



Dial-A-Ride/ADA Paratransit Service Policies

Program Description

The Americans with Disabilities Act (ADA) ensures that persons with disabilities receive the same transportation service opportunities as everyone else. Manteca Transit provides Dial-a-Ride service which serves as the ADA paratransit service for those who, due to their disability, are functionally unable to use the fixed-route system. In addition, those who are 62 and older, and those receiving Medicare benefits, are also eligible to use the Dial-a-Ride system.

Application Process

In order to utilize the ADA paratransit/Dial-a-Ride system, you must complete an application for paratransit services. Applications can be requested by calling (209) 456-8888, downloaded from the City of Manteca website at <http://www.ci.manteca.ca.us/mantecatransit/>, or picked up at the Manteca Transit Station, 220 Moffat Blvd., Manteca.

Your application will be reviewed to determine your level of eligibility. You may be granted “unconditional” eligibility which means that you may use the paratransit services without any restrictions or limitations; or “conditional” eligibility which means certain trip restrictions or limitations may be imposed based upon your functional ability. Or, your application may be denied. An appeals process has been established if you disagree with the decision made regarding your eligibility status. The application appeals process is discussed further in this policy.

You will receive written notification of your certification within twenty-one (21) working days of receipt of your application. If you have not been notified within twenty-one working days, you will be automatically be granted temporary eligibility to use the Dial-a-Ride system.

Application Appeals Process

To appeal the decision, you will need to submit your request in writing, within sixty (60) days of receipt of your denial letter. Appeal letters may be mailed to City of Manteca, 1001 W. Center Street, Manteca, CA 95337.

Upon receipt of your letter, Manteca Transit will schedule a meeting to hear your appeal. You will be notified by mail with the date and time of this meeting. At this meeting, you will have the opportunity to submit any additional information, and written evidence and/or arguments to support your qualifications for service. You may bring a representative with you to this meeting.

You will be notified of the decision in writing within thirty (30) days of the hearing.

Service Hours

Monday through Friday
6:00 a.m. – 7:00 p.m.

Saturday (General Public Dial-A-Ride)
9:00 a.m. – 4:00 p.m.

Dial-A-Ride **does not** operate on the following Holidays: New Year's Day, Memorial Day, Independence Day (4th of July), Labor Day, Thanksgiving Day, and Christmas Day.

Reservations

- Contact the Manteca Transit Office at (209) 456-8888 to reserve a trip.
- Reservations may be made from one (1) to fourteen (14) days in advance.
- Trips are provided on a priority and space available basis. When space is available, same day service will be provided.
- Reservations can be made between 8:00 a.m. and 5:00 p.m. Monday through Friday.
- Same-day Saturday trips, trip cancellations, and Monday reservations can be made between 9:00 a.m. and 4:00 p.m. on Saturday.
- To make next day reservations on Sundays and holidays, passengers must leave a voice message by 4:00 p.m. with the following information:
 - ✓ Travel time and date;
 - ✓ Pick-up location;
 - ✓ Drop-off location; and
 - ✓ Contact telephone number to confirm your reservation.

Messages left during this time will be automatically honored, unless notified. If we are unable to honor the reservation, staff will call to schedule another time depending on availability of service.

- Return trip reservations should be made when booking your trip. "Will call" return trips will be accommodated on a space available basis. Persons making "will call" return trips should expect pickup delays of up to two hours.

Pick Up and Drop Off

- Passengers must have exact fare ready at the time of pick-up.
- Passengers should wait at the entrance/exit of their pick up location and be visible to the bus operator.
- The dispatchers will give the passenger a pick up window of 30 minutes around the negotiated departure time (i.e., -15/+15 window) prior to the pick-up time and 15 minutes after the pick-up time. Passengers will be picked-up anytime within the half-hour window.
 - A Direct route from the pick-up location to the delivery location usually does not occur. Please take into consideration the ½ hour pick up window, delay times and indirect travel when negotiating a pick up time, as well as when scheduling personal appointments.
- Drivers cannot enter private residences to provide assistance and must keep their vehicle in sight at all times. Drivers will wait no more than 3 minutes at each stop for passengers.

- Drivers will assist with packages limited to 3 trips to the door with bags and packages.
- Buses will not enter a private residential driveway. Exceptions may be made at the discretion of the Transit Analyst. Buses may not park or dwell in a manner that restricts driveway access. Trees and bushes along private roads must remain trimmed to accommodate large transit vehicles.

Trip Cancellations and Changes

- All cancellations must be called in to the Transit Office at (209) 456-8888 at least one (1) hour prior to the scheduled pick-up time. Drivers are not permitted to accept information regarding trip cancellations or changes.
- Each time a rider fails to cancel a scheduled trip at least one (1) hour in advance, a “No Show” will be added to the rider’s record.
- Once a rider has boarded the transit vehicle, changes to the trip destination and/or trip times are discouraged and may not be accommodated.

“No Show” Policy

To encourage responsible trip scheduling and Paratransit use, the Americans with Disabilities Act (ADA) provides that public transit systems establish and enforce a No Show policy. Manteca Transit’s ADA Paratransit (Dial-a-Ride) No Show policy is part of an effort to bring our riders more efficient paratransit service, and to be up-to-date with Federal Transit Administration findings, best practices, and community input.

No Shows are recorded each time a customer makes a late cancellation, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip.

No Shows and late cancellations result in wasted trips that could have been scheduled for use by other paratransit customers.

Sporadic customer no shows, late cancellations, and cancellations at the door are an expected cost of doing business for a paratransit system. However, excessive no shows, late cancellations, and cancellations at the door adversely affect the efficiency and effectiveness of service and significantly add to the cost of providing ADA complementary paratransit service.

- If a rider is not at the designated location for a scheduled trip when the driver arrives, the Transit Office will make an immediate attempt to contact the rider by phone. The driver will wait up to 3 minutes and if the rider fails to appear, a “No Show” will be added to the rider’s record.
- A “No Show” will also be added to a rider’s record when any of the following situations occur:
 1. Deciding not to ride after the bus arrives at the scheduled pick up time.
 2. Failing to cancel a scheduled trip at least one (1) hour in advance.
- A “No Show” beyond the control of the rider will not be counted. Riders must contact the Transit Office to explain why a “No Show” was beyond the rider’s control.
- Riders will be notified of each “No Show” on their record, which shall also include the date, time, pick up location and/or destination information related to the “No Show.”
- For the first “No Show” within a three (3) month period, the rider shall be notified by mail.

- A rider who has received two (2) “No Shows” within a three (3) month period will receive a First Warning explaining the Manteca Transit “No Show” policy.

Ride Suspension – No Show

- Several factors will be reviewed and considered before ridership privileges are proposed for suspension, including:
 - Frequency of an individual’s rides and proportion of No Shows.
 - A “pattern or practice” of missed trips involving intentional, repeated or regular actions, not isolated, accidental or singular incidents.
- A rider who accumulates a substantial number of “No Shows” in relation to total trips taken in a three (3) month period will receive a Notice of Proposed Suspension. The rider will be notified in writing that a review of their ridership record will be conducted to determine whether a suspension of ride privileges is recommended. The rider will have an opportunity to present information to explain the circumstances for the substantial “No Shows”.
- If ride suspension is recommended, the Transit Analyst shall notify the rider in writing that a suspension is being proposed, citing the full reason for the proposed suspension, it’s length, including the exact no-show dates, times, pick up locations and any other pertinent information on which the suspension is based. All suspension periods will be for a reasonable period of time and commensurate with the offense.

Suspension Appeals Process

- The passenger has thirty calendar days to submit an appeal in writing for the proposed first violation.
- The passenger may present their appeal detailing the reasons for the pattern by panel or in writing. If the passenger elects to present their appeal in front of a panel, the Transit Division will coordinate a date of the meeting with the passenger. The passenger may contact the Transit Services Manager two days before the meeting to reschedule the meeting. If the passenger fails to reschedule the meeting and attend the meeting, the passenger forfeits their appeal.
- The panel will consist of the Transit Services Manager, Resident Manager (Contractor), and one outside person. The operator will transport the passenger to and from the meeting at no expense to passenger.
- The operator will provide the passenger with written notification of the decision and the reason for the decision
- Passengers have five calendar days to submit an appeal in writing for each subsequent violation after the first violation. In the event a passenger receives a Notice of Intent to suspend, you have the right to request an appeal.
- If a Notice of Intent to Suspend is received and you wish to request an appeal the following procedure must be adhered to:
 1. Request an Appeal Request Form from the General Manager by calling (209) 456-8888.
 2. Return the completed Appeal Request Form within 7 days of receipt of your Notice of Intent to Suspend to the General Manager or the Project Manager.
 - To return to the General Manager, mail or take the completed Appeal Request Form to: General Manager, 220 Moffat Blvd., Manteca, CA 95337.
 - To return to the Project Manager, mail completed Appeal Request Form to: Transit Project Manager, 1001 W. Center St., Manteca, CA 95337.

- An Appeal Request Form must be completed in order to request an appeals hearing.
- 3. Appeal Hearings will be conducted by the Appeals Board following the submission of a completed Appeal Request Form.

Subscription Cancellations and Changes

- All subscription passengers are required to make at least 75% of their subscription trips within a 30-day period.
- A passenger failing to show up for at least 75% of their subscription trips within a period of 30 consecutive calendar days will receive a *First Notice* of pending subscription suspension.
- After the *First Notice* if an individual fails to show up for 10% of their subscription trips within a period of 30 consecutive calendar days, City will issue a *Notice of Subscription Suspension*.
- The *Notice of Subscription Suspension* will inform the individual that their subscription service has been cancelled. At that time the individual will be required to call in all reservations.
- After a period of 3 months from the Subscription Suspension the individual may reapply for subscription service. If available, the individual will have their subscription privileges reinstated. If the service is not available due to demand the individual will be placed on the waiting list.

Companions, Attendants, Children and Visitors

- Companions
 1. A passenger may request a ride for a companion.
 2. The companion must be picked up and dropped off at the same point as the passenger.
 3. The companion will pay the same fare as the passenger.
- Personal Care Attendants
 1. Persons certified as disabled and requiring the assistance of a personal care attendant may be accompanied by an attendant free of charge provided the attendant is picked up and dropped off at the same point as the passenger.
 2. A personal care attendant is someone who is essential to the passenger for mobility.
 3. Passengers must inform dispatch, when making their appointment that they will be traveling with a personal care attendant.
- Children
 1. Infants or small children should be fastened by a seatbelt or held on your lap.
 2. Children under the age of 6 years must be accompanied by an older child (+12) or adult.
- Visitors
 1. A visitor is an individual with disabilities who does not reside in the City of Manteca.
 2. A visitor must present documentation that they are ADA paratransit eligible in the jurisdiction in which they reside. This can be done through:
 - Documentation of eligibility received from another transit agency (i.e., ID card or other documentation).
 - Certification by the visitor that they are unable to use fixed route transit.
 3. Visitors are eligible to use the Manteca Transit Dial-a-Ride system for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service

during such 365-day period.

4. Visitors are not required to receive eligibility certification from Manteca Transit before receiving transit services.

Mobility Devices

- Wheelchair users should remain in their chair and wear a lap belt during loading and unloading, as well as while riding on Manteca Transit.
- Drivers will not push wheelchairs up or down inclines or over barriers.
- Scooter users should transfer to a bus seat if possible.
- All mobility devices will be secured to the bus.

Lost and Found

- If you lose something on a Manteca Transit bus, call the Transit Office at (209) 456-8888 immediately.
- Items may be claimed at the Manteca Transit Center located at 220 Moffat Blvd. in Manteca during normal business hours. *Items will be held for 30 days only.*

Travel Rules/Procedures

- Please allow passengers to exit the bus before boarding.
- Please be patient when drivers are securing wheelchairs and mobility devices.
- Remain seated while the bus is in motion.
- Keep aisles clear. Packages, strollers must be folded and shopping carts should be kept under the seats or folded between seats. State law requires the area between the driver and the front door be kept clear at all times.
- Eating, drinking and smoking are prohibited on all Manteca Transit buses.
- Radios, tape and CD players may only be played through earphones and at a volume unheard by other passengers.
- Shirts and shoes must be worn at all times.
- Wet clothing, such as swim suits, will not be allowed. However, wet clothing due to weather conditions is only discouraged.
- Pets, other than service animals/guide dogs, are not allowed on board Manteca Transit buses.
- Spitting, urinating or defecating on the bus or at bus stops is prohibited.
- Large, bulky items are prohibited. However, fishing poles and other recreational equipment may be permitted at the driver's discretion. Items that roll, such as skateboards, must be held securely while on board.
- All hazardous items, such as toxic materials (gasoline, explosives, flammable liquids, etc.) or unpackaged plate glass, are strictly prohibited due to public safety.
- No firearms are allowed on board buses except for law enforcement officers, uniformed and properly credentialed security guards and other persons with applicable permits.
- Always wait until the bus has departed before walking behind it to cross the street.
- All persons using the transportation services provided by the City of Manteca are expected to conduct themselves courteously and with decorum. The privilege of using Manteca Transit services may be suspended, either temporarily or permanently, in the event a passenger:

- ✓ is abusive, offensive or insulting to any other passenger, the vehicle operator or any other Transit employee;
- ✓ engages in any conduct or activity which is hazardous to themselves or to any other person; or
- ✓ damages, vandalizes or destroys any property of the transit operator or the City.
- ✓

Disciplinary Procedures

- The driver of any Manteca Transit vehicle shall have the right to deny service and demand that any passenger violating Manteca Transit rules disembark the bus at any time, but should leave the passenger at a place where shelter and a telephone are available. If necessary, the driver will request the assistance from local law enforcement officials.
- The right of any passenger to ride on a Manteca Transit vehicle may be suspended by the City Project Analyst for up to 14 days to protect the health, safety and/or welfare of Transit employees and/or other passengers.
- If the City Project Analyst determines that a suspension of more than 14 days is appropriate, they may suspend the passenger for an additional period up to the next City Council meeting. Prior to ordering the additional suspension, the City Project Analyst shall give the affected passenger an opportunity to appear before him/her to present further information and evidence. The suspension period may be extended after a hearing is conducted by the City Council.
- The affected passenger shall be notified in a timely manner of the date and time of the scheduled Council Hearing, if the person's name and address are known to Manteca Transit staff:
 1. Notification shall be by registered letter or equivalent.
 2. The affected passenger shall have the right to appear at the hearing and present any evidence that is relevant to the matter.
 3. At the conclusion of the Hearing, the City Council shall determine whether the suspension should be continued and if so, the term of such suspension.
 4. The affected passenger shall be notified of the decision of the Council within 10 business days after the Hearing.
 5. Non-operational days of Manteca Transit shall not be considered in computing any suspension time provided herein.