



ADA Paratransit “Dial-a-Ride” Passenger Guide

**Serving the Ukiah,
Calpella & Redwood
Valley Areas**

**For reservations call Mendocino Transit Authority at
707-462-3881 or 1-800-696-4682**

How does Dial-a-Ride Work?

Unlike a taxi, Dial-a-Ride is a “shared ride, curb-to-curb” service. You will be riding with other Dial-a-Ride clients on Mendocino Transit Authority lift-equipped buses or vans, and you won’t always travel the most direct route to your destination. You may have to wait a short time to be picked up. When you make your trip reservations, you will receive a 30-minute pick-up window. For example, your pick-up window could be from 8:45 am until 9:15 am for a 9:00 am appointment.

- You must be ready to depart at the beginning of the 30-minute pick-up window. If your pick-up window is 9:00 to 9:30, you must be ready to board the bus at 9:00. When the vehicle arrives within the pick-up window, the driver is allowed to wait no more than five (5) minutes. By being ready when the Dial-a-Ride vehicle arrives you help keep everyone’s trip on schedule.
- You should be ready (dressed to go) and waiting just inside the most exterior door of the pick-up address.
- You need to be at the specific pick-up location that was given when you made the trip reservation. For example, you need to know if you will be at the “Main Entrance” or the “Outpatient Entrance” of the hospital.
- Drivers will help you safely get on and off the bus and, may escort you to and from the main door of your destination.

How do I request a ride?

Call 707-462-3881 or 1-800-696-4682 between 7:00 AM to 4:30 PM, Monday-Friday and 10:00 AM to 4:30 PM on Saturdays to request a trip.

- Making your trip reservation as far in advance as possible (up to two weeks ahead) will ensure you get a ride when you want it.
- You must make your trip reservation at least 24 hours in advance.
- You may schedule recurring trips as a “subscription.” For instance, you can schedule an appointment that you have every Monday just once, and we will put you on the schedule for every Monday until you cancel the subscription. Only call to cancel a trip, if needed.
- You should know the opening and closing times of the place you are going so you don’t have to wait outside the building. Remember, that your arrival time may be almost 30 minutes before your appointment time.
- You need to know when you want to return. Allow plenty of time to finish your business so you’ll be ready for the bus when it arrives.

Service is available Monday through Saturday, with the exceptions of holidays.

When and where does ADA Dial-a-Ride service operate?

Dial-a-Ride service operates in the Ukiah, Calpella and Redwood Valley Areas. For approved riders outside the Dial-a-Ride service area, we can travel up to $\frac{3}{4}$ of a mile from our fixed-route bus service to pick-up or drop-off **based on the time our fixed route is closest to your location**. This is considered a “route deviation.”

How much does Dial-a-Ride cost?

Fares – Ukiah:

Zone 1..... \$3.00

All of the city of Ukiah:

North to Hensley Creek Rd/Mendocino College

South to Hwy 253/Boonville Rd

East to Hwy 101 entire, including the Oak Manor and Manor Oaks area

Zone 2.....\$4.00

Outlying Ukiah Areas:

Burke Hill Regina Heights Deerwood Areas

Talmage Rd/Sanford Ranch Rd Old River Rd to Caravan Mobile Home Park

Forks Lake Mendocino Dr. Calpella

North of Hensley Creek Rd East of Hwy 101

West of Eastside Calpella Rd South of Moore St

Zone 3.....\$6.00

Redwood Valley Area:

North of Moore St. South to Hwy 101 @ Uva Dr/Humane Society

Oak Park Mobile/Broiler Steak House East Rd. @ West Rd.

Please have exact change or a punch pass with you as the drivers cannot make change.

How do I schedule my trips?

When you call, please be ready to provide the following information:

- Your first and last name.
- The date and time of your requested trip.
- Where you are going (include the building name and any specific drop-off and pick-up information).
- Let the scheduler know stops you need to make. For example, the post office, then Safeway, then back home.
- Appointment time (if applicable).
- The time you will be ready to be picked up for your return trip.
- Any other people who will ride with you such as a Personal Care Assistant, companion, children, or service animal. (ADA guidelines allow you to travel with a Personal Care Assistant and one companion. Additional companions may ride if space is available.)
- If anyone accompanying you will be using a mobility device such as a wheelchair, scooter, etc.
- Boarding while standing on the lift is allowed, however, drivers (are not allowed to ride the lift with the passenger.

Personal Care Attendant (PCA)

A Personal Care Attendant (PCA) assists the passenger with daily life functions, and may provide assistance during the ride or at the destination. If you need assistance to travel, riding with a PCA is strongly encouraged. A PCA is not required to pay a fare and must be picked up and dropped off at the same locations as the passenger. A passenger's need for a PCA must be indicated and approved on the application on file with Mendocino Transit Authority. If you did not indicate the need for a PCA when you first applied for ADA paratransit service and now need a PCA, you must call Mendocino Transit Authority at 707-234-6443 or 1-800-696-4682 and request the PCA form be mailed to you. You must reserve space for your PCA when scheduling a trip.

Note: A family member or a friend is regarded as a companion accompanying the eligible rider and not as a personal care attendant, unless that person is acting in the capacity of a personal care attendant.

Companions

A companion is someone who rides with a registered passenger, but not as a PCA. You may arrange to bring one companion along on each ride in addition to a personal care attendant. Companions must be picked up and dropped off at the same locations. Additional companions may be scheduled if space is available. Companions pay the same fare as the registered passenger. You must reserve space for your companion (including children) when scheduling a trip.

Travelling with Children

Children who are required by law to use a child safety seat must be secured. You are responsible for providing such safety equipment and for securing it and the child.

What can I bring on Dial-A-Ride?

- Items should be small enough so they fit in your seating area.
- Items should not weigh more than 20 pounds each.
- For example, going shopping on Dial-A-Ride and bringing four grocery bags weighing no more than 20 pounds each is acceptable.

Can I bring animals on Dial-A-Ride?

- You may always bring your service animal, such as a guide dog or canine companion, with you on Dial-A-Ride. The use of a service animal must be identified at the time of your eligibility.
- Pets are allowed as long as the pet is under your control and is not a threat to other passengers.

Boarding with a Mobility Device

Mendocino Transit Authority buses and vans are lift-equipped and will accommodate devices such as wheelchairs, scooters, and walkers provided the devices fit within the securement area and have a total weight of 600 pounds or less.

- To ensure the safety of our passengers, wheelchairs should be fitted with working brakes, and motorized wheelchairs must be turned off while on-board the lift. Wheelchairs should be secured with tie-downs, and all passengers should use a seatbelt.

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. Equipment must be able to be held, attached to a mobility device, or carried by a PCA.

Driver Responsibilities

Mendocino Transit Authority provides curb-to-curb, or door-to-door assistance depending on the capability of the rider. The Dial-a-Ride driver can:

- Escort you to and from the main door (the main door is considered the lobby or entrance to buildings), of your pick-up and drop-off locations.
- Drivers can help you carry and stow a few light packages (under 20 pounds), but **cannot enter your home** or make multiple trips to and from the bus.
- Push a manual wheelchair, and provide directions.

Important! Please bring along a Personal Care Attendant if you need other types of help.

Drivers are not permitted to:

- Operate, push or lift your electric mobility device.
- Transfer passengers from wheelchairs to vehicle seats.
- Lift or carry riders.
- Cross residential thresholds.
- Secure child safety systems in the vehicle or children into such systems.

Passenger Responsibilities

Passengers must observe the following rules and responsibilities:

- Smoking is prohibited on vehicles, and prohibited within 20 feet from the vehicle.
- Parents must control children.
- Have the exact fare ready when boarding each trip. (Drivers do not make change or accept checks or credit cards.)
- Do not distract the driver while the vehicle is in motion.
- Maintain appropriate, reasonable personal hygiene.
- Proper attire, including shirts and shoes (or appropriate foot coverings), are required on the vehicle.
- Personal musical devices are allowed with head phones as long as the sound is not audible to others.
- Do not deliberately evade paying a fare.
- Bring a Personal Care Attendant, if needed.

- No eating or drinking (other than water) is allowed on the vehicle, unless required for health reasons.
- No riding under the influence of alcohol or illegal drugs.
- No physical abuse of the driver or another rider.
- No petting guide dogs or other animals without permission from the owner.
- Mobility devices and wheelchairs must be clean and in good working order.

Cancelling a Trip

The minimum cancellation notice required for trips that are not needed is two (2) hours in advance of the scheduled pickup time. If your travel plans change, or you will not be ready to board at your “ready time,” please call 707-462-1422 (option #2) or 1-800-696-4682 to cancel or reschedule your trip. Shorter notice without a compelling reason could result in service disruption.

Suspension of Service – Late Cancellations and “No-Shows”

A “no-show” occurs when the vehicle arrives at the pick-up location within the 30 minute window and the passenger does not board the vehicle within five (5) minutes. If a rider “no-shows” the first leg of a trip, any subsequent leg or return trip will be cancelled.

A late cancellation occurs when a trip is cancelled less than two hours before the scheduled trip.

Passengers accumulating three “no-shows” in a 30-day period may be suspended from Dial-a-Ride service for **14 days**. Passengers accumulating six “no-shows” in a 90-day period may be suspended from the service for **30 days**.

Prior to any suspension, a written warning of the proposed suspension period and the reasons for it will be provided to the passenger.

Passengers incurring excessive missed trips may be suspended from service for a reasonable period. However, suspensions will not be imposed for circumstances that are beyond your control. Examples of situations not within your control are:

- A sudden personal emergency.
- Sudden or worsening illness.
- Inability to get through on phone lines.
- Late arrival of the vehicle.
- Disruptive behavior caused by a disability.
- Abusive or Disruptive Behavior

Service will immediately be denied on a long-term or indefinite basis to passengers who engage in violent, seriously disruptive, or illegal conduct directed at other riders or Mendocino Transit Authority staff. Such conduct includes, but is not limited to: threats or

fear of physical or verbal abuse, unlawful harassment including unwelcome verbal, nonverbal or physical behavior having sexual or racial connotations, unauthorized use of equipment on the vehicle, voluntarily and repeatedly violating vehicle riding rules, including smoking in the vehicle, eating or drinking without medical indication, or defacing equipment.

Steps to the Suspension Process

You will be provided an opportunity to explain the reason for each occurrence. You will receive a written notice identifying each trip that was no-showed or late cancelled and the reason(s) for the suspension. The notice will advise you of the dates the suspension begins and ends and when you can start using Dial-a-Ride service again. You will also receive written instructions for appealing your suspension.

Keeping Eligibility and Information Up-to-Date

Please call Mendocino Transit Authority at 707-234-6443 or 1-800-696-4682 if there is a change in the following:

- Your address or telephone number
- Your emergency contact's name or telephone number
- The type of mobility device you are using.
- Your physical or mental condition.
- Your need for a Personal Care Attendant or service animal.
- Changes to your subscription service.

Mendocino Transit Authority Services & Accessible Features

Mendocino Transit Authority offers fully accessible fixed-route transit service within Mendocino County. We encourage seniors and individuals with disabilities to take advantage of the independence and flexibility, plus the reduced rates, available with regular fixed bus routes. Please call to learn more about the following services:

- Reduced fare for seniors and individuals with disabilities.
- Lift-equipped buses for riders who use wheelchairs or have difficulty getting up and down the bus steps.
- Priority seating.

Holidays

Mendocino Transit Authority is closed Sunday and the following holidays:

New Year's Day
Martin Luther King, Jr. Day
Presidents Day
Memorial Day
Independence Day
Labor Day
Veteran's Day
Thanksgiving Day
Christmas Day