



VISALIA
TRANSIT

Dial-A-Ride

Paratransit Service
— ADA Program —



Information regarding eligibility, the application process, hours of operation, bus passes, and other important information

For reservations: (559) 713-4750

For general question: (559) 713-4100

Visalia Transit (VT) Dial-A-Ride, paratransit service is a reservation based, origin to destination, shared-ride, public transportation service designed as an alternative to the fixed route bus service. It was created as part of the requirements of the Americans with Disability Act (ADA) of 1990 in order to provide accessible transportation to those with disabilities that cannot use the fixed route bus service. Dial-A-Ride also provides same-day reservations to the general public (non-ADA passengers) dependent on available space.

ELIGIBILITY

Based on the ADA regulations, there are three categories under which a person might be eligible for priority service on the Dial-A-Rides:

1. An individual with a physical or mental disability who, without the assistance of another person (except the operator of a wheelchair lift or ramp), is unable to board, ride, or disembark from any vehicle on the fixed-route bus service, which is accessible to persons with disabilities.
2. Bus stops on the fixed-route bus service are not accessible to a person in a wheelchair or a person using a mobility device such as a walker.
3. A person with a disability that prevents the individual from traveling to a boarding location or from disembarking location on the VT fixed-route system.



APPLICATION

The ADA application consists of two sections:

1. The first section is completed by the applicant or a representative. This section asks for basic information (name, address, functional disability, mobility aids, etc.).
2. The second section is completed by a doctor or a licensed medical professional that can provide and acknowledge medical information regarding the applicant's disability.

This information is important for the determination of priority service or ADA certification. Therefore, it is important that both sections are thoroughly completed on the application. After the application is reviewed by the ADA coordinator, the applicant might be asked to participate in an in-person interview for an assessment. The applicant will be contacted to schedule an appointment. Please submit the original application to the address below:

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

ADA Application Review

The application is reviewed by the ADA coordinator. A determination of priority service or ADA certification will be made within 21 days, beginning on the first day that the application was received. If eligibility is not determined within 21 days, the applicant will receive presumptive, temporary certification beginning on the 22nd day until a decision is made and the applicant is mailed a letter of their status of eligibility.

ADA Approval / Denial Process

If the applicant is approved for priority service or ADA certification, an appointment will be scheduled for a picture for a photo identification card. The ID card is required for each trip so that the driver can identify the passenger. The ID is required before making advanced reservations.

Visalia Transit reserves the right to make the final determination of priority status or ADA certification. If an application is denied, the reason(s) will be explained within the letter of eligibility with a copy of the appeal process. An appeal can be submitted or a new application can be submitted. A new application will go through the same review process as the original application.

ADA Appeal Process

Applicants who are denied priority status or ADA certification and disagree with the decision can submit an appeal within 60 days of receiving the eligibility letter. The appeal can be submitted in writing to Visalia Transit. By appointment only, the applicant has the option to appeal in person. This is an opportunity to present additional information to the Transit Manager who could overturn

The previous decision. If the Transit Manager denies eligibility another appeal can be presented to the City of Visalia Ad Hoc Transit Advisory Committee. The ad hoc group will make the final decision about eligibility. The applicant will be notified of the final decision in writing within 30 days of the appeal date. The applicant will receive presumptive, temporary certification beginning on the 31st day until a decision is made and the applicant is mailed a letter of their status of eligibility.

ADA Recertification

ADA certification is renewed every three years, as indicated by the expiration date on the ADA ID card. The renewal process allows us to update our records and/or verify that ADA certification is still needed due to the applicant’s disability.



Applicants with temporary ADA certification will expire in less than 3 years.

Visitors

A visitor’s form is required. Visitors who are ADA certified through another transit agency are allowed to use Visalia’s Dial-A-Ride service for 21 service days within a 365 day period. If you are not ADA certified through another transit agency, please refer to the instructions on the form. If you are ADA certified through Tulare County, a form is not required and is not limited to the 21 days of service. However, before using the service, information regarding your ADA eligibility is required from the agency that approved your eligibility. The form is available at www.visaliatransit.com and at the Visalia Transit Center.

OPERATIONS AND PASSES

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

The correct cash is required for each trip; drivers do not provide change. Fares are paid before each trip; round trip fares are not accepted. Passengers are responsible for depositing the cash into the fare box, unless the passenger requests assistance from the driver. Passengers who are eligible for a reduced fare must show the driver the ID card that qualifies them for the discount.

Fares \$

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

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 can be purchased at the Visalia Transit Center; 425 E. Oak Avenue, Visalia, CA 93291. You can also purchase a pass by calling 559-713-4100 and paying with a credit card. You can pick up the pass(s) or we can mail it to you.

Holidays

Non-Operations

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

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

For more information, call Visalia Transit.

Service Area

The Dial-A-rides travel within the city limits of Visalia, Goshen, Farmersville, Exeter, and Tulare (Tulare Transit Center ONLY).

QUICK FACTS

Dial-A-Ride is a shared-ride service; other passengers are picked up and dropped off during the trip. The length of a trip can be up to an hour. Please schedule trips strategically in order to avoid schedule overlap, delays, and cancellations.

- If a trip is for an appointment, tell the reservation agent so that the trips can be planned accordingly.
- This is a curb-to-curb service; passengers will be picked up and dropped off at the nearest accessible location to the provided address(s).
- Door-to-door service is available upon request during the reservation process. The driver is limited to escorting the passenger to the entrance of a building; drivers are responsible for the vehicle(s) at all times during the trips.
- Carry-on items are the passenger's responsibility. Riders are limited to cargo items which can be boarded onto the vehicle in a single trip without assistance from another person.
- Earphones are required with any device used with sound.
- Passengers will be picked up to 15 minutes before or after the designated pick-up time. Passengers are required to be ready and waiting within this 30 minute window. Drivers will wait a maximum of five minutes before departing without the passenger; this will be considered a no-show trip. Drivers are responsible for picking up and dropping off the other passengers within their designated 30 minute window.
- Departure and return trips should be scheduled together.



Passengers with priority service or ADA certification can make reservations as far as two weeks in advance. The general public or non-ADA passengers are limited to same day reservations. Same day reservations are scheduled depending on space availability.

All same-day reservations are subject to available space.

If a time is not available, the reservation agent will do their best to accommodate the passenger. The reservation agent will suggest an alternative time that's nearest to the time originally requested for your reservation. The reservation agent might negotiate a pick-up time an hour before or after the original time requested.

Reservations will be accommodated by priority in the following order:

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

In order to better serve you and others, the following should be provided at the time of the reservation call:

- ADA certification ID number
- First and last name
- Phone number
- Pick-up address(s), including apartment number, building number, if necessary specific directions
- List of companions, children, personal care attendant (PCA) or service animal that will accompany the passenger
- Type of mobility aid , if applicable

Reservation Phone line - 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 booked after 7:00 p.m. on weekdays.
After 7:00pm, only general questions will be received until 9:30 p.m.

Next day reservations cannot be booked after 6:00 pm on weekends.
After 6:00pm general questions will be received 6:30 p.m.

RESERVATIONS

Standing Reservations

Passengers who travel to the same location at the same time on a regular basis can book a standing reservation, which allows the passenger to book multiple reservations in the future with one call. A passenger is required to call if a standing reservation should be changed or canceled. Standing reservations expire on January 31st and July 31st. After the expiration date, the passenger must call again to rebook and/or book a new standing reservation. Availability is limited.



CANCELLATION & NO-SHOW POLICY

Cancellations / Reservation Changes

To cancel a reservation, the passenger is required to call a reservation agent. If the cancellation is requested one hour before the scheduled pick-up time, the trip 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.

Visalia Transit Dial-A-Ride depends on efficient scheduling to accommodate as many passengers as possible. Therefore, it is important that passengers cancel a reservation within a reasonable amount of time. A no-show policy was implemented in order to encourage passengers to call in advance. This policy helps our paratransit service to continue to operate efficiently and fairly for our drivers and our passengers.

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

- A passenger who is not at the designated pick-up location during the 30-minute pick-up window
- A passenger who fails to cancel a reservation
- A passenger who cancels a reservation less than one hour before their scheduled pick up time

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

No-Show penalties

When a passenger no-shows three (3) times and ten percent (10%) or more of their total scheduled trips within a month, they will be put on a probation period. The passenger will be notified by mail two weeks before the start of the probation period. If the percentage of no-shows is greater than 10%, the passenger will be suspended for at least 5 days as follows:

- 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

The probation or suspension period begins the following month, following the date of the letter.

No Show Appeals Process

The passenger may appeal by email or mail. By appointment only, the applicant has the option to appeal in person. Appeals will not be accepted by telephone. Appeals must be received within 14 days from the date of the letter. The appeal needs to explain why a probation or suspension should not be imposed and what steps have been implemented to prevent or reduce no-shows in the future. After the appeal has been reviewed by the Transit Manager, the passenger will be notified by mail about the decision.

OTHER INFORMATION

Passengers in wheelchairs will be accommodated if the wheelchairs are within the vehicle’s measurement and weight capacity. If carriage of the occupied wheelchair is inconsistent with safety requirements, service could be denied. Riders needing to board separately, and capable, may need to bring a PCA to assist them. Wheelchairs and their users shall be secured at all times during the course of their trip. All passengers are required to wear seatbelts. Passengers who use scooter-type wheelchairs who are capable of transferring to a seat are encouraged to use a seat. Passengers can use the lift for any reason by requesting it from the driver.

Companions, Guests and Friends

Passengers can bring one companion with them during their trip(s). Additional companions are accommodated dependent on available space. Companions are required to board and disembark from the vehicle with the passenger. Companions pay the same fare as the passenger.

Personal Care Attendants

A Personal Care Attendant (PCA) is someone who assists an ADA passenger during each trip. They are required to board and disembark with the ADA passenger. PCA's ride for free, as long as a passenger requires a PCA as indicated on the passenger's application. A new application should be submitted if a passenger requires a PCA in the future.



Service Animals

Service animals are allowed to ride with their owner. As a reminder, passengers should tell the reservation agent when they'll be riding with their service animal in order to accommodate each passenger accordingly.

Cargo and Cart Policy

Carry-on items are the passenger's responsibility. Riders are limited to cargo items which can be boarded onto the vehicle in a single trip without assistance from another person. 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. 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

Reasonable modifications requests are granted as long as they do not fundamentally change Visalia Transit's policies, practices, or procedures when requested to do so by persons with disabilities. Requests for accommodations will be considered on a case-by-case basis and might be denied if not in accordance with our reasonable modification policy. A form us first submitted and approved before a request is granted to the passenger. Please visit our website www.visaliatransit.com or contact Visalia Transit for more information.

Requests for reasonable modifications can be sent to:

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

Complaint / Compliment Procedure

Complaints and/or compliments can be submitted in writing or verbally. All complaints will be investigated by Transit Staff. VT will make every effort to address all complaints in an expeditious and thorough manner. Please visit our website or contact Visalia Transit for more information.

Complaints can be submitted to:

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

Or by phone:
(559) 713-4705

Forms can also be submitted by email. Please call Visalia Transit at (559) 713-4100 for further instructions.

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



Transit Division - 4551
425 E. Oak Avenue, Ste. 301
Visalia, CA93291

(559) 713-4100

www.visaliatransit.com