VISALIA
TRANSIT

Dial-A-Ride

– ADA Program –

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

Visalia Transit (VT) Dial-A-Ride Service is a coordinated and accessible "curb to curb" service designed to provide comparable Para transit service for ADA (Americans with Disabilities Act) certified individuals with disabilities that prevent them from riding the VT fixed-route buses. In addition (VT) Dial-A-Ride provides same day service to the General Public (Non-ADA) passengers based on space availability.

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 (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device) to board, ride or disembark from any vehicle on the VT fixed-route 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 VT fixed-route system.

The ADA Application

The ADA application consists of two parts. Part I must be completed by the applicant or a representative, and requests information specific to the applicant (name, address, disability limitations, mobility aids).

Part II of the application must be completed by the applicant's doctor, rehabilitation counselor, physical therapist, or other licensed professional who can provide information of 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. The completed application should be returned by mail to:

Attn: ADA Coordinator
City of Visalia
425 E. Oak Avenue, Suite 201
Visalia, CA 93291

ADA Application Review

Once an application is received, it will be reviewed by transit staff. A determination of your ADA eligibility status will be made within 21 days.

ADA Approval/Denial Process

Once a determination regarding eligibility status has been made, all applicants will be notified in writing and an appointment date/time set for the photo ID card to be completed.

Appeal Process

Applicants that are denied certification and disagree with the decision may request 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. This appeal may be submitted in writing or may be initiated orally, and will be scheduled on the next available 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 within 30 days.

ADA Recertification

All ADA certified applicants must undergo recertification every three (3) years. This allows the City to update their records and to ensure that the City has the correct information regarding your disability and contact information.

All applicant's 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 have been ADA-certified by an outside agency may use the VT Dial-A-Ride service for a 30-day period without proof of residency or completing a VT ADA application. A visitor using the service for more than 30 days may be required to complete an ADA application.

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. To schedule a trip, Call (559)713-4750. Once you have reached an operator, please be ready to give the following information:

- Passenger's name
- Passenger's phone number
- Passenger's pick-up address, including apartment number, building number or specific directions.
- Passenger's requested pick-up time. Based on the requested pick-up 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 after the desired pick-up time. When scheduling a pick-up for an appointment, it is helpful to advise the reservation agent of the appointment time.
- Passenger's destination address
- Companions, children or Attendant who will travel with passenger
- Type of mobility aides or equipment (e.g., walker, wheel chair)
- ADA certification ID number
- Return pick-up time if needed (A return pick-up reservation is recommended for advance reservations to assure availability).

Reservation Hours

Monday – Friday	6:15 am to 5:00 pm
Saturdays	9:15 am to 5:00 pm
Sundays	8:15 am to 5:00 pm

Next day reservations can not be taken after 7:00 pm Monday – Friday; 5:00 pm on Saturday, and 5:00 pm on Sunday. If you have a question, calls will be answered until 9:30 pm Monday-Friday and 6:30 pm on Saturday and Sundays.

Trip requests will be accommodated in the following priority order:

- ADA certified passengers
- Seniors/Non ADA certified disabled passengers
- General public

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 they need to cancel a trip or need to adjust a pick-up time.

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 usually scheduled depending on space availability.

ADA certified passengers making same day reservations are not entitled to the same "No Denial" status they receive when making advanced reservations. Same day reservations are subject to space availability.

We will make every attempt to accommodate a rider's requested trip time. However, the pick-up time being requested may not be available. The operator will suggest alternative times for your trip.

About Towner's

Dial-A-Ride provides a "special service" on Friday nights for the disabled community to attend a pre-arranged special event. For more information on this program, contact the City of Visalia Recreation Dept. (559)713-4365. Reservations must be made before 5:00 pm on Wednesday for the following Friday evening event.

Helpful Hints

- ADA identification cards must be shown to the driver when boarding the vehicle.

- Exact fare is required. Drivers do not carry change.
- Drivers shall get out of the vehicle to assist passengers when entering and exiting the vehicle, but cannot leave the vehicle to escort passengers to their destination.

- Dial-A-Ride is a shared 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 and unnecessary no-shows.
- Dial-A-Ride provides curb-to-curb service. Curb-to-curb service means that the vehicle will pick up the passenger at the nearest curb or accessible locations to the pick-up address, and drop the passenger off at the curb or nearest accessible location to the destination address.
- 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.
- 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 dispatch.

General Information

Hours of Operation

Monday – Friday	6:00 am to 9:30 pm
Saturday	9:00 am to 6:30 pm
Sunday	8:00 am to 6:30 pm

Holidays

VT Dial-A-Ride does not operate on the following holidays: New Year's Day, Easter Sunday, Memorial Day, Independence Day, Thanksgiving Day and Christmas Day.

VT Dial-A-Ride operates according to Sunday schedule on Labor Day, and offers limited service (6:15 am to 6:30 pm) on President's Day, Christmas Eve and New Year's Eve.

Fares and Passes

When boarding, passengers should have the correct fare or passes ready. 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 ID cards to the driver each time they board a bus. The driver is not allowed to accept round trip fares or make change.

Fares

General Public	$3.25
ADA	$1.75
Seniors/Disabled	$2.25
Children (6 and under) first 2 w/ adult	FREE

Available Passes	G/P	ADA	Sr/Dis
Dial-A-Ride single ride tickets	$3.25	$1.75	$2.25
10-Ride Punch Pass	N/A	$17.50	$22.50
Monthly Fast Past	N/A	$50.00	$60.00

Dial-A-Ride Passes may be purchased at the Visalia Transit Center, located at 425 E. Oak Ave., or by mail order. For mail order purchases, send a SASE and a check/money order to the above address, with ticket purchase request.

The City of Visalia does take Visa and MasterCard purchases, which can be done by calling the Transit Office at (559) 713-4100.

Service Area

The service includes the city limits of Visalia, Goshen and Farmersville. Exeter service is to Visalia and back to Exeter. Inside Exeter city limits is provided by Exeter Dial-A-Ride. For information call Exeter DAR: (559) 592-8100 ((559) 594-0034 evenings/weekends).

Policy on Lift and Securement Use

VT Dial-A-Ride will transport passengers whose wheelchairs meet the ADA-regulated definition of a common wheelchair, defined as a wheel chair or other mobility device that does not exceed 30 inches in width and 48 inches in length when measured two inches above the ground and that does not weigh more than 600 pounds when occupied. Wheelchairs and their users shall be secured at all times during boarding, de-boarding and transporting operations. 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 standing.

Companions, Guests and Friends

All riders may have one companion travel with them but they must include the companion on the reservation. 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, ride free with an adult. An ADA passenger's companion pays the same fare as the ADA passenger for traveling on Dial-A-Ride.

Aides or Personal Care Attendants

An aide or Personal Care Attendant is a person whose assistance is essential to the rider. The aide must board and leave the vehicle at the same location as the rider. An aide or personal care attendant traveling with a customer does not pay a fare. If an eligible Paratransit rider should find he or she needs an aide after approval of the original application, the rider must notify the City of Visalia Transit Office in writing (425 E. Oak Avenue, Suite 201, Visalia, CA 93291). Unless the need for an aide is entered in the record, anyone accompanying the rider will be viewed as a companion and will have to pay full fare.

Dial-A-Ride No-show/Cancellation Policy

Visalia Transit 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, the City has implemented a no-show and late cancellation policy. This will allow the VT Dial-A-Ride system to operate in the most efficient manner possible.

Failing to appear for a scheduled trip or canceling a trip without proper notice is considered a no-show. A no-show is defined as follows:

- A passenger who fails to cancel an unneeded scheduled trip.
- A passenger who is not at the designated pick-up location at the scheduled departure time.
- A passenger who cancels a scheduled ride less than **one hour in advance** of their scheduled pick-up time.

To discourage repeat offenders, the following limitations may be implemented:

- Three (3) no-shows within 30 days will result in a written warning sent to the passenger from the City of Visalia and the passenger will be placed on a 30 day probationary period.
- If the passenger has three (3) no-shows within the 30 day probationary period, the passenger will be notified and placed on a 30 day suspension, during which the passenger will be ineligible to use the service.
- If the passenger is free of no-shows during the 30 day probationary period, he/she will return to good standing and all previous no-shows will be removed from the record.
- All no-shows are subject to appeal.
- Visalia Transit will notify all customers subject to service restrictions in writing. When requested by the customer, such notification will be made available in another "usable format" such as large type, audio or Braille.
- Once a passenger has received a no-show, **all other reservations** made by that passenger for the day **will be cancelled** unless a call is made to the office, within an hour after the first no-show.
- The no-show policy also applies to all standing reservations. Standing reservations proviledges may also be suspended or revoked.

Cancellations/Reservation Changes

- If a passenger is to cancel a ride, it must be canceled **one full hour** before the scheduled pick-up time or it will be considered a no-show.
- Three cancellations within a month where the passenger gives less than **one full hour** notice, will be consider the same as one no-show and will be governed by the no-show policy
- If a passenger needs to change a reservation, it must be changed **two full hours** before the scheduled pick-up. A passenger will be allowed two schedule changes in one day. If a third schedule change is requested in one day, it will go on the record as a no-show.

No-Show Appeals Process

The appeal process is available to any individual who has received a no-show or written Notice of Suspension of Services. The passenger may appeal in writing or in person. No appeal will be received by telephone. All appeal decisions made by the City if Visalia, will be made in writing and a copy will be mailed to the passenger and a copy will be placed in the passenger's file.

- A customer may submit a written appeal within seven (7) days of receiving notification of a suspension of service.
- The written appeal should specifically outline why the service restriction should not be implemented and describe what steps have been taken to reduce the number of incidents that led to the initial sanctions.

Complaint/Compliment Procedure

Complaints and/or compliments can be written or verbal and must include contact information in order to be a valid complaint.

Complaints may be submitted to:

MV Transit 525 N. Cain St. Visalia, CA 93291 (559) 713-4750	**Or**	City of Visalia Transit Division 425 E. Oak Ave., Suite 201 Visalia, CA 93291 (559)713-4100

All complaints will be investigated by MV Transit and the complainant will be contacted by them in a timely manner. The City of Visalia Transit Division will review all complaints, investigations and responses.

This information and application is available in accessible format upon request. Applications can also be taken by telephone and by using telecommunication devices for the deaf.

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City of Visalia
Transit Division - 45451
425 E. Oak Avenue
Visalia, CA 93291

(559) 713-4100
www.visaliatransit.com