



# TRI DELTA TRANSIT ADA Paratransit Passenger Guide

## Eligibility and Registration

Eligibility is determined on a case-by-case basis in accordance with the Americans with Disabilities Act (ADA). ADA paratransit services are available to those who are unable to use or access fixed route transportation because of a disability.



To request an eligibility application:

- Visit our website at [www.trideltatransit.com](http://www.trideltatransit.com)
- Call 1-925-706-4398 to get an application by mail or email [AccessibleServices@eccta.org](mailto:AccessibleServices@eccta.org).
- Visit Tri Delta Transit's administrative office at 801 Wilbur Avenue in Antioch.

ADA paratransit information can be provided to you in a variety of accessible formats such as diskette/CD, audio tape, braille, or large print.

If you need any of the ADA paratransit written information provided to you in one of these accessible formats, please contact the Accessible Services Department at 1-925-706-4398.

You must fully complete and sign the application form and return it to Tri Delta Transit by:

- Mail to Tri Delta Transit 801 Wilbur Ave. Antioch, CA 94509; or
- Email to [AccessibleServices@eccta.org](mailto:AccessibleServices@eccta.org)
- Fax all pages (both sides) to: 1-925-754-9631

You will be notified by mail of your eligibility status within 21 days of receipt of your completed application.

## Processing the Application

Once the application is received, the Accessible Services Department might:

- Contact you by phone or mail for more information.
- Ask you to come to Tri Delta Transit for a personal interview or functional evaluation.

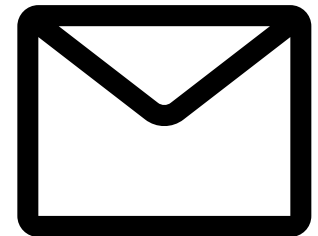
You will be notified by mail of your eligibility status within 21 days of receipt of your completed application. A completed application is the full application with the medical verification portion completed by your medical provider.

If you are certified as ADA eligible, you can travel on Tri Delta Transit's ADA paratransit transportation as well as on all public paratransit systems throughout the nine county Bay Area.

## Important Contact Information

- Request an application or to ask questions: 1-925-706-4398
- Ride reservations: 1-925-754-3060
- Ride cancellations: 1-925-706-4382
- Leave a comment, commendation or complaint: 1-925-754-6622 Customer Service
- Lost & Found: 1-925-754-6622
- TTY: 1-925-754-3695

Mailing Address:  
Tri Delta Transit  
801 Wilbur Avenue  
Antioch, CA 94509



## Ride Booking Times

ADA paratransit trips can be booked by phone from 6:00 a.m. - 6:00 p.m. daily, including holidays.

## ADA Paratransit Transportation Hours

Monday - Friday 4:00 a.m. to midnight  
Saturday 6:00 a.m. to 1:00 a.m.  
Sunday/Holidays 7:00 a.m. to 1:00 a.m.

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

## Holidays

There is limited ADA paratransit transportation on these 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



## Language Assistance

If information is needed in another language, please call 1-925-754-4040.

Si necesita información en español, llame al 1-925-754-4040.

如果需要中文信息，請致電 1-925-754-4040

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-925-754-4040.

Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-4040.

## Assistance

At Tri Delta Transit, customer service is of the utmost importance. ADA paratransit information can be provided to you in a variety of accessible formats such as:

- diskette/CD
- audio tape
- braille
- large print

If you need any of the ADA paratransit written information provided to you in one of these accessible formats, please contact the Accessible Services Department at 1-925-706-4398 or email [AccessibleServices@eccta.org](mailto:AccessibleServices@eccta.org).

## Scheduling a Ride

Once you have been notified that you are eligible to use Tri Delta Transit's ADA paratransit transportation, call 1-925-754-3060 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 please see the section for One Seat Regional Ride on page 4.

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

- Your name, date of birth, and pick-up address
- The date and time of the appointment or your preferred pick-up time\*
- The destination address and phone number
- The preferred return time\*
- The return address
- If a personal care attendant or companion(s) will travel with you
- If you will be using a cane, walker, service animal or mobility device

\* 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.

Also note:

- If your arrival time is important (e.g., doctor appointment), please give the reservationist your **appointment time**.
- If your arrival time is not an appointment time (e.g., shopping), please give the reservationist the time you prefer to be picked up from your starting location.

The day before your scheduled trip, an automated call with a confirmed pick-up time will be made to the preferred number you indicated on your ADA paratransit application.

If the message is not clear or is incomplete, please contact the Tri Delta Transit scheduling line at 1-925-754-3060 to confirm your pick-up time.

### Helpful Booking Tips:

If your trip is on:

**MONDAY**  
Book the **FRIDAY** BEFORE

**TUESDAY**  
Book the **SATURDAY** BEFORE

**WEDNESDAY**  
Book the **SUNDAY** BEFORE

**THURSDAY**  
Book the **MONDAY** BEFORE

**FRIDAY**  
Book the **TUESDAY** BEFORE

**SATURDAY**  
Book the **WEDNESDAY** BEFORE

**SUNDAY**  
Book the **THURSDAY** BEFORE

## Ride Cancellation

For all ride cancellations, call the cancellation line at 1-925-706-4382 at least 60 minutes in advance of your ride time so that we can accommodate other ride requests.

*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

If you cancel less than 60 minutes in advance of your ride, you will be marked as a no-show.

## ADA One Seat Regional Ride

ADA paratransit transportation is available for you to travel outside of the Tri Delta Transit local service area.

If you desire to travel Monday thru Sunday to Concord, Martinez, or outside eastern Contra Costa County, contact County Connection LINK at 1-925-680-2134 for information on the One Seat Regional Ride program. You can also access basic information on the program by visiting their website page:

<https://countyconnection.com/one-seat-regional-ride-program>.

We recommend that you call at least seven days in advance to schedule a one seat regional ride.

## Being on Time

Once your pick-up time has been confirmed, your bus could arrive anytime within a 30-minute window (either 15 minutes before or 15 minutes after your scheduled time).

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



Please meet the paratransit driver within FIVE (5) minutes of his/her arrival during the 30-minute window.

For example, if your scheduled pick-up time is 7:00 a.m. and the driver arrives at 6:45 a.m., the driver will wait until 6:50 a.m. If you are not ready, the driver will leave, and you will be marked as a no show.

You will receive an automated call with your confirmed pick-up time the day before your scheduled ride. It is important to listen to the message because, due to rides being shared, your schedule may have changed from the time given to you on the original phone call.

If the message is not clear or is incomplete, please contact the Tri Delta Transit paratransit scheduling line at 1-925-754-3060 to confirm your pick-up time.

## 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.

<b>One-way trip starting and ending in Tri Delta Transit's ADA service area</b>	<b>\$2.75</b>
<b>One-way trip starting and/or ending outside Tri Delta Transit's ADA service area</b>	<b>\$5.50</b>
<b>10 ride tickets valued at \$2.75 each</b>	<b>\$27.50</b>

## Purchasing Tickets

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

- Calling 1-925-754-6622 to order over the phone to be mailed to you or to request a mail order envelope.
- Purchasing in person at Tri Delta Transit's administrative office: 801 Wilbur Avenue, Antioch.
- Ordering online at [TriDeltaTransit.com](http://TriDeltaTransit.com) for tickets to be mailed to you through USPS.

## 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 1-925-706-4398 or emailing [AccessibleServices@eccta.org](mailto:AccessibleServices@eccta.org).

## Companion Fare

If you are certified for ADA paratransit transportation, companions are charged the same fare as you, the passenger. ADA paratransit transportation passengers 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. When scheduling your ride, you must let the reservationist know if a companion(s) will be accompanying you.

## Rules and Safety Procedures

### ADA Paratransit Drivers WILL

- Help you board and exit the vehicle.
- Secure your mobility device to the vehicle (walkers, canes and carts are not secured).
- 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 are permitted to carry four shopping bags on the vehicle. The shopping bags cannot weigh more than twenty pounds each. The shopping bags must remain out of the aisle.

### ADA Paratransit Drivers WILL NOT

- Enter your private residence.
- Enter a gated community, apartment complex, or private property that we do not have written permission from management to enter, or that is not safe to enter and exit. Have your manager or property owner contact us for how to give approval and set up a safety visit. Push your wheelchair up or down any stairs, steep ramps or inclines.
- Push any buttons or levers on your electric wheelchair. Electric wheelchairs must be operated by the owner, attendant or companion.
- Lose sight of their vehicle.
- Carry more than four shopping bags.

### Passenger 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.

### Lost & Found

When exiting a vehicle, please check around you for all your belongings.

While Tri Delta Transit is not responsible for items left on the bus, we do our best to help passengers relocate lost items. This is done through our Lost & Found Department.

If you lose an item on a Tri Delta Transit bus, please call 1-925-754-6622 to report the item lost.

**Lost items found on a bus are turned in when the bus returns at the end of its daily scheduled runs.** The Lost & Found receptacle is checked the following morning. All items turned into Lost & Found are kept for a period of 30 days. Perishable items and those of safety concern will not be stored.

To retrieve an item from Lost & Found, you must come to Tri Delta Transit's administrative office located at 801 Wilbur Avenue, Antioch. Found items will not be returned by mail. Office hours are Monday - Friday 8:00 a.m - 5:00 pm. (Closed weekends and holidays.)

## Shared Transportation

Paratransit is shared transportation. This means that other passengers may be onboard 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 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 stay on the floor of the bus and must 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.



## ADA Paratransit Visitors Policy

The Americans with Disabilities Act (ADA) defines a visitor as an individual with one or more disabilities who does not reside in the jurisdiction served by Tri Delta Transit. We provide ADA paratransit service to visitors who are from areas outside eastern Contra Costa County.

To use Tri Delta Transit's ADA paratransit service, a visitor may present documentation showing that they are ADA paratransit eligible in the jurisdiction in which they reside or that has been issued by their home jurisdiction.

Tri Delta Transit will provide ADA paratransit services to a visitor for at least 21 days within a 365-day period, beginning with the visitor's first use of the service.

If the visitor decides to stay longer than 21-days, the visitor can apply to be registered for Tri Delta Transit ADA paratransit service. An application is available on line at [www.trideltatransit.com](http://www.trideltatransit.com) or by calling our office at 1-925-706-4398.

If you are unable to access the application forms online, you can obtain an ADA paratransit application one of the following ways:

- Call the Accessible Services Department at 1-925-706-4398.
- Email [AccessibleServices@eccta.org](mailto:AccessibleServices@eccta.org) to request an application.
- Visit our administrative offices at 801 Wilbur Ave, Antioch.

Once a fully completed application is received by Tri Delta Transit, the Accessible Services Department will process the application within 21 days. You will receive notification of approval by mail.

If you have any questions, please contact the Accessible Services Department at 1-925-706-4398 or email [AccessibleServices@eccta.org](mailto:AccessibleServices@eccta.org).





# ADA Paratransit Eligibility Appeal

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 sixty days of the decision stating your reasons for the appeal to:

Paratransit Appeal  
Tri Delta Transit  
801 Wilbur Avenue  
Antioch, CA 94509

Within ten days of Tri Delta Transit receiving your request for an appeal, a hearing date and time will be sent to you. Within twenty days, an appeal hearing will be held at our administrative offices. Within thirty days of the appeal hearing being held, the hearing decision will be mailed to you. The appeal board's decision is final. Should the process take more than thirty days from the hearing date, ADA paratransit service will be provided until the hearing decision is made.

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

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

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

You will be given up to ten minutes to present information to the Eligibility Appeals Panel, specific to the determination of your eligibility for paratransit.

## Notes:



## **ADA**

The 1990 Americans Disabilities Act (ADA) prohibits discrimination against people with disabilities in several areas, including employment, transportation, public accommodations, communications and access to state and local government programs and services.

## **ADA Attendant**

Personal assistants are critical in helping people with disabilities spend time in public places or getting from place to place in their community. A personal assistant may be called different names such as a personal care assistant or attendant (PCA), a support staff or worker, a caregiver, a provider, an aide, or another name.

## **Appeal**

A process in which cases are reviewed by a panel when a person requests a formal change to an official decision.

## **Completed Application**

An application is deemed completed if all spaces are completed or marked N/A and the medical verification portion is completed and signed by a medical professional.

## **Eligibility**

To be protected by the ADA, one must have a disability which is defined by the ADA as a physical or mental impairment that substantially limits one or more major life activities.

## **Fixed Route**

A transportation system of buses and other vehicles that operates on a predetermined route according to a predetermined schedule. A fixed route has a printed or posted timetables and designated stops where riders are picked up and dropped off. An active fixed route is one that is in service running buses along the predetermined route while picking up and dropping off passengers.

## **LINK**

LINK is the name of the Central Contra Costa Transit Authority (commonly known as County Connection) paratransit ride share service. County Connection serves the cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon, Walnut Creek; the towns of Danville and Moraga; and the unincorporated areas of central Contra Costa County.

## **Mobility Device**

Individuals with mobility disabilities sometimes use wheelchairs and manually powered mobility aids such as walkers, crutches, canes, or braces.

## **No-Show**

A passenger scheduled for a trip who does not appear at the designated pick-up place and time and does not cancel the trip in advance.

## **Paratransit**

Transportation service that provides ADA disabled individuals with on-demand rides without fixed routes or timetables.

## Frequently Asked Questions

If you have questions after reading this information, please call Tri Delta Transit at 1-925-706-4398 or TTY: 1-925-754-3695.

### **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  $\frac{3}{4}$  mile of an active 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  $\frac{3}{4}$  mile radius of Tri Delta Transit's bus routes during regular service hours of that route.

### **How long does it take to process my application for ADA paratransit transportation?**

Once we receive your fully completed application, your application will be processed within 21 days. You will receive notice of your eligibility determination by mail. If on the 22nd day you have not received notification, you are eligible for presumptive eligibility. This means you may ride the ADA paratransit until a determination is made on your application. Please call the Accessible Services Department at 1-925-706-4398.

### **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, if you disagree with the determination.

### **How far in advance should I 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 and pets 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.

### **What do I do if I want to thank someone for a job well done, send in a comment, or a complaint?**

Customer service is of the utmost importance to Tri Delta Transit. To send us your comments:

- Visit our website [www.trideltatransit.com](http://www.trideltatransit.com), select About Us then click on Contact Us, and Send Us A Message. Scroll to the bottoms for the selection you are interested in. Click on the appropriate link, and complete the form.
- Call us at 1-925-754-6622 and ask for our customer service department.
- Visit our administrative office at 801 Wilbur Ave, Antioch.
- Email us at [comments@eccta.org](mailto:comments@eccta.org) with your name, summary of who, what, where, when and why.
- Download the Tri Delta Watch app, select the category, complete the form, and even take a picture, if needed.

If you selected that you would like a response, a customer service representative will contact you within 7-12 business days from the day after the comment is received. You may also be contacted if we have questions or need more information.