

The City of Lodi
**ADA Paratransit Eligible
Rider's Information Book**



City of Lodi-Transit
24 South Sacramento Street
Lodi, CA 95240
(209) 333-6806 (Reservations)
(209) 333-6706 (Questions)

www.lodi.gov/transit

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I. Welcome to the City of Lodi VineLine ADA Paratransit Services

The VineLine ADA Complementary Paratransit Service is paratransit service provided to individuals who are ADA-certified and are unable to use some or all of the fixed route bus services. VineLine ADA Complementary Paratransit Service provides comparable service to the regular fixed route system in terms of service area, service hours and days.

Eligibility

VineLine ADA Complementary Paratransit Services provides transportation for people who are certified to use ADA Complementary Paratransit service under the rules of the Americans with Disabilities Act (ADA) and federal regulations (49 CFR Section 37.121-135). Eligibility for ADA Complementary Paratransit Service is open to persons in the following three categories: Conditional, Temporary, Unconditional. Eligibility is based in part on the following:

1. Persons unable to navigate the fixed route system.
2. 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 Complementary Paratransit application:

City of Lodi Transit
24 South Sacramento Street
Lodi, CA 95240
(209) 333-6806

Let us know if you need an application in an alternative format or require in-person telephone assistance to complete your application.

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 except as required by law.

II. Service Areas and Hours

VineLine ADA Paratransit Services operates within the Lodi city limits during the same days and hours as the regular fixed route service.

Weekdays: 6:10 A.M. to 7:30 P.M.
Saturday: 7:30 A.M. to 9:30 P.M.
Sunday: 8:30 A.M. to 4:30 P.M.

Reservations can be made during the following times:

Weekdays: 8:00 A.M. to 6:00 P.M.

Saturday: 8:00 A.M. to 6:00 P.M.

Sunday: 9:00 A.M. to 3:00 P.M.

No service is provided on the following holidays:

New Years Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day following Thanksgiving, Christmas Eve, and Christmas Day.

Service may be reduced on Thanksgiving Eve Day, Christmas Eve Day and New Year's Eve Day, and will be posted two weeks prior to any reduction.

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

III. Scheduling a Ride

To make a reservation, you must call at least one day in advance but not more than fourteen (14) to make a reservation. If you wish to travel the day after a service holiday, a voicemail box is available to take reservations. When you call leave a message with all of the information below as well as a phone number at which you can be reached. When the office opens the next day, all messages will be reviewed and trips scheduled. A dispatcher will call to confirm your trip. 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
- Your return telephone 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 need to bring 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 (up to 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 VineLine to offer a reservation time up to one hour before or after your requested reservation time.

Companions and Personal Care Attendants (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.

You may also bring a Personal Care Attendant (PCA). A 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 a reservation, 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 (209) 333-6806 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 of your cancellation this will help free up space for others to ride and keep program costs down.

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. The penalty for no-shows is loss of service privileges. Please see 'Suspension for No-Shows' section.

Subscription Service

If you travel to and from the same destination at the same time and day, you may request to use the VineLine ADA Paratransit Services Subscription Service. This service allows riders to make regular trips without telephoning in reservations or to confirm 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. Subscription service is available on a first-come, first-served basis. There may be a waiting list for this service.

IV. Riding VineLine ADA 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. An ADA passenger may also have one (1) companion who can ride for the same fare of \$2.00.

Fares for VineLine ADA Paratransit Services are:

ADA Paratransit Single Ride	\$ 2.00
ADA Paratransit 10 Ride Pass	\$16.00

VineLine 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 10-minute window prior or 20-minute window after scheduled pick up reservation time for Vineline reservations. 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 10 minutes before or 20 minutes after the scheduled pick-up time are considered on time and within the time window. Should a vehicle arrive early (for example, 20 minutes prior to pick-up reservation), you are not required to board until 10 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 20 minutes after scheduled pick up reservation.

Boarding with a Mobility Device

All vehicles are equipped with passenger lifts that meet ADA specifications. Lifts will accommodate mobility devices such as wheelchairs and scooters up to 800 pounds, including the passenger. Mobility devices that exceed this standard may not be transported.

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. Passengers may also utilize a small personal cart for their packages. 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. If you are riding in a wheelchair, these items must be attached to your wheelchair, not wheeled separately.

Service Animals

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Only dogs are recognized as service animals under titles II and III of the ADA. When you make your reservation, please inform the dispatcher that you will be traveling with a service dog. Pets and 'therapy dogs' that are not trained specifically to do work or perform tasks for people with disabilities will not be allowed to board the vehicle.

Out-of-Area Visitor Riding Privileges

VineLine ADA Paratransit Services can provide 30 days of service for ADA-certified persons with disabilities who are visiting from outside the City of Lodi area. Call (209) 333-6806 for additional information.

V. Responsibilities

VineLine ADA Paratransit Services 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 20-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 distracting the driver or annoying other passengers with inappropriate 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.
- Radio, cassette tape players, compact disc players, or other sound generating equipment may only be used with headphones. Music is not permitted to be played aloud.

Driver Responsibilities

- Riders can expect drivers are to adhere to the same standards of common courtesy and personal hygiene as those required of the riders.
- Treat riders with courtesy.
- 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 are not permitted to:

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

VI. Service Suspension

Misusing the system can result in suspension of your ADA Paratransit service. The Americans with Disabilities Act reserves ADA Paratransit Services for individuals who are certified as eligible and approved by the City. The following are misuses of the ADA Paratransit services that could lead to suspension.

1. Obtaining or using ADA Paratransit services under false pretenses, such as making false or misleading statements on your eligibility application.
2. Allowing other non-eligible individuals such as friends or family members to ride using your name.

Suspension for No-Shows/ Late Cancellations

One of our goals is to provide you and other passengers with timely and reliable service. To help us accomplish this goal, City of Lodi has established no-show and late cancellation procedures in conformance with federal regulations.

If you demonstrate a pattern or practice of missing scheduled trips or not cancelling trips within the required time, you may be suspended from service.

- A No-Show is when a Dial-A-Ride (DAR)/VineLine (VL) passenger reserves and schedules a ride but does not meet the vehicle within 5 minutes of its arrival.
- A Late Cancellation is when a DAR/VL passenger fails to cancel a trip more than one (1) hour prior to their scheduled departure time.

If a customer has more than one ride scheduled, having a no-show does not automatically cancel the rest of the rides for the day. It is still the customer's responsibility to call and cancel the remaining rides for the day. If the rides are not cancelled, and the customer does not ride, the result would be additional no-shows.

For each No-Show or Late Cancellation, you will receive a warning notice.

If you have received four (4) notices in a rolling six (6) month period and they represent ten percent (10%) or more of your scheduled trips, you will be sent a Suspension Letter.

A Suspension letter is a written notification sent indicating you may be suspended from service for one (1) week and you may lose your subscription privileges during this time period (if applicable).

Suspension for Abusive or Disruptive Behavior

Disruptive or abusive behavior that endangers passengers, drivers, or the VineLine staff will not be allowed and is cause for suspension.

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.
- Defacing equipment.

Repeated violation of riding rules, including:

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

Circumstances 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

If an investigation reveals your disruptive behavior is due to a disability and is beyond your control, your service may not be suspended. However, VineLine may require you to travel with a Personal Care Attendant (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. Appeals Process for Suspensions

If you disagree with a suspension, you have the right to appeal the decision. Please mail a brief letter, within 60 days of the suspension notice, stating the reasons for the appeal to:

City of Lodi Public Works Department
Attention: Transit Administration Appeal
P. O. Box 3006
Lodi, CA 95241-1910.

The City Manager has appointed an Administrative Appeals Panel. Upon receipt of your letter, this Panel will review all relevant materials associated with the appeal. The panel will be comprised of transportation and city official representatives. The appeals process will be carried out in accordance with federal regulations.

An explanation of the appeals process is listed below:

- Appeals must be filed no later than 60 days after the receipt of the suspended service notification.
- Appeals must be filed in writing or on an audio file; and accommodations will be made for persons unable to do so.
- An Administrative Appeals Hearing will be held to provide an opportunity for the person appealing to present information and arguments.
- A written decision will be made within 30 days and will include the reasons for the suspension.
- Person appealing may not ride the service pending the decision granted at the Administration Appeals Hearing. If a written decision has not been made within 30 days, the person appealing may ride the service.

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. Presumptive eligibility must be granted to the individual if a decision is not made within 30 days of the completion of the appeals process.

Process

1. Written appeal is submitted to the Transportation Manager, who schedules the appeal hearing.
2. At appeals hearing, introductions of panel members, passenger and presiding members.
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 GrapeLine Fixed-Route Public Transit Services

Listed below are some benefits of the City of Lodi GrapeLine fixed-route system:

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

Senior/Disabled/Medicare Card	\$ 0.60
Senior/Disabled/Medicare 10-ride Pass	\$ 6.00
Senior/Disabled Monthly Pass	\$22.00

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 GrapeLine fixed route services, please call 333-6806 or visit us on the web at www.lodi.gov/transit.

IX. Customer Service

If you experienced a problem with a specific ride or you need an application for ADA Demand Response Service, please call our office at 209-333-6806. The City of Lodi is committed to using customer input as a tool to improve service quality.

Contact Information for Public Works Department - Transit

Address: 221 West Pine Street
Lodi, CA 95240

Mailing Address: P. O. Box 3006
Lodi, CA 95241-1910

Phone: (209) 333-6706

Email: pfernandez@lodi.gov
pwdept@lodi.gov