

Lift-Van & ADA Access Services

GUIDE 2



access to independence

**This Guide is available in
accessible formats.**

**Please contact S.F. Paratransit at
(415) 351-7000**

TTY (415) 351-3942

Esta Información esta disponible en Español

以下資料有中文翻譯

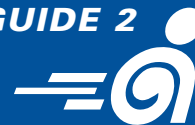
Эта информация доступна на русском языке

Biết thêm chi tiết bằng tiếng Việt

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Lift-Van & ADA Access Services

This Lift Van and ADA Access Rider's Guide provides information for riders registered in either the ADA Lift Van or the ADA Access Programs. Please read this guide along with the Paratransit Riders Guide 1. Guide 1 contains more information on paratransit policies and the program in general.

The ADA Lift Van program provides door-to-door shared-ride van services for people in wheelchairs. The ADA Access program provides these same services for persons who are ambulatory. These services are available to persons who are unable, because of their disability, to use Muni's accessible bus, train, and streetcars some or all of the time.

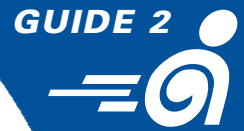
These services are designed to meet the paratransit requirements of the Americans with Disabilities Act (ADA) of 1990.

Scheduling a Ride on San Francisco Paratransit

You must call and make a reservation for either ADA Lift Van or ADA Access services at least the day before you need a ride, or up to seven days in advance. Reservations are accepted seven days a week, between 7 am and 6 pm. Remember, you must call by 6 pm on the night before you need service.

When calling to reserve a ride, please have the following information ready:

- Either your paratransit ID number or your full name
- Your home address
- Pick-up address, including street number, street name, building name (such as "Western Medical Clinic" or "Bay Bank"), suite number (if known), zip code, entry code for any security entrances, and telephone number at your origin
- Your desired pick-up or appointment time
- Your requested return time, if you are scheduling a round trip



- Where you want to go: street number, street name, suite number, zip code, and phone number at your destination (for example, your physician's office telephone number). Alert the reservation agent if you are scheduling a "multiple-leg" trip
- If you will be using a wheelchair or other mobility device
- If you will be bringing a service animal
- If you will be accompanied by an attendant and/or any companion
- If you will be traveling with a child under the age of six who weighs less than 60 pounds. If so, you must provide the child's safety seat so that you may properly secure the child in it. The driver will provide assistance if necessary
- Any other information you feel the paratransit driver should have to help you travel in a safe and timely manner

When you call to schedule your ride, the reservation

agent may need to ask you to change your requested pick-up time in order to accommodate your ride request. The ADA allows us to negotiate a revised pick-up time with you that may be up to one hour before or after your requested pick up time. (However, if you give us a fixed appointment time, we will only negotiate up to one hour before the necessary pick-up time.) You must make all schedule changes with the reservation agent. Please do not ask the driver to change your return trip, place, or time.



Where to Call

All telephone numbers are in the 415 area code.

ADA Lift Van provider:

TransMetro Express

Lift Van Reservations
& "Where's My Ride?" **285-6945**

ADA Access provider:

TransMetro Express

ADA Access Reservations
& "Where's My Ride?" **285-6945**

IN AN EMERGENCY...

If you are experiencing a life-threatening emergency, always dial 9-1-1. San Francisco Paratransit does not provide service for life-threatening emergencies.

Travel Time

If you are traveling to an appointment, tell the reservation agent what time you must arrive at your destination, allowing at



least fifteen minutes before the appointment time for unexpected delays. This allows an appropriate pick-up time to be computed for you. Please remember that all service is "shared-ride," meaning others may be riding in the vehicle with you. Please anticipate stops for other passengers to get on and off.

A trip on paratransit takes roughly the same amount of time as a trip on a regular Muni bus, including time for transfers. ADA Paratransit services are not designed to follow a direct route between your pick up and drop off locations.

If you need medication, we suggest you carry it with you in case your trip is delayed.



Fares

Lift-Van Service

Lift Van service costs a certified rider \$1.65 per one-way trip. Cash fares must be paid with exact change. Single ride tickets may be purchased from the San Francisco Paratransit office in any quantity for \$1.65 each. These ride tickets do not expire. If Lift-Van customers wish to take advantage of a free Muni Fast Pass good for unlimited rides on the Muni bus and/or Metro system, a rider must purchase at least \$10 worth of Ride coupons that month from the San Francisco Paratransit office. After doing so, the rider can request a monthly sticker to be affixed to their Regional Transit Discount Card. This Card may be obtained by contacting the Muni Discount ID office for an application at (415) 923-6070 or at the Muni Discount ID Office at 2630 Geary Boulevard, Monday-Wednesday, 10:30 am – 4:00 pm. Please allow sufficient time when purchasing ride tickets by mail especially if you are

requesting a free Muni Fast Pass sticker. You may also arrange with S.F. Paratransit to pay ahead of time for your monthly allotment of ride tickets and the Muni Fast Pass sticker.

ADA Access

For ADA Access, certified riders must pay \$1.65 per one-way trip. All riders are required to pay the driver either in cash (exact change please) or with a single ride ticket that costs \$1.65 each and may be purchased from the San Francisco Paratransit office in whatever quantity you need. These ride tickets do not expire.

Lift Van and ADA Access fares must be paid upon boarding and are subject to change.

Companions

As a certified rider, you may arrange to bring one (1) companion or guest with you on each ride for the following fare:

Lift Van \$1.65 per ride,
per companion

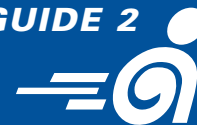
ADA Access \$1.65 per ride,
per companion

Fares for companions may also be paid using single ride tickets available from the San Francisco Paratransit office. You may add additional fare-paying companions to your trip only on a same-day, space available basis. There is no guarantee that additional companions accommodated on the going trip can be accommodated on the return trip. Please check with your provider on the day of service whether these arrangements can be made.

Attendants

An attendant is someone who can provide assistance you need in order to complete the requested trip or at your destination. Typically, an attendant provides specialized assistance that the driver is unable to provide or assists the rider with activities of daily living at the destination. If you have been certified as needing an attendant, the attendant may ride with you at no additional charge.

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The attendant can ride in addition to any companion you may be taking. Both attendants and companions must start and end their travel at the same address as the certified rider.



Trip Cancellations

Always cancel a scheduled trip as soon as you know you will not need that trip. If you fail to cancel, or if you cancel less than two hours before the scheduled trip, you may be assessed a "no-show." If you accumulate more than three verified no-shows in any three-month period, your service may be suspended.

See Rider's Guide 1 for information on "no-shows" and "suspensions."

Excessive Ride Cancellations

Please do not schedule a ride simply to reserve space on a vehicle for possible use, and then cancel the ride. Excessive cancellations could result in a warning, and, if you continue, could result in suspension of services.

"Excessive cancellation" is determined when a rider establishes a pattern of recurring or frequent cancellations over a period of time. Riders will be warned prior to any suspension of service.

Same Day Trip Requests & Changes

You are required to request a ride at least the day before you wish to travel. However, a limited number of "same-day" trips may be accommodated each day to help meet unexpected needs, such as unanticipated medical appointments. Such requests are not guaranteed. They will be prioritized according to trip purpose and the provider's ability to accommodate the request. Priority will be

given to medically necessary trips, including trips for repairing mobility aids.

If you call on the day of service to change your pick-up or drop-off time or address, that change is considered a "same-day" request and will be subject to these rules.



Pick-up and Drop-off Procedures

When you call to reserve a ride, the reservation agent will give you a "promised" pick-up time or will call you back with a promised pick-up time. You should be ready to board the vehicle within the "pick-up window": five minutes before

the promised pick-up time to 15 minutes after the promised pick-up time.

- The driver will always try to arrive within the 20-minute pick-up window. A ride is considered on-time when it arrives to transport you within this window. A ride is considered late if it arrives outside this window. A ride that is more than one hour late from the promised time is considered a "missed" trip, and the service provider may be penalized.
- To avoid a no-show, you must acknowledge the driver's arrival and board the vehicle within five minutes. A driver will not leave once you acknowledge and begin the boarding process, even if it takes you more than five minutes.
- If the driver does not see you upon arriving at the designated pick-up point, the driver will attempt to locate you by knocking on your door, calling you on an intercom, or having the dispatcher call or page you.
- If the driver has arrived

within the window and cannot locate you within five minutes of arriving, the driver may be directed to go on to the next scheduled pick-up.



- There is no guarantee that the driver can come back to pick you up after a no-show. Priority will be given to riders on the schedule, although the provider will make an effort to return for you.
- It is our intent never to strand a passenger we have transported away from home.

- When you board, be prepared to present your paratransit ID card, pay the fare, and sign the driver's passenger list, if you are able. If you are not able to sign, the driver will indicate this on the manifest sheet.
- Drivers must stay within "line-of-sight" of their vehicles. A driver cannot escort you past the ground floor lobby of any building. Drivers are not permitted to enter private residences.

Remember:

- You do not have to board the vehicle before the beginning of your 20-minute window.
- The driver who arrives within the pick-up window or later will always wait a full five minutes. If the driver arrives before the pick-up window, the driver will wait until the promised pick-up time before listing you as a no-show and moving on to the next pick-up.

- You will not be considered a no-show if you refuse a ride that arrived later than the 20-minute window.
- If the paratransit vehicle has not arrived by the end of the window, call your provider's "Where's My Ride" phone number to report a late pick-up and obtain further assistance.
- If your ride is more than 30 minutes late, we encourage you to call the San Francisco Paratransit office to file a complaint.



Other Information

Guide 1, General Paratransit Information, provides valuable information about subscription service, transporting packages, mobility equipment, life support equipment and Rider/Driver responsibilities. Please read Guides 1 and 2 carefully before using either our Lift Van or ADA Access services.

Thank you, and enjoy your ride.



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