



Manteca Transit ADA Complementary Paratransit Passenger's Guide

Manteca Transit ADA Complementary Paratransit service is part of the comprehensive public transportation system serving the City of Manteca. This is a **shared-ride complementary paratransit service** in compliance with the provisions of the Americans with Disabilities Act of 1990 (ADA) and the final rule for 49 CFR Parts 27, 37, and 38 issued by the U.S. Department of Transportation (DOT) in the 9/6/1991 Federal Register.

Manteca Transit ADA Complementary Paratransit services are provided to people with disabilities who, because of their disability, are unable to independently ride fixed-route bus or train services all or some of the time. As a shared-ride service, passengers should expect that other passengers will be on the vehicle for most, if not all, of their rides.

Manteca Transit ADA Complementary Paratransit is an origin to destination transportation service for individuals with a disability that prevents them from using fixed-route bus services. Trips are scheduled during the same times and within three-quarters of a mile of the Manteca Transit fixed-route bus service, and the entire city limits for ADA Complementary Paratransit service, as well as the Lathrop/Manteca ACE Station.

ADA PARATRANSIT IS...

- A shared-ride public transportation service.
- A curb-to-curb service (base level), with "door-to-door" service provided to those that require additional assistance due to their disability.
- Comparable to the level of service (service area, operating hours, etc.) and travel time provided on Manteca Transit fixed-route bus services.

ADA PARATRANSIT IS NOT...

- A private service without other passengers on the vehicle.
- A shopping service allowing unlimited bags and packages.
- A medical transportation service.

QUALIFYING FOR MANTECA TRANSIT ADA COMPLEMENTARY PARATRANSIT

49 CFR Part 37 Section 37.123 of the ADA defines the standards and sets forth the minimum requirements for eligibility for complementary paratransit service. Eligibility is based on a person's individual functional abilities and limitations, not a specific age, diagnosis, or disability.

Under the ADA regulations, there are three categories of persons with a disability who are eligible for ADA paratransit service:

1. Is unable to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities as the result of a physical or mental impairment (including a vision impairment) without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device).
2. Lack of accessible vehicles, stations, or bus stops: Any individual with a disability who needs the assistance of a wheelchair lift or boarding assistance device and is able with such assistance, to board, ride, and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities, if the individual wants to travel on



a route on the system during the hours of operation of the system at a time, when such a vehicle is not being used to provide designated public transportation on the route. An individual is eligible under this paragraph with respect to travel on an otherwise accessible route on which the boarding or disembarking location, which the individual would use, is one at which boarding or disembarking from the vehicle is precluded.

3. Inability to reach a boarding point or final destination: An individual prevented from traveling to a boarding location or from a disembarking location on such system because of a specific impairment-related condition.

Please call Access San Joaquin at (209) 242-9965 to schedule an assessment if you believe you meet one (1) or more of the criteria above.

Eligibility Determination Process

49 CFR Part 37 Section 37.125 of the ADA allows Manteca Transit ADA Complementary Paratransit to have an eligibility determination process that includes the completion of a paper application and in-person interview with a functional assessment. A professional verification may also be required as a part of this process. Access San Joaquin administers this process for Manteca ADA Complementary Paratransit and the assessment will be conducted by a Mobility Assessment Evaluator (MAE).

Manteca Transit ADA Complementary Paratransit provides transportation to and from the eligibility center free of charge. Please note that the entire process, including travel to and from the appointment, varies but can take 3 to 4 hours.

Eligibility to use Manteca Transit ADA Complementary Paratransit may be granted up to three (3) years. To schedule an in-person assessment, applicants may call Access San Joaquin at (209) 242-9965 or visit www.access-sj.com for more information.

Applicants are encouraged to bring their mobility devices, walking aids and/or service animals that will be used on Manteca Transit ADA Complementary Paratransit vehicles.

The applicant will be notified in writing about their eligibility within twenty (21) days following the completion of the in-person assessment. Applicants approved for Manteca Transit ADA Complementary Paratransit will receive an identification card, which can be used to ride Manteca Transit fixed-route bus services for free.

If the determination process is not completed within twenty-one (21) calendar days, per ADA requirements, on the 22nd day the applicant is presumed to be eligible and may use Manteca Transit ADA Complementary Paratransit until a decision is made.

Appeals Process

Individuals who have been found not eligible, conditional, trip-by-trip, or temporarily eligible for Manteca Transit ADA Complementary Paratransit have the right to appeal their eligibility determination. Appeals will be heard by the ADA Appeals Board. The ADA Appeals Board consists of individuals who are not involved in the initial certification process. Their decision is made independently of the ADA Certification Board.



Applicants may submit a request to appeal an eligibility decision by contacting Access San Joaquin via email at access@sjrtd.com and via fax at (209) 948-3024. Appeal requests can also be submitted in writing by mail at:

Access San Joaquin
P.O. Box 201010
Stockton, CA 95201

Upon receipt of the appeal request letter, Access San Joaquin will set up a meeting with the ADA Appeals Board. The date and time of the meeting will be provided to the applicant by mail. The meeting will provide an opportunity to submit additional information, written evidence, and/or arguments to support the applicant's case.

The decision of the ADA Appeals Board will be sent to the applicants in writing within thirty (30) days of the hearing. The ADA Appeals Board's decision is final.

RESERVING A RIDE ON MANTECA TRANSIT ADA COMPLEMENTARY PARATRANSIT

Reservation Business Hours

Reservation can be made during regular business hours Monday through Friday, from 8:00 a.m. to 5:00 p.m. and Saturdays from 9:00 a.m. to 4:00 p.m. Last reservations are allowed up to one (1) hour before the end of the service day.

Manteca Transit does not operate on the following Holidays:

New Year's Day
Memorial Day
Independence Day (4th of July)
Labor Day
Thanksgiving Day
Christmas Day

Reservation Policies/Procedures

- Call (209) 456-8888 to reserve a trip.
- Reservations may be made from the next day to fourteen (14) days in advance.
- Trips are provided on a priority and space available basis. When space is available, same day service will be provided.
- Same-day Saturday trips, trip cancellations and Monday reservations can be made between 9:00 a.m. and 4:00 p.m. on Saturday.
- Saturday same day trips are on a first-come, first-serve basis, with ADA-certified passengers having reservation priority.

Required Reservation Information

Passenger's must have the following information ready when making each ride reservation:

- The travel date.
- The exact street address of the desired pick-up location.
- The exact street address of the desired destination.

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- Desired pick-up time **OR** desired arrival time (passengers may only choose one).
- The best contact number to be reached for each ride.
- If a personal care attendant, guest, or child/youth will be accompanying the passenger.
- Type of mobility aid the passenger, personal care attendant, guest or child/youth will bring, if any (such as a walker, wheelchair/scooter, or service animal).

It is recommended that passengers make a note of the reservation operator's name, date, and pick-up time.

NOTE: One (1) guest may be booked for each ride. Additional guests may be booked on a space available basis. However, additional guests cannot be guaranteed.

To make next day reservations on Sundays and holidays, passengers must leave a voice message by calling (209) 456-8888 by 4:00 p.m. with the above reservation information.

Messages left during this time will be automatically honored, unless notified. If Manteca Transit is unable to honor the reservation, the dispatcher will call to schedule another time depending on availability of service. Trips are scheduled pursuant to ADA guidelines with a 30-minute pick-up window that is negotiated up to one (1) hour before or after a requested pick-up-time.

Negotiating Ride Times

49 CFR Part 37 Section 37.131(b)(2) of the ADA allows for a negotiated pick-up time within one (1) hour before or after the requested pick-up time. Due to the large volume of rides requested, Manteca Transit ADA Complementary Paratransit is not always able to assign passengers the exact pick-up or arrival time that they request.

For example, if a passenger requests a pick-up time of 10 a.m., the passenger can be provided a pick-up time between 9 a.m. and 11 a.m. (one (1) hour before or after the requested pick-up time).

Return trip reservations should be made when booking your trip. "Will call" return trips will be accommodated based on a space available. Passengers making "will call" return trips should expect pick-up delays of up to two (2) hours.

Manteca Transit ADA Complementary Paratransit makes every effort to offer ride times as close as possible to the passenger's requested pick-up or arrival time.

Changing Drop-Off Location / Requesting Detours

Operators are not allowed to change a drop-off location or take alternate routes to a destination. Manteca Transit ADA Complementary Paratransit is origin-to-destination service, and the Operator is required to service pick-up and drop-off locations detailed in their route information.

Reservation Changes and Cancellations

All cancellations must be called in to the Dispatcher at (209) 456-8888 at least one (1) hour prior to the scheduled pick-up time. Manteca Transit Operators are not permitted to accept information regarding trip cancellations or changes.



Each time a passenger fails to cancel a scheduled trip at least one (1) hour in advance, a no-show will be added to the passenger's record.

SERVICE INFORMATION

Service Types

Manteca Transit ADA Complementary Paratransit provides two (2) types of ADA paratransit transportation services:

- Standard Service: Passengers must call to reserve rides.
- Subscription Service: Passenger is approved for ongoing service without the need to make a reservation (limited availability).

Days and Hours of Operation

49 CFR Part 37 Section 37.131(e) of the ADA requires that Manteca Transit ADA Complementary Paratransit operate on the same days and hours as those of Manteca Transit's fixed-route bus services. Manteca Transit ADA Complementary Paratransit's operating hours are as follows:

- Monday through Friday, 6 a.m. – 7 p.m.
- Saturday, 9 a.m. – 4 p.m.

Fares

All passengers must pay a fare. Only a Personal Care Assistant (PCA) traveling with an ADA certified passenger is transported free of charge. An ADA-certified passenger may also have one (1) companion who can ride for the same fare of \$2.00. ADA Paratransit Fares are as followed:

ADA Paratransit Single Ride	\$2.00
ADA Paratransit 10-Ride Pass	\$20.00
ADA Paratransit Monthly Pass	\$60.00
Personal Care Attendant (PCA)	Free
Companion	\$2.00

Please note that Operators do not carry cash and cannot make change. Passes can be purchased at the Manteca Transit Center, located at 220 Moffat Boulevard or the Manteca Parks and Recreation Office, located at 1001 West Center Street.

Manteca Transit passes can also be purchased straight from your mobile phone. Passengers can access the Vamos Mobility app by downloading it from the Apple App Store or Google Play.

Curb-to-Curb Assistance

The definition of curb-to-curb assistance is that the passenger will be picked-up at the closest curb to the pick-up location and will be taken to the closest curb of the drop-off location. This is the Manteca Transit ADA Complementary Paratransit base level of service. Manteca Transit ADA Complementary Paratransit will only service locations that can be safely and legally accessed by Operators.



Door-to-Door Assistance

49 CFR Part 37 Section 37.129(a) of the ADA requires that Manteca Transit ADA Complementary Paratransit provide ADA paratransit eligible persons origin-to-destination service, or Door-to-Door service. For those requiring assistance beyond the curb due to their disability, Operators will assist passengers as far as their door if it is safe for the Operator to do so.

Passengers are encouraged to share their need for permanent Door-to-Door assistance during their eligibility assessment. However, passengers may also request Door-to-Door assistance while making a ride reservation or at the ride origin and/or destination.

For all requests for Door-to-Door assistance, the Operator will determine if it is safe to provide such assistance.

In order to receive Door-to-Door assistance, the following conditions must be met:

- There must be a safe place to park on a roadway or parking lot.
- The parked vehicle must not block or impede traffic.
- The Operator must be able to maintain sight of vehicle at all times.
- The first exterior door at the building's entrance must be no more than 50 feet from the vehicle.
- There must be a safe and accessible path of travel from the vehicle to the first exterior door. No steps or stairs are allowed.
- Operators cannot enter private residences to provide assistance.

If *any* of the above conditions are *not* met, the location is considered *non-serviceable for Door-to-Door assistance* and the Operator will instead provide curb-to-curb service for that location.

General Assistance

If you need additional assistance, please plan on traveling with a personal care attendant. Operators will assist with packages limited to three (3) trips to the door with bags and packages.

Operators will not enter a private residential driveway. Exceptions may be made at the discretion of the City of Manteca Transit Manager. Vehicles may not park or dwell in a manner that restricts driveway access. Trees and bushes along private roads must remain trimmed to accommodate large transit vehicles.

Pick-up and Drop-off

Passengers must have exact fare ready at the time of pick-up. Passengers should wait at the curb (if the trip is curb-to-curb) or the entrance/exit of their pick-up location (if the trip is door-to-door) and be visible to the Operator.

30-Minute Pick-Up Window

The dispatchers will give the passenger a pick-up window of thirty (30) minutes around the negotiated pick-up time (15 minutes before to 15 minutes after). Passengers will be picked-up anytime within this thirty (30) minute window. For example, if the pick-up time is scheduled for 7:00 a.m., the 30-minute pick-up window is 6:45 a.m. to 7:15 a.m.



As a result, the passenger must be ready and waiting in a visible location at the start of the pick-up window and wait the entire thirty (30) minutes or until the vehicle arrives. A direct route from the pick-up location to the delivery location usually does not occur. Please take into consideration the 30-minute pickup window, delay times and indirect travel when negotiating a pick-up time, as well as when scheduling personal appointments.

Operator Wait Time

It is important for the passenger to be at the designated pick-up location at the scheduled pick-up time. The Operator **will wait a minimum of three (3) minutes upon arrival** at the curb or designated pick-up point.

The Operator is not permitted to wait while the passenger conducts business at their destination. The passenger will need to make a reservation in advance for their return ride. Pick-up time and Operator wait time requirements also will apply to the return ride.

Operators can provide assistance between the first exterior door of your pick-up location to the vehicle as long as they do not lose sight of their vehicle for more than a few seconds, offer an arm for stability, deploy the vehicle ramp or lift, and ensure your mobility device is secured.

Checking On A Pick-Up

If an Operator does not arrive during the 30-minute pick-up window, the passenger may check the pick-up status by calling (209) 456-8888.

Travel Time

Manteca Transit ADA Complementary Paratransit service is comparable to the level of service (service area, operating hours, etc.) and travel time provided on Manteca Transit fixed-route bus services, as required by the Department of Transportation's (DOT) Rules and Regulations, 37.121.

ADA paratransit travel time is determined by considering the equivalent ride if taken on Manteca Transit fixed-route bus services. This includes the time it takes to walk to the bus stop, wait for the bus, travel time on the bus, and walking to the final destination. Many rides on Manteca Transit fixed-route bus services include transfers and, therefore, travel time also includes the additional wait times when transferring between bus routes.

When planning a Manteca Transit ADA Complementary Paratransit trip, please be aware that the ride will likely be shared with other passengers and picking-up and/or dropping-off other passengers will occur during most or all rides. Therefore, passengers cannot expect to be taken directly to their destination.

Cancelling a Ride

If unable to take a scheduled ride, passengers must cancel the ride by calling Manteca Transit ADA Complementary Paratransit as soon as possible. In order to avoid a no-show, rides must be cancelled at least one (1) hour before the pick-up time by calling (209) 456-8888.



No-Show Policy

49 CFR Part 37 Section 37.125(h) of the ADA allows Manteca Transit ADA Complementary Paratransit services to be suspended for any passenger who establishes a “pattern or practice” of no-shows. Sporadic passenger no-shows, late cancellations, and cancellations at the door are an expected cost of doing business for a paratransit system. However, excessive no-shows, late cancellations, and cancellations at the door adversely affect the efficiency and of service and significantly add to the cost of providing Manteca Transit ADA Complementary Paratransit service.

To encourage responsible trip scheduling and Paratransit use, the ADA provides that public transit systems establish and enforce a no-show policy. The Manteca ADA Complementary Paratransit No-show Policy is part of an effort to bring our passengers more efficient paratransit service, and to be up to date with Federal Transit Administration findings, best practices, and community input.

No-shows are recorded each time a passenger makes a late cancellation, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip.

No-show Practices

The following information details Manteca Transit ADA Complementary Paratransit’s no-show practices:

- If a passenger is not at the designated location for a scheduled trip when the Manteca Transit Operator arrives, the Dispatcher will make an immediate attempt to contact the passenger by phone. The Operator will wait up to three (3) minutes and if the passenger fails to appear, a no-show will be added to the passenger’s record.
- A no-show will also be added to a passenger’s record when any of the following situations occur:
 - Deciding not to ride after the vehicle arrives during the identified thirty (3) minute pick-up window.
 - Failing to cancel a scheduled trip at least one (1) hour in advance.
- A no-show beyond the control of the passenger will not be counted. Passengers must contact the Dispatcher to explain why a no-show was beyond the passenger’s control.
- Passengers will be notified of each no-show on their record, which shall also include the date, time, pick-up location and/or destination information related to the no-show.
- For the first no-show within a three (3) month period, the passenger shall be notified by mail.

Circumstances Beyond A Passenger’s Control

Manteca Transit ADA Complementary Paratransit service understands that there are times when a passenger misses a ride due to a medical emergency or other circumstance beyond their control. Passengers have the right to appeal or dispute all no-show decisions. No-shows that have been identified as “invalid” will not count towards suspension of service.

Examples of circumstances beyond a passenger’s control include:

- A sudden family emergency.
- Illness that precluded the passenger from calling to cancel.
- Personal care attendant or another party who didn’t arrive on-time to assist the passenger.

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- Passenger's appointment ran long and did not provide opportunity to cancel in a timely manner.
- Passenger's mobility aid/device failed.
- Other unanticipated and reasonable situations prohibited the passenger from calling to cancel a scheduled trip.

No-show Suspensions

Several factors will be reviewed and considered before passenger privileges are proposed for suspension, including:

- Frequency of an individual's rides and proportion of valid no-shows.
- A "pattern or practice" of missed trips involving intentional, repeated or regular actions, not isolated, accidental or singular incidents.

A passenger whose no-shows exceed 10% of a passenger's overall scheduled monthly rides, accrued three (3) or more no-shows in a calendar month, and has scheduled at least ten (10) trips that month, will receive a Notice of Proposed Suspension. The passenger will be notified in writing that a review of their passenger record will be conducted to determine whether a suspension of ride privileges is recommended. The passenger will have an opportunity to present information to explain the circumstances for the substantial no-shows.

If ride suspension is recommended, the City of Manteca Transit Supervisor shall notify the passenger in writing that a suspension is being proposed, citing the full reason for the proposed suspension, its length, including the exact no-show dates, times, pick-up locations and any other pertinent information on which the suspension is based. All suspension periods will be for a reasonable period of time and commensurate with the offense.

Suspension Appeals Process

Suspensions due to no-shows may be appealed with a formal appeals board. Complete information about the appeals process will be included with the service suspension letter. The passenger will have fifteen (15) days to appeal the suspension and will receive notification within thirty (30) days of the appeal decision before a suspension takes effect.

- The passenger has thirty (30) calendar days to submit an appeal in writing for the proposed first violation.
- The passenger may present their appeal detailing the reasons for the pattern of no-shows by panel or in writing. If the passenger elects to present their appeal in front of a panel, the City of Manteca Transit Supervisor will coordinate a date of the meeting with the passenger. The passenger may contact the City of Manteca Transit Supervisor two (2) days before the meeting to reschedule the meeting. If the passenger fails to reschedule the meeting and attend the meeting, the passenger forfeits their appeal.
- The panel will consist of the City of Manteca Transit Supervisor, General Manager (Contractor), and one (1) outside person. The Operator will transport the passenger to and from the meeting at no expense to the passenger.
- The Operator will provide the passenger with written notification of the decision and the reason for the decision.



- Passengers have five calendar days to submit an appeal in writing for each subsequent violation after the first violation. In the event a passenger receives a Notice of Intent to Suspend the passenger have the right to request an appeal.
- If a Notice of Intent to Suspend is received and the passenger wishes to request an appeal Complete and Return a completed Appeal Request Form within seven (7) days of receipt of your Notice of Intent to Suspend addressed to:

City of Manteca, Transit Manager
Manteca Transit
220 Moffat Boulevard,
Manteca, CA 95336

- The Appeal Request Form must be completed in order to request an appeal hearing.
- The Appeal Hearing will be conducted by the Appeals Board following the submission of a completed Appeal Request Form.

Companions

One (1) companion, in addition to a personal care attendant, is permitted to accompany a passenger. Additional companions may be added on a space available basis. Each passenger is required to pay the full fare of \$2.00. The companion must be picked-up and dropped-off at the same location as the passenger.

Personal Care Attendants

A personal care attendant helps an individual with a disability meet their personal needs. Personal care attendants may be an employee of the passenger, a relative, a friend, or a care provider.

As is required by 49 CFR Part 37 Section 37.131(c)(3) of the ADA, one (1) personal care attendant may ride free when accompanying an eligible passenger on Manteca Transit ADA Complementary Paratransit service provided the attendant is picked-up and dropped-off at the same point as the passenger. Please inform dispatch/reservations of the presence of a personal care attendant when scheduling a ride.

Children

Children six (6) years old and younger may ride free with each ADA-eligible, fare-paying passenger. Per California law, children eight (8) years of age or shorter than 4'9" tall must use a car or booster seat. Manteca Transit ADA Complementary Paratransit does not provide car or booster seats. Operators will, however, assist passengers with installing a car seat or booster seat upon request.

NOTE: When making a reservation, passengers must share when they are traveling with a personal care attendant, companion, child, service animal, oxygen tank, packages / bags, using a wheelchair, etc. This helps ensure that space is available in the vehicle.

Children under the age of six (6) years must be accompanied by an older child (12 years or older) or adult.



Visitors

A visitor is an individual with disabilities who is not registered with Manteca Transit ADA Complementary Paratransit Service. A visitor must present documentation that they are ADA paratransit eligible in the jurisdiction in which they reside. This can be done through:

- Documentation of eligibility received from another transit agency (i.e., ID card or other documentation).
- Self-certification by the visitor that they are unable to use fixed-route bus services.

Visitors are eligible to use the Manteca Transit ADA Complementary Paratransit for any combination of twenty-one (21) days during any 365-day period beginning with the visitor's first use of the service. Visitors are not required to receive eligibility certification from Manteca Transit before receiving ADA Complementary Paratransit service.

Subscription Services

Subscription services provide regularly scheduled trips without the need to make a reservation (limited availability). Section 37.133 of the ADA permits the use of subscription service as long as it does not absorb more than 50% of the available trips at a given time of day. Therefore, Manteca Transit ADA Complementary Paratransit does not schedule more than 50% of trips at any given hour as Subscription trips. Note that subscription service is discretionary and is not mandated by the ADA.

Applying for Subscription Services

To request Subscription Service, passengers may call (209) 456-8888. Passengers must be prepared to provide the following information:

- The travel day/s.
- Desired pick-up time or desired arrival time (passengers may only choose one).
- The exact street address of the desired pick-up location.
- The exact street address of the desired destination.
- The best contact number to be reached for each ride.
- If passenger will be traveling with a personal care attendant, companion, or children/youth.
- Type of mobility aid the passenger will bring, if any (such as a walker, wheelchair/scooter, or service animal).

Changing Subscription Service

Subscription Service rides may not be changed. If a passenger needs to travel on a different day and/or time, or from a different origin and/or to a different destination, the Subscription ride must be cancelled, and the passenger must contact reservations to schedule a Standard Service ride.

Additional Subscription Service Information

All subscription passengers are required to take at least 75% of their subscription trips within a 30-day period. A passenger failing to meet this standard will first receive a warning of pending subscription suspension.



After the first warning, if an individual misses 10% of their subscription trips or more within a period of thirty (30) consecutive calendar days, the City of Manteca Transit Supervisor will issue a Notice of Subscription Service Suspension.

The Notice of Subscription Service Suspension will inform the passenger that their subscription service has been cancelled. At that time the individual will be required to use Standard Service by contacting Reservations for their trip needs.

After a period of three (3) months from the suspension the individual may reapply for Subscription Service. If available, the individual will have their subscription privileges reinstated. If the service is not available due to demand the individual will be placed on the waiting list.

SAFELY RIDING MANTECA TRANSIT ADA COMPLEMENTARY PARATRANSIT

Manteca Transit ADA Complementary Paratransit is committed to the safe, compliant, and reliable delivery of transportation services to all passengers, their companions, and personal care attendants.

Operator Assistance Requirements

49 CFR Part 37 Section 37.165 of the ADA requires that Manteca Transit ADA Complementary Paratransit Operators be trained and required to provide a reasonable level of assistance to passengers. This means that Operators will assist passengers, as needed or requested, as long as the assistance does not create an unsafe situation for the Operator or other passengers.

Here are some examples of how Operators assist Manteca Transit ADA Complementary Paratransit passengers:

- Boarding and/or exiting the vehicle.
- Assistance to and from the curb (or door if safe) of their destination or point of origin.
- Use of the lift and other accessibility equipment.
- Securing wheelchairs and passenger seat belts in the vehicle.

Operators will not lift or carry a passenger, nor will they accompany a passenger to or from locations far away from the vehicle. If such assistance is required, the passenger must bring a personal care attendant or have someone available at the pick-up and/or drop-off locations to assist.

Passenger Conduct Requirements

Passengers must be respectful and courteous to Operators and others on vehicles at all times. To help ensure the safety, security and comfort of everyone onboard Manteca Transit vehicles, violent, illegal, or seriously disruptive conduct is not allowed in and around vehicles and transit facilities. Manteca Transit has developed policies for addressing passengers whose conduct interferes with the safe operation of Manteca Transit ADA Complementary Paratransit service.

Rules of the Road

Passengers must comply with the following operating requirements and rules of conduct:

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- Please allow passengers to exit the vehicle before boarding.
- Please be patient when Manteca Transit Operators are securing wheelchairs and mobility devices.
- Remain seated while the vehicle is in motion, including wearing seat belts at all times.
- Keep aisles clear of packages and other items, including strollers and carts.
- Strollers must be folded, and shopping carts should be kept under the seats or folded between seats. California State law and Federal regulations requires the area between the Operator and the front door be kept clear at all times.
- Eating, drinking and smoking are prohibited on all Manteca Transit vehicles. However, eating and/or drinking is allowed if needed due to a disability.
- Radios, tape and CD players may only be played through earphones and at a volume unheard by other passengers.
- Shirts and shoes must be worn at all times.
- Wet clothing, such as swimsuits, will not be allowed. However, wet clothing due to weather conditions is only discouraged.
- Pets, other than service animals/guide dogs, are not allowed onboard Manteca Transit vehicles.
- Spitting, urinating or defecating on Manteca Transit vehicles is prohibited and may lead to service suspension.
- Large, bulky items are prohibited. However, fishing poles and other recreational equipment may be permitted at the Operator's discretion. Items that roll, such as skateboards, must be held securely while on board.
- All hazardous items, such as toxic materials (gasoline, explosives, flammable liquids, etc.) or unpackaged plate glass, are strictly prohibited due to public safety.
- No firearms are allowed onboard vehicles except for law enforcement officers, uniformed and properly credentialed security guards and other persons with applicable permits.
- Always wait until the vehicle has departed before walking behind it to cross the street.
- All persons using the transportation services provided by the City of Manteca are expected to conduct themselves courteously and with decorum.
- The privilege of using any Manteca Transit service may be suspended, either temporarily or permanently, in the event a passenger:
 - Is abusive, offensive or insulting to any other passenger, the Operator or any other City of Manteca or Manteca Transit employee;
 - Engages in any conduct or activity which is hazardous to themselves or to any other person; or
 - Damages, vandalizes or destroys any transit property of the City of Manteca.

Disciplinary Procedures

The Operator shall have the right to deny service and demand that any passenger violating Manteca Transit rules disembark the vehicle at any time. Operators will, however, leave the passenger at a place where shelter and a telephone are available. If necessary, the Operator will request the assistance from the City of Manteca Police.

Denying Services to Passengers & Service Suspensions

49 CFR Part 37 Section 37.5(h) of the ADA allows transit agencies to refuse service to anyone engaging in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health and safety of others. Therefore, passengers who engage in such conduct may be subject



to **immediate and indefinite suspension** from receiving Manteca Transit ADA Complementary Paratransit service. Passengers may also be subject to criminal prosecution, which may include fines.

Passengers who violate rules of courtesy and conduct or who engage in any activity that disrupts the safe or effective operation may be subject to penalties up to and including suspension from Manteca Transit ADA Complementary Paratransit for up to fourteen (14) days to protect the health, safety and/or welfare of all Manteca Transit employees and/or other passengers.

If the City of Manteca Transit Supervisor determines that a suspension of more than fourteen (14) days is appropriate, they may suspend the passenger for an additional period up to the next City Council meeting. Prior to ordering the additional suspension, the City of Manteca Transit Supervisor shall give the affected passenger an opportunity to present further information and evidence. The suspension period may be extended after a hearing is conducted by the City Council.

Any passenger who is suspended from service will be notified in writing and will be given an opportunity to appeal the suspension following the Manteca Transit ADA Complementary Paratransit appeals process.

The affected passenger shall be notified in a timely manner of the date and time of the scheduled Council Hearing, if the person's name and address are known to Manteca Transit staff:

- Notification shall be by registered letter or equivalent.
- The affected passenger shall have the right to appear at the hearing and present any evidence that is relevant to the matter.
- At the conclusion of the Hearing, the City Council shall determine whether the suspension should be continued and if so, the term of such suspension.
- The affected passenger shall be notified of the decision of the City Council within ten (10) business days after the Hearing.
- Non-operational days of Manteca Transit shall not be considered in computing any suspension time provided herein.

Manteca Transit's Passenger Conduct Policy can be found at <https://www.manteca.gov/departments/development-services/manteca-transit/fixed-route-service-fares>.

Mobility Devices (Wheelchairs & Scooters)

49 CFR Part 37 Section 37.165(b) of the ADA requires that Manteca Transit ADA Complementary Paratransit transport passengers using mobility devices. The ADA defines a wheelchair as having three (3) or more wheels, usable indoors, designed or modified to assist with mobility, and manual or battery powered.

Passengers using wheelchairs and scooters should remain in their chair and wear a posture belt (if available) during loading and unloading, as well as while riding on Manteca Transit ADA Complementary Paratransit. Operators will not push wheelchairs up or down inclines or over barriers. It is also recommended that scooter users transfer to a seat, if possible.

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The Manteca Transit ADA Complementary Paratransit vehicle lift and ramp capabilities are 1000 lbs. and can accommodate wheelchairs up to 30" wide x 52" long. Manteca Transit ADA Complementary Paratransit may be unable to transport a passenger in a mobility device that exceeds the lift manufacturer's dimensions and design load. Passengers will, however, have the opportunity to attempt to board a vehicle in order to objectively determine if the wheelchair, scooter, etc., is too large and/or heavy to board safely. If the passenger is able to board and fit safely in the securement area, services will be provided.

For passenger safety and comfort, the following guidance and procedures must be met:

- Passengers using wheelchairs must wait for the Operator's assistance and follow instructions for entering the vehicle.
- It is strongly recommended that wheelchairs/scooters back onto the lift platform.
- It is strongly recommended that brakes be locked or powered down while on the lift and when secured on the vehicle.
- It is strongly recommended that a passenger using a manual wheelchair have attached footrests.

Mandatory Mobility Device Securement

It is the Operator's responsibility to ensure that mobility devices are fully and properly secured. Mobility devices are required to be secured by the four-point tie-down system at all times when receiving service. Operators are required to secure the lap and shoulder belts to ensure passenger safety. If a passenger refuses mobility device securement or use of seat belts, service may be denied.

Transferring to a Seat

Passengers who may wish to transfer from a wheelchair or scooter to a seat must be booked as a passenger using a wheelchair. Operators are required to secure all wheelchairs and cannot "fold and stow" wheelchairs on the vehicle. Additionally, due to capacity constraints, passengers may be required to ride in their wheelchairs instead of transferring to a seat. It is unsafe for Operators to assist passengers with transferring to a seat.

Scooters in particular have a high center of gravity and are prone to tipping; even when secured. It is recommended that passengers transfer to a seat.

Mobility Aids (walkers, canes, crutches, etc.)

Passengers using mobility aids are accommodated on the same basis as those using wheelchairs. Passengers must ensure that their aid does not create an unsafe situation on Manteca Transit ADA Complementary Paratransit vehicles, including blocking aisles, doorways or occupying a seat. The use and placement of mobility devices cannot create legitimate safety concerns or be seriously disruptive to the safe operation of the vehicle.

Ambulatory Passengers

Ambulatory passengers are those that are able to walk under their own control, or use a mobility aid such as a cane, walker, crutches, etc. Ambulatory passengers may request use of the vehicle lift to board when needed.



Medical Devices, Oxygen Tanks & Medication

49 CFR Part 37 Section 37.167(h) of the ADA requires that Manteca Transit ADA Complementary Paratransit allow medical devices and oxygen tanks on all vehicles. Two (2) oxygen tanks up to 18" long or a single tank up to 36" long are allowed. Passengers who require oxygen or medication at regular intervals should bring what is needed to keep them safe during a delayed ride. Remember, Manteca Transit ADA Complementary Paratransit is a shared-ride service and other passengers may be pick-up and/or dropped-off throughout each trip.

Operators are prohibited from operating or adjusting oxygen tanks or administering medication. Should such assistance be necessary, the passenger must make arrangements to travel with a personal care attendant.

Animals on Manteca Transit ADA Complementary Paratransit

Service Animals

49 CFR Part 37 Section 37.167(d) of the ADA states that service animals are allowed in all Manteca Transit ADA Complementary Paratransit vehicles and facilities. It also defines a service animal as any guide dog, signal dog or other animal individually trained to work or perform tasks for an individual with disability, including but not limited to:

- Guiding individuals with impaired vision.
- Alerting individuals with impaired hearing to intruders or sounds.
- Providing minimal protection or rescue work.
- Pulling a wheelchair.
- Fetching dropped items.

If traveling with a newly acquired service animal, passengers must contact (209) 456-8888 in order to add a service animal to their profile.

In addition, passengers may be asked the following questions by Operators to assist in identifying service animals:

- Is the animal a service animal required because of a disability?
- What task has the animal been trained to perform?

Passenger's refusing to answer either of these questions when asked will not be allowed on Manteca Transit ADA Complementary Paratransit vehicles.

Please be aware of the following service animal requirements:

- For the safety and comfort of the Operator and other passengers, service animals are required to be clean and well groomed.
- Service animals must be leashed or harnessed at all times, unless the leash or harness prevents the service animal from completing the task it was trained to provide.
- Service animals must be under the complete control of the passenger they serve at all times.
- A service animal not in full control is considered to be creating a seriously disruptive atmosphere and may be denied services.

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- Service animals that act in an aggressive manner (growling, barking uncontrollably, lunging at passengers or other animals, etc.) are considered to be creating a seriously disruptive environment and may be denied services.
- Service animals cannot occupy seats and must always remain on the floor, making sure not to block the aisle, path of travel or access to doors or the lift.
- Passengers are encouraged to bring a blanket for service animals since vehicle floors may be hot.
- For safety reasons, Operators are not permitted to handle service animals.

Pets

Per the ADA, emotional support and comfort animals are NOT service animals as they have not been trained to perform a task. Therefore, emotional support, comfort animals and pets are not allowed on Manteca Transit ADA Complementary Paratransit vehicles.

Bags, Folding Carts, Strollers & Carry-Ons

Passengers are limited to only five (5) shopping bags, luggage or packages, and must fit on the passenger's lap or under the seat. Bulky items that fill a seat or are a safety hazard are not permitted on a Manteca Transit ADA Complementary Paratransit vehicle. All items must be under full control of the passenger or their personal care attendant and/or companion at all times.

In addition, passengers must comply with the following:

- No items that are wet, leaking, or considered hazardous will be allowed.
- No large bags of recycled cans or other materials will be allowed.

Passenger's may also travel with folding carts and strollers, but they must be folded and kept away from any path of travel, such as the aisles, and must always remain in the passenger's control.

In addition, when a passenger uses a folding cart, stroller, or carry-on, they must comply with the following guidelines:

- Cannot exceed 30" tall, 18" wide and 18" deep (not including wheels and handle).
- Cannot contain loads that exceed the height or capacity of the cart.
- Items cannot hang off the exterior of the cart.
- Cannot block aisles, any doors, or take seats.
- Must be attended and held firmly at all times.

Note: Passengers with strollers must remove the child and collapse the stroller. Per California law, children eight (8) years of age or shorter than 4'9" tall must use a car or booster seat. Manteca Transit ADA Complementary Paratransit does not provide car or booster seats. Operators will, however, assist passengers with installing a car seat or booster seat upon request.

Additional shopping carts, bags, and parcels carried by a personal care attendant and/or companion cannot be accommodated. Remember, Operators will assist with packages limited to three (3) trips to the door with bags and packages.



Seat Belts

Operators are required to secure the lap and shoulder belts to ensure every passenger's safety. If a passenger refuses use of seat belts, service may be denied. Seat belts must remain secured until the Operator confirms arrival at the passenger's destination.

Reasonable Modification of Policy

49 CFR Part 37 Section 37.169 and Appendix E to Part 37 of the ADA requires the Manteca Transit ADA Complementary Paratransit to make reasonable modifications to its policies, practices, and procedures, where necessary, to avoid discrimination based on a disability or where the individual with a disability would otherwise be unable to use Manteca Transit ADA Complementary Paratransit programs or activities. There is no additional cost to request or receive an approved reasonable modification.

Manteca Transit ADA Complementary Paratransit may grant a timely request for a reasonable modification provided that the request:

- Is within the power of Manteca Transit ADA Complementary Paratransit.
- Will not fundamentally alter the nature of its services.
- Will not constitute a direct threat to the health and safety of others.
- Will not require the commission of an illegal act.

For example, complementary paratransit service is unable to accommodate requests such as a specific Operator or vehicle type, exclusive or direct trips, or exclusion of service animals since these requests would alter the nature of our service.

Requesting a Reasonable Modification

Passenger requests for reasonable modification may be made during the eligibility assessment, when making the ride reservation, or at the time of service. Passengers should be as specific as possible and include information on why the requested modification is needed for the individual to use Manteca Transit ADA Complementary Paratransit.

Requests for a reasonable modification may also be made in advance by completing the Manteca Transit Reasonable Modification Accommodation Request Form and sending it to City of Manteca Transit Manager via email at Transitadmin@manteca.gov or by mail to 220 Moffat Blvd, Manteca, CA 95336. The form, and entire Reasonable Modification policy, can be found at <https://www.manteca.gov/departments/development-services/manteca-transit/dial-a-ride-ada-paratransit>.

Passengers requesting a reasonable modification via the Reasonable Modification Accommodation Request Form will receive a determination regarding the request within three (3) business days.



ADDITIONAL INFORMATION

Filing a Complaint or Commending a Manteca Transit Employee

Specific details help Manteca Transit ADA Complementary Paratransit thoroughly address passenger comments or suggestions. When contacting Manteca Transit, passengers should include the following information regarding their experience:

- Full name, address, and telephone number.
- Date and time of incident / experience.
- Vehicle number and/or Operator name, if applicable.
- Reservation operator's name or other employee name, if concerning a telephone conversation.
- Detailed explanation of the incident, suggestion, or commendation.

Please call (209) 456-8888, (TDD/TTY: 711 through the California Relay Service), visit www.mantecatransit.com online to share any comments/complaints about Manteca Transit ADA Complementary Paratransit.

Lost and Found

If you lose something on a Manteca Transit vehicle, please call the (209) 456-8888 immediately. Items may be claimed at the Manteca Transit Center located at 220 Moffat Blvd. in Manteca, Monday through Friday between 8:00 a.m. and 5:00 p.m. Items will be held for 30 days only and then donated to charity.

Questions about Manteca Transit ADA Complementary Paratransit

For additional information about Manteca Transit services, please call (209) 456-8888, (TDD/TTY: 711 through the California Relay Service), visit www.mantecatransit.com online, email to: transitadmin@ci.manteca.ca.us or visit the Manteca Transit Center at 220 Moffat Boulevard, Manteca, CA 95336.

This information is available in alternative formats upon request.