

Dial-A-Ride

– ADA Program –



Includes information on eligibility, the application process, hours of operation, trip reservation procedures, cancellation policies, fares and passes, and tips for riding. The ADA program application is separate.

For **reservations**, call **(559) 713-4750**.

For **information**, call **(559) 713-4100**.



Visalia Transit (VT) Dial-A-Ride service is a coordinated and accessible “**origin-to-destination**” service designed to provide comparable paratransit service for ADA (Americans with Disabilities Act) certified individuals with disabilities that prevent them from riding the VT fixed-route buses. In addition, Dial-A-Ride provides same-day service to the general public (non-ADA passengers) based on space available.

ELIGIBILITY

Under the ADA regulations, there are three categories under which a person may be eligible for ADA Dial-A-Ride service:

1. An individual with a physical or mental disability who, without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), is unable to board, ride, or disembark from any vehicle on the VT fixed-route bus system which is readily accessible to and usable by individuals with disabilities.
2. Equipment and/or stops on the VT fixed-route system are not accessible to a person in a wheelchair or a person using a mobility device such as a walker.
3. An individual with a disability who has a specific impairment-related condition which prevents the individual from traveling to a boarding location or from a disembarking location on the VT fixed-route system.



THE ADA APPLICATION

The ADA application consists of two parts.

1. The first part must be completed by the applicant or a representative and requests information specific to the applicant (name, address, disability limitations, mobility aids, etc.).
2. The second part of the application must be completed by the

applicant’s doctor, rehabilitation counselor, physical therapist, or other licensed medical professional that can provide information regarding the **applicant’s** disability.

Eligibility will be based on the information provided in the application. Therefore, it is important to take the time to fill out the form thoroughly and ensure that your doctor does the same. The completed application should be returned to:

City of Visalia, Transit Division
Attn: ADA Coordinator
425 E. Oak Avenue, Suite 301
Visalia, CA 93291

Original applications must be submitted. We cannot accept emailed, faxed, scanned, or copied applications.

ADA Application Review

Once an application is received, it will be reviewed by the ADA coordinator. A determination of ADA eligibility status will be made within 21 days. If Visalia Transit is unable to make a determination within 21 days, applicant will receive presumptive, temporary certification beginning on the 22nd day and continuing until official determination and written notice can be provided.

ADA Approval / Denial Process

Once a determination regarding eligibility status has been made, the applicant will be notified of the decision in writing. If the ADA application is approved, an appointment will be scheduled for a picture that will be used for a photo ID card. The certification is not final until this step has been completed.

Visalia Transit reserves the right to make the final determination of eligibility of ADA applications. Should an application be denied, Visalia Transit will provide a written reason for the denial and a copy of the appeal process. An appeal may be filed with the City of Visalia, Transit Division, or a revised application may be submitted.

ADA Appeal Process

Applicants who are denied certification and disagree with the decision may make an appeal within 60 days of the initial eligibility decision. Individuals will have an opportunity to be heard in person and/or present additional information and arguments regarding their disability to the Transit Manager. If this adjudication is not satisfactory to the applicant, a further appeal can be made to the

City of Visalia Transit Advisory Committee. The committee will review the case and make a final decision. Once the appeal process is completed, the applicant will be notified of the final decision in writing within 30 days.

ADA Recertification

All ADA certified applicants must undergo recertification every three (3) years. This allows the City of Visalia to update its records and to ensure accuracy of eligibility and contact information.



All applicants categorized as having a temporary disability will be given a specific date when ADA eligibility expires. Dates vary on a case-by-case basis. If the **applicant’s** disability persists beyond the expiration date given, a new application must be completed.

Visitors

Visitors who are ADA certified through another transit agency may use the VT Dial-A-Ride service for 21 days within a 365 day period to make reservations in advance. **You must fill out a visitor’s form.** If you are not ADA certified through another transit agency, please refer to the instructions on the **visitor’s form**. Forms are available on the Visalia Transit Website www.visaliatransit.com and at the Visalia Transit Center. Visalia Transit may request proof of residency and any evidence available to document the disability if it is not apparent. If you are ADA certified through another transit agency within Tulare County, you are not required to fill out a **visitor’s form** and are not limited to the 21 days of service within a 365 day period.

GENERAL INFORMATION

Hours of Operation

Monday – Friday6:00 a.m. to 9:30 p.m.
 Saturday and Sunday.....8:00 a.m. to 6:30 p.m.

Fares and Passes

When boarding, exact fare is required. Drivers do not carry change. The driver does not accept round trip fares. Passengers are required to place all monetary fares into the farebox, unless the passenger specifically requests assistance from the driver to put the money into the farebox. All passengers who receive a reduced fare must present their ADA or Senior/Disabled ID card to

the driver each time they board a bus.

Fares

ADA/Sr./Dis./Military/Medicare.....	\$2.25
General Public.....	\$4.00
First 2 children ages 6 and under.....	FREE
Each additional child.....	\$2.25

Available Passes

ADA/Sr./Dis./Military/Medicare	
10-ride Punch Pass.....	\$22.50
General Public 10-ride Punch Pass.....	\$40.00
Monthly Fast Pass (ADA ONLY).....	\$75.00

Dial-A-Ride passes may be purchased at the Visalia Transit Center, located at 425 E. Oak Avenue, or by calling VT at (559) 713-4100. Please have your Visa or MasterCard ready for payment when purchasing passes by phone.

Holidays

VT Dial-A-Ride does not operate on the following holidays:

- New Year’s Day
- Easter Day
- Memorial Day
- Independence Day
- Thanksgiving Day
- Christmas Day

VT Dial-A-Ride operates alternative schedules on the following holidays:

- President’s Day
- Labor Day
- Christmas Eve
- New Year’s Eve

See current holiday schedule or call 559-713-4750 for schedule details.

Service Area

The service area includes the city limits of Visalia, Goshen, Farmersville, Exeter, and Tulare (Tulare Transit Center ONLY).

HELPFUL HINTS

- ADA identification cards must be shown to the driver when boarding the vehicle.
- Exact fare is required. Drivers do not carry change.
- Dial-A-Ride is a shared ride service. Shared ride service means that the driver may pick-up or drop-off other passengers along the way. Trips could last up to one hour. Please allow adequate time between reservations for travel to avoid schedule overlap, delays, and cancellations.
- When scheduling your trip, it is important to let the reservation agent know whether any part of your trip has a set appointment, so that your trip can be planned accordingly.
- Dial-A-Ride provides curb-to-curb service. Curb-to-curb service means that the vehicle will pick up the scheduled passenger at the nearest curb or accessible location to the pick-up address, and drop the passenger off at the curb or nearest accessible location to the destination address.
- Door-to-door service is provided upon request at time of reservation only. Minimum of next-day notice is required. The driver is only able to escort the passenger to the first door (i.e. the front door). Drivers are not allowed to lose sight of the vehicle at any time and cannot enter the house or building to assist the passenger.
- Carry-on items are the passenger's responsibility. Passengers should limit the number and size of carry-on items to those that can be easily handled and stored in their seating area. Please see cargo and cart policy for additional detail.
- Sound equipment may be used only with earphones.
- Boisterous or unruly behavior that disturbs others is prohibited.
- Buses will arrive at the pick-up location up to 15 minutes before or after the designated pick-up time. Passengers are required to be ready and waiting within that 30 minute window. Buses will wait up to five minutes for passengers. Any passenger who has not



- boarded the bus within five minutes will be considered a no-show.
- Dial-A-Ride drivers cannot wait on passengers to conduct business.
- Return trips must be scheduled through Dial-A-Ride reservations. It is suggested that you make departure and return reservations at the same time, to ensure your trip can be accommodated.

RESERVATIONS

Once an individual has been ADA certified to use the VT Dial-A-Ride service, a rider may schedule a trip for any purpose by calling **(559) 713-4750**.

ADA reservations may be made up to two (2) weeks in advance. All General Public or non-ADA passengers are limited to same day trips. Same day trip requests are scheduled depending on space availability.

All passengers, including ADA certified passengers, making same day reservations are subject to space availability.

Visalia Transit will make every attempt to accommodate a **rider's** requested trip time. However, the pick-up time being requested may not be available. Reservation agent may suggest alternative times for your trip. For ADA passengers, making reservations in advance will help to ensure you receive the requested pick-up or drop off time.

Trip requests will be accommodated in the following priority order:

- ADA certified passengers
- Senior / Disabled passengers that are not ADA certified
- General public

When scheduling a trip, please be ready to provide the reservation agent with the following information for each trip being scheduled.

- Passenger's name
- Passenger's phone number
- Passenger's pick-up address, including apartment number, building number, or specific directions
- Passenger's requested destination arrival. Based on the requested arrival time and the schedule of the vehicle, the reservation agent may negotiate a pick-up time with the individual that could be up to an hour before or an hour after the provided pick-up time. When scheduling an appointment, it is helpful to advise the reservation agent of the time you will be available for pick up.

- Passenger's destination address
- Companions, children, Personal Care Attendant (PCA) or service animal that will travel with the passenger
- Type of mobility aids or equipment (walker, wheelchair, etc.)
- ADA certification ID number
- Return pick-up or drop off time, if needed (a return pick-up reservation is recommended to ensure availability)

Reservation Hours

Monday – Friday6:00 a.m. to 7:00 p.m.
 Saturday and Sunday.....8:00 a.m. to 6:00 p.m.

Next day reservations cannot be taken after 7:00 p.m. on weekdays and 6:00 pm on weekends. For questions, calls will be answered until 9:30 p.m. on Monday through Friday and until 6:30 p.m. on Saturday and Sunday.

Standing Reservations

ADA certified passengers traveling to the same location on a regular basis may establish a standing reservation. A standing reservation eliminates the need to call each time the person needs to travel and requires that a customer call only when a trip needs to be cancelled or altered. To ensure the fair and efficient assignment of these limited reservations, standing reservations expire on January 31st and July 31st of each calendar year. After the expiration day, passengers will need to call to schedule an appointment or establish a new standing reservation.



Cancellations / Reservation Changes

If a passenger needs to cancel a ride, it must be cancelled at least one full hour before the scheduled pick-up time or it will be considered a no-show. Passengers are allowed one same-day schedule change per round trip. All other same-day changes will be recorded as a no-show and subject to penalties.

DIAL-A-RIDE NO-SHOW / LATE CANCELLATION POLICY

Visalia Transit Dial-A-Ride depends on efficient scheduling to accommodate as many customers as possible. Therefore, it is important that once a customer schedules a trip, the trip be used or cancelled within a reasonable amount of time. To ensure service efficiency and effectiveness, Visalia Transit has implemented a no-show policy for the Dial-A-Ride service.

For the purposes of this policy, a “no-show” is defined as:

- A passenger who is not at the designated pick-up location during the designated 30-minute pick-up window.
- A passenger who fails to cancel a scheduled trip, even if the trip is no longer needed.
- A passenger who cancels a scheduled trip less than one hour in advance of the scheduled pick-up time.

Please note that in the event of a no-show, all other trips scheduled for that passenger on the same day will be cancelled unless the office is notified within one hour after the first no show.

Penalties for Excessive No-Shows / Late Cancellations

When a passenger no-shows three (3) times and ten percent (10%) or more of their total scheduled trips in a 30-day period, this will be considered “excessive” and Visalia Transit will assign a probation period. The passenger will be notified in writing if this occurs. After the initial warning, the following penalties will be implemented when no-shows during the probation period exceed:

- 10% of total trips scheduled = 5-day suspension
- 20% of total trips scheduled = 10-day suspension
- 30% of total trips scheduled = 15-day suspension
- 40% of total trips scheduled = 20-day suspension
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No Show Appeals Process

The appeal process is available to any individual who has received a no-show letter or written Notice of Suspension of Services. The passenger may appeal in writing, email, or in person at Visalia Transit, located at 425 E. Oak Avenue, Suite 301, Visalia, CA 93291. Appeals will not be accepted by telephone. Appeals must be received within 14 days of the date on the written notice. The written appeal should specifically outline why the service restriction should not be imposed and describe what steps have been taken to reduce the pattern or practice of no-shows that led to the

initial sanction. All appeal decisions made by the City of Visalia will be made in writing. A copy will be mailed to the passenger and a copy will be placed in the **passenger's file**.

OTHER INFORMATION

Policy on Lift and Securement Use

VT Dial-A-Ride will accommodate all passengers in wheelchairs, so long as the wheelchair is within the **vehicle's** capacity. Wheelchairs and their users shall be secured at all times during the course of their trip. All non-ADA Dial-A-Ride passengers are also required to wear seatbelts. Passengers who use scooter-type wheelchairs who are capable of transferring to a vehicle seat are strongly urged to do so before transport. Passengers who need the lift to board but are not wheelchair users, may use the lift while standing.

Companions, Guests and Friends

All riders may have one companion travel with them. When making the reservation, passengers must notify the reservationist that they will be traveling with a companion. Additional companions will be accommodated on a space-available basis. The companion must board and leave the vehicle at the same location as the ADA passenger. Two (2) children, age 6 years and under, can ride free with an adult. An ADA passenger's companion pays the same fare as the ADA passenger for Dial-A-Ride.



Aides or Personal Care Attendants

An aide or Personal Care Attendant (PCA) is a person whose assistance is essential to the rider, as noted by the doctor on the ADA application form. The PCA must board and leave the vehicle at the same location as the rider. An aide or PCA traveling with an ADA passenger does not pay a fare. If an eligible ADA passenger should find he or she needs an aide after approval of the original application, the passenger must complete a new application for certification, which includes this requirement. Unless the need for an aide is documented on the application and in the **passenger's file**, anyone accompanying the passenger will be viewed as a companion and will have to pay an ADA fare.

Service Animals

Visalia Transit allows passengers to board the Dial-A-Ride with their service animal. When making a reservation, please notify the reservation agent that you will be boarding with a service animal to help ensure that adequate space is available for the animal.

Cargo and Cart Policy

Carts will not be allowed if they exceed 30" tall, 18" wide, and 18" deep (not including handle and/or wheels), cannot easily/quickly navigate vehicle door entrances and turns for any reason, contain loads that exceed the height and designated capacity of the carrying device, and items that are wet, leaking, or considered hazardous for any reason. Riders are limited to cargo items which can be boarded onto the vehicle in a single trip without assistance from another person, unless the person assisting is a PCA. For more information, please refer to our Cargo/Stroller/Cart policy on our website www.visaliatransit.com or call the Greenline 1-877-404-6473.

Reasonable Modification Request

It is Visalia Transit's policy to make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities. Requests for accommodations will be considered on a case-by-case basis and may be denied if not in accordance with our reasonable modification policy. Please visit our website www.visaliatransit.com or contact Visalia Transit for more information.

Requests for reasonable modifications can be sent to:

Visalia Transit
425 E Oak Avenue, Suite 301
Visalia, CA 93291
Attention: ADA Coordinator

Complaint / Compliment Procedure

Complaints and/or compliments can be written or verbal and must include contact information in order to be a valid complaint. Please visit our website or contact Visalia Transit for more information.

Complaints may be submitted to:

Visalia Transit
425 E Oak Avenue, Suite 301
Visalia, CA 93291

Or by phone:
(559) 713-4705

All complaints will be investigated by Transit Staff. VT will make every effort to address all complaints in an expeditious and thorough manner.

Forms may be submitted by email. Please call Visalia Transit at (559) 713-4100 for further instructions.

Please visit our website to download our forms and for more information about our transit services: www.visaliatransit.com

The information provided in this brochure is available in other accessible formats upon request.



VISALIA
T R A N S I T

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