



OmniAccess

PARATRANSIT RIDER'S GUIDE

For Persons With Disabilities

Effective September 2019



Reservations and Information
East Valley.....1-909-383-1680
West Valley.....1-800-990-2404
TDD.....711



Other Southern California ADA Paratransit Agency Contact Numbers

**Orange County
“OCTA ACCESS”
(714) 560-5956**

**Los Angeles County
“Access Paratransit”
(800) 827-0829, press ‘3’**

**Ventura County
“Gold Coast Access”
(805) 485-2319, press “1”**

**Riverside County
“RTA Intercity”
(800) 795-7887, press “1”**

**Northern San Diego County
“North County Transit District”
(760) 966-6500, press “1”**

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

**Condado de Orange
“OCTA ACCESS”
(714) 560-5956**

**Condado de Los Angeles
“Access Paratransit”
(800) 827-0829, presione “3”**

**Condado de Ventura
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**Condado de Northern San Diego
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Welcome to OmniAccess Service

OmniAccess service is an Americans with Disabilities Act (ADA) mandated demand response 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.

In order to use the OmniAccess ADA paratransit service, you must be certified as eligible. Eligibility is determined on a case-by-case basis. For more information about OmniAccess and the eligibility process, call (909) 379-7284.

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

Please note that OmniAccess service policies and procedures may change. Riders will be notified of changes through Rider Alerts and/or other OmniAccess service public announcements. Please make sure Access Reservations always has your current address and phone number, so that we can keep you informed.

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 than using OmniAccess service.

Use the bus – With your ADA ID card you can use the local Omnitrans bus service at a **discounted fare**. Since the bus runs on a regular schedule, it is convenient



and more flexible than paratransit service like OmniAccess. 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 exiting at the same stop as a fare paying ADA passenger. The passenger's ADA card must state they are PCA eligible. For help planning your bus trip, call **1-800-9-OMNIBUS** (1-800-966-6428) or use the internet trip planner at omnitrans.org.

Free Travel Training

If you are interested in learning how to use the regular bus system but do not know where to start, call **Omnitrans' Special Transportation Services at (909) 379-7341**. Omnitrans 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.

Mileage Reimbursement Program

Omnitrans program for eligible individuals with disabilities who rely on others to drive them. Available to residents in the Omnitrans service area.

Omnitrans Ride Program

Omnitrans Ride Program – The program offers registered clients a monthly match for traditional taxi or Lyft service. Available to seniors (age 62+) and individuals with disabilities living in the Omnitrans service area. Please note that the monthly match has a specific maximum amount; for details, visit www.omnitrans.org.

Omnitrans' Title VI Public Notice

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. For more information about Omnitrans' Title VI program, complaint procedure or to notify Omnitrans of any perceived violation of the act, please contact Omnitrans Information at (800) 966-6428;

Omnitrans Title VI, 1700 W. 5th St. San Bernardino, CA 92411 or visit www.omnitrans.org/about/TitleVI.

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

TDD.....711

Immediate Service Problems

ACCESS SERVICES DISPATCH AND RESERVATIONS CENTER:

West Valley..... 1-800-990-2404

East Valley.....

1-909-383-1680

TDD 711

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

OmniAccess Service operates within $\frac{3}{4}$ mile of Omnitrans fixed-route bus lines during the same hours and days that 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

OmniAccess 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 accessible address inside 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 OmniAccess Service is shared-ride public transportation. You should expect that there may be other passenger pick-ups and drop-offs along the way.

Standard Service

Reservations can be made up to seven (7) days in advance but no later 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 OmniAccess service, is required by the ADA.

Subscription Service

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

A subscription reservation cannot be changed. If a new address or scheduled time is needed, a new subscription request must be made. If a one time change is needed to a subscription 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 OmniAccess Service riders are issued a free identification card when they become eligible. Riders must show their valid OmniAccess 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 OmniAccess ID card for any reason. If you do, you may be suspended from OmniAccess.

Fares

Reservationists will tell the customer the fare at the time of booking a trip. Exact fare is always required. Fares are subject to change at any time by Omnitrans. 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	\$ 3.75
4 zone trips	\$ 4.75
5 zone trips	\$ 5.75
6 zone trips	\$ 6.75

OmniAccess 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	\$ 8.75
4 zone trips	\$ 9.75
5 zone trips	\$ 10.75
6 zone trips	\$ 11.75

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

Scheduling Your Trip

To schedule a trip on OmniAccess service, call the reservation center at the telephone numbers listed on page 4. 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 may call to see if an earlier ride is available. If an earlier ride is not available, 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 OmniAccess 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 OmniAccess 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.

If the driver arrives after the 30 minute pick-up window, it is not considered a rider “No show,” regardless if you are there or call to cancel the trip.

If you are marked a no show twelve (12) or more times and the number of no shows are greater than 15% of your total trips scheduled over a floating 6 month period, your eligibility may be suspended. Written notice will be sent to riders when a no shows occurs.

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 OmniAccess Eligibility at (909) 379-7284 to explain the circumstances.

Note: Riders also have the right to appeal or dispute all no show decisions. Please contact the OmniAccess Eligibility for more details about rider no shows.

Where Does OmniAccess Stop?

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 OmniAccess 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 for three 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, plus three more minutes for you.

How Do I Board the Vehicle?

Drivers will offer you assistance as you board or exit the vehicle but cannot physically lift or pick you up. All OmniAccess service vehicles are equipped with wheelchair lifts. You may board while standing on the lift and, if requested, the driver will ride on the lift with you to ensure your safety. When boarding the vehicle with a mobility device, it is a best practice to back your device onto the lift and then into the vehicle.



Securement on a Vehicle

OmniAccess 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 OmniAccess 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 OmniAccess service vehicles equivalent in size to no more than four (12 – 15 pound) grocery bags. Rider or PCA must also 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

OmniAccess 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 OmniAccess Eligibility at (909)379-7284 if you have 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

OmniAccess service has a list of common-sense rules to ensure the safety and comfort of all passengers and drivers. Violation of these 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 OmniAccess 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 OmniAccess 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 OmniAccess service rider, you are eligible for ADA paratransit service as a visitor in 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 an 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 OmniAccess 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) 379-7348. For additional information regarding visitor status, please call an Omnitrans paratransit eligibility technician at (909) 379-7284.

Reservations and Information:

East Valley.....	1-909-383-1680
West Valley.....	1-800-990-2404
TDD.....	711

Wheelchairs and Mobility Devices

Access Service will make every attempt to accommodate a 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.

Glossary of Terms

ADA (Americans with Disabilities Act) –

Legislation passed in 1990 to ensure the protection of the civil rights of persons with disabilities.

Direct Threat – A direct threat is a significant threat to the safety of others that is based not on speculation but on other ascertainable evidence, and the risk cannot be mitigated through changes in policies and practices.

Disability – As defined by the ADA, a physical or mental impairment that significantly limits one or more major life activities such as walking, speaking, hearing, breathing or caring for one's self.

Lifts and ramps – Devices on vehicles that enable a person or a mobility aid to board and exit the vehicle without having to negotiate steps.

Mobility Aid – A piece of equipment including but not limited to wheelchairs and scooters which assist a person with a disability. A mobility aid belongs to any class of three- or four-wheel device, usable indoors, and designed for and used by individuals with mobility impairments whether operated manually or powered.

Paratransit – Demand response service that can be used as an alternative to fixed-route bus service for passengers with disabilities.

Personal care attendant (PCA) – An individual who assists a person with a disability in carrying out his or her life activities.

Securement system – A configuration of straps and hooks on a vehicle that are attached to a mobility aid to keep it stable during travel.

Service animal – An animal that has been trained to assist a person with a disability.