



Visalia Transit *ADA Complementary Paratransit Service Plan*

Prepared for:

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BACKGROUND & INTRODUCTION

In 1981, the City of Visalia Transit Division began its first bus route along Mooney Boulevard to provide public transportation to individuals within the central shopping area. In 1987, Visalia Transit (VT) expanded its services to four routes. Buses with lifts and ramps were purchased to accommodate passengers with disabilities. Eventually, the bus routes expanded to twelve different routes that service Visalia, Goshen, Farmersville, Exeter, and the Tulare Transit Center. Along with these bus routes, VT connects with Tulare InterModal Express (TIME), Tulare County Area Transit (TCAT), Kings Area Rural Transit (KART), Greyhound, and Amtrak. These connections allow the Visalia community to travel to shopping centers, schools, medical centers, and other common locations. For individuals unable to use the fixed route service in Visalia, our paratransit service, the Dial-A-Ride (DAR), is available to passengers with disabilities that prevent them from using the fixed route system. VT will continue its commitment to maintaining an accessible transportation system for individuals with disabilities.

VT has a 40 square mile service area that encompasses an estimated population of 133,800 people. The transit system receives funding through a variety of sources. These sources include fare revenues, Tulare County's Measure R, Transportation Development Act (sales & gas tax) and Federal Transit Administration (FTA) 5307 funds among other state, federal, and local grants and revenues.

The VT Complementary Paratransit service was implemented to meet the requirements of the Americans with Disabilities Act (ADA) of 1990. In addition, VT is required to put in place and administer a process for determining the eligibility of these individuals to use ADA Paratransit services. Finally, VT is required to prepare and adopt an ADA Complementary Paratransit Plan to provide documentation of their compliance with the ADA paratransit regulatory provisions.

The requirements of the ADA state paratransit service shall be "comparable" to the fixed route service levels and availability. The regulatory guidance issued by the Department of Transportation states that six service criteria are used to evaluate paratransit service's compatibility to the fixed route. The criteria require that ADA paratransit service be comparable to fixed route services in terms of:

- **Service Area:** Paratransit service must be provided to all areas serviced by the fixed route. In addition, service is required to be provided within corridors within $\frac{3}{4}$ mile on each side of fixed route service and shall include an area $\frac{3}{4}$ of a mile radius at the ends of each fixed route.
- **Hours and Days of Service:** Service must be available at the same hours and days as the fixed route.

- **Response Time:** Reservations shall not require ADA paratransit eligible individuals to schedule a trip to begin more than one hour before or after an individual's desired departure time. Reservations can be made up to two weeks in advance of a desired trip. Reservations may be taken by reservation agents or by an automated system.
- **Fares:** The fare for an ADA paratransit eligible individual shall not exceed twice the fare of a fixed route passenger for a trip of a similar length, at a similar time of day.
- **Trip Restrictions:** Restrictions or priorities cannot be imposed based on trip purpose.
- **Capacity Constraints:** The availability of service cannot be limited by number of trips, waiting lists for access to service, any operational pattern or practice that significantly limits the availability of service.

The ADA of 1990 requires the completion of a Paratransit Plan by January 26, 1990 to demonstrate full compliance with the regulations set forth for ADA paratransit eligible individuals. The regulations also require all transit agencies to have a documentation policy in place to determine if an individual qualifies for service. VT prepared a Complementary Paratransit Plan in January 1993. The VT Complementary Paratransit Plan was prepared to demonstrate full compliance with ADA regulations. This current plan is being prepared to update the 1993 Paratransit Plan. The prepared plan includes the following required elements:

- 1) The first section provides information about who is submitting the plan and contact person for the paratransit plan. In addition, it requires a description of demographic information relevant to the plan.
- 2) The second section provides a description of the fixed route system. This includes description of the service area, route structure, days and hours of service, fare structure and population served. This would include maps and tables if appropriate.
- 3) The third section of the plan describes the existing complementary paratransit service.
- 4) The fourth section describes the existing paratransit eligibility process. The timetable for processing applications and allowing presumptive eligibility, documentation given to eligible individuals and the appeals process for individuals denied eligibility. In addition, the process for allowing disabled visitors to the area access to use of the paratransit service.
- 5) The fifth section provides a description of the public participation process. This included information on the steps necessary to inform current and potential users of any proposed service changes and adjustments.

ELEMENT 1: Visalia Transit Contact Information & Demographic Profile

The City of Visalia is currently the 44th most populated city in California with a population of 133,800 per the 2018 United States Census update. According to the last Census update there are 14,941 older adults (65 & older), 17,644 people with an identified disability and 26,159 people in poverty that reside in the City of Visalia.

The City of Visalia’s Transit Department operates the fixed route and Dial-A-Ride paratransit service. The Transit Division is located at:

Visalia Transit Center
425 E. Oak Avenue, Suite 301
Visalia, CA 93291.

Figure 1 below provides demographic information for the city.

Figure 1 – Visalia Transit Service Area Demographic Information

| City/County/State 2018* Census (ACS) | City of Visalia | % of Total County Population | Tulare County | % of Total State | State of California Population |
|-----------------------------------------|--------------------|------------------------------------|------------------|---------------------|--------------------------------------|
| Total Population | 133,800* | 29%, | 465,861* | .33% | 39,557,045* |
| Older Adults (65 & older) | 14,941** | 31% | 48,912** | .29% | 5,148,448** |
| Persons with Disabilities | 17,644** | 31% | 56,061** | .43% | 4,088,523** |
| Persons in Poverty | 26,159** | 21% | 122,724** | .45% | 5,773,408** |
| City of Exeter | | | | | |
| Total Population | 10,533 | 2% | 465,861 | .02% | 39,557,045* |
| Older Adults (65 & older) | 1,317 | 3% | 48,912 | .02% | 5,148,448** |
| Persons with Disabilities | 10,483 | 19% | 56,061 | .26% | 4,088,523** |
| Persons in Poverty | 10,468 | 9% | 122,724 | .18% | 5,773,408** |
| City of Farmersville | | | | | |
| Total Population | 10,759 | 2% | 465,861 | .03% | 39,557,045* |
| Older Adults (65 & older) | 858 | 2% | 48,912 | .02% | 5,148,448** |
| Persons with Disabilities | 1,273 | 2% | 56,061 | .03% | 4,088,523** |
| Persons in Poverty | 2,722 | 2% | 122,724 | .05% | 5,773,408** |

*2018 American Community Survey Population Estimate (as of July 1, 2018)

**2013-2017 American Community Survey 5-Year Estimates

ELEMENT 2: Visalia Transit Existing Services

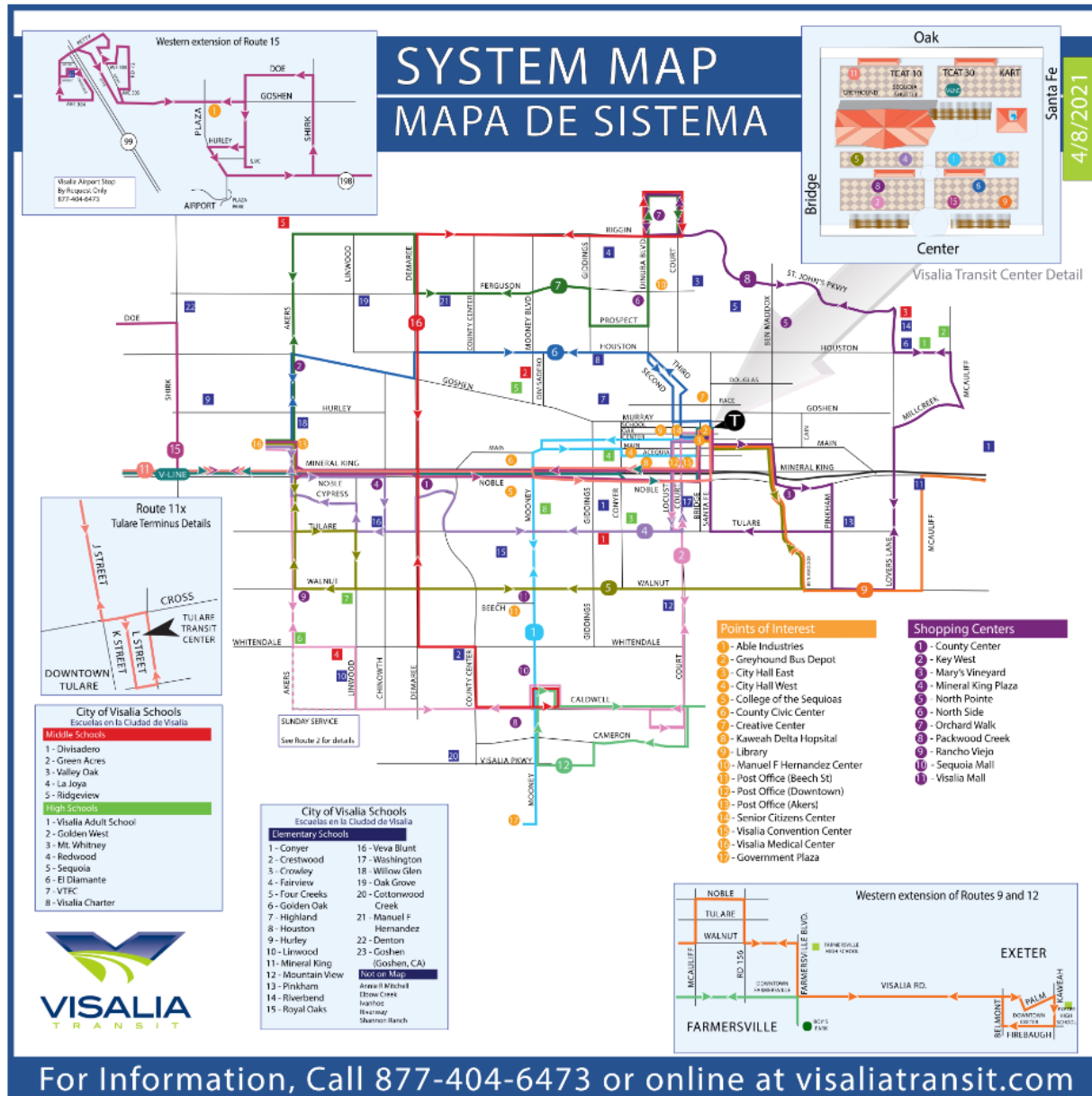
Fixed Route Service

The Visalia Fixed Route operates within the Visalia urbanized area which includes the cities of Exeter, Goshen, Farmersville and Tulare. VT operates 12 bus routes that serve Visalia, Farmersville, Goshen, Exeter, and the Tulare Transit Center. VT connects with Tulare InterModal Express (TIME), Tulare County Area Transit (TCAT), Kings Area Regional Transit (KART), Greyhound and Amtrak. The City of Tulare is within the City of Visalia's urbanized area; however, they operate their own fixed route transit and complementary paratransit system. VT operates the express Route 11X (TIME) that goes into the City of Tulare and stops at their Transit Center to pick up riders. The fixed route operates Route 9 to allow riders from Farmersville and Exeter to come into Visalia and return to their respective cities. Route 12 starts at the Sequoia Mall travels down Caldwell Avenue stopping at various locations and then takes riders into Farmersville. It returns from Farmersville passing by Costco, Packwood Creek Shopping Center and returns to Sequoia Mall. On Routes 15 passengers are taken from the Visalia Transit Center west through the city stopping at the Visalia Medical Clinic, Able Industries and ending at the community of Goshen and ending at Goshen Elementary School after which it makes the return trip to the transit center stopping at the same locations.

VT offers transportation to all the local schools, major shopping centers, medical offices, recreational facilities and work sites. Figure 2 provides a map of the fixed route system for VT. KART provides local and regional bus service in the Kings County region. It connects with Amtrak San Joaquin, Visalia Transit, and Fresno Area Express. KART provides regular transportation service to Fresno and Visalia Monday through Friday.



Figure 2 – Fixed Route Service Map



Operating Schedule and Service Hours

Figure 3 below provides information on the days and hours of operation for transit service. During holidays VT operates on a modified schedule.

Figure 3: Visalia Transit Hours of Operation Fixed Route
DAY/HOURS OF OPERATION:

| | |
|---------------------------------------------------------------------------------------------------------------------|-------------------|
| Monday – Friday | 6:00 AM – 9:30 PM |
| Saturday & Sunday | 8:00 AM – 6:30 PM |
| HOLIDAY SCHEDULE | |
| Closed: New Year’s Day, Easter, Memorial Day, Independence Day, Thanksgiving Day, and Christmas Day | |
| Operates according to limited weekend schedule: President’s Day, Labor Day, Christmas Eve and New Year’s Eve | |

Fare Structure

Figure 4 shows the fare structure for VT Fixed Route. Seniors, military, and disabled individuals can apply for an ID that qualifies them for reduced bus fares and passes. For non-seniors and non-military passengers, eligibility for reduced fares will require a medical professional’s signature for verification. Those eligible due to a disability will need to reapply every three years. The one-way fare is currently \$1.75. A discounted/reduced fare is \$ 0.85 and is available to Seniors (65+), Disabled, individuals with Medicare card and Military personnel.

Figure 4 – Fare Structure Fixed Route

| Mode of Transportation Bus | Base Fare | Reduced Fare |
|------------------------------------------------------|-----------|--------------|
| Fixed one-way fare | \$1.75 | \$0.85 |
| Day Pass | \$3.50 | \$2.50 |
| 7-Day Pass | \$14.00 | \$7.50 |
| 31-Day Pass | \$50.00 | \$30.00 |
| Children (First 2 children 6 yrs or younger free) | Free | Free |
| Additional children | \$1.75 | - |

VT operates from the VT Center, which is in downtown Visalia. The VT Service standard for vehicle headways varies by Route. Route 1 offers 15-minute headways during peak service and is one of the busiest routes traveling through the main shopping district, community college and to the largest county park. Figure 5 describes routes and frequency for VT service.

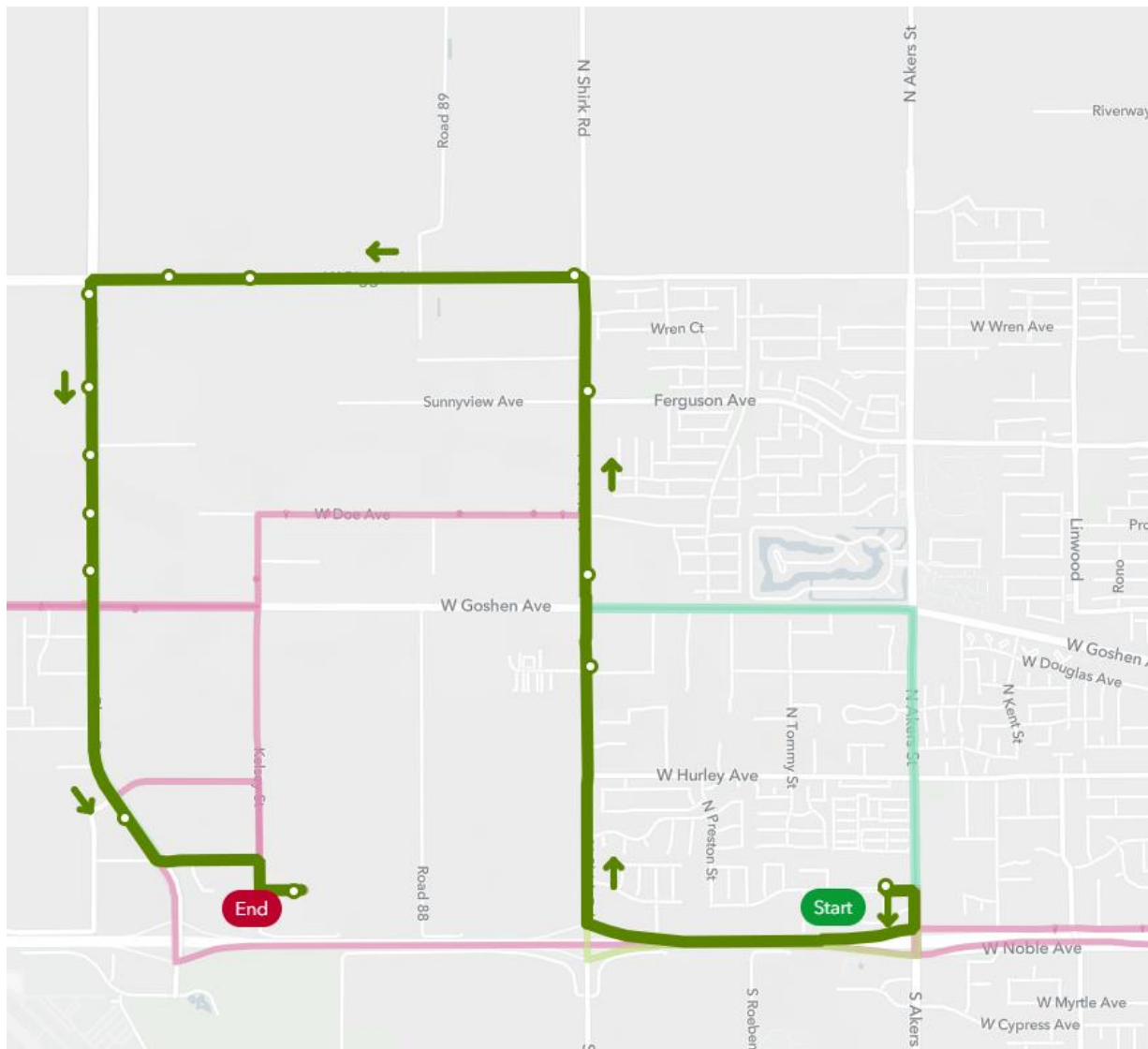
Figure 5 – FIXED ROUTE BUS ROUTES AND FREQUENCIES

| Routes | Monday - Friday Service Frequency |
|-----------------|--------------------------------------|
| 1A&B | Every 15 minutes |
| 2A&B, 4A&B, 11X | Every 30 minutes |
| 7A & 7B | Every 60 minutes |
| 8A&B | Every 30 to 45 minutes |
| 9A&B | Every 45 minutes |
| 5A&B | Every 30 to 45 minutes |
| 6A&B | Every 45 minutes |
| 12A&B | Every 60 minutes |
| 15A&B | Every 45 minutes |
| 16A&B | Every 30 minutes |

| Routes | Weekend Service Frequency |
|-----------------|------------------------------|
| 1A&B | Every 20 minutes |
| 2A&B, 4A&B, 11X | Every 30 minutes |
| 7A & 7B | Every 60 minutes |
| 8A&B | Every 30 to 45 minutes |
| 9A&B | Every 90 minutes |
| 5A&B | Every 30 minutes |
| 6A&B | Every 45 minutes |
| 12A&B | Every 60 minutes |
| 15A&B | Every 45 minutes |
| 16A&B | Every 60 minutes |

In addition to the routes above, a new route, route 17, will be added as part of the fixed route system on October 1st, 2021 as a two-year pilot. This route was created primarily to service the employees that work near the industrial park area located on the northwest side of Visalia. On weekdays it will run from 6am to 10pm and from 8am to 8pm on the weekends. It will run every 30 minutes. The proposed route map and estimated stop locations is displayed below:

Figure 6 – Route 17 Proposed Route Map



Visalia Transit Transportation Fleet

VT operates from the VT Center, which is located downtown, and has a few other transfer sites within the City of Visalia. VT is required to maintain a bus fleet up to its useful life as identified by the federal regulations. VT uses a combination of useful life and mileage benchmarks to determine when to replace each vehicle in their fleet. In their 2017 Short-Range Transit Plan (SRTP) VT determined they wanted to provide a structured approach to vehicle replacement that is based on distributing replacements to more accurately maintain Federal Transit Administration (FTA) replacement standards. In addition, the plan would provide for improved fiscal management, reflecting more evenly allocated annual capital expenditures. As recommended by the SRTP, VT is implementing a two-year vehicle replacement cycle, with procurements timed every other year, starting in 2018.

Figure 7 – Visalia Transit Fleet Fixed Route

| Base Location | # of Buses at Peak | Avg. # of Bus Daily Pull-Out |
|---------------|--------------------|------------------------------|
| Visalia | 24 weekday | N/A |
| Visalia | 20 weekend | N/A |

Paratransit Service Provision

The American with Disabilities Act (ADA) mandates public entities that operate fixed route transportation services to also provide complementary paratransit services for individuals whose disabilities make them unable to use the fixed route system due to physical and/or environmental barriers. In addition, operators must implement a formal certification process that determines who is eligible for the ADA service. VT has a certification process in place that requires the submittal of an application. The application requires a signature from a doctor or another licensed medical professional who can provide information regarding the applicant’s disability. In addition, an assessment interview might be required to complete the application process. The application is available via VT’s website https://www.visalia.city/depts/transportation_services/transit/services_provided/dial_a_ride.asp and at the VT Center.



ELEMENT 3 COMPARISON OF COMPLEMENTARY ADA AND PARATRANSIT SERVICE TO ADA GUIDELINES

In this section a comparison of the federal ADA requirements is made with the characteristics of the VT complementary paratransit system. The VT Dial-A-Ride service is a coordinated and accessible “origin-to-destination” service designed to provide comparable paratransit service

for ADA certified individuals with disabilities that prevent them from riding the VT fixed-route buses.

DAR operates the same hours of service and days of the week as VT fixed-route transit service and is closed on the indicated holidays and operates weekend hours on the holidays listed below.

Figure 8: Visalia Transit Hours of Operation DAR
DAY/HOURS OF OPERATION:

| | |
|------------------------------------------------------------------------------------------------------------|----------------------|
| Monday – Friday | 6:00 AM – 9:30 PM |
| Saturday & Sunday | 8:00 AM – 6:30 PM |
| HOLIDAY SCHEDULE | |
| Closed: New Year’s Day, Easter, Memorial Day, Independence Day, Thanksgiving Day, and Christmas Day | |
| Operates a limited schedule: President’s Day, Labor Day, Christmas Eve and New Year’s Eve | |

The ADA regulations stipulate that the fare for a trip charged to an ADA paratransit eligible user of the complementary paratransit shall not exceed twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day, on the entity’s fixed route system. All passengers who receive a reduced fare must present their ADA, Disabled, Senior, or Military ID card to the driver each time they board a bus. The fare schedule is listed on Figure 8.

On VT, a passenger’s Personal Care Attendant (PCA) rides for free. A PCA is an individual who travels with an ADA eligible rider to help them during travel. The ADA regulations stipulate that a personal care attendant shall not be charged for complementary paratransit service, which is consistent with VT policy.

POLICIES AND FARES

Figure 9 – Fare Structure Dial-A-Ride

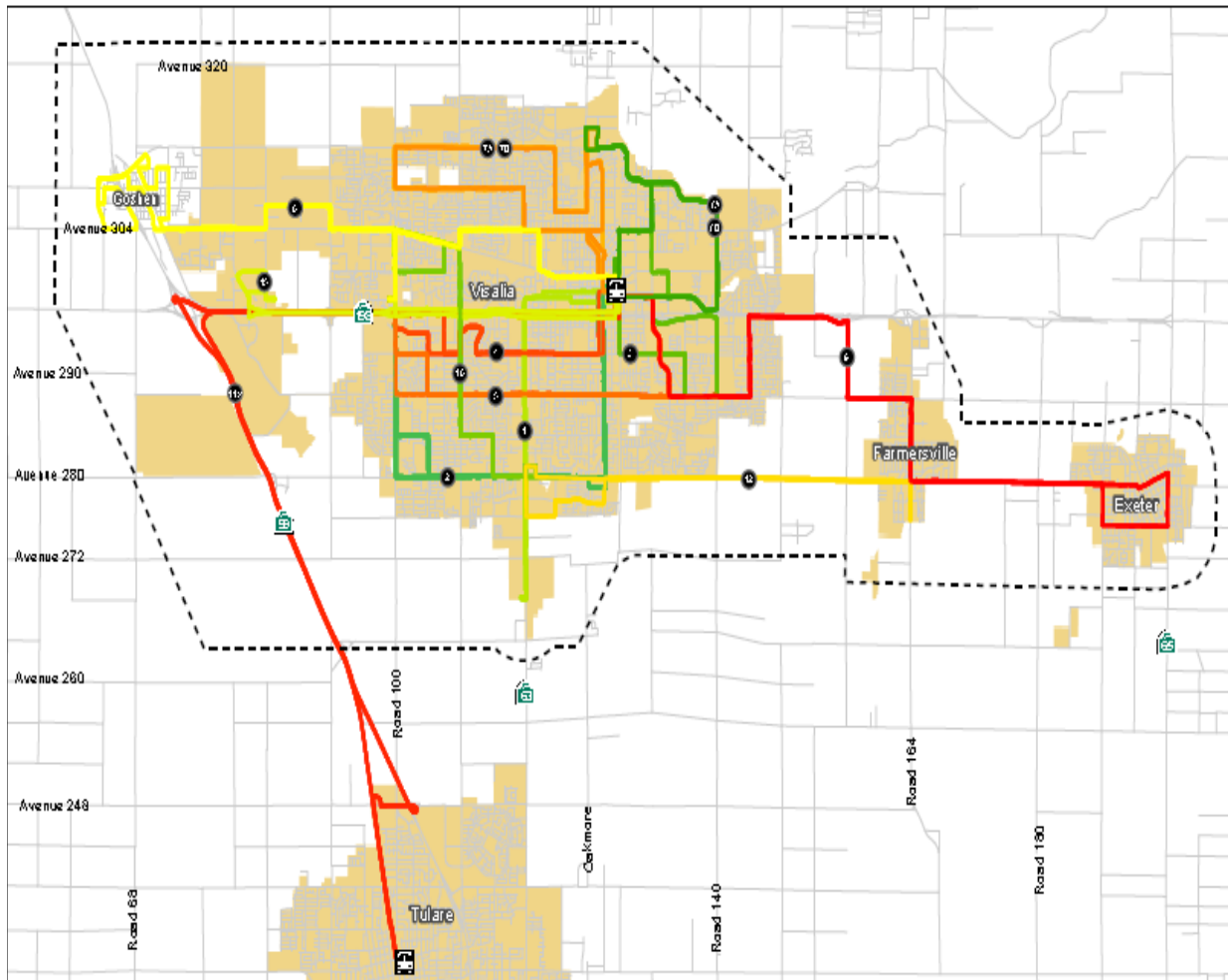
| Dial-A-Ride/Paratransit | Base Fare | Reduced Fare |
|------------------------------------------|-----------|--------------|
| General one-way fare | \$4.00 | |
| ADA One Way | | \$2.25 |
| Disabled One Way | | \$2.25 |
| Seniors (65+)/Medicare/Military One Way | | \$2.25 |
| ADA Punch Pass | | |
| Disabled Punch Pass | | \$22.50 |
| Seniors(65+)/Medicare/MilitaryPunch Pass | | \$22.50 |
| | | \$22.50 |



Service Area

VT provides Dial-A-Ride (DAR); an origin-to-destination para-transit service on a reservation based shared-ride/demand-response basis to locations within the city limits of Visalia, Goshen, Farmersville, Exeter and Tulare Transit. In addition, DAR provides same-day service to the general public (non-ADA passengers) on a space available basis. Service is available within $\frac{3}{4}$ mile of the fixed route. Figure 9 below provides a map of the fixed route service routes with the DAR service area superimposed on it.

Figure 10 – Dial-A-Ride/Fixed Route Service Map



Visalia Transit Dial-A-Ride Service Area

Please Note: Dial-A-Ride service is only provided within the service area. Other than the Tulare Transit Center, there are no stops made once outside the service area.

- DAR Service Area
- Existing Bus Routes
- City Limits
- Transit Center

Response Time

All DAR trips are booked via telephone and are booked in real-time. Passengers are given a scheduled appointment time or reservation time. Reservation hours are Monday through Friday from 6:00 a.m. to 7:00 p.m. The reservation hours for Saturday and Sunday are from 8:00 a.m. to 6:00 p.m. Passengers are asked to be ready within a 30-minute window of their reservation time. DAR passengers are picked up 15 minutes before or 15 minutes after the reservation time.

ADA certified passengers can make reservations up to two (2) weeks in advance. All General Public non-ADA passengers are limited to same day reservations for trips (and are accommodated on a space available basis). If an ADA certified passenger regularly travels to the same location at the same time, they can establish a standing reservation also known as a subscription. Subscribers only need to call when a trip needs to be cancelled or altered. Subscriptions expire on 1/31 and 7/31 and can be renewed on 8/1 and 2/1, by calling the DAR reservation line.

Capacity Constraints

The ADA regulations indicate that entities cannot limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following: Restrictions on the number of trips an individual will be provided; waiting lists for access to the service; or any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons. There are no untimely pickups and travel times are comparable to fixed route trips. For ADA eligible individuals, there are no capacity constraints, meaning there is no limitation on the number of trips per person that can be made. VT does not impose any capacity constraints on their ADA complementary paratransit riders.



ELEMENT 4 ADA ELIGIBILITY PROCESS

VT implemented complementary paratransit service in response to the requirements of the Americans with Disabilities (ADA). This service is offered for individuals whose disability prevents them from using the fixed-route bus system. Under the ADA regulations, there are three categories under which a person may be eligible for ADA Dial-A-Ride (DAR) service:

1. An individual with a physical or mental disability who, without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), is unable to board, ride, or disembark from any vehicle on the VT fixed-route bus system which is readily accessible and usable by individuals with disabilities.
2. Equipment and/or stops on the VT fixed-route system are not accessible to a person in a wheelchair or a person using a mobility device such as a walker.
3. An individual with a disability who has a specific impairment-related condition which prevents the individual from traveling to a boarding location or from a disembarking location on the VT fixed-route system.

Operational issues are not considered in the eligibility process. These would be issues that affect any individual riding transit whether they suffer from a disability. An individual's disability and how it affects their functional ability to use the fixed-route service are the only criteria used in determining eligibility. Interviews will help VT staff determine eligibility. The following operational issues are not used to determine eligibility, include:

- Distance to a bus stop
- Lack of bus service to an area
- Overcrowded buses
- Weather conditions
- Trip distance and comparable travel time on fixed route

The Certification Process

The certification process starts with the submittal of a completed application. Applications are available at the VT Center, VT website, and by mail. The ADA application consists of two parts.

1. The first part must be completed by the applicant or a representative and requests information specific to the applicant (name, address, disability limitations, mobility aids, etc.)
2. The second part of the application must be completed by the applicant's doctor, rehabilitation counselor, physical therapist, or other licensed medical professional who can provide information regarding the applicant's disability.

3. The third part if needed, may require an interview assessment.

Eligibility requires the consideration of the information provided on the application. Therefore, it is important to take the time to fill out the form thoroughly and ensure that the doctor, rehabilitation counselor, physical therapist, or other licensed medical professional does the same.

A determination of ADA eligibility status will be made within 21 days after the completion of a functional assessment and application submittal. If VT is unable to decide within 21 days, applicant will receive presumptive, temporary certification beginning on the 22nd day and continuing until official determination and written notice can be provided.

Once a determination regarding eligibility status has been made, the applicant will be notified of the decision in writing. If the ADA application is approved, a photo ID card will be issued to the applicant. The photo ID will be used by the applicants as proof of eligibility.

VT reserves the right to make the final determination of eligibility of ADA applications. Should an application be denied, VT will provide a written reason for the denial and a copy of the appeals process. An appeal may be filed with the City of Visalia, Transit Division, or a revised application may be submitted.

Applicants who are denied certification and disagree with the decision may request an appeal within 60 days of the initial eligibility determination. Individuals will have an opportunity by appointment to be heard in person and/or present additional information and arguments regarding their disability to the Transit Manager. If this adjudication is not satisfactory to the applicant, a further appeal can be made to the City of Visalia Transit Advisory Committee (TAC) adhoc group. The committee will review the case and make a final decision. Once the appeals process is completed, the applicant will be notified of the final decision in writing within 30 days.

All ADA certified applicants must undergo recertification every three (3) years. This allows the City of Visalia an opportunity to update its records and to ensure accuracy of information regarding eligibility and contact information.

All applicants categorized as having a temporary disability will be given a specific date when ADA eligibility expires. Dates vary on a case-by-case basis dependent upon the eligibility criteria/application. If the applicant's disability persists beyond the expiration date given, a new application must be completed.

Visitors who have been ADA certified by an outside agency may use the VT DAR service for 21 days within a 365-day period beginning with the first day of service. They are required to fill out a visitor's form. A visitor using the service for more than 21 days may be required to complete an ADA application. Visalia allows reciprocal transfers of ADA certification if you are ADA certified

through another agency within Tulare County, you are not required to fill out a visitor's form and are not limited to the 21 days of service within a 365-day period.



ELEMENT 5 Public Participation Process

The ADA regulations require that the VT Complementary Paratransit Plan be developed in consultation with individuals with disabilities and groups representing them in the community. VT has a Transit Advisory Committee (TAC) ad hoc group that has representation from the disabled community. The TAC meets on the third Wednesday of each month at the VT Center. This is a citizens-based committee to discuss and receive feedback on the operation of the transit system in Visalia. The committee receives feedback on current, former, and future transit riders and stakeholders. They then review, consider and help improve public transportation services for the greater Visalia Urbanized area. When there are updates to the plan, TAC is provided an opportunity to review and provide comments. After it is reviewed by TAC it will be presented to Council for approval. There is representation from the disabled community including individuals in the local area that provides services for the disabled. Other outreach efforts included reaching out to the following agencies and individuals for public comment:

- Current ADA eligible passengers
- Central Valley Regional Center
- Visalia Senior Center
- Able Industries
- The Creative Center
- Social Vocational Services

The public participation notice was also posted on the Visalia Times Delta, and our social media platforms (Facebook, Instagram, and Twitter).

Complaint Resolution and Customer Service Procedures

The City is committed to ensuring that no person shall be excluded from the equal distribution of VT services and amenities because of race, color, sex, age, disability, national origin and/or income level in accordance with Civil Rights Act of 1964, Title VI and the Americans with Disabilities (ADA) Act of 1990.

Any individual or group that believes she or he has been discriminated against based on race, color, and national origin with regards to any City of VT service, program, activity, or facility may file a Title VI complaint by completing and submitting a VT Title VI Complaint Form. The City of Visalia will promptly investigate all complete complaints; complaints received with incomplete information may result in delayed investigations and responses. At a minimum, the complaint should include the following information:

- Name, mailing address, and complainant's contact information (i.e., telephone number, address, email, etc.)
- How, when, where, and why complainant alleges she/he was discriminated against.

- Complainant's signature.
- Any additional information that might be helpful.

Complaint forms are available through the following:

- Visalia Transit Center (Administrative Office)
425 E. Oak Ave., Visalia, CA 93291
Or by calling: (559) 713-4705
- The City of Visalia's website (Visalia Transit-Title VI page) Complaints can be submitted by phone, email, mail, or in person at the Transit Center.
https://www.visalia.city/depts/transportation_services/transit/title_vi.asp

All complaints alleging discrimination should be submitted in writing to the address listed below. All ADA complaints will be retained for a period of one year. A summary of each complaint will be kept for five years. The City's Title VI Coordinator shall be responsible for overseeing investigations and responses to complaints of discrimination.

City of Visalia Transit Division
Attn: Title VI Coordinator
425 E. Oak Ave., Ste. 301
Visalia, CA 93291

A complainant may also file a complaint directly with the Federal Transit Administration, by contacting:

FTA Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor – TRC
1200 New Jersey Ave., SE
Washington, DC 20590
<https://www.transit.dot.gov/title6>

Dial-A-Ride

– ADA Program –



Includes information on eligibility, the application process, hours of operation, trip reservation procedures, cancellation policies, fares and passes, and tips for riding. The ADA program application is separate.

For **reservations**, call **(559) 713-4750**.
For **information**, call **(559) 713-4100**.



Visalia Transit (VT) Dial-A-Ride service is a coordinated and accessible “origin-to-destination” service designed to provide comparable paratransit service for ADA (Americans with Disabilities Act) certified individuals with disabilities that prevent them from riding the VT fixed-route buses. In addition, Dial-A-Ride provides same-day service to the general public (non-ADA passengers) based on space available.

ELIGIBILITY

Under the ADA regulations, there are three categories under which a person may be eligible for ADA Dial-A-Ride service:

1. An individual with a physical or mental disability who, without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), is unable to board, ride, or disembark from any vehicle on the VT fixed-route bus system which is readily accessible to and usable by individuals with disabilities.
2. Equipment and/or stops on the VT fixed-route system are not accessible to a person in a wheelchair or a person using a mobility device such as a walker.
3. An individual with a disability who has a specific impairment-related condition which prevents the individual from traveling to a boarding location or from a disembarking location on the VT fixed-route system.



THE ADA APPLICATION

The ADA application consists of two parts.

1. The first part must be completed by the applicant or a representative and requests information specific to the applicant (name, address, disability limitations, mobility aids, etc.).
2. The second part of the application must be completed by the

applicant’s doctor, rehabilitation counselor, physical therapist, or other licensed medical professional that can provide information regarding the applicant’s disability.

The information provided on the application will help transit staff determine if the applicant qualifies for ADA certification. Therefore, it is important that the applicant and doctor thoroughly complete the application. The applicant may be required to participate in an in person interview and may be contacted to set up an appointment. Submit the original application to the following address:

City of Visalia, Transit Division
Attn: ADA Coordinator
425 E. Oak Avenue, Suite 301
Visalia, CA 93291

Original applications must be submitted. We cannot accept emailed, faxed, scanned, or copied applications.

ADA Application Review

Once an application is received, it will be reviewed by the ADA coordinator. A determination of ADA eligibility status will be made within 21 days. If VT is unable to make a determination within 21 days, applicant will receive presumptive, temporary certification beginning on the 22nd day and continuing until official determination and written notice can be provided.

ADA Approval / Denial Process

Once a determination regarding eligibility status has been made, the applicant will be notified of the decision in writing. If the ADA application is approved, an appointment will be scheduled for a picture that will be used for a photo ID card. The certification is not final until this step has been completed.

VT reserves the right to make the final determination of eligibility of ADA applications. Should an application be denied, VT will provide a written reason for the denial and a copy of the appeal process. An appeal may be filed with the City of Visalia, Transit Division, or a revised application may be submitted.

ADA Appeal Process

Applicants who are denied certification and disagree with the decision may make an appeal within 60 days of the initial eligibility decision. Individuals will have an opportunity to be heard in person and/or present additional information and arguments regarding their

disability to the Transit Manager. If this adjudication is not satisfactory to the applicant, a further appeal can be made to the City of Visalia Transit Advisory Committee. The committee will review the case and make a final decision. Once the appeal process is completed, the applicant will be notified of the final decision in writing within 30 days.

ADA Recertification

All ADA certified applicants must undergo recertification every three (3) years. This allows the City of Visalia to update its records and to ensure accuracy of eligibility and contact information.



All applicants categorized as having a temporary disability will be given a specific date when ADA eligibility expires. Dates vary on a case-by-case basis. If the applicant’s disability persists beyond the expiration date given, a new application must be completed.

Visitors

Visitors who are ADA certified through another transit agency may use the VT Dial-A-Ride service for 21 days within a 365 day period to make reservations in advance. You must fill out a visitor’s form. If you are not ADA certified through another transit agency, please refer to the instructions on the visitor’s form. Forms are available on the VT Website www.visaliatransit.com and at the VT Center. VT may request proof of residency and any evidence available to document the disability if it is not apparent. If you are ADA certified through another transit agency within Tulare County, you are not required to fill out a visitor’s form and are not limited to the 21 days of service within a 365 day period. However, information regarding your ADA eligibility must first be updated in our database before the service is provided. The agency that certified your ADA eligibility will need to be contacted for that information.

GENERAL INFORMATION

Hours of Operation

Monday – Friday6:00 a.m. to 9:30 p.m.
 Saturday and Sunday..... 8:00 a.m. to 6:30 p.m.

Fares and Passes

When boarding, exact fare is required. Drivers do not carry change. The driver does not accept round trip fares. Passengers are required to place all monetary fares into the farebox, unless the passenger specifically requests assistance from the driver to put the money into the farebox. All passengers who receive a reduced fare must present their ADA, Disabled, Senior, or Military ID card to the driver each time they board a bus.

Fares

| | |
|----------------------------------------|--------|
| ADA..... | \$2.25 |
| Disabled..... | \$2.25 |
| Senior or itary..... | \$2.25 |
| General Public..... | \$4.00 |
| First 2 children ages 6 and under..... | FREE |
| Each additional child..... | \$2.25 |

Available Passes

| | |
|----------------------------------------|---------|
| ADA 10-ride Punch Pass..... | \$22.50 |
| Disabled 10-ride Punch Pass..... | \$22.50 |
| Senior or Military 10-ride Punch..... | \$22.50 |
| General Public 10-ride Punch Pass..... | \$40.00 |
| Monthly Fast Pass (ADA ONLY)..... | \$75.00 |

Dial-A-Ride passes may be purchased at the VT Center, located at 425 E. Oak Avenue, or by calling VT at (559) 713-4100. Please have your Visa or MasterCard ready for payment when purchasing passes by phone.

Holidays

VT Dial-A-Ride does not operate on the following holidays:

- New Year’s Day
- Easter Day
- Memorial Day
- Independence Day
- Thanksgiving Day
- Christmas Day

VT Dial-A-Ride operates alternative schedules on the following holidays:

- President’s Day
- Labor Day
- Christmas Eve
- New Year’s Eve

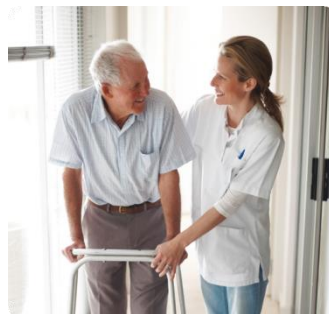
See current holiday schedule or call 559-713-4750 for schedule details.

Service Area

The service area includes the city limits of Visalia, Goshen, Farmersville, Exeter, and Tulare (Tulare Transit Center ONLY).

HELPFUL HINTS

- ADA identification cards must be shown to the driver when boarding the vehicle.
- Exact fare is required. Drivers do not carry change.
- Dial-A-Ride is a shared ride service. Shared ride service means that the driver may pick-up or drop-off other passengers along the way. Trips could last up to one hour. Please allow adequate time between reservations for travel to avoid schedule overlap, delays, and cancellations.
- When scheduling your trip, it is important to let the reservation agent know whether any part of your trip has a set appointment, so that your trip can be planned accordingly.
- Dial-A-Ride provides curb-to-curb service. Curb-to-curb service means that the vehicle will pick up the scheduled passenger at the nearest curb or accessible location to the pick-up address, and drop the passenger off at the curb or nearest accessible location to the destination address.
- Door-to-door service is provided upon request at time of reservation only. Minimum of next-day notice is required. The driver is only able to escort the passenger to the first door (i.e. the front door). Drivers are not allowed to lose sight of the vehicle at any time and cannot enter the house or building to assist the passenger.
- Carry-on items are the passenger's responsibility. Passengers should limit the number and size of carry-on items to those that can be easily handled and stored in their seating area. Please see cargo and cart policy for additional detail.



- Sound equipment may be used only with earphones.
- Boisterous or unruly behavior that disturbs others is prohibited.
- Buses will arrive at the pick-up location up to 15 minutes before or after the designated pick-up time. Passengers are required to be ready and waiting within that 30 minute window. Buses will wait up to five minutes for passengers. Any passenger who has not boarded the bus within five minutes will be considered a no-show.
- Dial-A-Ride drivers cannot wait on passengers to conduct business.
- Return trips must be scheduled through Dial-A-Ride reservations. It is suggested that you make departure and return reservations at the same time, to ensure your trip can be accommodated.

RESERVATIONS

Once an individual has been ADA certified to use the VT Dial-A-Ride service, a rider may schedule a trip for any purpose by calling **(559) 713-4750**.

ADA reservations may be made up to two (2) weeks in advance. All General Public or non-ADA passengers are limited to same day trips. Same day trip requests are scheduled depending on space availability.

All passengers, including ADA certified passengers, making same day reservations are subject to space availability.

VT will make every attempt to accommodate a rider's requested trip time. However, the pick-up time being requested may not be available. Reservation agent may suggest alternative times for your trip. For ADA passengers, making reservations in advance will help to ensure you receive the requested pick-up or drop off time.

Trip requests will be accommodated in the following priority order:

- ADA certified passengers
- Disabled passengers that are not ADA certified
- Seniors
- General public

When scheduling a trip, please be ready to provide the reservation agent with the following information for each trip being scheduled.

- Passenger's name
- Passenger's phone number
- Passenger's pick-up address, including apartment number, building number, or specific directions
- Passenger's requested destination arrival. Based on the

requested arrival time and the schedule of the vehicle, the reservation agent may negotiate a pick-up time with the individual that could be up to an hour before or an hour after the provided pick-up time. When scheduling an appointment, it is helpful to advise the reservation agent of the time you will be available for pick up.

- Passenger’s destination address
- Companions, children, Personal Care Attendant (PCA) or service animal that will travel with the passenger
- Type of mobility aids or equipment (walker, wheelchair, etc.)
- ADA certification ID number
- Return pick-up or drop off time, if needed (a return pick-up reservation is recommended to ensure availability)

Reservation Hours

Monday – Friday6:00 a.m. to 7:00 p.m.
 Saturday and Sunday.....8:00 a.m. to 6:00 p.m.

Next day reservations cannot be taken after 7:00 p.m. on weekdays and 6:00 pm on weekends. For questions, calls will be answered until 9:30 p.m. on Monday through Friday and until 6:30 p.m. on Saturday and Sunday. **Standing Reservations**

ADA certified passengers traveling to the same location on a regular basis may establish a standing reservation. A standing reservation eliminates the need to call each time the person needs to travel and requires that a customer call only when a trip needs to be cancelled or altered. To ensure the fair and efficient assignment of these limited reservations, standing reservations expire on January 31st and July 31st of each calendar year. After the expiration day, passengers will need to call to schedule an appointment or establish a new standing reservation.



Cancellations / Reservation Changes

If a passenger needs to cancel a ride, it must be cancelled at least one full hour before the scheduled pick-up time or it will be considered a no-show. Passengers are allowed one same-day schedule change per round trip. All other same-day changes will be recorded as a no-show and subject to penalties.

DIAL-A-RIDE NO-SHOW / LATE CANCELLATION POLICY

VT Dial-A-Ride depends on efficient scheduling to accommodate as many customers as possible. Therefore, it is important that once a customer schedules a trip, the trip be used or cancelled within a reasonable amount of time. To ensure service efficiency and effectiveness, VT has implemented a no-show policy for the Dial-A-Ride service.

For the purposes of this policy, a “no-show” is defined as:

- A passenger who is not at the designated pick-up location during the designated 30-minute pick-up window.
- A passenger who fails to cancel a scheduled trip, even if the trip is no longer needed.
- A passenger who cancels a scheduled trip less than one hour in advance of the scheduled pick-up time.

Please note that in the event of a no-show, all other trips scheduled for that passenger on the same day will be cancelled unless the office is notified within one hour after the first no show.

Penalties for Excessive No-Shows / Late Cancellations

When a passenger no-shows three (3) times and ten percent (10%) or more of their total scheduled trips in a 30-day period, this will be considered “excessive” and VT will assign a probation period. The passenger will be notified in writing if this occurs. After the initial warning, the following penalties will be implemented when no-shows during the probation period exceed:

- 10% of total trips scheduled = 5-day suspension
- 20% of total trips scheduled = 10-day suspension
- 30% of total trips scheduled = 15-day suspension
- 40% of total trips scheduled = 20-day suspension

No Show Appeals Process

The appeal process is available to any individual who has received a no-show letter or written Notice of Suspension of Services. The passenger may appeal in writing, email, or in person by appointment only at Visalia Transit, located at 425 E. Oak Avenue, Suite 301, Visalia, CA 93291. Appeals will not be accepted by telephone. Appeals must be received

within 14 days of the date on the written notice. The written appeal should specifically outline why the service restriction should not be imposed and describe what steps have been taken to reduce the pattern or practice of no-shows that led to the initial sanction. All appeal decisions made by the City of Visalia will be made in writing. A copy will be mailed to the passenger and a copy will be placed in the passenger's file.

OTHER INFORMATION

Policy on Lift and Securement Use

VT Dial-A-Ride will accommodate all passengers in wheelchairs, so long as the wheelchair is within the vehicle's capacity. Wheelchairs and their users shall be secured at all times during the course of their trip. All non-ADA Dial-A-Ride passengers are also required to wear seatbelts. Passengers who use scooter-type wheelchairs who are capable of transferring to a vehicle seat are strongly urged to do so before transport. Passengers who need the lift to board but are not wheelchair users, may use the lift while standing.

Companions, Guests and Friends

All riders may have one companion travel with them. When making the reservation, passengers must notify the reservationist that they will be traveling with a companion. Additional companions will be accommodated on a space-available basis. The companion must board and leave the vehicle at the same location as the ADA passenger. Two (2) children, age 6 years and under, can ride free with an adult. An ADA passenger's companion pays the same fare as the ADA passenger for Dial-A-Ride.



Aides or Personal Care Attendants

An aide or Personal Care Attendant (PCA) is a person whose assistance is essential to the rider, as noted by the doctor on the ADA application form. The PCA must board and leave the vehicle at the same location as the rider. An aide or PCA traveling with an ADA passenger does not pay a fare. If an eligible ADA passenger should find he or she needs an aide after approval of the original application, the passenger must complete a new application for certification, which includes this requirement. Unless the need for an aide is documented on the application and in the passenger's file, anyone accompanying the passenger will be viewed as a companion and will have to pay an ADA fare.

Service Animals

VT allows passengers to board the Dial-A-Ride with their service animal. When making a reservation, please notify the reservation agent that you will be boarding with a service animal to help ensure that adequate space is available for the animal.

Cargo and Cart Policy

Carts will not be allowed if they exceed 30" tall, 18" wide, and 18" deep (not including handle and/or wheels), cannot easily/quickly navigate vehicle door entrances and turns for any reason, contain loads that exceed the height and designated capacity of the carrying device, and items that are wet, leaking, or considered hazardous for any reason. Riders are limited to cargo items which can be boarded onto the vehicle in a single trip without assistance from another person, unless the person assisting is a PCA. For more information, please refer to our Cargo/Stroller/Cart policy on our website www.visaliatransit.com or call the Greenline 1-877-404-6473.

Reasonable Modification Request

It is VT's policy to make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities. Requests for accommodations will be considered on a case-by-case basis and may be denied if not in accordance with our reasonable modification policy. Please visit our website www.visaliatransit.com or contact VT for more information.

Requests for reasonable modifications can be sent to:

Visalia Transit
425 E Oak Avenue, Suite 301
Visalia, CA 93291
Attention: ADA Coordinator

Complaint / Compliment Procedure

Complaints and/or compliments can be written or verbal and must include contact information in order to be a valid complaint. Please visit our website or contact VT for more information.

Complaints may be submitted to:

Visalia Transit
425 E Oak Avenue, Suite 301
Visalia, CA 93291

Or by phone:
(559) 713-4705

All complaints will be investigated by Transit Staff. VT will make every effort to address all complaints in an expeditious and thorough manner.

Forms may be submitted by email. Please call VT at (559) 713-4100 for further instructions.

Please visit our website to download our forms and for more information about our transit services: www.visaliatransit.com

The information provided in this brochure is available in other accessible formats upon request.



VISALIA

T NR SA T I

City of Visalia
Transit Division - 4551
425 E. Oak Avenue, Ste. 301
Visalia, CA 93291

(559) 713-4100

www.visaliatransit.com

Dial-A-Ride

Solicitud de Transporte por Teléfono

– Programa ADA –



Este folleto proporciona información sobre la elegibilidad, el proceso de solicitud, horarios de operación, cómo hacer una reservación, políticas de cancelación, tarifas, pases y sugerencias para los pasajeros. La solicitud para el programa ADA es por separado.

Para **reservaciones**, llame al **(559) 713-4750**.
Para **información**, llame al **((559) 713-4100**.



VISALIA
T R A N S I T

El servicio de "Solicite Transporte por Teléfono" (Dial-A-Ride por su nombre en inglés) del Departamento de Tránsito de Visalia (Visalia Transit, por sus siglas en inglés) es un servicio designado "de origen a destino", coordinado y accesible para proporcionar servicio de transporte similar al Paratránsito de la Ley de Americanos con Discapacidades (ADA, por sus siglas en inglés) ofrecido a individuos con certificación de ADA que sufren de alguna discapacidad la cual les impide utilizar las rutas fijas del transporte público de Visalia. Además, el servicio de Dial-A-Ride en Visalia proporciona servicio al público en general (pasajeros sin certificados de ADA), el mismo día, siempre y cuando exista espacio disponible.

ELEGIBILIDAD

De acuerdo con las regulaciones de ADA, existen tres categorías bajo las cuales una persona puede ser elegible para el servicio Dial-A-Ride:

1. Ser una persona con una discapacidad mental o física que, sin la asistencia de otra persona (excepto el operador de un elevador de silla de ruedas o algún otro mecanismo de asistencia para abordar) sea incapaz de abordar, viajar o desembarcar de cualquiera de los vehículos del sistema de ruta fija de Visalia los cuales están equipados para ser utilizados por personas con discapacidades.
2. El equipo y/o las paradas de la ruta fija de Visalia no son accesibles para una persona en silla de ruedas o una persona que utiliza un dispositivo de movilidad tal como una andadera.
3. La persona padezca una discapacidad específica que le impida desplazarse hacia o desde la parada de autobús del sistema de ruta fija de Visalia.



LA SOLICITUD ADA

La solicitud ADA consiste de dos partes.

La primera parte debe ser completada por el solicitante o su representante, y requiere información específica del solicitante

(nombre, dirección, limitaciones por discapacidad, equipo que emplea para trasladarse, etc.).

La segunda parte de la solicitud debe ser completada por el médico del solicitante, consejero de rehabilitación, fisioterapeuta o algún otro profesional calificado que pueda proporcionar información sobre la discapacidad del solicitante.

La información proporcionada en la solicitud se utilizará para determinar si el solicitante califica para la certificación ADA. Por lo tanto, es importante que el solicitante y el médico completen la solicitud a fondo. Se le puede solicitar al solicitante que participe en una entrevista en persona y se lo contactará para programar una cita. Envíe la solicitud original a la siguiente dirección:

City of Visalia, Transit Division
Attn: ADACoordinator
425 E. Oak Avenue, Suite 301
Visalia, CA 93291

La solicitud original debe ser entregada. No se aceptan solicitudes por correo electrónico, fax, escaneadas o fotocopiadas.

Revisión de la Solicitud ADA

Una vez recibida, la solicitud será revisada por el coordinador de ADA. La determinación de su elegibilidad de ADA se realizará dentro de un plazo de 21 días. Si el Departamento de Tránsito de Visalia no puede determinar la elegibilidad dentro del plazo de 21 días, el solicitante recibirá una certificación temporal efectiva el día después de que el plazo de 21 días venza (día 22) y hasta que se tome una decisión y se proporcione una carta oficial.

Aprobación ADA/Proceso de negación

Una vez determinada la elegibilidad, se le comunicará al solicitante la decisión por escrito. Si la solicitud es aprobada, se fijará la fecha y hora de la cita para tomar una fotografía del solicitante para crear una identificación. La certificación no será final hasta que se tome esta fotografía.

El Departamento de Tránsito de Visalia se reserva el derecho de tomar la decisión final de elegibilidad ADA de las solicitudes. En caso de que una solicitud sea negada, el Departamento de Tránsito de Visalia emitirá un documento oficial con la(s) razón(es) y una copia del proceso de apelación. La apelación o la solicitud original con

correcciones deberán ser sometidas al Departamento de Transito de Visalia.



Proceso de Apelación

Los solicitantes a quienes les sea negada la certificación y estén en desacuerdo con la decisión pueden apelar dentro de un plazo no mayor de sesenta (60) días después de la decisión inicial de elegibilidad. Las personas tendrán la oportunidad de ser escuchadas en persona y/o presentar información y argumentos adicionales en relación con su discapacidad al Gerente de Tránsito (Transit Manager por su nombre en inglés). Si este fallo no es satisfactorio para el solicitante, se podrá tramitar una nueva apelación dirigida al Comité Asesor de Tránsito de la Ciudad de Visalia (City of Visalia Transit Advisory Committee por su nombre en inglés). El comité revisará el caso y tomará una decisión final. Una vez concluido el proceso de apelación, la decisión será comunicada al solicitante dentro de un plazo de treinta (30) días.

Recertificación ADA

Todas las personas con certificación de ADA deberán renovar la certificación cada tres (3) años. Esto le permite a la Ciudad de Visalia mantener los registros con información correcta de la elegibilidad de los usuarios e información de contacto actualizada.

A todo solicitante con una discapacidad temporal, se le otorgará una certificación de ADA con una fecha específica de vencimiento. Las fechas varían de acuerdo a cada caso. Si la discapacidad del solicitante continúa después de la fecha determinada, se deberá completar una nueva solicitud.

Visitantes

Los visitantes que tienen la certificación ADA a través de otra agencia de tránsito pueden usar el servicio VT Dial-A-Ride durante 21 días dentro de un período de 365 días para hacer reservaciones con anticipación. Debes rellenar una forma de visitas. Si no está certificado por ADA a través de otra agencia de transporte, consulte las instrucciones en la forma de visitantes. Las formas están disponibles en el sitio web de VT Center y en la oficina de VT. VT puede solicitar prueba de residencia y cualquier evidencia disponible para documentar la discapacidad si no es evidente. Si tiene la certificación ADA a través de otra agencia de transporte dentro del Condado de Tulare, no está obligado a completar una forma de visitantes y no está limitado a los 21 días de servicio dentro de un período de 365 días. Sin embargo, la información sobre su elegibilidad para ADA debe actualizarse primero en nuestra base de datos antes de que se brinde dicho servicio. La agencia que certificó su elegibilidad para

la ADA deberá ser contactada para obtener esa información.

INFORMACIÓN GENERAL

Horarios de operación

| | |
|------------------|-------------------|
| Lunes a Viernes | 6:00 am a 9:30 pm |
| Sábado y Domingo | 8:00 am a 6:00 pm |

Tarifas y Pases

Al momento de abordar, los pasajeros deberán contar con la tarifa exacta o tener su pase listo para mostrarlo al conductor. No le está permitido al conductor el aceptar el importe por viajes redondos o dar cambio. Los pasajeros deben colocar el dinero dentro de la caja de cobro, a menos que el pasajero solicite específicamente la ayuda del conductor para poner el dinero dentro de la caja de cobro. Todos los pasajeros que reciben una tarifa reducida deberán presentar la tarjeta de identificación de ADA o de Persona de la 3ª edad/Persona con discapacidad al conductor cada vez que suban a un autobús.

Tarifas

| | |
|-------------------------------------------------|--------|
| ADA..... | \$2.25 |
| Discapacitada..... | \$2.25 |
| Ancianos or Militarior..... | \$2.25 |
| Público en general | \$4.00 |
| Los primeros 2 niños (de 6 años o menores)..... | Gratis |
| Cada niño adicional | \$2.25 |

Pases disponibles

| | |
|-------------------------------------------------------------|---------|
| ADA 10 viajes sencillos | \$22.50 |
| Discapacitada 10 viajes sencillos | \$22.50 |
| Ancianos o Militarior 10 viajes sencillos | \$22.50 |
| Pase con 10 viajes sencillos para público general..... | \$40.00 |
| Pase Mensual (solo para pasajeros con certificado de ADA).. | \$75.00 |

Los pases de Dial-A-Ride se pueden comprar en la estación de autobuses de Visalia localizada en 425 E. Oak Ave., o por teléfono. Comuníquese con la Oficina de Transito al (559) 713-4100 para ordenar los pases por teléfono. Favor de tener su tarjeta Visa o MasterCard a la mano.

Días Festivos

El servicio de Dial-A-Ride de Visalia no opera en los siguientes días festivos:

- Año Nuevo

- Domingo de Pascua
- Día de los Soldados Caídos
- Día de la Independencia
- Día de Acción de Gracias
- Navidad

El servicio de Dial-A-Ride de Visalia opera en horario alterno los siguientes días festivos:

- Día del Trabajo
- Día de los Presidentes
- Víspera de Navidad
- Víspera del Año Nuevo

Consulte los horarios actuales para día festivo o llame al (559) 713-4750 para información y reservaciones.



Área de servicio

El área de servicio está limitada dentro de los límites de las ciudades de Visalia, Goshen, Farmersville, Exeter, y el Transito de Tulare .

CONSEJOS ÚTILES

- La tarjeta de identificación ADA deberá ser mostrada al conductor al subir al vehículo.
- Se requiere pagar la tarifa exacta. Los conductores no dan cambio.
- Dial-A-Ride es un servicio de viaje compartido. Esto significa que el conductor puede recoger o dejar a otros pasajeros en el camino. Los viajes pueden durar hasta una hora. Favor de dar tiempo suficiente entre reservaciones a fin de evitar que los horarios coincidan uno con otro, se retrasen o se cancelen.
- Dial-A-Ride proporciona un servicio de banqueta-a-banqueta. Esto significa que el vehículo recogerá al pasajero en la banqueta más cercana o en el lugar accesible más cercano a la dirección proporcionada.
- El servicio de puerta a puerta será proporcionado solo cuando se solicite al momento de hacer la reservación. Se requiere un mínimo de 24 horas de anticipación. Los conductores solo pueden acompañar a los pasajeros a la primera puerta de la entrada (ejemplo la puerta principal). No les es permitido a los conductores perder de vista el vehículo en ningún momento y no pueden entrar a las casas o los edificios para asistir a los pasajeros.
- El equipaje de mano es responsabilidad del pasajero. Los pasajeros deben limitar el número de piezas y tamaño del equipaje de mano de

manera que puedan ser fácilmente manipulados y almacenados por los mismos pasajeros en el área inmediata al asiento. El equipo de sonido sólo podrá utilizarse con audífonos.

- Está prohibido el comportamiento bullicioso o subversivo que perturbe a los demás pasajeros.
- Los autobuses llegarán al lugar indicado para recoger al pasajero dentro de los 15 minutos antes o después de la hora asignada. Los pasajeros deberán estar listos y esperando al autobús dentro de esos 30 minutos. Los autobuses esperarán a los pasajeros por cinco minutos. Cualquier pasajero que no haya abordado el autobús después de esos 5 minutos, será considerado como Ausente.
- Los conductores del servicio Dial-A-Ride no tienen permitido esperar a los pasajeros mientras éstos realizan alguna actividad.
- Los viajes de regreso deberán ser programados a través del sistema de reservaciones de Dial-A-Ride. Se recomienda hacer las reservaciones para la ida y el regreso al mismo tiempo.

RESERVACIONES

Una vez que una persona haya obtenido la certificación de ADA para utilizar el servicio de Dial-A-Ride de Visalia, el pasajero podrá programar un viaje para cualquier propósito llamando al (559) 713-4750.

Las reservaciones de pasajeros con certificado de ADA se pueden hacer hasta con dos (2) semanas de anticipación. El público en general o pasajeros sin certificación de ADA están limitados a solicitar viajes el mismo día que se necesita el servicio. Los viajes que se soliciten el mismo día están sujetos al espacio disponible.

Todos pasajeros, incluye los pasajeros con certificado de ADA, que hagan una reservación el mismo día están sujetos al espacio disponible.

Se hará todo lo posible para programar el horario solicitado por el pasajero. Sin embargo, la hora solicitada puede no estar disponible. El agente de reservaciones le sugerirá horarios alternativos para su viaje. Para los pasajeros con certificado de ADA, el hacer reservaciones con anticipación les asegura el viaje a la hora deseada.

A las solicitudes de viaje se les dará prioridad en el siguiente orden:

- Pasajeros con certificado de ADA.
- Pasajeros discapacitados sin certificado de ADA
- Pasajeros de la tercera edad
- Público en general.

lista para ser proporcionada:

- El nombre del pasajero.
- Número telefónico del pasajero.
- Dirección en la cual se recogerá al pasajero que incluya el número del departamento, número de edificio o indicaciones específicas sobre cómo encontrar el lugar.
- Hora en la que el pasajero solicita ser recogido. Con base en el horario solicitado por el pasajero y los viajes programados del vehículo, el agente de reservaciones puede negociar un horario para recoger al pasajero que podría ser de hasta una hora antes o después de la hora deseada por el pasajero. Se recomienda mencionar las horas de las citas médicas al agente de reservaciones para que se tomen en cuenta al momento de hacer la reservación.
- Dirección de destino del pasajero.
- Acompañantes, niños o asistentes (PCA por sus siglas en inglés) que viajarán con pasajero.
- Tipo de equipo mecánico que se usa para la trasladarse/caminar (por ejemplo, andadera, silla de ruedas).
- Número de identificación de su certificación de ADA.
- Hora para el regreso si es necesario (se recomienda hacer la reservación de regreso para asegurar un asiento).

Horarios para hacer una Reservación

Lunes a Viernes 6:00 AM a 7:00 PM
Sábados y Domingos 8:00 AM a 6:00 PM

Las reservaciones para el siguiente día no podrán realizarse después de las 7 pm ningún día de la semana o 6 pm del fin de semana. Si usted tiene alguna pregunta, las llamadas serán contestadas de lunes a viernes hasta las 9:30 PM y los sábados y domingos hasta las 6:30 PM.



Reservaciones Permanentes

Los pasajeros certificados de ADA que viajen a la misma ubicación con regularidad pueden establecer una reserva permanente. Una reserva permanente elimina la necesidad de llamar cada vez que la persona necesita viajar y requiere que el cliente llame solo cuando un viaje deba ser cancelado o alterado. Para garantizar la asignación justa y eficiente de estas reservas limitadas, las reservas

permanentes vencen el 31 de Enero y el 31 de Julio de cada año calendario. Después del día de vencimiento, los pasajeros deberán

llamar para programar una reserva permanente.

Cancelaciones/Cambios a una reservación

Si un pasajero necesita cancelar un viaje, deberá hacerlo por lo menos una hora completa antes de la hora programada en la reservación o será considerado como una Ausencia. Se permitirá solo un cambio de horario por día. Todos los demás cambios se contarán como una Ausencia y están sujetos a penalizaciones.

POLÍTICA DE AUSENCIA / CANCELACIÓN TARDÍA DE DIAL-A-RIDE

La oficina de Tránsito de Visalia depende en una programación eficiente para servir al mayor número de clientes que le sea posible. Por lo tanto, es importante que una vez que un pasajero programe un viaje, el viaje sea utilizado o se cancele en un plazo razonable de tiempo. Para garantizar la eficiencia y la eficacia del servicio, el Departamento de Tránsito de Visalia ha implementado una política de Ausencia y Cancelación Tardía para el sistema Dial-A-Ride.

Para propósito de esta política, una Ausencia (No-show por su nombre en inglés) se define como:

- Un pasajero que no se encuentre en el lugar designado durante la ventana de 30 minutos asignada a la hora de la reservación.
- Un pasajero que no cancele un viaje programado, aunque el viaje ya no se necesite.
- Un pasajero que cancele un viaje con menos de una hora de anticipación a la hora programada en la reservación.

Por favor tenga en cuenta que en el evento de una ausencia, todas las demás reservaciones programadas para el pasajero el mismo día serán canceladas a menos que la oficina sea notificada dentro de la siguiente primera (1) hora después de la primera ausencia.

Penalizaciones por Ausencias Excesivas / Cancelaciones Tardías

Cuando un pasajero tiene tres (3) ausencias y diez por ciento (10%) o más porcentaje del total de las reservaciones hechas en un periodo de treinta (30) días, se le considera como "excesivo" y el Departamento de Tránsito de Visalia le enviara una advertencia por escrito dentro de los siguientes treinta (30) días. Después de la primera advertencia, se aplicaran las siguientes penalidades de acuerdo a la cantidad de

Ausencias Excesivas:

- 10 % del total de reservaciones = suspensión de 5 días
- 20 % del total de reservaciones = suspensión de 10 días
- 30 % del total de reservaciones = suspensión de 15 días
- 40 % del total de reservaciones = suspensión de 20 días

Los pasajeros con menos de tres (3) ausencias en el periodo de treinta (30) días no recibirán ninguna penalidad, aun cuando el porcentaje de ausencias exceda el diez (10) por ciento del total de reservaciones.

Procedimiento de Apelación de Ausencias

El procedimiento de apelación está disponible para cualquier persona que haya recibido una advertencia o una Notificación de Suspensión de Servicio (Notice of Suspension of Services por su nombre en inglés) por escrito. El pasajero puede apelar por escrito, por correo electrónico, o en persona con cita previa al Departamento de Tránsito de Visalia localizado en el 425 E Oak Avenue, Suite 301, Visalia, CA 93291. Ninguna apelación será aceptada por teléfono. Las Apelaciones deben ser recibidas por el Departamento de Tránsito dentro del periodo de catorce (14) días después de la fecha en las advertencias o cartas impresas.

La apelación por escrito debe describir detalladamente el por qué la restricción del servicio no debe implementarse y describir qué medidas se han tomado para reducir el número de ausencias que causaron la penalización inicial.

Todas las decisiones tomadas por la Ciudad de Visalia referente a una apelación serán enviadas por escrito. Una copia será enviada por correo regular al pasajero, y una copia se mantendrá en el archivo del pasajero.

OTRA INFORMACIÓN

Política de Uso de Elevador y Aseguramiento

El servicio de Dial-A-Ride de Visalia puede transportar pasajeros en sillas de ruedas, siempre y cuando las sillas se encuentren dentro de las dimensiones de capacidad del vehículo. Las sillas de ruedas y sus usuarios deberán estar asegurados en todo momento durante el curso de su viaje. De igual manera, todos los pasajeros sin certificado de ADA deben usar el cinturón de seguridad. A los pasajeros que usan una silla eléctrica tipo scooter y que puedan transferirse a uno de los asientos del vehículo, se les recomienda hacerlo antes de que el autobús se ponga en marcha. Los

pasajeros que necesiten el elevador para abordar pero que no usen silla de ruedas pueden utilizarlo mientras se encuentran de pie.

Acompañantes, Visitantes y Amigos

Los visitantes con certificación ADA a través de otra agencia de transporte pueden usar el servicio VT Dial-a-ride durante 21 días dentro de un período de 365 días para hacer reservaciones con anticipación. Debes rellenar un formulario de visitante. Si no está certificado por ADA a través de otra agencia de transporte, consulte las instrucciones en el formulario del visitante. Los formularios están disponibles en nuestro sitio web y en el centro de tránsito de Visalia. Visalia Transit puede solicitar prueba de residencia y cualquier evidencia disponible para documentar la discapacidad si no es evidente.

Ayudantes o Asistentes de Cuidado Personal

Un Ayudante o Asistente de Cuidado Personal (PCA por sus siglas en inglés) es una persona cuya asistencia es esencial para el pasajero, lo cual el doctor debe indicar en la aplicación. El ayudante debe abordar y desembarcar el vehículo en la misma ubicación que el usuario. Un Ayudante o Asistente de Cuidado Personal pueden viajar con un pasajero con certificado de ADA pero no paga la tarifa. Si un pasajero con certificado de ADA descubre que necesita un Ayudante después de que su solicitud original fue aprobada, el pasajero deberá completar una nueva aplicación. A menos de que este documentado en la aplicación y en el expediente del pasajero, cualquier persona que acompañe al pasajero sea considerado como un acompañante y tendrá que pagar la tarifa de ADA.

Animales de Servicio

Visalia Transit permite a los pasajeros abordar el Dial-a-ride con su animal de servicio. al hacer una reserva, notifique al agente de la reserva que se embarcará con un animal de servicio para ayudar a garantizar que haya suficiente espacio disponible para el animal.

Política de Carga Y Carreta

No se permitirán los carritos de mandado portatil si superan los 30 "de alto, 18" de ancho y 18 "de profundidad (sin incluir el asa y / o las ruedas), no pueden navegar fácil y rápidamente las entradas y giros de las puertas del vehículo por cualquier motivo, contienen cargas que excedan la altura y la capacidad designada del dispositivo de transporte, y los elementos que están mojados, goteando o que se consideran peligrosos por cualquier motivo. Los pasajeros están limitados a los artículos de carga que pueden subirse al vehículo en un solo viaje sin la ayuda de otra persona, a menos que la persona que lo asiste sea un asistente de cuidado personal. Para más información. Para obtener más

información, consulte nuestra política de carga / carriola / carrito en nuestro sitio web o llame a Visalia Transit.

(1) La información proporcionada en este folleto está disponible en otros formatos accesibles bajo petición.

Solicitud de modificación razonable

Es una política de tránsito de Visalia realizar modificaciones razonables a sus políticas, prácticas o procedimientos cuando así lo soliciten personas con discapacidades. Las solicitudes de adaptaciones se considerarán caso por caso y se pueden denegar si no esta de acuerdo con nuestra política de modificaciones razonables. Visite nuestro sitio web o póngase en contacto con Visalia Transit para obtener más información.

Solicitud de modificaciones razonables puede ser enviado a:

Visalia Transit
425 E Oak Avenue, Suite 301
Visalia, CA 93291
(559) 713-4100

Procedimiento para Quejas y/o Elogios

Las Quejas y/o Elogios pueden ser escritos o verbales, y deben incluir información de contacto con el fin de ser considerados válidos.

Las quejas pueden ser presentadas a:

**Visalia Transit
425 E Oak Avenue, Suite 301
Visalia, CA 93291
(559) 713-4100**

**O por telefono:
(559) 713-4705**

Todas las quejas serán investigadas por el Departamento de Transito de Visalia. El Departamento de Transito de Visalia Va ser todo lo possible para responder puntialmente.

.....

Los formularios pueden ser enviados por correo electrónico. Llame a Visalia Transit al (559) 713-4100 para obtener más instrucciones.

Visite nuestro sitio web para descargar nuestros formularios y para obtener más información sobre nuestros servicios de tránsito:
www.visaliatransit.com



VISALIA

T NR SA T I

City of
Visalia
Transit
Division
425 E. Oak Avenue, Ste. 301
Visalia, CA 93291

(559) 713-4100
www.visaliatransit.com

Appendix C: Application for Dial-A-Ride ADA Program

Visalia Transit Center
425 E Oak Ave
Visalia CA 93291
(559) 713-4100



ADA PARATRANSIT SERVICE
ADA CERTIFICATION APPLICATION
DIAL-A-RIDE: PRIORITY STATUS
NEW APPLICANTS AND RENEWALS

DIAL-A-RIDE PARATRANSIT SERVICE

Dial-A-Ride is a shared-ride, reservation based, origin to destination, public transportation bus service designed as an alternative to the fixed-route service. It was designed specifically for individuals whose disability or health related condition prevents them from using the fixed-route service. Dial-A-Ride was also designed as part of the requirements of the Americans with Disabilities Act (ADA). The Dial-A-Ride services the same area and operates at a similar time frame as the fixed-route service.

In order to receive priority status and make reservations in advance (up to two weeks), a passenger must be certified as ADA eligible. Please read and follow the instructions below before filling out the attached application . All information that you provide will be kept confidential, for internal use, and will not be subject to public review.

INSTRUCTIONS

1. Read the enclosed material about the program and sign where indicated
2. Complete the attached application. If you require assistance, please call Visalia Transit 559-713-4100.
3. Have a licensed medical professional complete the second part of the application.
4. Please mail the original application to Visalia Transit located at the following address:

VISALIA TRANSIT
ATTN ADA COORDINATOR
425 E OAK AVE
VISALIA CA 93291
OR

Drop off at the Transit Center, 1st Floor Lobby Area

NEW! Please note that you might be required to participate in an in person interview assessment that will help Visalia Transit determine if your eligible for ADA certification . If this is our conclusion, you will be contacted by phone to set up an appointment. If you do not have transportation to the appointment, Dial-A-Ride will provide free transportation to and from your appointment. Please call the Dial-A-Ride to schedule your reservation for transportation, (559) 713-4750.

Visalia Transit Center
425 E Oak Ave,
Visalia CA 93291
(559) 713-4100

ADA PARATRANSIT SERVICE
ADA CERTIFICATION APPLICATION
DIAL-A-RIDE: PRIORITY STATUS

NEW APPLICANTS AND RENEWALS

APPLICATION PROCESS

You will be notified by mail of the determination of your eligibility within 21 days from the date your application is received. Visalia Transit reserves the right to make the final determination of eligibility for ADA certification. Should an application be denied, an appeal may be filed with the City of Visalia Transit Division or a new application can be submitted.

If Visalia Transit is unable to make determination within 21 days from the date your application is received, you will receive presumptive, temporary certification beginning on the 22nd day and continuing until you are notified by mail of the determination of your eligibility.

Your picture will be taken on the day of your interview for the ADA ID card, pending approval, and mailed to you.

Inaccurate or incomplete information on the application may result in the inability to make the determination of your eligibility within the 21 days.

ADA PARATRANSIT ELIGIBILITY STANDARDS

- ◇ ADA Paratransit eligibility is based on functional ability not disability. Individuals with the same disability can have different functional abilities.
- ◇ The following standards are guidelines that will be used to determine ADA paratransit eligibility:
 1. *Inability to navigate system independently*— a physical or mental impairment that prevents an individual from navigating the fixed-route independently.
 2. *Lack of accessible vehicles, stations, or bus stops*— accessible vehicles are not being used to provide service on the bus route, if a boarding or disembarking location is inaccessible, or key stations are not accessible.
 3. *Inability to reach a boarding point or final destination*— a disability that prevents an individual from traveling to a boarding location or from a disembarking location

CERTIFICATION TYPES

The following eligibility types are provided as guidelines to assist Visalia Transit in the determination of the type of ADA certification:

- ◇ **Permanent Eligibility:** A permanent impairment which would cause the individual to become disoriented, confused, or incapable of independently navigating the system without the assistance of another person, and/or the inability to independently navigate to a fixed route boarding or disembarking location, or to physically board or disembark from a fixed-route bus which is otherwise accessible.
- ◇ **Temporary Eligibility:** A temporary impairment which would cause the individual to become disoriented, confused, or incapable of independently navigating the system without the assistance of another person, and/or the inability to independently navigate to a fixed route boarding or disembarking location, or to physically board or disembark from a fixed-route bus which is otherwise accessible.
- ◇ **Conditional Eligibility:** An impairment that, dependent upon environmental conditions, terrain, vehicle accessibility, facility accessibility, makes it impossible for the individual to independently board and disembark from certain fixed-route locations. Individuals in this category can use the fixed-route system under certain health conditions and within certain parameters.

PLEASE SIGN BELOW TO ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTOOD THE
INFORMATION ON THE PREVIOUS PAGES

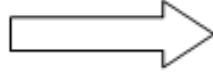


APPLICANTS SIGNATURE

DATE

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Next page



Interview : Date ____/____/____

Time ____ : ____ AM / PM

**ADA PARATRANSIT SERVICE
ADA CERTIFICATION APPLICATION
DIAL-A-RIDE: PRIORITY STATUS**



NEW APPLICANTS AND RENEWALS

IMPORTANT : PLEASE PRINT CLEARLY

New Picture

Renewal

FOR OFFICE USE ONLY

Log Access Easy Rides

Reviewed: ____/____/____

Status: Denied : ____/____/____

Approved: ____/____/____

Permanent

Temporary : ____ Months

ADA ID Issued: ____/____/____

ADA ID#: _____

First Name _____ Middle Name _____ Last Name _____ DOB _____

Home Address: _____
Number _____ Street Name _____ Apt. # _____ City _____ State _____ Zip Code _____

Same as home address

Mailing Address: _____
Number _____ Street Name _____ Apt. # _____ City _____ State _____ Zip Code _____

Cell Number : (_____) _____ - _____ Other Number : (_____) _____ - _____

Email: _____

Primary Language : () English () Other (Specify) _____

If someone assisted with this application, please provide their following information: N/A

Name: _____ Relationship: _____

Address: _____

City, State, ZIP: _____ Telephone: (_____) _____ - _____

Please list the person to be contacted in an emergency:

Name: _____ Relationship: _____

Address: _____

City, State, ZIP: _____ Telephone: (_____) _____ - _____

Last Name: _____

First Name _____

Eligibility Conditions: 1 2 3 4

Expiration: ____/____/____

PLEASE ANSWER THE FOLLOWING QUESTIONS TO THE BEST OF YOUR ABILITY

- What is the closest intersection to your home (for example: Mooney and Walnut)

- How do you currently travel (Walk, Taxi, City Bus, Uber, Other)

- What is your current disability or health related condition:

- Please describe how your disability or health related condition affects your ability to travel on the fixed route buses and to bus stops:

- Under what conditions are you best able to use the fixed route service?

FOR OFFICE USE ONLY

NOTES:

LICENSE MEDICAL PROFESSIONAL'S STATEMENT OF ADA ELIGIBILITY

Dial-A-Ride is a shared-ride, reservation based, origin to destination, public transportation bus service. It was created as an alternative to the fixed-route bus service. *It was designed specifically for individuals whose disability or health related condition prevents them from using the fixed-route service.*

For that reason, in order to receive priority status and make reservations in advance (up to two weeks), the applicant must first be certified as ADA eligible. Ultimately, ADA eligibility is determined by Visalia Transit staff. However, the information requested below will be helpful in the determination of their decision.

Please answer the questions below in regards to the applicant. If this section is incomplete, we may need to contact you for more details.

Applicant's Name: _____

Last Name

First Name

- Medical diagnosis or health related condition that reduces their functional ability and prevents applicant from using the fixed-route bus service:

- Which classification applies to their disability that affects their functional ability to use fixed route?

- Permanent - functional ability will NOT improve in the future. *Applicant's information updated every three years or as needed*
- Permanent (Conditional) - functional ability CAN improve in the future. *Applicant will reapply every 3 years.*
- Temporary - reduced functional ability is less than 1 year : _____ months

- Is the applicant wheelchair dependent? YES NO
- Can the applicant walk up and down steps (12" rise steps with handrails)?
 YES NO SOMETIMES
- Does the Applicant require a lift-equipped vehicle to board?
 YES NO SOMETIMES
- Can applicant travel independently from his/her house, to the sidewalk ?
 YES NO SOMETIMES
- Can the applicant independently travel without assistance from another individual, without major barriers along the route, without a significant risk of injury, and if applicable, with the use of a mobility aid to the nearest bus stop?
 YES NO SOMETIMES

If sometimes, please explain:

Continued on next page →

SELECT ALL ELIGIBILITY STANDARDS THAT APPLY TO THE APPLICANT

- Inability to navigate system independently – a physical or mental impairment that prevents the applicant from navigating the fixed-route independently.
- Inability to reach a boarding point or final destination – a disability that prevents applicant from traveling to a boarding location or from a disembarking location.
- I certify the applicant requires a personal care attendant (PCA) to accompany them during transit.

If none of the eligibility standards apply above, please select the following :

- The applicant is CAPABLE of reaching a bus stop, boarding, riding, and disembarking from an accessible bus, and does NOT require ADA certification for priority status.

I certify that I am a medical professional by the State of California. I am currently treating the applicant listed on the front of this application for a qualifying disability, the applicant is disabled as defined by the above criteria, and the information I have provided is true and correct **under penalty of perjury** according to the laws of the State of California.

PLEASE PROVIDE THE FOLLOWING INFORMATION:

Clinic or Agency Name

Address

City, State, Zip Code

Office Number: (____) _____-_____
Fax Number: (____) _____-_____

BY SIGNING BELOW I ACKNOWLEDGE THAT THE ABOVE IS TRUE AND CORRECT

License Professional's Name (Printed)

License #

License Professional's Name (Signature)

Date

Visalia Transit Center
425 E Oak Ave
Visalia CA 93291
(559) 713-4100



ADA PARATRANSIT SERVICE
ADA SOLICITUD DE CERTIFICACION
DIAL-A-RIDE: ESTADO PRIORITARIO

NUEVO SOLICITANTES Y RENOVACIONES

SERVICIO DE PARATRANSITO DIAL-A-RIDE

Dial-a-Ride es un servicio de transporte público de viaje compartido reserve basada origen a destino diseñado como alternativa al servicio de ruta fija. Dial-a-Ride fue diseñado específicamente para individuos discapacidad y la salud relacionados con la condición que les impide utilizar el servicio de ruta fija. Dial-a-Ride también fue diseñado como parte de los requisitos de la ley de estadounidenses con discapacidades(ADA). Dial-A-Ride da servicio a la misma area y opera en un marco de tiempo similar al del servicio de ruta fija.

Para recibir el estado de prioridad y hacer reservas por adelantado (hasta dos semanas), el pasajero primero debe de ser certificado como elegible para ADA. Lea y siga las instrucciones a continuacion antes de completar la solicitud adjunta. Toda la informacion que suministre se mantendra confidencial, para uso interno, y no estara sujeta a revision publica.

INSTRUCCIONES

1. Lea el material adjunto sobre el programa y firme donde se indique.
2. Complete la solicitud adjunta. Si necesita ayuda, llame a Visalia Transit 559-713-4100.
3. Haga que un profesional medico con licencia complete la segunda parte de la solicitud.
4. Envie a la Solicitud original ubicada en la siguiente direccion:

VISALIA TRANSIT
ATTN ADA COORDINATOR
425 E OAK AVE
VISALIA CA 93291

O

Dejar en el centro de transito, area del primer piso.

NUEVO! Tenga en cuenta que es *posible* que deba participar en una evaluacion de entrevista en persona que ayudara a Visalia Transit determinar si es elegible para la certificacion ADA. Si esta es nuestra conclusion, lo contactaremos por telefono para programar una cita. Si no tiene transporte para la cita, Dial-A-Ride le proporcionara transporte para su cita. Llame a Dial-A-Ride para programar su reserve de transporte, (559) 713-4750.

Visalia Transit Center
425 E Oak Ave
Visalia CA 93291
(559) 713-4100



ADA PARATRANSITSERVICE
ADA SOLICITUD DE CERTIFICACION
DIAL-A-RIDE: ESTADO PRIORITARIO

NUEVO SOLICITANTES Y RENOVACIONES

PROCESO DE SOLICITUD

Se le notificara por correo la determinacion de su elegibilidad dentro de los 21 dias posteriores a la fecha de su cita. Visalia Transit se reserve el derecho de tomar la determinacion final de elegibilidad para la certificacion ADA. Si se deniega una solicitud se puede presentar una apelacion ante la Division de Transito de la Ciudad de Visalia o usted puede volver a presentar su solicitud.

Si Visalia Transit no puede tomar una decision dentro de los 21 dias a partir de la fecha de su cita, recibira una presunta certificacion temporal a partir del dia 22 y continuara hasta que se le notifique por correo la determinacion de su elegibilidad.

Su fotografia se tomara el dia de su entrevista con el proposito de una tarjeta de identificacion de ADA, si se aprueba, y se le enviara por correo.

La informacion inexacta o incompleta en la solicitud puede resultar en la incapacidad de tomar una decision sobre su elegibilidad dentro de los 21 dias.

NORMAS DE ELEGIBILIDAD DE PARATRANSITACION ADA

- ◊ La elegibilidad de ADA Paratransito se basa en la capacidad funcional no en la discapacidad. Las personas con la misma discapacidad pueden tener diferentes capacidades funcionales.
- ◊ Las siguientes normas son pautas que se utilizaran para determinar la elegibilidad de ADA Para transito:
 1. *Incapacidad para navegar el sistema de forma independiente: una discapacidad fisica o mental que impide que una person navegue por la ruta fija de forma independiente.*
 2. *Falta de vehiculaos, estaciones o paradas de autobus accesibles: los vehiculos accessible no se utilizan para prestar servicio en la ruta del autobus, si no se puede accede a una ubicacion de embarque o desembarque , o las estaciones clave no son accesibles.*
 3. *Incapacidad para llegar a un punto de embarque o destino final.* Una discapacidad que les impide viajar a un lugar de embarque o un lugar dembarque.

TIPOS DE CERTIFICACION

Los siguientes tipos de elegibilidad para ADA certificación se proporcionan como pautas para ayudar a Visalia Transit en la determinación:

- ◊ **Elegibilidad Permanente:** Un impedimento permanente que causaría que la persona se desoriente, confunda o sea incapaz de navegar independiente el sistema sin la ayuda de otra persona y/o la incapacidad de navegar independiente a una ubicación de embarque o desembarque de ruta fija, o físicamente abordar o desembarcar de un autobús de ruta fija que de otra manera es accesible.
- ◊ **Elegibilidad Temporal:** Un impedimento temporal (por is period específico de tiempo que deja a la persona discapacitada) que causaría que la persona se desorienta, confunda o sea incapaz de navegar independiente el sistema sin la ayuda de otra persona y/o la incapacidad de navegar independiente una ubicación de embarque o desembarque de ruta fija o para abordar o desembarcar físicamente de un autobús de ruta fija que de otra manera es accesible.
- ◊ **Elegibilidad Condicional:** Un impedimento que dependiendo de las condiciones ambientales, el terreno, la accesibilidad del vehículo y/o la accesibilidad de la instalación hace que sea imposible para el individuo embarcar/desembarcar independientemente de ciertas ubicaciones de rutas fijas. Las personas en esta categoría pueden usar el sistema de ruta fija bajo ciertas condiciones de salud y dentro de ciertos parámetros.

POR FAVOR FIRME ABAJO DECLARANDO QUE HA LEIDO Y COMPRENDIDO LA INFORMACION ARRIBA



FIRMA DE APLICANTES

FECHA

PÁGINA DEJADA EN BLANCO INTENCIONADAMENTE

CONTINÚE EN LA PÁGINA SIGUIENTE



Interview : Date ___/___/_____ Time: _____ : _____ AM / PM

ADA PARATRANSITSERVICE
ADA SOLICITUD DE CERTIFICACION
DIAL-A-RIDE: ESTADO PRIORITARIO



NUEVO SOLICITANTES Y RENOVACIONES

SOLO PARA USO DE OFICINA

Log Access Easy Rides
 Reviewed: ___/___/___
 Status: Denied ___/___/___
 Approved ___/___/___
 Permanent
 Temporary: _____ Months
 ADA ID Issued: ___/___/___
 ADA ID#: _____

IMPORTANTE: IMPRIMA CLARAMENTE

Nuevo Fotografia
 Renovacion

| | | | |
|--------|----------------------------|----------|---------------------|
| Nombre | Inicial del segundo nombre | Apellido | Fecha de nacimiento |
|--------|----------------------------|----------|---------------------|

Direccion de Casa: _____
 Numero Nombre de la call Apt. # Ciudad Estado Codigo Postal

Misma que la direccion de casa

| | | | |
|--------|----------------------------|----------|---------------------|
| Nombre | Inicial del segundo nombre | Apellido | Fecha de nacimiento |
|--------|----------------------------|----------|---------------------|

Direccion: _____
 Numero Nombre de la calle Apt. # Ciudad Estado Codigo Postal

Telefono: (_____) _____ - _____ Numero adicional (_____) _____ - _____

Correo Electronico : _____

Lenguaje Primario (elige una): () Espanol () Otra (Especificar) _____

Enumere a la persona que se contactara en caso de emergencia:

Nombre: _____ Relacion: _____

Direccion: _____

Ciudad/Estado/Codigo: _____ Telefono: (_____) _____ - _____

Si alguien le ha ayudado con esta aplicacion proporcione la siguiente informacion: N/A

Nombre: _____ Relacion: _____

Direccion: _____

Ciudad/Estado/Codigo: _____ Telefono: (_____) _____ - _____

Last Name: _____
First Name _____
Eligibility Conditions: 1 2 3 4 _____
Expiration: _____

POR FAVOR RESPONDA LAS SIGUIENTES PREGUNTAS AL MEJOR PARA TU HABILIDAD

- Cual es la interseccion mas cercana a su hogar (por ejemplo: Mooney y Walnut)?

- Como viaja actualmente? (Camina, Taxi, Autobus, Uber, Otra Manera)

- Cual es su discapacidad actual o condicion relacionada con la salud :

- Describa como su discapacidad o afeccion relacionada con la salud afecta su capacidad para viajar en el servicio de ruta fija:

- Bajo que condiciones puede utilizar el servicio de ruta fija?

FOR OFFICE USE ONLY/ SOLO PARA USO DE OFICINA

NOTES:

AUTORIZACION PARA DIVULGAR TONFORMATION MEDICA

Pued ser necesario comunicarnos con un profesional medico con licencia que pueda verificar la discapacidad o una afeccion relacionada con la salud y que este familiarizado del solicitante en lo que respecta al uso del transporte publico. La verificacion de la discapacidad o condicion relacionada con la salud no lo califica automaticamente para la elegibilidad de ADA. Sin embargo es in factor importante y se requiere como parte del proceso de solicitud.

Autorizo al profesional medico con licencia que se enumera a continuacion a divulgar cualquier informacion medica relacionada con mis capacidades funcionales cuando la solicite mi agencia de transito publico local. Esta informacion se utilizara para ayudar en la determinacion de la certificacion ADA con Visalia Transit. Esto se usara para verificar mi discapacidad o condicion medica relacionada con el uso del transporte publico. Entiendo que tengo derecho a recibir una copia de esta autorizacion y que puedo revocarla en cualquier momento.

| PROFESIONAL MEDICO | | |
|---------------------------------------------------------|--------|---------------|
| Nombre: _____ | | |
| Titulo : _____ | | |
| Agencia o Clinica: _____ | | |
| Domicilio: _____ | | |
| Numero | Calle | |
| _____ | | |
| Ciudad | Estado | Codigo Postal |
| Numero de Telefono: (____) _____-_____ Extension: _____ | | |
| Fax Number: (____) _____-_____ | | |

Autorizo al profesional medico con licencia que esta listada arriba a divulgar cualquier informacion medica relacionada con mis capacidades funcionales

FRIMA DE APLICANTE

FECHA

DECLARACION DEL PROFESIONAL MEDICO DE LICENCIA DE ELEGIBILIDAD ADA

Dial-a-Ride es un servicio de transporte público compartido basado en reservaciones de origen a destino. Fue creado como una alternativa al servicio de autobús de ruta fija. diseñado como alternativa al servicio de ruta fija. Fue diseñado específicamente para persona cuya severidad de discapacidad o condición relacionada con las salud les impide usar el servicio de ruta fija en todo o parte del tiempo.

Por ese razón, para recibir el estado de prioridad y hacer reservas adelantado (hasta dos semanas) en el Dial-A-Ride el solicitante primero debe estar certificado como elegible para ADA. Finalmente, el personal de Visalia Transit determina la elegibilidad para la ADA. Sin embargo, la información solicitada a continuación será útil para determinar su decisión. Responda las preguntas con respecto al solicitante. Si esta sección está incompleta, es posible que necesitemos contactarlo para obtener más detalles.

Nombre del Solicitante: _____

Apellido

Nombre

- Diagnóstico médico o afección relacionada con la salud que reduce su capacidad funcional y evita que el solicitante utilice el servicio de autobús de ruta fija:

- ¿Qué clasificación se aplica a su discapacidad que afecta su capacidad funcional para utilizar una ruta fija?

Permanente: la capacidad funcional NO mejorará en el futuro. La información del solicitante se actualiza cada tres años o según sea necesario

Permanente (condicional): la capacidad funcional PUEDE mejorar en el futuro. El solicitante volverá a presentar la solicitud cada 3 años.

Temporal: la capacidad funcional reducida es menos de 1 año: _____ meses

- Puede el solicitante subir y bajar escalines (escalones de elevación de 12" con pasamanos)?

SI NO A VECES

- Es solicitante dependiente dependiente de la silla de ruedas? SI NO

- Require el solicitante un vehicular equipado con elevador para abordar?

SI NO A VECES

- Puede el solicitante viajar independientemente de su casa a la acera?

SI NO A VECES

- Puede el solicitante viajar independiente sin ayuda de otra persona, sin barreras importantes a lo largo de la ruta, sin un riesgo significativo de lesiones y si corresponde con el uso de una ayuda de movilidad a la parada de autobús más cercana?

SI NO A VECES

A veces por favor explique brevemente:

SELECCIONE TODAS LAS NORMAS DE ELEGIBILIDAD QUE SE APLICAN AL SOLICITANTE

- Incapacidad para navegar el sistema de forma independiente—un impedimento físico o mental que impide al solicitante de navegar por la ruta fija de forma independiente.
- Incapacidad para llegar a un punto de embarque o destino final—una discapacidad que impide que el solicitante viaje a un lugar de embarque o un lugar de desembarque.
- Certifico que el solicitante requiere un asistente de cuidado personal (PCA) para acompañarlo .

Si ninguno de los estándares de elegibilidad se aplica arriba seleccione la siguiente opción:

- El solicitante PUEDE llegar a una parada de autobús, abordar, viajar y desembarcar de un autobús accesible, y NO requiere certificación ADA para el estado de prioridad.

Certifico que soy un profesional médico del Estado de California. Actualmente estoy tratando al solicitante que figura en el frente de esta solicitud por una discapacidad que califica al solicitante como discapacitado según lo definido por los criterios anteriores y la información que he proporcionado es verdadera y correcta **bajo pena de perjurio** de acuerdo con las leyes del Estado de California.

POR FAVOR PROVEA LA SIGUIENTE INFORMACIÓN

Nombre de profesional de la licencia (Firma)

Numero de Oficina: (____) _____-_____

Clinica o Agencia

Fax Number: (____) _____-_____

Dirección/Ciudad, Estado, Código Postal

AL FIRMAR A CONTINUACIÓN, ACEPTO QUE LO ANTERIOR ES VERDADERO Y CORRECTO

Nombre de profesional de la licencia (Impreso)

#Numero de licencia profesional

Nombre de profesional de la licencia (Firma)

Fecha

Appendix E: Senior and/or Disabled Reduced Fare Application



APPLICATION FOR DISCOUNTED PASSES FOR SENIORS OR DISABLED INDIVIDUALS

Thank you for your interest in Visalia Transit's discounted pass program. This program provides a reduced fare on Visalia Transit services for eligible customers. This application is only for seniors and individuals with disabilities. If eligible for the program, you will be issued an ID. The ID will allow you to purchase passes at a discounted fare.

THE APPLICATION PROCESS

1. Provide your information and sign the application
2. If applicable, have your physician or licensed health care professional who is treating you for the qualified disability complete pages 3-4 of the application.
3. Return the **original application** and required proof of eligibility to:

Visalia Transit Center
425 E Oak Ave.
Visalia CA 93291

4. If the application is mailed, an appointment will be assigned for a picture ID, if approved.

NOTIFICATION OF APPROVAL

Visalia Transit will notify you if your application is approved within 15 days of receiving your application. If approved, the ID will be mailed to you.

Until your application is approved, passes are purchased at regular fare.

Visalia Transit reserves the right to make final determination of eligibility. Applications are for internal use only and will not be subject to public review. Should an application be denied, an appeal may be filed with Visalia Transit or you may resubmit your application.

Inaccurate or incomplete information on the application, failure to provide required identification, or inability to verify physician/licensed health care provider's certification may result in the inability to issue the Visalia Transit Disabled ID Card within the 15 days.

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CONTINUE TO PAGE 3



3. Read, Sign, Date

I certify to the best of my knowledge that the information on this application is true and correct. I understand that providing false or misleading information could result in my eligibility status being terminated.

I understand that my Visalia Transit ID Card is not transferable to other persons and that Visalia Transit reserves the right to determine qualifications for issuing cards in accordance with the terms and conditions listed on the application. I understand that my Visalia Transit Disabled ID Card is valid until the date printed on the card and that I must reapply to renew my eligibility. I understand that upon boarding the bus, I must show my Visalia Transit ID Card to the driver.

I understand that the information on this application will be kept confidential by the professionals involved in evaluating my eligibility. I understand that Visalia Transit may contact the physician or licensed health care provider on the back of this form to verify my qualifying disability. **I authorize the certifying physician or licensed health care provider to provide all information needed to Visalia Transit in determining my eligibility for the Visalia Transit Disabled ID program.**

*** I have read and understand that until my Visalia Transit ID Card is approved, I will need to purchase the regular adult fare. A parent or legal guardian must sign for applicant under 18 years of age.**

Signature (Copies or faxed applications **NOT** accepted.)

Date of Signature

3. Return This Application

Call to make Appointment :

Visalia Transit
(559) 713-4100

Appointment Location :

Visalia Transit Center
425 E. Oak Ave.
Visalia, CA 93291

LICENSED PROFESSIONAL'S STATEMENT OF MEDICAL DISABILITY ELIGIBILITY

Print Applicant's Name: _____

To qualify for the Visalia Transit Disabled ID card your client/patient listed on the front of this application must have physical or mental condition (s) that falls within the medical eligibility criteria listed below that substantially limits major life activity such as caring for one's self, walking, seeing, hearing, speaking, breathing, learning, and or working. Conditions which do not qualify are: pregnancy, obesity, acute or chronic alcoholism or drug addiction, and contagious diseases which pose a danger to other passengers.

THIS SECTION TO BE COMPLETED BY ONE OF THE FOLLOWING:

- Physician Chiropractor Health Care Provider Physical Therapist
 Rehabilitation Counselor Other Licensed Professional _____

Is the disability permanent?

- Yes
 If NO, **HOW LONG** do you expect disability to last? _____

* **NOTE:** if a disability is temporary, it must last for at least 90 days to be eligible for a reduced fare.

Please check **ALL** that apply

- Disabled Veteran
- NON-AMBULATORY:** An individual is unable to walk and requires the use of a wheelchair or other mobility device.
- SEMI-AMBULATORY:** An individual has a chronic condition which substantially limits the ability to walk, or is unable to walk without the use of a caliper leg brace, walker or crutches.
- AMPUTATION:** An individual has an amputation of one or both hands, arms, feet or legs.
- STROKE:** An individual has substantial functional motor deficits in any two extremities, loss of balance and/or impairments three months post stroke.
- NEUROLOGICAL CONDITIONS OTHER THAN STROKE:** An individual has difficulty with coordination, communication, social interaction, and/or perception from a brain, spinal, or peripheral nerve injury or illness, has functional motor deficits, or suffers manifestations that significantly reduce mobility. A specific diagnosis is required. _____
- PULMONARY OR CARDIAC CONDITIONS:** An individual has a pulmonary or cardiac condition resulting in marked limitation of physical functioning and dyspnea during activities such as climbing steps and/or walking a short distance. If diagnosis is asthma, please state whether: a) individual has been on systemic medication for the immediate past six months, or b) individual has been required to use fast-acting inhaler for three or more episodes per week for immediate past six months. A specific diagnosis is required. _____
- BLIND OR LOW VISION:** An individual is legally blind, whose visual acuity in the better eye, with correction, is 20/20 or less, or who has tunnel vision to 10 degrees or less from a point of fixation or so the widest diameter subtends an angle no greater than 20 degrees. An individual has low vision, and whose visual acuity is the range of 20/70 to 20/200 with best correction.
- DEAF OR HARD OF HEARING:** An individual with a pure tone average greater than 70 dB in both ears, regardless of use of hearing aids.
- EPILEPSY:** An individual has had at least one tonic-clonic seizure within the past four months.
- DEVELOPMENTAL OR LEARNING DISABILITIES:** An individual has significant learning, perceptual and/or cognitive disability. Some conditions are excluded from eligibility such as attention deficit disorder (ADD) and ADHD. A specific diagnosis is required. _____

() MENTAL ILLNESS: An individual whose mental illness includes a substantial disorder of thought, perception, orientation, or memory that impairs judgment and behavior. A specific diagnosis is required.

() CHRONIC PROGRESSIVE DEBILITATING CONDITIONS: An individual who experiences debilitating diseases, autoimmune Deficiencies, or progressive and uncontrollable malignancies, and of which are characterized by fatigue, weakness, pain, and/or changes in mental status that impairs mobility. A specific diagnosis is required.

() OTHER DISABILITY (Please explain):

I certify that I am a legally licensed professional by the State of California, I am currently treating the client/patient listed on the front of this application for a qualifying disability, the applicant is disabled as defined by the above criteria, and the information I have provided is true and correct under penalty of perjury according to the laws of the State of California.

License Professional's Name (Printed)

Licensed Professional's License # (REQUIRED)

Signature

Date

Address/Suite/City, State, Zip Code

(____)_____
Phone Number

Appendix F: Senior and/or Disabled Reduced Fare Application (Spanish)



SOLICITUD DE PASES CON DESCUENTO PARA MAYORES O PERSONAS CON DISCAPACIDAD

Gracias por su interés en el programa de pases con descuento de Visalia Transit. Este programa ofrece una tarifa reducida en los servicios de Visalia Transit para los clientes elegibles. Esta aplicación es solo para personas mayores de 65 y personas con discapacidades. Si es elegible para el programa, se le emitirá una identificación. La identificación le permitirá comprar pases a una tarifa con descuento.

EL PROCESO DE SOLICITUD

1. Proporciona su información y firma la solicitud
2. Si corresponde a una discapacidad, pídale a su médico o profesional de la salud con licencia que lo esté tratando por la discapacidad calificada que complete las páginas 3 y 4 de la solicitud.
3. Envíe o presente la solicitud original y prueba de elegibilidad requerida a:

**Visalia Transit Center
425 E Oak Ave.
Visalia CA 93291**

4. Si su solicitud es enviada por correo, se asignará una cita para una identificación con foto, después de ser aprobado

NOTIFICACIÓN DE APROBACION

Visalia Transit le notificará si su solicitud es aprobada dentro de los 15 días posteriores a la recepción de su solicitud. Si se aprueba, se le enviará la identificación por correo.

Hasta que se apruebe su solicitud, los pases se compran a tarifa regular.

Visalia Transit se reserva el derecho de tomar una determinación final de elegibilidad. Las aplicaciones son solo para uso interno y no estarán sujetas a revisión pública. Si se rechaza una solicitud, se puede presentar una apelación ante Visalia Transit o puede volver a enviar otra solicitud.

Información incorrecta o incompleta en la solicitud, el no proporcionar la identificación requerida o la imposibilidad de verificar la certificación del médico / proveedor de atención médica con licencia puede resultar en la descalificación para una tarjeta de identificación para discapacitados de Visalia Transit dentro de los 15 días.

**DEJADO EN BLANCO INTENCIONADAMENTE
CONTINÚE A LA PÁGINA 3**



3. Leer, firmar, y fechar

Certifico a mi leal saber y entender que la información de esta solicitud es verdadera y correcta. Entiendo que proporcionar información falsa o engañosa podría resultar en la cancelación de mi estado de elegibilidad.

Entiendo que mi tarjeta de identificación de Visalia Transit no es transferible a otras personas y que Visalia Transit se reserva el derecho de determinar las calificaciones para emitir tarjetas de acuerdo con los términos y condiciones enumerados en la solicitud. Entiendo que mi tarjeta de identificación para discapacitados de Visalia Transit es válida hasta la fecha impresa en la tarjeta y que debo volver a solicitar para renovar mi elegibilidad. Entiendo que al abordar el autobús, debo mostrar mi tarjeta de identificación de Visalia Transit al conductor.

Entiendo que los profesionales involucrados en la evaluación de mi elegibilidad mantendrán la confidencialidad de la información de esta solicitud. Entiendo que Visalia Transit puede comunicarse con el médico o proveedor de atención médica con licencia que se encuentra al dorso de este formulario para verificar mi discapacidad calificada. **Autorizo al médico certificador o al proveedor de atención médica autorizado a proporcionar toda la información necesaria a Visalia Transit para determinar mi elegibilidad para el programa Visalia Transit Disabled ID.**

* He leído y entiendo que hasta que se apruebe mi tarjeta de identificación de Visalia Transit, tendré que comprar la tarifa regular para adultos. Un padre o tutor legal debe firmar para el solicitante menor de 18 años.

Firma (NO se copias o enviadas por fax)

Fecha de la firma

4. Regrese esta aplicación

Hable para ser una cita:

Visalia Tranist
(559) 713-4100

Ubicación de cita:

Visalia Tranist Center
425 E. Oak Ave. Suite 301
Visalia, CA 93291

3. Leer, firmar, y fechar

Certifico a mi leal saber y entender que la información de esta solicitud es verdadera y correcta. Entiendo que proporcionar información falsa o engañosa podría resultar en la cancelación de mi estado de elegibilidad.

Entiendo que mi tarjeta de identificación de Visalia Transit no es transferible a otras personas y que Visalia Transit se reserva el derecho de determinar las calificaciones para emitir tarjetas de acuerdo con los términos y condiciones enumerados en la solicitud. Entiendo que mi tarjeta de identificación para discapacitados de Visalia Transit es válida hasta la fecha impresa en la tarjeta y que debo volver a solicitar para renovar mi elegibilidad. Entiendo que al abordar el autobús, debo mostrar mi tarjeta de identificación de Visalia Transit al conductor.

Entiendo que los profesionales involucrados en la evaluación de mi elegibilidad mantendrán la confidencialidad de la información de esta solicitud. Entiendo que Visalia Transit puede comunicarse con el médico o proveedor de atención médica con licencia que se encuentra al dorso de este formulario para verificar mi discapacidad calificada. Autorizo al médico certificador o al proveedor de atención médica autorizado a proporcionar toda la información necesaria a Visalia Transit para determinar mi elegibilidad para el programa Visalia Transit Disabled ID.

* He leído y entiendo que hasta que se apruebe mi tarjeta de identificación de Visalia Transit, tendré que comprar la tarifa regular para adultos. Un padre o tutor legal debe firmar para el solicitante menor de 18 años.

Firma (NO se copias o enviadas por fax)

Fecha de la firma

4. Regrese esta aplicación

Hable para ser una cita:

Visalia Tranist
(559) 713-4100

Ubicación de cita:

Visalia Tranist Center
425 E. Oak Ave. Suite 301
Visalia, CA 93291

DECLARACIÓN DE ELEGIBILIDAD POR DISCAPACIDAD MÉDICA DEL PROFESIONAL CON LICENCIA

Escribe el nombre de solicitante: _____

Para calificar para una tarjeta de identificación para discapacitados de Visalia Transit, su cliente / paciente que figura en el frente de esta solicitud debe tener una condición física o mental que se encuentre dentro de los criterios de elegibilidad médica enumerados a continuación que limitan sustancialmente la actividad principal de la vida, como el cuidado de uno mismo, caminar, ver, oír, hablar, respirar, aprender o trabajar. Las condiciones que no califican son: embarazo, obesidad, alcoholismo agudo o crónico o adicción a las drogas y enfermedades contagiosas que representan un peligro para otros pasajeros.

ESTA SECCIÓN DEBE SER COMPLETADA POR UNO DE LOS SIGUIENTES:

- Médico Quiropráctico Proveedor de atención sanitaria Fisioterapeuta
 Consejero de rehabilitación Otro profesional con licencia: _____

¿La discapacidad es permanente?

- Sí
 En caso negativo ¿CUÁNTO TIEMPO espera que dure la discapacidad? _____

* NOTA si una discapacidad es temporal, debe durar al menos 90 días para ser elegible para una tarifa reducida.

Por favor marque todos los que apliquen

- Veterano discapacitado
- NO AMBULATORIO: Un individuo que no puede caminar y requiere el uso de una silla de ruedas u otro dispositivo de movilidad.
- SEMIAMBULATORIO: Un individuo que tiene una condición crónica que limita sustancialmente la capacidad de caminar, o no puede caminar sin el uso de un aparato ortopédico, andador o muletas.
- AMPUTACIÓN: Un individuo que tiene una amputación de una o ambas manos, brazos, pies o piernas.
- ACV: Un individuo que tiene déficits motores funcionales sustanciales en dos extremidades cualesquiera, pérdida del equilibrio y / o alteraciones tres meses después del accidente cerebrovascular.
- CONDICIONES NEUROLÓGICAS DISTINTAS DEL ACCIDENTE: Un individuo que tiene dificultad con la coordinación, la comunicación, la interacción social y/o la percepción de una lesión o enfermedad cerebral, espinal o del nervio periférico, tiene deficiencias motoras funcionales o sufre manifestaciones que reducen significativamente la movilidad. Se requiere un diagnóstico específico: _____
- CONDICIONES PULMONARES O CARDÍACAS: Un individuo que tiene una condición pulmonar o cardíaca que resulta en una marcada limitación del funcionamiento físico y disnea durante actividades como subir escalones y/o caminar una distancia corta. Si el diagnóstico es asma, indique: A) el individuo ha estado tomando medicación sistémica durante los últimos seis meses inmediatos, B) el individuo ha tenido que usar un inhalador de acción rápida durante tres o más episodios por semana durante los últimos seis meses inmediatos. Se requiere un diagnóstico específico: _____
- VISIÓN CIEGA O BAJA: Un individuo que es legalmente ciego, cuya agudeza visual en el mejor ojo, con corrección, es de 20/20 o menos, o que tiene una visión de túnel de 10 grados o menos desde un punto de fijación o por lo que el diámetro más ancho subtiende un ángulo no mayor de 20 grados. Un individuo tiene baja visión y cuya agudeza visual está en el rango de 20/70 a 20/200 con la mejor corrección.
- SORDO O CON DIFICULTAD AUDITIVA: Un individuo con un tono puro promedio superior a 70 dB en ambos oídos, independientemente del uso de audífonos.
- EPILEPSIA: Un individuo que ha tenido al menos una convulsión tónico-clónica en los últimos cuatro meses.
- DISCAPACIDADES DE DESARROLLO O DE APRENDIZAJE: Un individuo que tiene una discapacidad significativa de aprendizaje, percepción y/o cognitiva. Algunas condiciones están excluidas de la elegibilidad, como el trastorno por déficit de atención y el ADHD. Se requiere un diagnóstico específico: _____

() ENFERMEDAD MENTAL: Un individuo que cuya enfermedad mental incluye un trastorno sustancial del pensamiento, la percepción, la orientación o la memoria que afecta el juicio y el comportamiento.

Se requiere un diagnóstico específico: _____

() CONDICIONES DEBILITANTES PROGRESIVAS CRÓNICAS: Un individuo que experimenta enfermedades debilitantes, autoinmunes. Deficiencias, o neoplasias progresivas e incontrolables, y de las que se caracterizan por fatiga, debilidad, dolor y/o cambios en el estado mental que dificultan la movilidad.

Se requiere un diagnóstico específico: _____

() OTRA DISCAPACIDAD (explique):

Certifico que soy un profesional con licencia legal del Estado de California, que actualmente estoy tratando al cliente / paciente que figura en el frente de esta solicitud por una discapacidad que califica, que el solicitante está discapacitado según lo definido por los criterios anteriores y la información que haya proporcionado es verdadero y correcto **bajo pena de perjuicio** de acuerdo con las leyes del estado de California.

Nombre del profesional con licencia (en letra de imprenta)

Numero de licencia profesional con licencia (REQUERIDA)

Firma

Fecha

Dirección / Suite / Ciudad, Estado, Código Postal

() _____

Numero de Teléfono

Appendix G: Notice of Public Hearin



Visalia Transit
425 E Oak Ave
Visalia CA 93291
559-713-4100

NOTICE OF PUBLIC HEARING

Notice is hereby given for a public hearing to receive comments regarding the recent update to the Visalia Transit Paratransit Service Plan, adopted in 1992. The paratransit plan is a requirement under the Americans with Disabilities Act (ADA) of 1990. The plan outlines how paratransit service is comparable to the fixed-route service.

The last update occurred in 1994. Therefore, the purpose of the updated plan is to provide current information about the fixed-route service, paratransit, and the eligibility process for priority status on paratransit.

The public hearing will be held at 3:30 PM on Wednesday, May 19th, 2021 through a conference call via Zoom. For more information about how to join via Zoom, please contact Visalia Transit at 559-713-4100 for further instructions.

A copy of the updated Paratransit Service Plan is available by request from Visalia Transit located at 425 E Oak Ave, Visalia, CA, 93291. If you have any questions regarding the updated plan, please contact Visalia Transit at 559-713-4100.

City of Visalia



City Clerk's Office

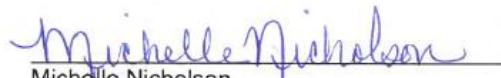
220 N. Santa Fe, Visalia, CA 93292

Tel: (559) 713-4512

June 8, 2021

CERTIFICATION

I, Michelle Nicholson, Chief Deputy City Clerk of the City of Visalia, State of California, do hereby certify the foregoing to be a full, true, and correct copy of Resolution 2021-26 as the same appears of record in the files of the City of Visalia.


Michelle Nicholson
Chief Deputy City Clerk

RESOLUTION 2021-26

**A RESOLUTION OF THE VISALIA TRANSIT SYSTEM OF THE CITY OF VISALIA
ADOPTING THAT CERTAIN DOCUMENT ENTITLED VISALIA TRANSIT ADA
COMPLEMENTARY PARATRANSIT SERVICE PLAN AND AUTHORIZING ITS USE
FOR GUIDING THE DELIVERY OF PARATRANSIT SERVICE**

WHEREAS, the *Visalia Transit System* is a public transit agency that operates a fixed route system and provides complementary paratransit services to qualified individuals with disabilities; and

WHEREAS, the national goals of the Americans with Disabilities Act (ADA) care to guarantee that persons with disabilities have equality of opportunity, a chance to fully participate in society, ability to live independently and be economically self-sufficient; and

WHEREAS, the Visalia Transit System has formulated an ADA Complimentary Paratransit Service Plan that provides an operational framework for the implementation of and compliance with Federal Transportation Administration ADA policies in providing complementary paratransit service;

NOW, THEREFORE, BE IT RESOLVED THAT, the *City Council of the City of Visalia* hereby adopts the Visalia Transit System ADA Complementary Paratransit Service Plan and authorizes its use for guiding the delivery of paratransit service.

PASSED AND ADOPTED by the City Council of the City of Visalia on this 7th day of June 2021.

PASSED AND ADOPTED: June 7, 2021

RANDY GROOM, CITY CLERK

STATE OF CALIFORNIA)
COUNTY OF TULARE) ss.
CITY OF VISALIA)

I, Randy Groom, City Clerk of the City of Visalia, certify the foregoing is the full and true Resolution 2021-26 passed and adopted by the Council of the City of Visalia at a regular meeting held on June 7, 2021.

Dated: June 8, 2021

RANDY GROOM, CITY CLERK



By Michelle Nicholson, Chief Deputy City Clerk