside of Sonoma County on paratransit, when you are planning a trip that requires a transfer to a neighboring paratransit service, contact Santa Rosa Paratransit to arrange regional trips requiring a transfer. It is very important when scheduling a trip involving another provider that you advise Santa Rosa Paratransit of your complete travel needs at least two days or if making three transfers, at least three days prior to the date of travel. This enables coordination between agencies then communication back to the riders of the trip, transfer and fare details. Trips with less than two days of notice may require you to coordinate the transfer trip with each service provider separately. Santa Rosa Paratransit recommends you bring the phone number of the other provider(s) involved in your trip when traveling outside the Santa Rosa CityBus service area in case there are any issues with that portion of your trip.

The transfer location in Santa Rosa is at the YMCA at 111 College Avenue. Regional Paratransit providers are:

- Sonoma County Transit's Volunteer Wheels - 1-800- 992-1006 or TTY Relay: 711
www.sctransit.com/paratransit/
- Golden Gate Transit's Marin Access - (415)454-0902 or TTY Relay: 711,
www.marintransit.org/paratransit.html for trips to Marin County, San Francisco, or the East Bay

Escorts, Aides and Guests

Paratransit and CityBus drivers are not attendants/caregivers. Drivers are there to safely transport passengers from origin to destination. Santa Rosa Paratransit eligible riders whose card identifies the need for a Personal Care Attendant (PCA) can be joined by one PCA, on both paratransit and fixed route CityBus, for no charge for the PCA. Paratransit clients are permitted to bring along one PCA (which could be a family or friend) to assist them during their trip and provide any necessary assistance beyond the driver assistance.

Additional friends or family members may ride on a space available basis, but they must pay a full fare. Children four years and younger ride free, limit to three children with each paratransit eligible rider.

Santa Rosa Paratransit Users Guide

Page | 10

Santa Rosa Paratransit schedulers must be informed of the total number of people taking the trip when the trip is scheduled. Everyone traveling with the Paratransit client is required to travel with the registrant from the same trip origin to the same trip destination. An ADA eligible individual may not schedule a trip then send an escort or aide on a trip alone. Santa Rosa Paratransit vehicles are required to transport ADA eligible individuals.

Child Safety Seats

Children must be placed in an approved safety seat in accordance with state and federal laws. No child may ride on a passenger's lap. The client is responsible for bringing and setting up the child safety seat.

Driver Assistance

Drivers are required to assist registrants on and off the bus and to safely secure mobility aids. If the registrant requests, drivers will escort registrants to and from the front door of the primary building upon arrival at both origin and destination with the following limitations:

- Paratransit drivers cannot enter any interior area of a home or apartment.
- Paratransit drivers can never lose sight of a Paratransit vehicle or leave a vehicle unsupervised with passengers aboard.
- Drivers cannot assist passengers in wheelchairs or other mobility devices up more than one step.

The ADA does not recognize a difference between door-to-door service and curb-to-curb service. The ADA recognizes origination to destination service only. Drivers are prohibited from doing any lifting, pushing or pulling to accommodate barriers. Any barriers that might risk the health or safety of the passenger, or Santa Rosa Paratransit staff or volunteers must be removed. If safe access is not available, Santa Rosa Paratransit will provide curb service ONLY.

Late Cancellations/No-Shows

Call Santa Rosa Paratransit as soon as possible if you need to cancel your reservation. By cancelling well in advance, you help Santa Rosa Paratransit improve service to all customers.

Cancellations made less than two hours in advance of a scheduled pickup time are considered a no-show.

A no-show happens when riders do not cancel a scheduled trip at least two hours in advance or are not available to board within five minutes of the vehicle's arrival within the pickup window. Santa Rosa Paratransit will attempt to contact the passenger when a no-show occurs. Riders can avoid no-show situations when they:

- Review times and dates with the schedulers to be sure the information is correct.
- Call Santa Rosa Paratransit and cancel rides as soon as the ride is no longer needed.
- Cancel at least 2 hours in advance of the scheduled pickup time.
- Are prepared to board at the starting time of the pickup window and within 5 minutes after the bus arrives.

Santa Rosa Paratransit Users Guide

Page | 11

No-Show Policy

Santa Rosa Paratransit's late cancellations/no-show policy is modeled in accordance with the industry standard. Its purpose is to ensure quality paratransit service. Abuse of the paratransit system affects the ability to provide paratransit services to other eligible clients.

Every time a late cancellation/no-show occurs it is recorded in the rider's trip record. If you have more than two late cancellations/no-shows within any 30-day period, the rider's trip record will be reviewed. If a pattern or practice of missed trips (at least two 30 day periods with more than two late cancellation/no-shows), repeated or intentional, is determined, the client will be warned (verbally and written/email). Continued violations may result in suspension of Santa Rosa Paratransit service (at least three 30 day periods with more than two late cancellation/no-shows). For a rider using the subscription service, the above process may be followed, resulting in removal from subscription service, but the rider may retain the ability to schedule individual trips.

When there are circumstances outside the rider's control, it is not considered a no-show. If, for some reason, Santa Rosa Paratransit arrives after your 31-minute pickup window and you have made other arrangements or cancelled your ride, it is not considered a no-show.

Suspension Process

Before suspending service, the City of Santa Rosa will:

- Notify the rider at least twice verbally regarding the rider's trip record.
- Mail the rider the Paratransit Rider Guide
- Notify the individual in writing detailing (start date, length of time, end date) the proposed suspended service and citing the basis of the proposed suspension.
- Provide the individual an opportunity to be heard and to present information and arguments;
- Provide the individual with written notification of the decision and the reasons for it, along with detailing the individual's opportunity to appeal the decision.
- The appeals must be filed within 60 days.

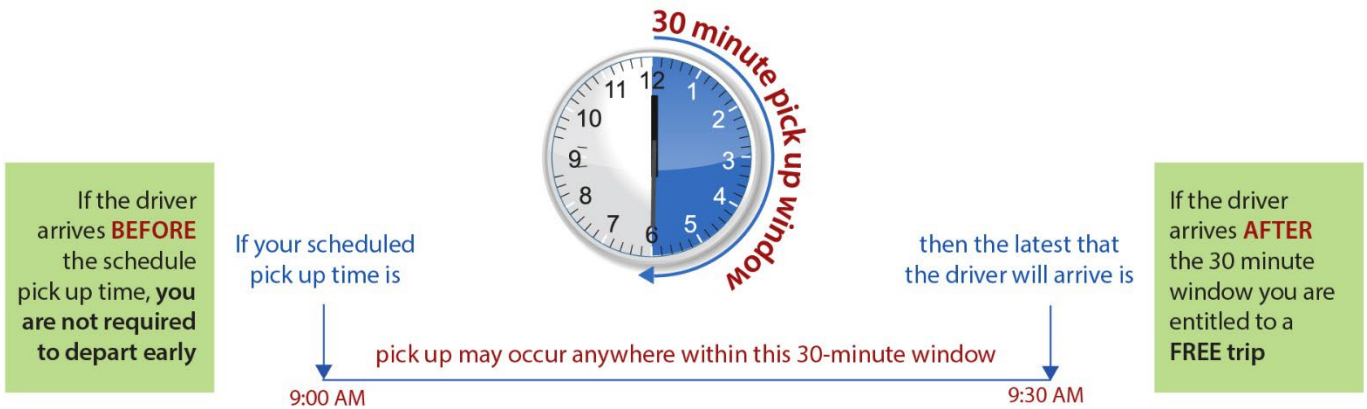
Wait Time

Santa Rosa Paratransit will wait no more than five minutes for a passenger upon arriving at a scheduled pickup. If a paratransit vehicle arrives before the agreed upon time/pick-up window, the five-minute wait time does not begin until the agreed upon time. Santa Rosa Paratransit will always attempt to contact the rider, prior to departing the location without the passenger.

Pick-up Window

All passengers are expected to be ready at their scheduled pickup time to prevent other passengers from facing avoidable delays. To account for traffic irregularities, Santa Rosa Paratransit is considered "on time" when the Paratransit vehicle arrives up to thirty minutes after the agreed upon scheduled pick-up time. Please plan your trip with this 30-minute flexibility in mind. If the Paratransit vehicle arrives more than 31 minutes late and is clearly outside the pick-up window, there will be no charge for that trip if you choose to take the trip. Riders can reach the operation at (707) 546-1999 to check on an existing ride during all operating hours.

30-Minute Pick Up Window



Travel Time

Complementary paratransit is a shared public transportation service for persons living with a disability. A maximum onboard travel time parameter is defined in accordance with ADA regulations. The City of Santa Rosa paratransit actively works to ensure there is not a pattern or proactive of excessively long trips, due to the fact that it would discourage and impact paratransit riders. It is important to understand that “excessive” is in comparison to the time required to make a similar trip using the fixed route system (including walking time to bus stop, waiting time, fixed route travel time, transfer time and walking time to final destination); while a 1-hour travel time for a 4-mile complementary paratransit trip may seem excessive in the abstract, if the same trip takes an hour using the fixed route system, it is comparable, not excessive. Complementary paratransit service is by nature a shared-ride service. The standard of service is not intended to reflect that of a taxi service.

Mobility Aids and/or Devices

Santa Rosa Paratransit wants to ensure the all persons using mobility aids and devises are transported safely. Santa Rosa CityBus staff can schedule one-on-one appointments to ensure that riders mobility aids and devises will fit on both paratransit and fixed route vehicles, just call us to schedule an appointment. Mobility aids and devices that cannot be safely secured with Santa Rosa Paratransit tie downs, or that are not safe to carry on the lift, will not be allowed on Santa Rosa CityBus vehicles. If using a scooter, it is strongly encouraged that you transfer to a seat if possible. If a rider needs assistance with transferring from a scooter or wheelchair to a seat, it is strongly encouraged that he/she bring along an aide/escort to perform this service. Passengers using mobility devices are required to use the provided lap belts. It is strongly recommended that the shoulder belts be used as well.

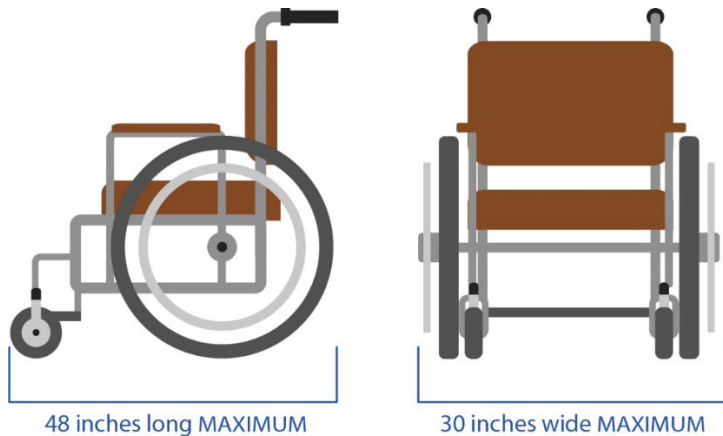
How Big Can My Wheelchair or Scooter Be?

When purchasing a new wheelchair or scooter, clients should be sure if it will fit on Santa Rosa Paratransit vehicles.

Santa Rosa Paratransit Users Guide

- Maximum Size: 48 inches long and 30 inches' wide
- Maximum Weight: 600 pounds (including passenger)

Any wheelchair larger than this is considered oversized. Under ADA guidelines, Paratransit vehicles and equipment are designed to carry common wheelchairs which fit within these dimensions. A common wheelchair is defined as any three or four wheeled mobility devices up to 48 inches long by 30 inches wide and weighing no more than 600 pounds (including passenger).



WHEELCHAIR WEIGHT: 600 pounds MAXIMUM

Seat Belts

All passengers must properly secure their seat belts.

Service Animals

A service animal is defined by the ADA as any guide dog, signal dog, or other animal individually trained to aid an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

When scheduling a trip, please advise the scheduler that a service animal will be riding. The service animal must stay on the floor of the vehicle and be under control and well behaved at all times. Any service animal will be removed if it shows signs of aggression or any other inappropriate behavior such as urinating or defecating on the Paratransit vehicle.

Renewal/Recertification

All paratransit riders will need to renew their eligibility at least every three years. The City of Santa Rosa will contact you to renew your paratransit eligibility if you currently have “permanent” status. If you have not been contacted, please feel free to call us at: (707) 543-3333 or TTY Relay: 711 or email ykoslen@srcity.org.

Permanent Registrants: The City of Santa Rosa will send out a renewal letter to all persons with “permanent” status, whether their eligibility is for conditional, trip by trip or full/unrestricted trips.

Temporary Registrants: All temporarily eligible paratransit users will need to complete a new ***APPLICATION FOR ADA PARATRANSIT SERVICES WITHIN SONOMA COUNTY (ENGLISH or SPANISH)***. Temporarily eligible paratransit users will not be automatically contacted by the City of Santa Rosa to renew their eligibility.

Passenger Responsibilities

The City of Santa Rosa requires that all contractors, and specifically the paratransit contractor, complies with Part 37 – Transportation Service for Individual with Disabilities Regulations provided by the Federal Transportation Administration (FTA), Department of Transportation. This regulation guides the implementation of the Americans with Disabilities Act of 1990 (ADA) that prohibits discrimination and ensures equal opportunity and access for persons with disabilities.

It is the policy of the City of Santa Rosa to ensure safe and effective transportation for all passengers and staff along with the proper operation of all vehicles. The following list of Passenger Responsibilities has been established to ensure this policy; however, they are not meant to be all inclusive. Violation of any Passenger Responsibility can result in the passenger receiving a warning letter to temporary suspension from Santa Rosa Paratransit services.

1. Inappropriate Social Behavior

- a. All passengers, including paratransit staff, have the right to participate without any threat or fear of physical or verbal abuse and with personal comfort. Passengers are therefore expected to exhibit appropriate social behavior while interacting with other passengers and with paratransit staff.

2. Disruptive Behavior

- a. Sudden or loud verbal outbursts which could threaten the health of fragile riders or the driver's safe attention while driving.
- b. Soiling the vehicle with bodily fluids or waste, or thereby creating a hazard to others.
- c. Failing to maintain reasonable personal hygiene, resulting in excessive body odor.

3. Dangerous Behavior and Physical Abuse

- a. Dangerous behavior and physical abuse are defined as any threat or action that could cause any physical harm to the driver, other passengers, the individual or Santa Rosa Paratransit staff or equipment, including the vehicle.
- b. The penalty for a proven incident of dangerous or unsafe behavior or physical abuse will be determined by Santa Rosa Paratransit. Penalty can range from a warning letter to permanent suspension from Santa Rosa Paratransit service.

4. Verbal Abuse

- a. Verbal abuse is defined as any oral presentation that is offensive to a passenger, driver, or Santa Rosa Paratransit staff. The penalty for a proven incident of verbal abuse will be determined by Santa Rosa Paratransit. Penalties can range from a warning letter to temporary suspension from Santa Rosa Paratransit service.

5. Causes for Refusal of Service

- a. Dangerous behavior or physical or verbal abuse towards drivers or other passengers on the vehicle, are grounds for immediate refusal of Santa Rosa Paratransit service.

Get Involved

Paratransit User Group (PUG) –paratransit users and the City of Santa Rosa Transit Staff work to facilitate an efficient, safe and comfortable service. Group discusses City of Santa Rosa paratransit and CityBus issues. PUG meetings are open to the public and are held every 2-3 months. To receive PUG meeting agenda's email ykoslen@srcity.org. For more information, call (707) 543-3335.

Transit Paratransit Coordinating Committee (TPCC) - managed by the Sonoma County Transportation Authority (SCTA). Serves as the coordinating and advocacy group to address issues relating to transportation services for persons with disabilities, seniors, and others who do not or cannot drive. Meetings are every two months. Agendas and minutes are posted at: <http://scta.ca.gov/meetings-and-events/advisory-committee-meetings/> or call 707-565-5373 or TTY Relay: 711.

Santa Rosa Paratransit Users Guide

Attachment A Regional Transportation Providers

The below list of providers, services and contact information may change without being updated. This list is being provided so that paratransit users have a list of the different kinds of transportation services that may be available in the Santa Rosa area.

Service Provider	Description	Phone number	Website
City of Santa Rosa CityBus	Fixed Route and Paratransit services within the City of Santa Rosa	<ul style="list-style-type: none"> • General 707-543-3926 • Paratransit eligibility (707) 541-7180 • Paratransit schedule a trip (707) 546-1999 	www.srcity.org/CityBus
Catholic Charities: St. Rose CARES	Volunteers from the St. Rose Parish provide transportation and other help accessing medical, social, and emergency services for aged 60 and older or disabled people. Call 5 business days in advance.	707-528-2063	https://www.srcharities.org/seniors
Sonoma County Transit	Fixed route and paratransit services in Sonoma County.	General 707-576-7433 Paratransit eligibility 707-585-7516 Paratransit schedule a trip 707-573-3377	www.sctransit.com
Golden Gate Transit	Bus and Ferry service between Santa Rosa and San Francisco	415-257-4554	www.goldengate.org
Marin Access	Provide paratransit for Golden Gate Transit area which generally includes the 101 corridor to north Santa Rosa	800-454-0964	www.marintransit.org/paratransit
Sonoma-Marin Area Rail Transit (SMART Train)	Passenger rail service between Northern Santa Rosa and Downtown San Rafael.	707-794-3330	www.sonomamarin-train.org

Santa Rosa Paratransit Users Guide

Clipper Card	The Clipper Card can be used on ALL Bay Area fixed route services. Adult, Youth, Senior and RTC Clipper card (for customers with disabilities)	877-878-8883	www.clippercard.com
Google	Plan transit, biking, walking or driving trips. For transit just click on the bus icon.		www.google.com/maps
511 SF Bay	511 is your one-stop phone and web source for up-to-the-minute Bay Area traffic, transit, carpool, bicycling, and parking information. It's FREE and available whenever you need it - 24 hours a day	511	www.511.org
Mendocino Transit Authority	Offers daily service between Point Arena, Mendocino, Ukiah, and Santa Rosa.	800-696-4682	www.mendocinotransit.org
Go Go Grandparent	Use Lyft or Uber without a smartphone.	855-464-6872	www.gogograndparent.com
Greyhound Lines INC.	Provides bus transportation services.	800-231-2222	www.greyhound.com
Amtrak	Provides bus service within the Santa Rosa area and train services through-out US and many locations within the Bay Area including the Martinez Amtrak train station.	800-872-7245	www.amtrak.com
Women Driving Women	Women Driving Women Inc. is the safe rideshare for women, children, and elders. We are about half the price of taxi. Everyone must pass a background check. We are an exclusive membership. You must be made a member to get your own personal driver. No computer or smartphone needed.	800-277-1753	www.womendrivingwomen.org
Sonoma County Indian Health Project	Provides transportation information and assistance for Native Americans Senior Citizens. For Native American population from Gualala north to Irish Beach transportation services may be available.	707-521-4545	www.scihp.org

Santa Rosa Paratransit Users Guide

Becoming Independent	Taking people to and from their homes and jobs, Becoming Independent (BI) program sites, and to community events all over Sonoma and Napa counties. The BI-EXPRESS, provides a critical weekend and evening service for people with disabilities.	707-524-6600	www.becomingindependent.org
American Cancer Society	Provides free transportation to and from treatment for cancer patients.	800-227-2345	www.cancer.org/treatment/supportprograms/services/road-to-recovery
Face To Face	Offers programs specifically for those diagnosed with AIDS or HIV.	707-544-1581	www.f2f.org
Rohnert Park Sunshine Bus	Offers van rides by appointment on limited hours and days.	707-585-6780	http://www.ci.rohnert-park.ca.us/city_hall/departments/community_services/senior_center/services
iRide Petaluma & Rohnert Park	Provides specialized Information and Referral to transportation resources.	707-765-8488	www.petalumapeople.org/seniors/transportation
City of Petaluma Transit & Paratransit	Fixed routes and ADA paratransit for those unable to use fixed routes within Petaluma	707-778-4460	http://transit.cityofpetaluma.net
Friends in Sonoma Helping (FISH)	Provides rides to medical appointments for Sonoma Valley residents only - call ahead to schedule a ride request.	707-996-0111	www.friendsinsonomahelping.org
Vintage House	Non-medical purposes (i.e. grocery shopping, hair dresser, etc.) within Sonoma Valley Monday - Friday, 9 a.m. to 4 p.m. for seniors 60 +	707-996-0311	www.vintagehouse.org/programs-and-services/limo
Sebastopol Area Senior Center - Volunteer Driving Program	Provides transportation to medical, social service and shopping needs for West County Residents who are ages 60 +. Services available Mon-Fri, call to schedule 5 business days on advance.	707-829-2440	www.sebastopolseniorcenter.org/transportation
AM-Care NonEmergency Medical Transportation	A non-emergency, fee based service for wheelchair, gurney transportation with oxygen available.	707-578-1144	

Santa Rosa Paratransit Users Guide

Transport Care	Provides wheelchair and gurney transportation for a fee for seniors.	707-478-8856	www.transportcare1.com
WheelCare Express	Provides non-emergency wheelchair transportation for seniors.	707-573-3055	www.wheelcareexpress.com/
Covia	Senior Resources @ Home	707-539-9000	https://covia.org
Transport Care	Provides wheelchair and gurney transportation for a fee for seniors.	707-478-8856	www.transportcare1.com
Verihealth	Provides non-medical transportation hospital enrolled in Verihealth program.	707-766-2400	www.verihealth.com