



TRI DELTA TRANSIT

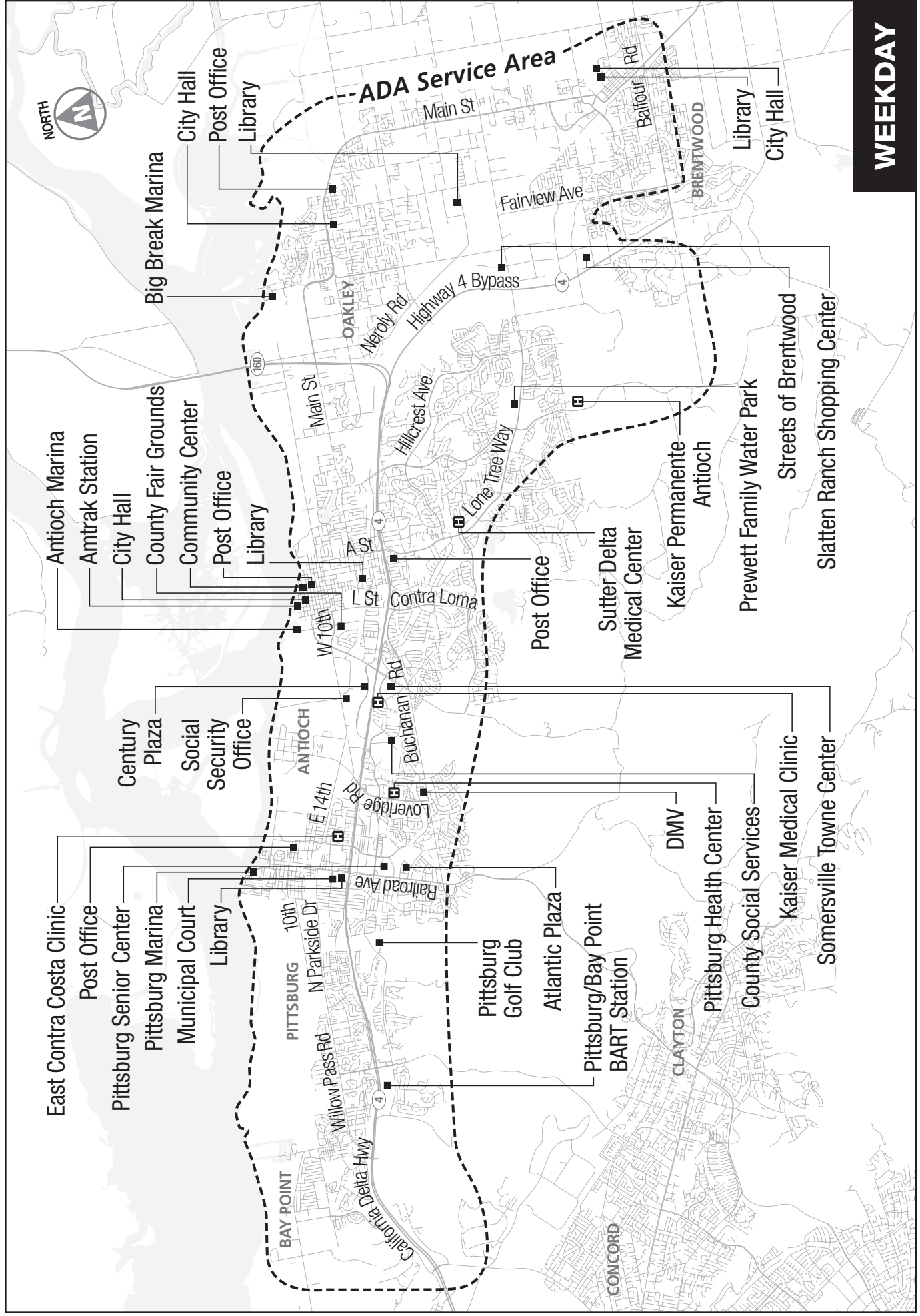
Eastern Contra Costa Transit Authority
801 Wilbur Avenue • Antioch, California 94509
Phone 925.754.6622 Fax 925.757.2530

Important Information for Senior (Age 65+) Paratransit Transportation

- You must be 65 years of age or older to receive Senior Paratransit transportation
- Senior Paratransit transportation is limited to Tri Delta Transit's service area in Eastern Contra Costa County (see following page)
- Senior Paratransit transportation operates the following hours:
 - Monday-Friday 6:30am to 5:30pm
 - Saturday 10am to 5:30pm
 - Sunday/Holidays No service available
- All rides subject to availability. Rides are not guaranteed.

- For help with the application process call (925) 754-6622
- All information that you supply on your application will be kept strictly confidential.

PARATRANSIT AREA



WEEKDAY

SENIOR PARATRANSIT TRANSPORTATION APPLICATION

Please mail your completed application to:

Tri Delta Transit

Attn: Paratransit

801 Wilbur Ave, Antioch, CA 94509

Please Print

Personal/Contact Information

Name (*first, middle, last*):

Home Address: _____ **Apt. #:** _____

City: _____ **Zip:** _____

Mailing Address (*if different from home*):

_____ **Apt. #:** _____

City: _____ **Zip:** _____

Daytime Phone: (____) _____ **TDD/TTY:** (____) _____

Evening Phone: (____) _____ **Cell Phone:** (____) _____

Birth Date: ____/____/____ Female Male

Primary Language (*please check*): English Other (*specify*) _____

If you need any future written information provided to you in an accessible format, please check which format you prefer:

CD Audio tape Braille Large Print
 Other

In case of emergency, whom should we contact?

Name: _____

Relationship: _____

Day Phone: (____) _____ **Eve. Phone:** (____) _____

If there is a medical emergency, where do you want to be transported?

Hospital: _____ **City:** _____

Applicant Certification

I **certify** that the information in this application is **true** and **correct**. I understand that knowingly falsifying the information will result in denial of service. I understand all information will be kept confidential, and only the information required to provide the services I request will be disclosed to those who perform the services.

I understand that it may be necessary to contact a professional familiar with my functional abilities to use public transit in order to assist in the determination of eligibility.

Sign here:

Applicant's signature _____ Date _____

Did someone help you in filling out this form? Yes No

If yes, Name: _____ Phone: (____) _____

Relationship: _____

**Do you use any of the following mobility aids or specialized equipment?
(Check all that apply):**

- | | | |
|--|---|--|
| <input type="checkbox"/> Cane | <input type="checkbox"/> Power Wheelchair | <input type="checkbox"/> Communication Devices |
| <input type="checkbox"/> White Cane | <input type="checkbox"/> Service Animal | <input type="checkbox"/> Walker |
| <input type="checkbox"/> Power Scooter | <input type="checkbox"/> Crutches | <input type="checkbox"/> Manual Wheelchair |
| <input type="checkbox"/> Leg Braces | <input type="checkbox"/> Portable Oxygen Tank | |
| <input type="checkbox"/> Other Aid _____ | | |

Paratransit Rider Responsibility

Tri Delta Transit is committed to providing safe, secure, and reliable service to our customers. To ensure this level of service, the cooperation and support of our customers is critical. It is for this reason that the following rules have been adopted.

I, _____ understand that it is my sole responsibility, or that my Power of Attorney or Conservator, that I contact Tri Delta Transit with any of the following changes during the course of my registration with Tri Delta Transit's Paratransit service:

- My name, address and/or telephone number
- Emergency contact's name and/or phone number
- Type of mobility device
- Change(s) to physical or mental condition

When a change occurs I will contact Tri Delta Transit Paratransit immediately to have my rider file updated.

Signature

Date

Please mail all three pages of this application to Tri Delta Transit. If the application is received without all pages included, it will be considered incomplete.

Tri Delta Transit
Attn: Paratransit
801 Wilbur Ave
Antioch, CA 94509

Tri Delta Transit Senior Paratransit Information

If you are 65 years of age or older, you are eligible for Senior Paratransit transportation. This transportation is limited to Tri Delta Transit's service area in Eastern Contra Costa County and is subject to ride availability. Requested rides are not guaranteed.

To request an application

- Visit Tri Delta Transit's administrative office at 801 Wilbur Avenue in Antioch
- Call 925-754-6622 to get an application by mail

You must fully complete the application form and return it to Tri Delta Transit.

You will be notified by mail of registration confirmation within 14 days of receipt of your completed application.

Contact Information

Phone Numbers

Applications, Questions, Comments:
925-754-6622

Ride Reservations: 925-754-3060

Ride Cancellations: 925-706-4382

Lost & Found: 925-754-6622

TTY: 925-754-3695

Mailing Address

801 Wilbur Avenue
Antioch, CA 94509



Transportation Service Hours

Monday - Friday 6:30am to 5:30pm**

Saturday 10:00am to 5:30pm**

Sunday/Holidays No service available

**Transportation subject to ride availability.

There is no transportation on Sundays or on the following holidays.



- New Year's Day (Actual & Observed)
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day (Actual & Observed)
- Labor Day
- Veterans Day (Actual & Observed)
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day (Actual & Observed)



Scheduling a Ride

Once you have been notified that you are registered to use Tri Delta Transit's Senior Paratransit transportation, call 925-754-3060 to schedule a ride. Ride requests may be made one to three days in advance.

When requesting a ride, please give the reservationist the following information:

1. Your name and pick-up address
2. The date and time of the appointment or your preferred pick-up time*
3. The destination address and phone number
4. The preferred return time*
5. The return address
6. If you will be using a cane, walker, service animal or mobility device

After making the ride request, you will receive an automated call with your confirmed pick-up time the day before your scheduled ride.

*Please remember paratransit transportation rides are subject to ride availability and requested rides are not guaranteed.

- If you schedule a trip where your arrival time is important (e.g., doctor appointment), please give the reservationist your appointment time.
- If you schedule a trip where your arrival time is not important (e.g., store), please give the reservationist the time you prefer to be picked up from your starting location.



Ride Reservations 925-754-3060

6am - 6pm daily,
including holidays



Ride Cancellations 925-706-4382

Call the cancellation line with all ride cancellations at least one hour in advance of your ride time or you will be charged with a no-show.

The cancellation line is available 24 hours a day, 7 days a week to record your message.



Please leave the following information:

1. Your name and pick-up address
2. Time and date of all rides to be cancelled, including return ride if applicable

Late Cancellation/ No-Show Policy

A no-show is a scheduled ride that you do not take without properly cancelling on time.

- If you call to cancel less than one hour in advance of your ride time, you will be marked a no-show.
- If you accumulate more than three no-shows in a six-month period of time, your service may be suspended for one month.
- A written warning will be sent before service is suspended.

Rules and Procedures

Paratransit Drivers WILL

- Help you board and exit the vehicle
- Secure your mobility device to the vehicle (walkers, canes and carts are not secured)
- Upon request, escort you to and from the front door of the primary building upon arrival at both origin and destination
- Assist with loading shopping bags upon request. You may carry four shopping bags on the vehicle. The shopping bags may not weigh more than twenty pounds each. The shopping bags must remain out of the aisle.



For Safety Reasons, Paratransit Drivers WILL NOT

- Enter your private residence
- Push your wheelchair up or down any stairs, steep ramps or inclines
- Lose sight of their vehicle
- Enter an apartment complex, driveway, or other private property without written permission from the property owner
- Carry more than four shopping bags



Being on Time

- Once your pick-up time has been confirmed, Tri Delta Transit has a 30-minute window during which to arrive (either 15 minutes before or 15 minutes after your scheduled time).



For example, if your pick-up time is confirmed for 12:30 pm, you should be ready for pick-up from 12:15 p.m. to 12:45p.m.

- You must meet the paratransit driver within 3 minutes of his/her arrival during the 30-minute window.



For example, if your scheduled pick-up time is 7am and the driver arrives at 6:45am, the driver will wait until 6:48am. If you are not ready, you will be marked as a no show.

Rider Responsibilities

- For your safety, please refrain from eating, drinking, and smoking while on the bus.
- There is no reserving of seats, fighting, yelling or obscene language allowed.
- You are also requested to not wear scented personal care products while using the service. This is to ensure that vehicles are accessible for passengers with multiple chemical sensitivity.

Shared Ride Transportation

Paratransit is shared ride transportation. This means that other passengers may be on-board during any part of a ride and that scheduled pick-up times or routes of travel may be altered so another passenger can be accommodated. It is likely that the vehicle will stop and pick-up other passengers as it proceeds.

Shared rides help lower the cost of paratransit.



Mobility Devices and Securement

All Tri Delta Transit vehicles are equipped with a mobility device ramp or lift.

- Passengers using a wheelchair are encouraged to remain in their chairs and wear a lap belt during boarding and exiting and while riding in the paratransit vehicle.
- Passengers using a scooter are encouraged to transfer to a seat during travel and wear a lap belt.
- During boarding and exiting, electric mobility devices are required to be set on the lowest speed or turned off.
- Mobility devices are required to be in good working order and must adhere to ADA requirements/limitations. Maximum size for a mobility device is 30 inches wide and 48 inches long. The maximum combined weight of a passenger and their mobility device is 600 pounds.
- All mobility devices except walkers, canes, and carts must be secured to the bus. All other items must be kept clear of the aisles.

Service Animals and Pets

Service Animals

A service animal is an animal specifically trained to assist you with necessary duties.

If you travel with a service animal, you must include this information on your application. Please let the reservationist know you will be bringing a service animal when scheduling your ride.



- Animals meeting service animal criteria may board the bus with you at any time.
- While riding in a vehicle, the service animal is required to sit, stand, or lay on the floor of the vehicle and may not block the aisle.
- If your service animal misbehaves, you will be asked to remove the animal from the vehicle. If there are multiple occurrences of misbehavior, the animal's riding privileges may be revoked. Examples of misbehavior include unprovoked growling or attacking passengers, the driver, or other service animals.

Pets

Pets may board the bus with you if your pet is in a pet carrier. For safety reasons, the driver is unable to assist with carrying the pet carrier. Please let the reservationist know if you will be bringing a pet carrier when scheduling your ride.



Fares

Paratransit drivers must collect fares upon boarding, so please have the exact fare ready prior to boarding. The driver cannot give change.

One-way trip starting and ending in Tri Delta Transit's ADA service area: \$2.75

One-way trip starting and ending outside Tri Delta Transit's ADA service area: \$5.50

Tickets

You can purchase 10-ride coupon books with 10 one-way ride tickets valued at \$2.75 each by:

- Calling 925-754-6622 to order over the phone or to request a mail order envelope
- Ordering online at TriDeltaTransit.com
- Ordering in person at Tri Delta Transit's administrative office: 801 Wilbur Avenue, Antioch

Frequently Asked Questions

We've anticipated some questions you may have about Tri Delta Transit Paratransit transportation. If you still have questions after reading this information, please call Tri Delta Transit at 925-754-6622 or TTY: 925-754-3695.

Where is the service area?

Tri Delta Transit provides paratransit transportation for seniors (age 65+) within Tri Delta Transit's service area in Eastern Contra Costa County. Transportation is subject to ride availability. Requested rides are not guaranteed. Senior Paratransit transportation does not permit transfers to other transit agencies' paratransit services.

What must I do to be able to use the Senior (Age 65+) Paratransit transportation?

Visit Tri Delta Transit's Administrative Office at 801 Wilbur Avenue in Antioch or call 925-754-6622 to request an application. Complete and submit the application to Tri Delta Transit, 801 Wilbur Avenue, Antioch, CA 94509. We will review and process your application.

How long does it take to process my application for Senior (Age 65+) Paratransit transportation?

You will be notified by mail of your registration confirmation within 14 days of receipt of your completed application.

How far in advance do I need to schedule my ride?

Ride requests may be made one to three days in advance.

Do you allow animals on the bus?

Yes. Service animals and pets are allowed. The pet must be in a pet carrier. For safety reasons, the driver is unable to assist in carrying the pet carrier. Please notify the reservationist if you plan to bring a service animal or pet carrier on the bus when scheduling your ride.