



PARATRANSIT POLICIES For Persons With Disabilities



Effective September 2, 2014

Reservations and Information
East Valley.....1-909-383-1680
West Valley.....1-800-990-2404
TDD.....(909) 383-1689

Other Southern California ADA Paratransit Agency Contact Numbers

**Orange County
“OCTA ACCESS”
(714) 560-5410**

**Los Angeles County
“Access Paratransit”
(800) 827-0829
press ‘1’**

**Ventura County
“Gold Coast Access”
(805) 485-2319**

**Riverside County
“RTA Intercity”
(800) 795-7887**

**Northern San Diego County
“North County Transit District”
(760) 966-6500**

Números de contacto de la agencia Paratransit de la ADA del sur de California

**Condado de Orange
“OCTA ACCESS”
(714) 560-5410**

**Condado de Los Angeles
“Access Paratransit”
(800) 827-0829
presione “1”**

**Condado de Ventura
“Gold Coast Access”
(805) 485-2319**

**Condado de Riverside
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**Condado de Northern San Diego
“North County Transit District”
(760) 966-6500**

Welcome to Omnitrans Access Service

Omnitrans Access Service is an Americans with Disabilities Act (ADA) mandated public transportation service for people unable to independently use the fixed route bus service in southwestern San Bernardino County for all or some of their trips.

This “how to” guide is designed to provide answers to questions you may have about using Access Service.

Please note that Access Service Policies and Procedures may change. Riders will be notified of changes through Rider Alerts and/or other Access Service public announcements. Please make sure Access Reservations always has your current address and phone number.

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Consider Your Options

You may have options on how to get to where you want to go that are more flexible, convenient, and less expensive.

Use the bus – With your ADA ID card you can use the local Omnitrans bus at a **discounted fare**. Since the bus runs on a regular schedule it is convenient and more flexible than paratransit. The bus does not require reservations; you can get up and go. Personal Care Attendants, (PCA), ride free when traveling with, boarding at the same stop and alighting at the same stop as a fare paying ADA passenger. The passenger's ADA card must state they are PCA eligible. For help scheduling a bus trip, call **1-800-9-OMNIBUS** (1-800-966-6428) or use the internet trip planner at www.omnitrans.org.

Free Travel Training

If you are considering applying for the Access program or you are new to the area and are interested in learning how to use the regular bus system but do not know where to start, call **Valley Transportation Service (VTrans)** at (909) 981-5099. **VTrans** will train you how to use the fixed route bus system. Having the confidence and knowledge how to use the regular bus service provides a greater level of transit independence.

Title VI of the Civil Rights Act of 1964

In accordance with Title VI Civil Rights Act of 1964, Omnitrans prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. To request information on procedures for filing a complaint or to notify Omnitrans of any perceived violation of the act, please contact Omnitrans Information at (800) 966-6428.

Commendations, Complaints or Comments

Omnitrans Customer Service:

Monday – Friday 7:00AM to 6:00PM

Saturday and Sunday 8:00AM to 5:00PM

1-800-966-6428

1-800-384-9351 (TDD)

Immediate Service Problems

ACCESS SERVICES DISPATCH AND RESERVATIONS CENTER:

West Valley 1-800-990-2404

East Valley 1-909-383-1680

TDD 1-909-383-1689

Reservations accepted 7 days a week from 8:00AM to 5:00PM.

If your vehicle has not arrived by the scheduled pick up time plus the 30-minute on-time window, please call the same Reservations number you called to schedule your ride. Ask for an estimated time of arrival (ETA) and the vehicle number that has been assigned your trip.

Service Area

Access Service provides service within $\frac{3}{4}$ mile of Omnitrans fixed-route bus lines during the same hours the buses operate in southwestern San Bernardino County. Please refer to the service area map located in the center of this guide.

Beyond ADA Boundary Service

Omnitrans Access will provide trips for clients whose residence is outside of the $\frac{3}{4}$ mile ADA service area boundary and within the city limits of the 15 cities that comprise the Omnitrans service area. Either the origin or the destination must be the client home accessible address outside the ADA service area. A trip cannot both originate and terminate at addresses outside the ADA service area. A surcharge of \$5.00 per trip applies to trips beyond ADA boundary lines.

Trips beyond the ADA boundary are available Monday through Friday between 9:00 AM and 8:00 PM and on Saturday and Sunday between 7:00 AM and 7:00 PM.

Shared Ride Service

When planning your trip, please remember that Access Service is shared-ride public transportation. You should expect that there may be other passenger pick-ups and drop-offs along the way.

All riders are asked to show consideration to riders with service animals. They have the right to use Access Service.

Standard Service

Reservations can be made up to seven (7) days in advance but no less than the day before the scheduled trip. Reservation hours are daily, including holidays, from 8:00 AM to 5:00 PM. Standard Service, the primary service of Access Service, is required by the ADA.

Repeater/Subscription Service

If you have a recurring ride or rides on the same day or days and times, and with the same pick-up/drop-off address, you can request repeater service by contacting the Access reservation line. If your request is approved (please note that not all repeater requests may be approved) you will be notified of a start date within ten (10) business days of your request. After your repeater start date, Access will send a vehicle without your having to call in advance to schedule each ride.

A repeater reservation cannot be changed; if a new address or scheduled time is needed, a new repeater request must be made. If a one time change is needed to a repeater trip, the trip affected by the change will need to be cancelled for that trip and you will need to schedule a standard service trip for your one-time need.

Rider ID Cards

All Omnitrans Access Service riders are issued a free identification card when they become eligible. Riders must show their valid Omnitrans Access Service ID to the driver each time they board the Access vehicle. If you lose your ID, please call Omnitrans customer service immediately at (909)379-7284. ID cards have a \$5.00 replacement fee.

Do not allow anyone to use your Omnitrans Access ID card for any reason. If you do, you may be suspended from Access Service.

Fares

Reservationists will tell the customer the fare at the time of booking a trip. Exact fare is always required. Vehicle Operators do not carry change. The fare must be paid upon boarding the vehicle.

Standard Service: per trip fare

Eligible Rider and Companion

1-3 zones	\$ 3.25
4 zone trips	\$ 4.25
5 zone trips	\$ 5.25
6 zone trips	\$ 6.25

Access Service tickets are available by mail. Call 1-909-379-7100 for an order form or order online at www.omnitrans.org.

Beyond Access Service: per trip fare

Eligible Rider and Companion

1-3 zones	\$ 8.25
4 zone trips	\$ 9.25
5 zone trips	\$ 10.25
6 zone trips	\$ 11.25

REMINDER: Access Service drivers are not allowed to accept tips. Please do not offer.

Scheduling Your Trip

To schedule a trip on Access Service, call the reservation center at the telephone numbers listed on page 3. Trip requests received by Fax will not be accepted.

If you have Conditional or Trip by Trip eligibility you may only schedule trips as described in your eligibility determination letter. Repeatedly scheduling invalid trips could result in you being temporarily suspended.

The Reservationists may offer a pick-up time within one hour before or one hour after your requested pick up time ("Reservation Window"). If the Reservationists cannot schedule a trip for you within the Reservation Window, it is considered a "Trip Denial" and you may report it to Customer Service even if you accept the trip time offered.

Example:

If you schedule a pick-up for 6:00 AM, you can be offered a trip between 5:00 AM and 7:00 AM.

Return trips should be scheduled for the latest time you think you will be able to travel. If you are ready earlier than your scheduled pick-up time, you may call to see if an earlier ride is available. If an earlier ride is not available, you will need to keep your original pick-up time.

Example:

A rider goes to the doctor and does not know what time they will be finished, so they schedule their return trip for 4:00 PM. They are actually finished at the doctor and ready to go at 2:00PM. The rider can call to see if they can get an earlier ride, but if they cannot, they will need to keep their 4:00 PM ride home.

Trips cannot be scheduled to have a vehicle wait for you to drop something off or pick something up. You will need to schedule two separate trips.

Drivers are not allowed to change drop off locations or make intermediate stops, including fast food drive through.

Trip Scheduling

When you call to schedule an Access Service trip, please be prepared to provide the following information in the following order:

1. Last name, first name
2. Requested pick up time and date
3. Exact pick up address
4. Exact drop off address
5. Mobility device or service animal
6. Total number of additional passengers (PCAs or companions) traveling including any mobility device or service animal for the additional passengers.

IMPORTANT: When you make reservations you must specifically request a return trip to get a return trip. Return trips are not automatically scheduled.

You may book a maximum of six one-way trips per telephone call, which may be for one individual, or multiple individuals.

You may not request a specific type of vehicle except to accommodate a mobility device.

Reminder: If you are on hold with Access Service, do not hang up. If you hang up and call back, you will return to the end of the phone waiting line.

Changing or Canceling a Scheduled Pick-up

If you want to request a change for a trip you have already scheduled, please call the reservations number. Access Service is not required to accommodate trip change requests on the day of the trip.

When you discover you cannot take a scheduled trip, call reservations immediately and cancel the trip. When canceling a trip, please be prepared to give the Reservationist your name, address and scheduled pick-up time.

If you cancel your trip with less than one hour notice, or if you schedule a ride and do not show up for the ride, you may be charged a "No Show".

Subscription trips that are cancelled for more than 30 consecutive days or have excessive cancellations are subject to removal from subscription service.

Rider No Shows

A rider No Show occurs when

- You cancel a trip less than one hour before the scheduled pick-up time or
- You do not show for a scheduled ride within 3 minutes of the driver arriving, as long as the driver arrived within your 30-minute pick-up window.

It is not a rider No Show if the driver arrives after the 30 minute pick-up window regardless if you are there or call to cancel the trip.

If you are marked a No Show for greater than 7% of your total trips scheduled over a floating 6 month period, your eligibility may be suspended. Written notice will be sent on rider No Shows.

If the rider No Show is for a good cause and/or due to circumstances beyond your control, you may request that it be removed from your record by calling Access Reservations to explain the circumstances.

Note: Riders also have the right to appeal or dispute all No-Show decisions. Please contact the Omnitrans Access Reservations for more details about rider No Shows.

Where Do I Wait for the Vehicle?

The mode of Access Service is curb-to-curb: however, passengers requiring a higher level of assistance from their origin to destination, due to an impairment related condition, will need to contact Omnitrans to identify a reasonable accommodation that can be provided to assist their transportation.

Access Service will refuse service to a specific location that cannot safely accommodate our vehicles, such as alleys and underground parking.

Generally, Access Service will only enter publicly accessible areas where our largest vehicles are not required to back up to exit and the roadways are wide enough to maneuver safely.

Omnitrans Access will not enter private driveways or gated community/apartment buildings. For information on whether a specific location can be accommodated call Access Reservations for information.

30-Minute On-Time Window

All Access Service trips are scheduled with a 30-minute pick-up window. That means that a vehicle is considered “on-time” if it arrives at the pick-up location up to 30 minutes past the scheduled time.

EXAMPLE:

- You have a pick-up scheduled for 11:00AM
- The vehicle is “on time” if it arrives between 11:00AM and 11:30AM.

If the vehicle arrives after the pick-up window, it is considered late.

How Long Will the Driver Wait For Me?

The driver will wait at the pick-up location 3 minutes for you. You must be at the scheduled pick-up location at the scheduled pick-up time or you may miss your ride and be charged a rider No Show.

NOTE: If a driver arrives early they must wait until the scheduled pick up time and 3 more minutes for you.

How Do I Board the Vehicle?

Drivers will offer assistance to you getting on and off the vehicle but cannot physically lift or pick you up. Most Access Service vehicles have lifts, but some have ramps.

You may board while standing on the lift and, if requested, the driver will ride on the lift with you to ensure your safety.

Securement on a Vehicle

Access Service requires that you use a seat belt. If you need a seat belt extension, please ask for one. The driver will assist you if requested.

Drivers may only position and secure riders using wheelchairs or mobility devices in a forward-facing position.



Service Animals

You are welcome to travel with your service animal aboard Access Service. Remember to inform the Access Service Reservationist when you are traveling with your service animal.

All riders are asked to show consideration to these animals, and their owners who have the right to use Access Service.

Personal Care Attendants and Guests

A Personal Care Attendant (PCA) is someone who assists you with your personal care. During the eligibility certification process if you were approved to have a PCA it will say so on your ID card.

As an eligible rider, you may travel with a PCA and one guest. The PCA rides free but the guest must pay the same fare as you. Additional guests may travel with you if space is available. Each guest must pay the full fare. The PCA or guests must board and exit the vehicle at the same locations as the rider being assisted.

Transporting Children

Children under the age of six who are certified for ADA paratransit service must be

accompanied by a “responsible person” when using ADA service. A responsible person is defined as one who can directly control and supervise the child. All eligible riders, regardless of age, must pay the fare.

Children 46” tall and under scheduled to travel with eligible riders are not charged (limit two free per paying passenger).

IMPORTANT! Access Service does not provide safety seats for children. Children 6 years of age or younger or children weighing less than 60 pounds must be secured in a rider provided car safety seat when traveling on board a vehicle or they will not be transported.

Transporting Pets

Non-service animals may travel on Access Service only if the animal is in a properly secured cage or container that meets the guidelines of the package policy and does not jeopardize the health or safety of other passengers or the driver. The driver cannot assist in loading or unloading the cage or container.

Reminder: Please be considerate of riders who may be fearful of dogs or other animals.

Carry On Packages

An eligible rider may bring packages aboard Access Service vehicles equivalent in size to no more than 4 (12 – 15 pound) grocery bags. Rider or PCA must be able to maintain control of packages while on the vehicle. Drivers may help load packages on and off the vehicle to and from the curbside only.

IMPORTANT! You cannot transport hazardous materials such as weapons, fuel, fireworks, corrosives, etc.

Lost and Found Policy

Access Service is not responsible for lost or damaged items.

If you leave an item on an Access Service vehicle, call reservations and inform the Reservationists. If the item is located, you may schedule a Next Day ride to pick up the item at the lost and found department during regular business hours. All lost and found articles are disposed of after 60 days.

Change of Information

Please notify a Reservationist if there are any of the following changes:

- Name
- Home address
- Mailing address
- Phone number
- Mobility device
- Alternate Format Needs
- Large Print
- Audio Tape
- Braille
- Electronic Format

Rules of Conduct

Access Service has a list of common-sense rules to ensure the safety and comfort of all passengers and drivers. Violation of the Rules of Conduct may lead to a suspension of services:

- No abusive, threatening or obscene language or behavior, including sexual harassment toward riders, drivers, passengers, or other Access Service employees
- Removing or refusing to wear a seat belt
- No deliberate fare evasion
- Rider must maintain acceptable standards of personal hygiene
- No eating, drinking or smoking on vehicles
- No riding under the influence of alcohol or illegal drugs
- No weapons, firearms, explosives, flammable material, or corrosive liquids on vehicles
- No operating or tampering with any Access Service equipment (driver's 2-way radio, Mobile Data Terminal, etc.) onboard a vehicle
- No radios, cassette tape players, compact disc players or other sound generating equipment (except devices used for communication purposes) are to be played aboard the vehicles. Riders may use such equipment with headphones.

IMPORTANT! Any rider engaging in physical assault or other illegal behavior may be subject to immediate suspension, and possible criminal prosecution.

Out of Area Visitor Riding Privileges

As an Omnitrans Access Service rider, you are eligible for ADA paratransit service as a visitor to other cities' ADA paratransit services. The ADA says that you can have 21 days of visitor status in any 365 day period in service areas where **you do not live**. If you are planning to visit another service area and would like to have ADA visitor status, please call the Omnitrans Paratransit Eligibility Technician at (909) 379-7284. We will forward your ADA eligibility information to the service provider that you plan to visit.

Visitors

If you are visiting the Omnitrans service area and are ADA paratransit eligible, you may ask for visitor status. As an eligible visitor you may receive 21 days of ADA paratransit service in any 365 day period.

Please ask your home agency to fax your ADA eligibility information to Omnitrans at (909) 379-7200. For additional information regarding visitor status, please call the Omnitrans Eligibility Technician at (909) 379-7348.

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TDD	1-909-383-1689

Wheelchairs and Mobility Devices

Access Service will make every attempt to accommodate the rider's mobility device. The mobility device must safely fit onto the lift platform and the lift must be able to safely raise the mobility device and its occupant. Service can be refused if the mobility device and its occupant cannot safely utilize the lift to board the vehicle.