

Tri Delta Transit ADA Paratransit Information

Eligibility and Registration

Eligibility is determined on a case-by-case basis in accordance with the ADA. Disabled status is strictly limited to those who have limitations that prevent them from using accessible fixed route transportation. If you are found to be capable of using fixed route bus service, you will not be eligible for ADA Paratransit transportation.



To request an eligibility 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.

We will receive and review the application

- You may be contacted by phone for more information.
- You may be asked to come to Tri Delta Transit for a personal interview or functional evaluation.
- You will be notified by mail of your eligibility status within 21 days of receipt of your completed application, including a medical verification form completed by your medical provider.
- If you are certified as ADA eligible, you can travel on Tri Delta Transit's ADA Paratransit transportation as well as on paratransit systems throughout the nine county Bay Area.

ADA Paratransit Eligibility Appeals

If you are found to be ineligible and do not agree with the eligibility determination, you have the right to appeal the decision.



To appeal a decision, send a brief letter within 60 days of the decision stating your reasons for the appeal to:

**Paratransit Appeals
Tri Delta Transit
801 Wilbur Avenue
Antioch, CA 94509**

Once we receive the letter, an appeals panel will be assembled to hear your appeal. The appeals board will render a final, written decision within 30 days of hearing the appeal.

The appeals panel consists of at least three persons, including one peer to the applicant, one medical professional, and one transit professional.

The appeals process will include a meeting between you (or someone on your behalf) and the appeals panel.

You may bring anyone you wish along to the meeting to speak on your behalf. Tri Delta Transit will provide free transportation for you to and from the appeals meeting. Tri Delta Transit will also provide any necessary aids that you request at the appeals meeting, if you request them at least one week in advance.

Hours and Days of Operation

Transportation Service Hours

ADA Paratransit Transportation Hours:

Monday - Friday 3am to midnight*

Saturday 6am to 1am*

Sunday 7am to 1am*

*Transportation availability subject to fixed route bus service hours

ADA Paratransit transportation is available during the same days and hours that Tri Delta Transit's fixed route bus service operates. You may request a pick-up within $\frac{3}{4}$ mile of a fixed route during the days and hours of service the bus route operates.

Saturday/Sunday/Holiday Service

There is limited ADA Paratransit transportation on Saturdays, Sundays and on 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)

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.

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



Scheduling a Ride

Once you have been notified that you are eligible to use Tri Delta Transit's ADA Paratransit transportation, call 925-754-3060 to schedule a ride. Ride requests may be made one to three days in advance. If you are requesting a trip that goes outside Eastern Contra Costa County, we recommend that you call at least seven days in advance so we can coordinate your trip with the other providers.

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 a personal care attendant or companion(s) will travel with you
7. 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 this is shared ride transportation. To accommodate as many ride requests as possible, an ADA Paratransit confirmed pick-up time may be up to one hour before or after the requested pick-up time.

- 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.

ADA Paratransit Regional Rides

ADA Paratransit transportation allows you to schedule rides which take you outside Eastern Contra Costa County. This means you will be required to transfer to another paratransit provider.



We recommend that you call at least seven days in advance to schedule a regional trip so we can coordinate your trip with the other providers.

ADA Paratransit Subscription Service

Subscription service is a convenience offered to our ADA Paratransit passengers that take the same trip on a regular basis. Subscription service is pre-paid and has specific rules and limits. Typical subscription rides include those for school, jobs, dialysis, chemotherapy, and other medical treatments. Tri Delta Transit offers subscription service on a space available basis. If space is not available for subscription service, you may ask to be placed on a waiting list by calling Tri Delta Transit's Accessible Services department at 925-754-6622.



Fares and Tickets

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/or ending outside Tri Delta Transit's ADA service area	\$5.50
One-way Direct Trips to Concord or Martinez Mon-Fri*	\$5.50
One-way Regional Trips (transfer to Link) Mon-Fri* \$5.50 + all applicable fees for other transit agencies	\$5.50 + additional fees
One-way Regional Trips (transfer to Link) Sat-Sun# \$7.00 + all applicable fees for other transit agencies	\$7.00 + additional fees
10 one-way ride tickets valued at \$2.75 each	\$27.50

*During fixed route 200 & 201 regular service hours only.

#All trips provided to Concord and Martinez during hours Route 200 & 201 are not in operation (including weekends and holidays) will be charged an additional fee of \$3 each way.

Personal Care Attendant Fare

If you are certified to ride with an attendant for ADA Paratransit transportation, a personal care attendant is not required to pay a fare and must be picked up and dropped off at the same locations as you, the passenger. You must let the reservationist know if you will have an attendant when scheduling your ride. Your need for an attendant must be registered with Tri Delta Transit's Accessible Services department during the eligibility determination process or by calling 925-754-6622.



Companion Fare



If you are certified for ADA Paratransit transportation, companions are charged the same fare as you, the passenger. ADA Paratransit transportation customers are allowed up to two companions per ride. Additional companions may be allowed to ride as space permits. Companions must be picked up and dropped off at the same locations as you. You must let the reservationist know if you will have companions when scheduling your ride.

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

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 eligibility application. Please let the reservationist know if 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.



Frequently Asked Questions

We've anticipated some questions you may have about Tri Delta Transit ADA 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.

If I am disabled, am I automatically eligible for ADA Paratransit transportation?

No. Only those individuals whose disabilities prevent them from using fixed route bus service, all of the time or some of the time, are eligible. This eligibility criterion comes from the Americans with Disabilities Act. All Tri Delta Transit buses are accessible, and many individuals with disabilities are able to use the fixed route bus service.

If I have a blue DMV disabled placard, am I automatically eligible for ADA Paratransit transportation?

No. Only those individuals whose disabilities prevent them from using fixed route bus service, all of the time or some of the time, are eligible. This eligibility criterion comes from the Americans with Disabilities Act. All Tri Delta Transit buses are accessible, and many individuals with disabilities are able to use the fixed route bus service.

Where is the service area?

Tri Delta Transit ADA Paratransit transportation follows the guidelines of the Americans with Disabilities Act (ADA). According to the ADA, ADA paratransit transportation must be provided within 3/4 mile of fixed route bus service. ADA paratransit transportation is designed to be comparable to Tri Delta Transit's fixed route bus service, providing ADA paratransit transportation to origins and destinations within a 3/4 mile radius of Tri Delta Transit's bus routes during regular service hours of that route.

There are also transfer points for ADA paratransit regional rides which take passengers outside Eastern Contra Costa County. Reservationists will make the arrangements with the other paratransit provider(s) and provide assistance in arranging your ride to connect at a transfer point, if needed. It is recommended that you call at least seven days in advance to request a regional ride.

What must I do to be able to use ADA 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 your application and mail a medical verification form to your doctor in order to process your application.

How long does it take to process my application for ADA Paratransit transportation?

Once we receive your fully completed application and a medical verification form from your health care provider, your application will be processed within 21 days. You will receive notice of your eligibility determination by mail.

What if I do not qualify for ADA Paratransit transportation?

You will receive a letter explaining why you are not eligible. The letter also will explain how you can appeal the decision.

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

Ride requests may be made one to three days in advance. We recommend calling at least seven days in advance to schedule an ADA Paratransit trip that goes outside Eastern Contra Costa County.

Can an attendant ride with me?

Yes, if you are certified to ride with an attendant for ADA Paratransit transportation. A personal care attendant may ride free if you are certified to ride with an attendant. When you reserve a ride, you must let the reservationist know that an attendant will be traveling with you.

Can I take my friend or family member with me?

Yes, if you are certified for ADA Paratransit transportation. You must let the reservationist know that you will have companion(s) with you. Your companion(s) also must pay the same fare for each one-way trip. You are allowed up to two companions per ride.

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.