



Riders' Guide

in compliance with the

Americans with **D**isabilities **A**ct

Effective September 2010

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QUICK LIST

Important Telephone Numbers

Keep these phone numbers handy to help you with your travel needs.

Union City Paratransit

Eligibility: 675-5373

Paratransit and Paratransit Plus

Reservations: 476-1500

Paratransit and Paratransit Plus

Cancellations: 476-1502

California Relay:

(Hearing Impaired) 1-800-735-2929

East Bay Paratransit:

(For trips outside of Union City)

1-800-555-8085

Union City Transit:

(Fixed-Route Service) 471-1411

AC Transit:

(Fixed-Route Service) 511

BART:

(Regional Rail Service) 511

Dumbarton Express:

(Transbay Bus Service) 511

GENERAL INFORMATION

Service Description

Union City Paratransit is a service of Union City Transit and the City of Union City. Union City Paratransit provides services required under the Americans with Disabilities Act (ADA). Services are partially funded by the Measure B sales tax of Alameda County.

Union City Paratransit does not provide emergency medical transportation. In the event of an emergency, **call 911**. DO NOT call Union City Paratransit.

Union City Paratransit offers shared ride curb-to-curb service throughout Union City, with limited service to Fremont, Hayward, and Newark, for individuals who, because of a disability or health-related condition, are unable to ride regular Union City Transit fixed-route buses. Service is provided in accessible, lift-equipped vehicles.

GENERAL INFORMATION

Applying for Eligibility

Riders must be certified as eligible to use Union City Paratransit. A special application must be completed. To request an application, call Union City Paratransit at 675-5373 (For hearing impaired individuals, call California Relay at 1-800-735-2929) or online at www.uctransit.org.

Individuals who are certified by another Bay Area ADA paratransit operator are already eligible to ride Union City Paratransit.

Rights

In accordance with Title VI of the Civil Rights Act of 1964, as amended, Union City adheres to a policy of non-discrimination to ensure that no person is excluded from participation in, denied the benefits of, or subjected to discrimination on the grounds of race, color, or national origin, with regards to Union City Transit services.

OPERATIONAL INFORMATION

Reservation Center Hours



Daily

8:00 a.m. – 5:00 p.m.

Service Hours*

Monday through Friday

4:35 a.m. – 10:25 p.m.

Saturday

6:40 a.m. – 7:30 p.m.

Sunday

8:05 a.m. – 6:30 p.m.

*All trips must be completed by the end of the day's service hours.

Service is not offered on the following holidays:

New Year's Day

Labor Day

President's Day

Thanksgiving Day

Memorial Day

Christmas Day

Independence Day

A modified service may operate on observed holidays, please see notices on vehicles, at public facilities, or call 471-1411 for more information. For holiday service, call East Bay Paratransit Consortium at 1-800-555-8085.

OPERATIONAL INFORMATION

Fares

Each one-way fare is \$2.50. Fares may be paid in cash (exact fare only) or with pre-paid paratransit tickets to the driver. Paratransit tickets are sold in sheets of ten (10) at City Hall, the Safeway at the Marketplace Shopping Center in Union City (1790 Decoto Road), or by mail for \$25.00. For tickets by mail, contact the Union City cashier at:

Union City Paratransit
ATTN: Cashier
34009 Alvarado-Niles Road
Union City, CA 94587

For credit card transactions, call the Union City cashier at 675-5343.

Riders who require a Personal Care Attendant (PCA) for assistance may bring one (1) PCA at no additional fare. Children under five (5) may accompany a certified rider at no additional fare. Companions and all other guests may ride at the regular fare of \$2.50. All PCA's and guests must be scheduled in advance with the rider's reservation.

OPERATIONAL INFORMATION

Traveling Outside Union City

Paratransit trips outside of Union City and trips within Union City during days and hours when Union City Paratransit is not operating are provide by the East Bay Paratransit Consortium. They can be reached directly at 1-800-555-8085. Most Union City residents who are eligible for Union City Paratransit will also be eligible for service from the East Bay Paratransit Consortium.

If you have any questions about which service to contact for a particular trip, the Union City Paratransit dispatcher will be glad to help by calling 476-1500.

OPERATIONAL INFORMATION

Transfers

Paratransit riders may transfer to any Union City fixed-route bus at no additional cost. To be sure that you meet the bus on time, please let the dispatcher know that you will be making a connection. Your paratransit driver will issue you a transfer for the fixed-route bus.

Transfers between Union City Paratransit and East Bay Paratransit can also be made at no additional cost for the Union City Paratransit portion of the trip. The Union City Paratransit dispatcher will coordinate the connecting trip. Please inform the dispatcher that you will be transferring to or from an East Bay Paratransit vehicle to complete your trip.

Your dispatcher can also assist with timed transfers to BART, AC Transit and Dumbarton Express fixed-routes. Please inform the dispatcher if you plan to make a transfer.

SCHEDULING A TRIP

Reservations

Call 476-1500

Hearing impaired riders should call California Relay at 1-800-735-2929.

Reservations should be made at least one (1) day before the trip is to be taken. Reservations will be accepted up to three (3) days in advance. A limited number of same day reservations may be available. Union City Paratransit cannot guarantee, however, that same day reservations can be accommodated and encourages riders to call ahead whenever possible.

The reservation center is open between 8:00 a.m. and 5:00 p.m., daily. Reservations may be made at other times by leaving a voice mail message. You will receive a confirmation call during regular business hours.

SCHEDULING A TRIP

Riders should call Union City Paratransit as soon as they know of a cancellation or a change to their reservation. Because last-minute changes can severely disrupt service to other passengers, riders must call at least two (2) hours before the scheduled trip to make a change or cancellation. Changes to reservations will be accommodated on a space available basis.

Union City Paratransit recognizes that emergencies arise, but riders who do not cancel their trip at least two (2) hours in advance will be considered “no-shows”. Riders who are “no-shows” on more than three (3) occasions within a three (3) month period may be suspended from future service.

To cancel a reservation, call the cancellation line at 476-1502.

SCHEDULING A TRIP

When calling to make a reservation, be prepared to tell the dispatcher:

1. The rider's name, origin location and telephone number.
2. If a PCA, child or guest will accompany the rider.
3. If a certified service animal will accompany the rider.
4. Information about any mobility device the rider will be using, such as a wheelchair.
5. The exact address of the destination and a telephone number, if available.
6. The time the rider would like to arrive at the destination.
7. Information about the return trip, if applicable.

The reservationist will offer you a pick-up within an hour of your desired pick-up time.

SCHEDULING A TRIP

Standing Orders

Standing orders may be made for regularly occurring trips to and from the same location. For example, a rider going to a lunch program on the same days and times each week may arrange a standing order. Once arranged, a trip is automatically scheduled, and it is not necessary for the rider to call to confirm the ride. The dispatcher will assist you in scheduling a standing order.

Always cancel individual standing order trips that will not be used by calling the Cancellation line. Specify that only a specific trip, not the standing order, is being canceled.

Excessive cancellations may result in cancellation of a standing order.

To cancel one (1) trip only, call the cancellation line at 476-1502.

RESPONSIBILITIES

Personal Care Attendants and Companions

A Personal Care Attendant (PCA) is someone who is essential to the rider for mobility. One (1) PCA may accompany a rider free of charge. The PCA must be picked-up and dropped-off at the same location as the rider. Riders requiring the assistance of a PCA must include this information in the initial eligibility application.

Any number of companions may accompany any rider if space is available and the companions pay the full fare for their own trip.

Companions must be picked-up and dropped-off at the same location as the rider.

RESPONSIBILITIES

Service Animals

Riders who require the use of a service animal must include this information in their initial eligibility application. These riders may bring their animals on board any Union City Paratransit vehicle free of charge. No other animals are allowed on Union City Paratransit vehicles.



Pets and other non-service animals may be carried on Union City Paratransit only in a property secured cage or container.

RESPONSIBILITIES

Rider Responsibilities

A pick-up time will be given when your reservation is made. The vehicle should arrive at the pick-up location no later than twenty (20) minutes after the scheduled time.

It is your responsibility to be ready to take your trip. If you cannot be located or choose not to start boarding within five (5) minutes, the driver may leave and continue to their next pick-up.

If the Union City Paratransit vehicle has not arrived by twenty (20) minutes past the scheduled pick-up time, the rider may call the dispatcher at 476-1500 to report the late vehicle and receive further assistance.

When boarding the paratransit vehicles, riders should be prepared to pay the fare and show their ADA identification card. Riders may be denied service if they do not have their identification card or appropriate fare.

RESPONSIBILITIES

Riders must ensure that their mobility device or wheelchair meets ADA standards for the size (less than 48 by 30 inches) and the mobility device and the passenger does not exceed 600 pounds.

Wheelchairs should be in good working order with functional breaks. Lapbelts are recommended for all wheelchair users. If you have a question about whether your mobility device can be accommodated, please call Union City Paratransit prior to booking a ride.

Riders may not transport hazardous materials (i.e.: explosives, etc.).

Riders who must travel with a portable oxygen unit should inform the dispatcher at the time the reservation is made.

RESPONSIBILITIES

For the safety and comfort of all riders, please observe the following rules:

- No eating, drinking or smoking onboard the vehicle.
- No littering onboard the vehicle.
- No physical or verbal abuse of other riders, the driver or reservation staff.
- No radios, cassette tape players, MP3 players or other sound generating equipment (other than medically necessary devices) are to be played aloud onboard the vehicle.
- Drivers reserve the right to refuse service to anyone when they determine that the safety or comfort of the passengers is threatened.

RESPONSIBILITIES

Driver Responsibilities

The paratransit vehicle will pull-up to a safe location close to the front door of the pick-up location. Drivers are not allowed to enter a private residence.

Upon request, drivers will escort riders to and from the front door of the building or residence. If a rider lives in a building where stairs must be used, it is the responsibility to have assistance available. Drivers must remain within sight of their vehicle at all times.

Drivers will assist riders getting in or out of the paratransit vehicle.

Drivers will be wearing a Union City Paratransit uniform and a visible identification badge. Riders should not board a vehicle if the driver does not have proper identification.

RESPONSIBILITIES

Drivers are not permitted to lift or carry riders or heavy mobility devices. Drivers will assist riders up and down ramps if necessary. Ramps must meet ADA regulations.

Drivers will assist riders with up to two (2) grocery bag-sized packages of reasonable weight. Any additional packages are the responsibility of the rider.

Drivers will provide a safe securement for all mobility devices. In some cases, the driver will suggest that a passenger transfer to a fixed seat to enhance safety.

Drivers retain the right to deny transportation to any rider who fails to follow the policies outlined in this Riders' Guide.

PARATRANSIT PLUS

Paratransit Plus: Your Measure B Sales Tax Dollars at Work

Union City Paratransit also offers some additional services known as Paratransit Plus. This program has been funded by the Measure B sales tax for Alameda County.

Group Trips

This service is open to social clubs, housing centers, or other organizations in Union City who serve the disabled or persons over 60 years of age. Riders need not be ADA certified. Union City Paratransit will take your group on outings up to four (4) hours to places in the East Bay.

Group trips need to only be scheduled once by a representative of that group. Call Union City Paratransit dispatcher at 476-1500 to schedule a group trip. Simply state the name of the organization and the number of passengers. Each passenger should not call separately. Different fares may apply.

PARATRANSIT PLUS

Limited Service to Parts of Hayward, Newark, and Fremont

ADA certified persons may ride Union Paratransit to some locations in southern Hayward, Newark, and northern Fremont. This service is available Monday – Friday from 9:00 a.m. – 6:00 p.m., Saturday and Sunday during regular service hours. For more information, call 476-1500. The standard paratransit fare will apply. These trips are contingent on availability and may be rescheduled. Union City ADA rides have priority over Paratransit Plus rides.

Temporary Medical Service

Need to get to a doctor's appointment in the next few days, but are unable to walk to the bus stop? Still waiting for your ADA certification to be approved? Union City Paratransit may be able to help. Union City Paratransit offers service on a one-time basis for Union City residents wishing to travel to medical appointments within Union City who are not ADA certified. The standard paratransit fare will apply.

FIXED-ROUTE SERVICE

Riding Union City Transit Fixed-Route Buses

Regular fixed-route public transit offers access for individuals with disabilities. All Union City buses are wheelchair accessible. Persons with certified disabilities may ride fixed-route transit for a \$0.75 fare. For additional savings, a monthly pass is available for \$19.00.

Fixed-route buses operate on timed schedules and require no advance reservations. Persons certified to ride Union City Paratransit are not limited to riding paratransit. Riders with disabilities may choose regular fixed-route buses when they offer the most convenient choice for a trip.



FIXED-ROUTE SERVICE



Fixed-route bus information, call:

Union City Transit: 471-1411

AC Transit 511

Dumbarton Express 511

Benefits of Regular Public Transit Service

Regular fixed-route public transit offers access for individuals with disabilities to all regular routes operating throughout the East Bay and connecting with transit systems in at least six (6) Bay Area counties. Fixed-route public transit systems operate on timed schedules and require no advanced reservations. Riders with disabilities may qualify for a reduced fare. For information on reduced fare programs, contact the individual agencies listed on page 2.

CUSTOMER SERVICE

Comments

Union City Paratransit wants to hear your comments. We welcome your compliments, complaints, and suggestions.

Filing a Service Complaint

Please share concerns about special rides or incidents as soon as possible. All compliments will be recognized, and every complaint will be investigated. To assist us in researching complaints, the following information is helpful:

- Rider's name, address, and telephone number
- Date and time of incident
- Details of the incident

Please direct service compliments, complaints, and suggestions to:

Union City Paratransit
34009 Alvarado-Niles Road
Union City, CA 94587
or
transit@unioncity.org

ADVISORY COMMITTEE

Getting Involved in Paratransit

The Accessibility Advisory Committee holds quarterly meetings to discuss transit issues in Union City and advise Union City Paratransit. These meetings are open to the public and Union City Paratransit riders are welcome to attend. For more information, please call 675-5373.