



TUOLUMNE COUNTY TRANSIT

Dial-A-Ride Service Policy

For adoption on December 11, 2024

For General Information: Call (209) 532-0404 or visit TuolumneCountyTransit.com

Dial-a-ride is a shared- ride service provided through advance reservation, with priority given to ADA certified passengers.

1. Service Hours

- 1.01 The Dial-A-Ride service hours will be 6:00 a.m. to 8:00 p.m., Monday through Friday, and 11:00 a.m. to 4:00 p.m. on Saturdays. No service will be provided on the following holidays: New Year's Day, Memorial Day, Independence Day (4th of July), Labor Day, Thanksgiving Day and Christmas Day.

2. Eligibility

- 2.01 Dial-A-Ride service is available within $\frac{3}{4}$ of a mile of all fixed routes.
- 2.02 Rides must be within the Tuolumne County Transit Service Area.
- 2.03 Dial-A-Ride is available to the general public but will always give priority to ADA certified passengers, seniors, veterans and persons with disabilities. Riders must be at least 12 years old to ride alone. Children under 10 years old must be accompanied by an adult or other child that is at least 12 years old.
- 2.04 Saturday Dial-A-Ride service is available to all riders, including the general public, with priority service provided to seniors, veterans, persons with disabilities and those who are ADA certified.

3. Reservation Procedures

- 3.01 Scheduling Rides: ADA Certified passengers can reserve their ride up to fourteen (14) days in advance. Rides requested in this way will be given priority over non-ADA Certified disabled riders, veterans and seniors (60 and over). You may also reserve a ride in advance the same day, but your request will be filled on a space available basis only.
- 3.02 Non-ADA Certified disabled, veterans and age 60 and over passengers can reserve their ride up to fourteen (14) days in advance. You may also call the same day, but your request will be filled on a space available basis only.
- 3.03 For ADA Certified passengers, Dial-A-Ride is required to schedule trips within one (1)hour before or after the requested time. Passengers will be given a range of time for their pick-up to occur. Occasionally, adjustments may be needed for a passenger's desired travel time so other riders can be fit into the schedule. We ask for your cooperation and understanding when this occurs. We will do everything possible to avoid changing your ride time if we think it will make you late for an appointment. If your ride time is changed, you will be notified by a Dial-A-Ride staff member or an automated text message letting you know your new ride time.
- 3.04 General public riders can reserve their ride up to fourteen (14) days in advance. Reservations may be made on the same day but your request will be filled on a space available basis only.
- 3.05 Subscription service is available on a space available basis. Please contact the Transit Office at 532-0404 for more information.

4. Trip Reservations

- 4.01 To reserve a ride, you can call 209.532.0404 or download our app, "Tuolumne County Transit" in the Apple App store or Google Play Store.
- 4.02 Reservations may be made between the hours of 6:00 a.m. and 7:30 p.m., Monday through Friday and 10:00 a.m. to 4:00 p.m. on Saturdays. Reservations may be made on Sundays and Holidays by leaving a voice recorded message requesting the desired travel time and place, and a return call phone number to confirm your trip. You will be called back to confirm trip reservation between 4:00 p.m. and 6:00 p.m. on Sunday or the Holiday, as appropriate. If reservation is through our app, your trip will either be confirmed or denied immediately.
- 4.03 Trips are provided on a space available and priority basis. When space is available same day service will be provided.

4.04 Return trip reservations should be made when you schedule your initial trip. If no return trip is scheduled at the start, the return trip will be treated as a new trip. Dial-A-Ride staff will do their best to accommodate these rides based on the space available at the time.

4.05 Reservations: Passengers are responsible for providing the following information when using Tuolumne County Transit Dial-A-Ride service:

- (1) Desired time for pick-up, or appointment time.
- (2) Time for return pick-up (if required).
- (3) Address of ride origination.
- (4) Address of destination.
- (5) Whether the passenger has a personal care attendant (PCA) or guest(s).
- (6) Whether the passenger requires a wheelchair, other mobility device or lift assistance.
- (7) Any special requirements. It is recommended that the passenger talk to the Dial-A-Ride supervisor for advice on this situation.

4.06 Passengers should have all information ready when placing a call and write down reservation times when they are read back by the scheduler. It is recommended that the requesting passenger ask the scheduler's name when making reservations, cancellations, or changes to their scheduled pick-up.

4.07 Passengers should let the scheduler know if you have any special pick-up or drop-off requirements. This is especially important in apartment and office complexes with multiple entry and exit points. When requested, passengers can be provided with a 3-5 minute phone call prior to bus arrival. If you do not need a same-day reservation and/or need to make a number of reservations, calling after 11:00 a.m. is appreciated.

4.08 Passengers scheduling their ride through the Tuolumne County Transit App will have the opportunity to list all their information as described above.

5. Fares

5.01 The fare on Dial-A-Ride may be Free during periods approved by the TCTA Board. When fares are required, the Dial-A-Ride general fare is \$3.00 per passenger for each one-way trip.

5.02 A Dial-A-Ride Day Pass is \$7.00 and is valid for unlimited trips on the day on which it is first used.

5.03 The Dial-A-Ride Monthly Pass is \$100.00 and is valid for all Dial-A-Ride and Fixed Route services in the month for which it is purchased.

- 5.04 Dial-A-Ride Ticket Books (15 tickets in each book) are available for \$45.00.
- 5.05 Drivers do not make change, exact fare is required.
- 5.06 Passengers who have purchased a pass (day or monthly) are expected to travel with it at all times and may be asked by the driver to produce the pass for inspection at any time. Failure to travel with a pass may result in the denial of transit service until the pass is produced.

6. Transfers

- 6.01 Passengers may transfer free of charge from Dial-A-Ride to any Tuolumne County Transit fixed route.

7. Cancellations and Changes

- 7.01 To cancel a scheduled trip, please call the Tuolumne County Transit Dispatch Office at 532-0404 as soon as you know you don't need the ride, or at least one (1) hour prior to your scheduled pick up time. You can also cancel your trip in the Tuolumne County Transit App. Drivers are not permitted to accept information regarding cancellations or changes, passengers must call the Dispatch Office or cancel in the App. Cancellations less than one (1) hour in advance will count as a "no show".
- 7.02 If a passenger fails to show up at the designated location for a scheduled trip, the Dispatch Office will attempt to contact the person by phone while the driver waits for up to five (5) minutes. If the passenger fails to appear within (5) minutes, the driver will leave and a "no show" missed trip notice will be mailed by the Dispatch Office to the person's residence. If the rider has an account in our Tuolumne County Transit App, they will be sent notification via text message reminding them of their reservation. The driver will still wait five (5) minutes before marking the rider as a "no show".
- 7.03 Once a passenger has boarded the transit vehicle, changes to the trip destination and/or trip times are discouraged and may not be accommodated.
- 7.04 A passenger failing to show up for two (2) scheduled trips within a period of sixty (60) consecutive calendar days or three (3) scheduled trips with a period of one hundred twenty (120) consecutive calendar days, shall be cause for issuance of a bill for service and a *First Notice* of pending suspension of service privileges. Should an individual who has been issued a *First Notice* miss one (1) additional scheduled trip during the six months following the issuance of the *First Notice*, that individual will be issued a *Notice of Intent to Suspend*. The *Notice of Intent to Suspend* will inform the individual of the suspension of Tuolumne County Transit paratransit service for a period of sixty (60) calendar days.

8. Pick Up and Drop Off

- 8.01 Passengers should wait at the entrance/exit of their pick-up location and be visible to the bus operator.
- 8.02 The dispatcher will give the passenger a pick-up window of 30 minutes (15 minutes prior to and 15 minutes after the scheduled time). Direct transportation from the pick-up location to the delivery location usually does not occur. Please take into consideration the 30 minute pick up window, delayed times and indirect travel when negotiating a pick-up time, as well as when scheduling personal appointments.
- 8.03 Dial-A-Ride is an origin to destination service. Drivers cannot enter private residences. Drivers will assist passengers from door to door only when the passenger requires such assistance.
- 8.04 Drivers will wait no more than five(5) minutes at each stop for passengers.
- 8.05 Drivers will assist with packages limited to two (2) trips to the door with no more than four (4) bags and/or packages per trip to the door. That's a total of eight (8) bags that are no larger than the standard grocery bag.
- 8.06 Passengers must be able to control and attend to all of their own bags and packages while on the bus. Bags and packages must not interfere with other passengers or the available seating inside the bus, if needed by other passengers, nor can they block any aisles or ADA accessible areas. Passengers using a pull cart or any device that is designed to help carry their belongings, must be small enough or be able to fold into the same seating area as the passenger without interfering other riders.
- 8.07 Buses will not enter a private driveway without the written consent of the property owner. Trees and bushes along driveways and private roads must remain trimmed and clear to accommodate large transit vehicles, or service may not be provided.

9. Companions and Personal Care Attendants

- 9.01 Persons certified as disabled (pursuant to the Americans with Disabilities Act) and requiring the assistance of a personal care attendant (PCA), may be accompanied by their PCA provided the PCA is picked up and dropped off at the same point as the passenger. A Personal Care Attendant is someone who is essential for the passenger to utilize transit services. PCAs will not be charged a fare when accompanying a paying passenger.
- 9.02 A passenger may request a ride for a *companion*. The *companion* must be picked up and dropped off at the same point as the passenger. The *companion* will pay the same fare as the passenger.

10. Mobility Devices

- 10.01 Wheelchair/mobility device users should remain in their wheelchair/mobility device and, for their safety, wear a lap belt during loading and unloading. If possible, wheelchair/mobility device users are encouraged to transfer to a bus seat and secure the provided lap belt while riding on Tuolumne County Transit.
- 10.02 For their safety, all wheelchair/mobility device users who remain in their wheelchair/mobility device while riding Tuolumne County Transit are encouraged to utilize the provided lap and shoulder occupant securements.
- 10.03 Drivers will not push wheelchairs or mobility devices up or down inclines or over barriers.
- 10.04 All wheelchair/mobility devices will be secured to the bus.

11. Children

- 11.01 Passengers are encouraged to secure infants and small children in a child safety restraint seat fastened to the bus seat by a seatbelt or hold them on your lap.
- 11.02 Car seats are not provided by Tuolumne County Transit.
- 11.03 All passenger provided car seats must be secured by the passenger and are the responsibility of the passenger.
- 11.04 Children under the age of 10 years must be accompanied by an adult or older child (12+) to ride on Tuolumne County Transit.
- 11.05 Children under the age of 12 years may ride Tuolumne County Transit free of charge if they are accompanied by a fare paying companion.

12. Lost and Found

- 12.01 If you lose something on a Tuolumne County Transit bus, call the Transit office (532-0404) immediately. Items may be claimed at the Tuolumne County Transit office located at 13033 Sanguinetti Road in Sonora during normal business hours. *Items will be held for thirty (30) days only.*

13. Rules and Procedures for Riding on Tuolumne County Transit Dial-A-Ride Buses

- 13.01 Please let those exiting the bus to do so before boarding.
- 13.02 Please be patient when drivers are securing wheelchairs/mobility devices/durable medical equipment and assisting other passengers.

- 13.03 Remain seated when bus is in motion.
- 13.04 Keep aisles clear. Packages, strollers and shopping carts should be kept under the seats or folded between seats. Passengers must be able to control and attend to all of their own bags, packages or durable medical equipment while on the bus. Bags, packages, or other carry-on items must not interfere with other passengers or the available seating inside the bus, if needed by other passengers, nor can they block any aisles or ADA accessible areas. State law requires the area between the driver and the front door be kept clear at all times.
- 13.05 Eating is prohibited on all Tuolumne County Transit buses. Drinking of non-alcoholic beverages is permitted only from enclosed spill-proof containers.
- 13.06 Use of alcohol or tobacco products is prohibited on all Tuolumne County Transit buses and at all bus stop locations.
- 13.07 Music and video devices players may only be played through earphones and at a volume unheard by other passengers.
- 13.08 Shirts and shoes must be worn at all times.
- 13.09 Wet clothing, such as swim suits, will not be allowed. However, wet clothing due to weather conditions is only discouraged.
- 13.10 No animals, except for service animals permitted by the ADA, are allowed on board Tuolumne County Transit buses or at bus stops.
- 13.11 Spitting, urinating or defecating on the bus or at bus stops is prohibited.
- 13.12 Large, bulky items are prohibited. However, fishing poles and other recreational equipment may be permitted at the driver's discretion. Items that roll, such as skateboards, must be held securely while on board.
- 13.13 All hazardous items, such as toxic materials (gasoline, explosives, flammable liquids, etc.) or unpackaged plate glass, are strictly prohibited due to public safety.
- 13.14 No firearms are allowed on board buses except for law enforcement officers, uniformed and properly credentialed security guards and other persons with applicable permits.
- 13.15 Always wait until the bus has departed before walking behind it to cross the street.
- 13.16 All persons using Tuolumne County Transit services are expected to conduct themselves courteously and with decorum. The privilege of using Tuolumne County

Transit services may be suspended, either temporarily or permanently, in the event a passenger: (a) is abusive, offensive or insulting to any other passenger, the vehicle operator or any other Transit employee; (b) engages in any conduct or activity which is hazardous to himself or herself or to any other person; (c) damages, vandalizes or destroys any property of the Transit Operator, the County or the Tuolumne County Transit Agency (TCTA).

- 13.17 A passenger may not be allowed on a vehicle if his or her body odor or physical hygiene will disturb the reasonable comfort of other passengers or transit staff. A passenger will be given notice and an opportunity to correct the odor or hygiene problem prior to discontinuing riding privileges, unless in the judgment of transit staff, that person places existing passengers in extreme discomfort or is considered a health risk for others.
- 13.18 When passengers are in a Tuolumne County Transit vehicle that is equipped with seatbelts the following is applicable:
 - A. A passenger who is 16 years of age or older in a bus shall be properly restrained by a safety belt.
 - B. A parent, legal guardian, or chartering party shall not transport on a bus, or permit to be transported on a bus, a child, ward, or passenger who is eight years of age or older, but under 16 years of age, unless he or she is properly restrained by a safety belt.
 - C. Except as provided in subdivision (d), a parent, legal guardian, or chartering party shall not transport on a bus, or permit to be transported on a bus, a child, ward, or passenger who is under eight years of age and under four feet nine inches in height, unless he or she is acceptably restrained by a safety belt.
 - D. If it is not possible to ensure a child, ward, or passenger who is under eight years of age and under four feet nine inches in height is acceptably restrained by a safety belt because of his or her size, a parent, legal guardian, or chartering party shall either secure him or her in an appropriate child passenger restraint system that meets applicable federal motor vehicle safety standards, or if the child, ward, or passenger is under two years of age, may authorize a parent, legal guardian, or chartering party to hold him or her.
- 13.19 Refusal to comply with these rules may result in the passenger's removal from the bus and denial of their privilege to use Tuolumne County Transit services. Drivers are authorized to summon law enforcement officials to ensure passenger safety and efficient transit service.
- 13.20 Transporting Life-support Equipment: Passengers may travel with respirators, portable oxygen, and other life-support equipment, provided such transport does not violate laws or rules related to transportation of hazardous materials.

14. Reasonable Modification

- 14.01 The goal of the reasonable modification policy is to provide a means, accessible to and usable by individuals using Tuolumne County Transit services, to request a modification in TCT's policies and practices.
- 14.02 Tuolumne County Transit will do its best to accommodate reasonable modification, but will consider the safety of its passengers first. TCT will deny a reasonable modification request if it will result in a service alteration, direct threat to safety, or is an undue financial and/or administrative burden.
- 14.03 A reasonable modification may be requested:
 - a. When applying for ADA certification.
 - b. Calling Tuolumne County Transit, (209.532.0404) when making a DAR reservation.
 - c. On-the-Spot-Request - If not feasible to make the request in advance, you may ask the driver. The driver has the right to determine if the on-the-spot request will create direct threat to the safety of his/her passengers. If found to be a safety threat, the request will be denied. The driver will call dispatch to be recorded.
- 14.04 If you are denied a reasonable modification, you can appeal. Appeals must be received by the Executive Director within ten (10) business days of the denial. Call Tuolumne County Transit at 209.532.0404 for an appeals form to be sent to you, or download the form from TCT webpage at: www.tuolumnecountytransit.com. Forms should be mailed back to:

Tuolumne County Transit
13033 Sanguinetti Rd
Sonora, CA 95370

15. In the event a passenger becomes involved in any activity of type described, such a passenger is subject to the following:

15.01 The driver of any Tuolumne County Transit vehicle shall have the right to deny service and demand that any passenger violating Tuolumne County Transit rules disembark the bus at any time, but will attempt to leave the passenger at a place where shelter and a telephone are available. If necessary, the driver will request assistance from local law enforcement officials to maintain law and order. In the event the driver denies service to any person, the driver shall submit an oral report to the dispatcher, as well as a written report with the person's name and address to the Transit Supervisor. The Transit Supervisor will forward these written reports to the Executive Director of the TCTA.

15.02 The right of any passenger to ride on a Tuolumne County Transit vehicle may be suspended by the Executive Director for up to fourteen (14) days to protect the health, safety and/or welfare of Transit employees and/or other passengers. If the Executive Director determines that a suspension of more than fourteen (14) days is appropriate because of the need to protect the health, safety and/or welfare of the employees and/or other passengers, he may suspend the passenger for an additional period, up to the next TCTA hearing. Prior to ordering the additional suspension, the Executive Director shall give the affected passenger an opportunity to appear before him/her to present further information and evidence. The suspension period may be extended after a hearing is conducted by the TCTA.

15.03 The affected passenger (or his/her parent or guardian, if appropriate) shall be notified in a timely manner of the date and time of the scheduled TCTA Hearing, if the person's name and address is known to Tuolumne County Transit staff. Notification shall be by registered letter or equivalent. The affected passenger shall have the right to appear at that Hearing and present any evidence that is relevant to the matter. At the conclusion of the Hearing, the TCTA shall determine whether the suspension should be continued and, if so, the term of such suspension. The affected passenger shall be notified of the decision of the TCTA within ten (10) days after the Hearing. As used herein, "days" shall refer to service days. Non-operating days of Tuolumne County Transit shall not be considered in computing any suspension time provided herein.

15.04 Progressive disciplinary measures are as follows for Tuolumne County Transit passengers who have received previous suspensions:

- Initial Suspension - up to one year, with review by Transit Agency at 6 months.
- Following a previous suspension or a major policy violation up to 5 year suspension with review by the Transit Agency at one year intervals.