

TOWN OF TRUCKEE ADA PARATRANSIT PLAN

Draft

Prepared for the

Town of Truckee

Prepared by

LSC Transportation Consultants, Inc.



November 1, 2007

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Chapter 1 Introduction

The Americans with Disabilities Act of 1990 (ADA) requires public entities which operate non-commuter fixed-route passenger transportation services to provide complementary paratransit service for individuals unable to use the fixed-route system. The regulations issued by the U.S. Department of Transportation that implements this portion of the law specify to whom and under what circumstances this service is to be provided. In addition, the regulations require public entities that are subject to the complementary paratransit requirements to develop and administer a process for determining if individuals who request service meet the regulatory criteria for eligibility.

Federal Transit Administration (FTA) grantees and sub-grantees are required to comply with Title I and Title II of the ADA which states that no entity will discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of complementary paratransit service.

The ADA and Title 49 of the Code of Federal Regulations (CFR) specifies that if a public entity operates a fixed-route public transit service, the agency “*shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed-route system.*” The regulations further require that the entity develop and submit a plan indicating how and when complementary paratransit service requirements will be met. This document presents an ADA-compliant paratransit plan for the Town of Truckee, including the following plan elements:

- A description of the existing fixed-route and paratransit services in Truckee
- Documentation and results of a public outreach program
- A review Truckee Dial-A-Ride’s (DAR) compliance with ADA service requirements
- A description of Truckee’s five-year capital and operating expenditures budget
- A description of Truckee DAR’s eligibility and ADA certification process
- A review of demographic trends in the Town and potential paratransit ridership
- Non-ADA required service alternatives
- Required and recommended ADA service changes and policy adoptions.

The Town of Truckee manages and provides major funding for the Truckee Transit public transit program. Truckee Transit offers fixed routes which vary by season and DAR services within the Town limits. All Truckee Transit services will be operated under contract by Aztec Transportation beginning the winter of 2007-2008. Aztec reports to the Assistant to the Town Manager, who in turn reports to the Town Manager. All services are operated out of Aztec's offices located near the Truckee Airport and their main office in Carson City, Nevada.

FIXED-ROUTE SERVICE

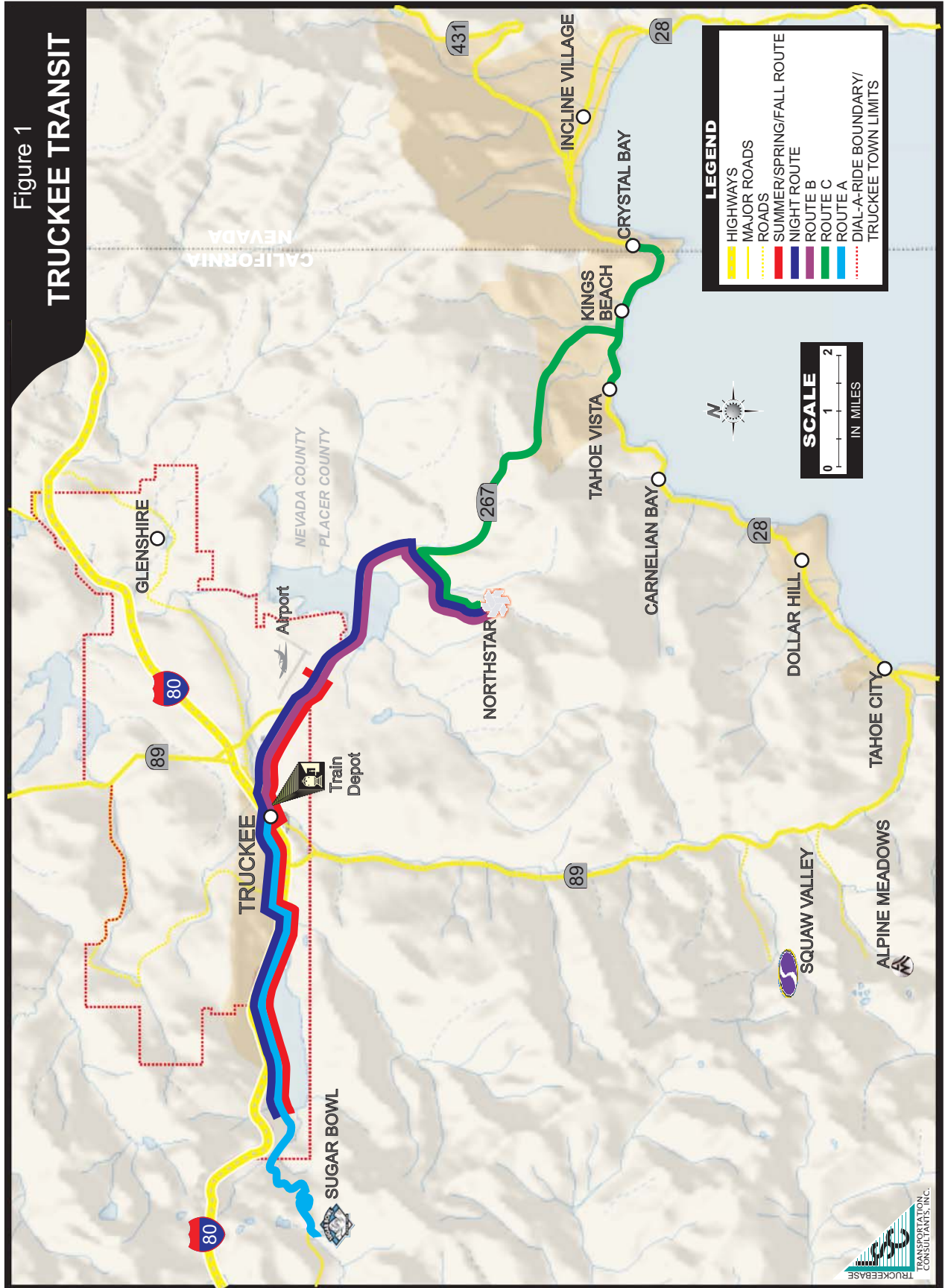
Winter Fixed Routes

In partnership with several private organizations, Truckee Transit operates three skier shuttle routes from December 16 to April 15. Only two of these routes are partially or completely within Town of Truckee limits, but Town of Truckee public transportation funds are used for all three fixed routes. Figure 1 displays Truckee Transit Routes.

- **Route A: Truckee to Sugar Bowl** – This route originates at the Truckee Train Depot, operates along Donner Pass Road to Sugar Bowl Ski Resort, with major bus stops at the Tahoe Forest Hospital, Gateway Shopping Center, Factory Outlet Stores, Donner Lake and Donner Summit Lodge. Transit service is provided every other hour from 7:20 AM to 6:20 PM with no service between noon and 2:00 PM, seven days a week during the winter season. This route has been operated by Sugar Bowl Ski Resort the last few years, however in the winter of 2007-2008, the contract for this route will switch to Aztec Transportation.
- **Route B: Downtown Truckee to Northstar** – This route originates at the Truckee Train Depot, operates along Brockway Road and SR 267 to Northstar Village with major bus stops at Hilltop, 7-Eleven/Truckee Regional Park, and the Truckee Tahoe Airport. Service hours are from 7:00 AM to 7:00 PM with no service between 1:00 PM and 2:00 PM. Beginning the winter of 2007-2008, Placer County's TART program will begin transit service along Brockway Road and SR 267, eliminating the need for Route B.
- **Route C: Northstar to North Lake Tahoe** – Although considered one of Truckee Transit's routes and operated by Aztec Transportation, this route does not lie within the Town of Truckee's jurisdiction. Route C buses transport passengers between the Northstar Village and various lodging units in Crystal Bay, Kings Beach, and Tahoe Vista. Major stops include Northstar Village (transfer point), Brockway Summit snowmobiling, Cal Neva, Dave's Ski Shop and the Tahoe Sands Resort. This route will also be operated by Placer County beginning winter of 2007-2008.

Figure 1

TRUCKEE TRANSIT



Over the 2006-07 winter season (December 15 through April 8), new evening transit service was provided within Town limits by Aztec Transportation. Service was operated over a two-hour round-trip route from the west end of Donner Lake to Northstar, with three round-trips provided between 6:00 PM and Midnight seven days a week. This service was funded by donations from local business and organizations. The evening service is also contracted through Aztec Transportation and stops at all Truckee Transit stops. Although no complementary paratransit service was provided at night, the night service buses are wheelchair accessible.

Spring/Summer/Fall Fixed Route

During the non-winter months, the Town of Truckee (through Aztec Transportation) operates a fixed route between the Truckee Tahoe Airport and the west end of Donner Lake with major stops at 7-Eleven/Regional Park, Train Depot/Commercial Row and Factory Outlet Stores. The route operates on hourly headways between 9:00 AM and 5:00 PM, with no service on Sunday.

Fixed-Route Ridership

In Fiscal Year 2005-2006, all Truckee Transit fixed routes carried a total of 40,371 one-way passenger-trips. As shown in Table 1, 539 passenger-trips by seniors (age 62 and above) were recorded on fixed routes, but no disabled or wheelchair trips were recorded. As the fixed routes vary by season, so do the ridership figures. By far, winter shuttle routes attract the largest number of passengers, 89 percent of annual ridership was carried in the months of December through April. Conversely, the number of senior trips decreases to less than ten one-way trips in January, February, and March, with the highest number of senior trips recorded in August.

	Passenger-Type				Total
	Public	Senior	Disabled	Wheelchair	
Fiscal Year 2005-2006					
July	883	70	0	0	953
August	853	110	0	0	963
September	470	69	0	0	539
October	402	97	0	0	499
November	401	34	0	0	435
December	4,917	33	0	0	4,950
January	8,735	5	0	0	8,740
February	9,913	6	0	0	9,919
March	9,690	7	0	0	9,697
April	2,766	16	0	0	2,782
May	268	55	0	0	323
June	534	37	0	0	571
Total	39,832	539	0	0	40,371
Source: Town of Truckee					

Fares

The one-way fare on Truckee Transit fixed routes is \$2.00 for adults, \$1.00 for children ages 5 to 12, and \$0.50 for seniors/disabled. An all-day pass is \$4.00 for adults, \$2.00 for students, \$1.00 for elderly/disabled, and \$1.00 for children ages 5 and over. Children under the age of five travel at no fare.

Vehicles and Facilities

The fixed-route vehicle fleet operated by Aztec (Routes B, C, and summer route) consists of two 2004 Chevrolet Aerolites owned by the Town of Truckee. Both vehicles have a 30-passenger capacity including one wheelchair position. During the winter months when both of these accessible vehicles are required to operate the fixed routes, Aztec Transportation uses their own 21 passenger vehicle which is not accessible as a spare bus. Therefore, if there is mechanical failure on one of the fixed-route buses, the route is not ADA accessible during the winter months. Additionally, if one of the accessible DAR buses is taken out of service for repairs, a fixed-route Chevy Aerolite is switched to DAR to provide wheelchair accessible paratransit service. Again, this would leave one of the fixed routes operated by Aztec with a non-accessible vehicle. Beginning winter of 2007-2008, the Town of Truckee will no longer be responsible for Routes B and C, therefore providing accessible buses for these routes will not be a Truckee issue. During the spring, summer, and fall months only one vehicle is required to operate the fixed route. Therefore the spare fixed-route vehicle is ADA compliant.

Last year Route A was operated by Sugar Bowl Ski Resort using one of their own Bluebird buses. Due to high transit demand, Sugar Bowl used a large capacity bus that was not wheelchair accessible. The Town of Truckee is correcting the problem. Next winter, Aztec Transportation operate Route A using one of the Town's wheelchair-accessible vehicles currently used to operate Route B or C, as Placer County will be operating those routes.

The Town of Truckee transit system includes three bus shelters: West End Beach on Donner Lake and at the Gateway Center (both north and south sides of Donner Pass Road). Only the shelter at Gateway Center on the north side of Donner Pass Road is ADA accessible. The Truckee Train Depot transfer point is also ADA compliant. There are potential plans for a new ADA accessible shelter at the Gateway Center.

TRUCKEE DIAL-A-RIDE

Demand response curb-to-curb DAR service is provided within the Town limits in order to provide complementary paratransit service as well as serve outlying neighborhoods not served by the fixed routes. The service area includes all Truckee residential neighborhoods and commercial districts including Tahoe Donner, Prosser, Glenshire, Sierra Meadows, and downtown Truckee. For distant neighborhoods such as Glenshire, which is significantly more than three-quarters of a mile from the fixed route, DAR buses make trips to the area at specified times of the day. DAR passengers wishing to travel outside of the Town limits must transfer to one of the fixed routes

which operate out of the Truckee jurisdiction or use Placer County's Complementary Paratransit Service. A free transfer to Truckee fixed routes is provided for DAR passengers. DAR service is available for both the general public and ADA-eligible individuals. In the winter season from December 16 to April 15, DAR operates from 7:00 AM to 6:30 PM Monday through Friday and weekend service is offered from 9:00 AM to 6:30 PM. During the non-winter season, DAR service is generally available from 7:00 AM to 6:00 PM Monday through Friday and from 9:00 AM to 6:00 PM on Saturday. No service is offered on non-winter Sundays as no fixed-route service is provided. Twenty-four hour advance notice is requested for all DAR trips. However, if only one trip is requested after 5:00 PM, the trip is not served at that time as it would not be economically feasible.

Subscription Service

Truckee DAR currently provides subscription ("standing order") transportation services to the following organizations:

- Choices
- TTUSD Special Education program
- Alta California Regional Center

Subscription services are also provided to individuals. This type of reservation accounts for nearly 90 percent of DAR trips. In fact, most ADA type trips (wheelchair and disabled passenger-trips) are booked one month in advance. Advance reservations facilitate scheduling for both human service agencies, disabled individuals, and Aztec staff. ADA requires that subscription service may not absorb more than 50 percent of the number of trips available at a given time of day, unless there is non-subscription capacity. Aztec staff has noted that there are times when non-subscription trips are requested during a time slot when both DAR buses are booked for subscription activity. Staff attempt to work with both parties to adjust schedule times that will accommodate everyone. For example, if one of the subscription trips is a shopping excursion and the advance notice non-subscription trip is a medical appointment, the shopping subscription trip is moved to allow for the non-subscription individual to make his/her appointment. Another possibility is to use Aztec's spare shuttle, provided that the individual does not require a wheelchair lift. Even with some schedule adjustments, Aztec indicated that all ADA-eligible individuals are provided paratransit service within one hour of their requested time. Aztec has not received any complaints about the amount of subscription activity nor was this a concern that arose during the public input process. Therefore, the level of subscription trips does not result in a capacity limitation for non-subscription trips and is not an issue for Truckee paratransit service.

Fares

The general public one-way fare on DAR is \$4.00. The one-way fare for seniors/disabled/wheelchair passengers is \$1.00 and the one-way fare for children age 5-12 is \$2.00. Children under the age of five, personal aides for disabled passengers, and companions of disabled passengers ride free.

Ridership

Ridership on Truckee DAR for Fiscal Years 2004-2005 and 2005-2006 is presented in Table 2. In Fiscal Year 2004-2005, a total of 16,720 one-way passenger-trips were recorded on DAR service. Winter was the busiest DAR season this year with the largest monthly ridership (1,549 one-way passenger-trips) recorded in February. Approximately 51.3 percent of total passengers in Fiscal Year 2004-2005 were disabled persons (non-wheelchair users) or wheelchair users.

More recent ridership data for Fiscal Year 2005-2006 shows a 26.6 percent decrease in one-way passenger-trips on the DAR service from the previous year to 12,275 trips. When separated by passenger-type, general public and senior passenger-trips are only slightly lower in Fiscal Year 2005-2006 than Fiscal Year 2004-2005, but disabled and wheelchair ridership was only 56 percent of ridership during the previous year. Persons with disabilities (including those using wheelchairs) account for 39.5 percent of total ridership in Fiscal Year 2005-2006. Ridership by month shows that the greatest number of total DAR one-way passenger-trips was recorded in September (1,355 one-way passenger-trips), a different seasonal trend than the previous year. It is difficult to pinpoint an exact cause of the ridership decrease in Fiscal Year 2005-2006. One factor that might have contributed is that five regular DAR passengers (who rode five times per week, or roughly a total of 2,500 passenger-trips per year) recently moved out of the Truckee area to Reno.

Vehicles

The DAR fleet, owned by the Town of Truckee, consists of two 2002 Ford Aero Elite 16-passenger minibuses equipped with wheelchair lifts and two tie-down positions. Although two wheelchairs can be accommodated at one time, one wheelchair is preferred for safety reasons. While a 13-passenger shuttle owned by Aztec is available as a spare vehicle for the Truckee DAR service, this vehicle is not wheelchair accessible. If a DAR bus must be taken out of service for repairs, it is typically replaced with one of the 30-passenger wheelchair accessible fixed-route vehicles. This is not a problem during the spring/summer/fall months when only one vehicle is required to operate the fixed route. However, in the past during the winter months, two vehicles (representing the entire fleet of accessible fixed-route vehicles) are required to operate the fixed routes. In this case, one of the accessible fixed-route vehicles is switched to DAR service and Aztec's larger 21-passenger spare bus is used to operate the winter fixed route. As noted above, in the future the Town will be able to supply enough wheelchair accessible vehicles for the fixed route and DAR system in the winter, including one spare vehicle.

Five-Year Capital and Operating Budget

The Town of Truckee recently purchased two 9-passenger cutaway vehicles in the state contract to replace the current DAR fleet. Both vehicles will be wheelchair accessible. No other capital purchases are planned over the next five years.

In Fiscal Year 2005-2006, operating costs for the DAR service was \$236,236. The Town of Truckee's paratransit service operating budget for Fiscal Year 2006-2007 is \$271,000.

Table 2: Town of Truckee DAR Ridership by Month and Passenger-Type

	Passenger-Type				Total	Total ADA ⁽¹⁾	% ADA ⁽¹⁾
	Public	Senior	Disabled	Wheelchair			
Fiscal Year 2004-2005							
July	172	376	549	69	1,166	618	53.0%
August	221	434	554	84	1,293	638	49.3%
September	214	421	582	104	1,321	686	51.9%
October	192	455	614	107	1,368	721	52.7%
November	245	447	582	79	1,353	661	48.9%
December	241	526	635	92	1,494	727	48.7%
January	321	492	628	61	1,502	689	45.9%
February	286	577	590	96	1,549	686	44.3%
March	202	255	771	100	1,328	871	65.6%
April	267	532	684	59	1,542	743	48.2%
May	194	445	781	67	1,487	848	57.0%
June	171	453	635	58	1,317	693	52.6%
Total	2,726	5,413	7,605	976	16,720	8,581	51.3%
Fiscal Year 2005-2006							
July	256	393	201	77	927	278	30.0%
August	324	447	220	83	1,074	303	28.2%
September	197	477	558	123	1,355	681	50.3%
October	289	472	249	74	1,084	323	29.8%
November	221	449	184	39	893	223	25.0%
December	208	410	224	41	883	265	30.0%
January	177	466	181	45	869	226	26.0%
February	48	241	269	12	570	281	49.3%
March	161	464	535	33	1,193	568	47.6%
April	111	469	475	21	1,076	496	46.1%
May	171	404	641	39	1,255	680	54.2%
June	156	415	497	28	1,096	525	47.9%
Total	2,319	5,107	4,234	615	12,275	4,849	39.5%

Note 1: ADA passengers assumed to equal disabled non-wheelchair users plus wheelchair user passenger-types.

Source: Town of Truckee

This figure represents an average annual increase of 10.4 percent over the Fiscal Year 2004-2005 budget. The Town and Aztec Transportation entered into a five-year contract in 2006, however, an annual renewal clause is included in the contract. As transportation costs have risen significantly over the last few years and the current contract length is uncertain, future operating budgets for Truckee paratransit were estimated based on similar transportation contracts in the greater Reno/Truckee/Tahoe area and increased annually to account for inflation. Table 3 presents the projected operating budget for Truckee DAR over the next five fiscal years. Revenues for Truckee Transit stem from state, federal and local sources such as the California Transportation Development Act, FTA funding programs and partnerships with private entities and local businesses.

Table 3: Town of Truckee Estimated Five-Year Paratransit Operating Budget

	Fiscal Year				
	07/08	08/09	09/10	10/11	11/12
Budget	\$346,710	\$346,710	\$353,644	\$360,717	\$367,931

OTHER PARATRANSIT PROVIDERS

Tahoe Forest Hospital

The Extended Care Center (ECC) of Tahoe Forest Hospital in Truckee provides limited transportation for their 35 residents. The hospital acquired one van through a Community Foundation Grant that can accommodate four passengers plus two wheelchairs. The van is used about once a week to transport residents to medical appointments or on field trips. For field trips to Reno, the van often reaches capacity, and family members are recruited to transport residents. Only one or two passengers are typically transported at one time for medical appointments.

ECC staff coordinate with Choices, a local therapy/learning center for developmentally disabled individuals, to arrange DAR trips between the hospital and Choices on Pioneer Trail.

Approximately three ECC residents take Truckee DAR to Choices anywhere from two to three times per week. ECC staff have not noticed any capacity constraints such as missed trips or trip denials with respect to ADA paratransit service in Truckee. However, staff indicated that once the senior lunch program is relocated away from the hospital back to the Senior Center, there may be an increase in transit demand from the hospital to the Senior Center as ECC residents may wish to visit old friends.

Placer County Complementary Paratransit Service

Complementary Paratransit Service (CPS) is provided in neighboring Placer County by Alpine Taxi under a contract with the Placer County Department of Public Works (which also operates

the Tahoe Area Regional Transit [TART] program). This service is provided from 6:00 AM to 6:30 PM seven days a week (excluding Christmas Day), for trips with origins and destinations in an area defined as within three-quarters of a mile of all TART routes (including those areas within the Town of Truckee). Eligible riders are required to request service 24 hours in advance, and service must be provided within 60 minutes of the requested ride time. The contractor is required to provide a wheelchair-accessible vehicle, and currently operates a fleet of three vehicles. As of 2007, approximately 106 persons were eligible for this service. Riders are required to complete and sign a trip voucher, which is then submitted monthly by the contractor for payment. Vouchers are sold to passengers at a variety of locations around the service area, including Kings Beach Safeway, the Tahoe City Pharmacy, and the Tahoe Forest Pharmacy at a fare of \$3.00 per one-way trip. Personal care attendants are allowed to ride free of charge. In Fiscal Year 2005-2006, this service served a total of 355 passenger-trips and incurred a total cost of \$9,399, for an average cost of \$26.48 per trip.

PUBLIC PARTICIPATION PROCESS

During the development of this ADA Paratransit Plan, members of the disabled community, advocacy groups, and human service agencies in Truckee were contacted to solicit comments on the effectiveness of existing ADA services. These comments will be used to develop alternatives that could make the services easier to use, address perceived unmet needs, and provide direction for decision-makers in implementing recommended changes. Comments and suggestions on transportation in Truckee for persons with disabilities were sought from the public in a variety of ways:

- Personal contacts
- Public workshop at the Sierra Mountain Community Education Center
- Public notices posted in the Sierra Sun, Community Collaborative of Tahoe Truckee, at the Post Office, Truckee Library, Senior Apartments, Sierra Mountain Community Education Center and on DAR buses.

A complete list of those persons contacted or providing input as part of this study is provided as Appendix A.

Human Service Agencies

In addition to Tahoe Forest Hospital (discussed above), the following human service agencies were contacted. A brief description of each agency's services is included.

- **Nevada County Health and Human Services Agency** – This county agency provides the Truckee community with many vital resources for assistance including adult protective services, in-home support services, public conservatorship, and senior nursing program. The Truckee offices are located at The Joseph Center on Levon Avenue. The agency does

not provide transportation to persons with disabilities, but may assess the transportation needs of disabled clients.

- **Sierra Senior Services** – An advocacy organization for seniors in the Truckee region. The agency offers a senior nutrition program (which includes both Meals-on-Wheels and a congregate senior lunch program), provides case management, works with health care providers, and offers information and referrals to seniors. Sierra Senior Services operates the Senior Center in the Truckee Donner Senior Apartments on Brockway Road, which is normally the site of the senior lunch program. Many seniors – both ADA-eligible and not – rely on Truckee DAR services for transportation. In fact, while repairs are being made to the flood-damaged Senior Center, DAR has been shuttling seniors to the Tahoe Forest Hospital or the Sierra Mountain Community Education Center for senior lunches. Truckee DAR serves the 60-unit Senior Apartments regularly about three times a day. Approximately 10-20 Senior Apartment residents use transit services with some frequency, and 10-15 participate in the senior lunch program. Sierra Senior Services staff often act as a communication link between seniors and DAR.
- **Alta California Regional Center (ACRC)** – Provides and coordinates a variety of services for persons with developmental disabilities including mental retardation, autism, cerebral palsy, and epilepsy including early intervention for children, outings and respite for family members. ACRC's mission is to provide persons with developmental disabilities greater access to life activities and experiences. ACRC consumers are age three and up. Every person found eligible for ACRC services is assigned a Service Coordinator. This is the person at ACRC who helps identify and coordinate needed services through either pre-existing resources in the community or through services purchased for the consumer by ACRC. With respect to paratransit service in Truckee, ACRC pays for consumers to ride DAR to and from life skills programs such as Choices (discussed below). For consumers in the North Lake Tahoe area, ACRC reimburses family members to transport clients to the Truckee programs. All of ACRC's 25 Truckee consumers (this includes Choices consumers) are considered ADA-eligible and utilize public transit including DAR, Truckee Transit fixed routes and TART. ACRC consumers live in the Senior Apartments near the Gateway Center, Palisades, Tahoe Donner, and Kings Beach.
- **Truckee Area Access Program (Choices)** – Choices is a program that teaches independence and living skills to the developmentally disabled. Activities include ceramics class at the Recreation Center, attending the senior lunch, and visits to the Kid Zone. Most consumers live in Truckee. A small cluster reside at the Senior Apartments, some at ECC, and others live in Sierra Meadows, Glenshire, and in the Gateway area. Three consumers live in the North Lake Tahoe area. All 17 Choices consumers are transit dependent and their DAR trips are paid for by ACRC. Truckee paratransit services generally provide transportation to and from the consumers residence. Programs begin around 8:30 AM and end around 2:00 PM. During the day Choices staff often use private vehicles to transport consumers to different activities.

- **Tahoe Adaptive Ski School** – Offers recreation programs for persons with disabilities. Their mission is to improve the quality of life for people with disabilities by providing affordable inclusive sports which build self-esteem and confidence.
- **Tahoe-Truckee Unified School District-Special Education** – Several teachers at the local school district coordinate with DAR to arrange trips for students from their homes to programs at Alder Creek Middle School, Truckee High School, and Sierra College at the Pioneer Center. The transitional class at Sierra College teaches developmentally disabled students ages 18 to 22 those life skills necessary for transitioning from high school to the adult world. Students are taught transit skills and many are able to use Truckee Transit fixed routes and TART independently. Transit destinations, frequented by these students for work purposes include Round Table Pizza, the Senior Center, the Humane Society, and Sierra Mountain Community Education Center. Special education students live throughout the school district including Donner Summit, Glenshire, and North Lake Tahoe.

In general, the human service agencies appear to have a good working relationship with Aztec Transportation and Truckee DAR. The agencies have found that providing Aztec with a schedule of all pick-ups and drops for an entire month in advance, ensures that clients will be able to get the transit service they require. Unfortunately, sometimes confusion arises and DAR vehicles end up at the wrong site for the day. These agencies appreciate the fact that Truckee DAR has a difficult mission to serve the disabled population, as well as seniors and the general public, who live in outlying neighborhoods not served by the fixed route. However, the overall opinion seems to be that Truckee DAR is overburdened and the disabled population would be better served by a larger fleet of vehicles. Specific examples were cited where it is not possible to pick-up all consumers of a particular program at the same time with two buses, as the Town of Truckee is spread out. Therefore certain clients living in outlying neighborhoods are forced to attend later sessions. Although the affected neighborhoods are not served by the fixed route and ADA does not require paratransit service to these areas, capacity constraints for disabled individuals exist.

It is the opinion of some agencies that the fixed routes are unreliable. Some disabled passengers would be able to use the fixed route instead of DAR if the service became more reliable and routes were adjusted. For example, if the fixed route pulled off Old Brockway Road on to Estates Drive to serve the Senior Apartments more directly, or if the route directly served the Pioneer Center.

Public Input

Additional comments received during the public participation process include the following:

- Individuals would like DAR service until 7:00 PM. In particular, many disabled individuals report to work after 6:00 PM. Later service hours would provide persons with disabilities greater access to social activities.
- There is no transit service during driver lunch breaks, requiring passengers to schedule medical appointments around the break in service.

- Bus maintenance and wheelchair lift maintenance is an issue.
- Buses with the capacity to hold multiple wheelchairs would be nice for trips between the senior center and senior lunch location. Occasionally, the DAR bus has had to make more than one trip.
- Increased coordination with Placer County's Complementary Paratransit Service is recommended. Some Truckee residents travel to the Community Clinic in Kings Beach and conversely many North Shore residents must travel to Truckee for services.
- Increased coordination with Tahoe Forest Hospital transportation, and increased DAR service to the ECC has been requested.
- Wheelchair accessible transit service on Sundays or in the evenings for special events has been requested. The Truckee Recreation Department will assist with transporting persons who cannot drive, but they do not have a wheelchair accessible vehicle.
- The winter season and lunch time are the busiest periods for DAR.
- Increased marketing materials.
- More polite bus drivers.
- Increased service to Glenshire and outlying neighborhoods.
- An accessible bus shelter and increased lighting at the intersection of Old Brockway Road and Estates Drive near the Senior Apartments.
- A trip to Reno one or two times each week from the Senior Center. Many disabled individuals participating in a state vocational rehabilitation program attend classes at Truckee Meadows Community College in Reno.
- A survey of disabled individuals should be performed to better determine bus stop locations that should be updated to meet accessibility standards.
- DAR can be up to one hour late.
- DAR is a great service for seniors.
- Most persons associated with transportation for persons with disabilities are kind.

These issues will be addressed in the service alternative section of Chapter 4.

ADA Requirements and Compliance

This chapter reviews the ADA requirements set by 49 CFR Subtitle A that pertain to complementary paratransit service and identifies how Truckee DAR and fixed routes comply with the regulations.

SERVICE STANDARDS FOR PARATRANSIT SERVICE

An ADA Compliance Checklist for service criteria is presented on the following page as Table 4. The following discussion expands upon the findings summarized in the Checklist.

Service Area: DAR is provided anywhere within the Town limits. ADA regulations do not require the provision of paratransit service in an area outside the boundaries of the jurisdiction in which the entity operates, if the entity does not have legal authority to operate in that jurisdiction. The majority of fixed routes B and C are within Placer County and outside the Town of Truckee limits. There is no Truckee paratransit service to complement these routes beyond the Town line. Routes B and C will be operated by Placer County beginning the winter of 2007-2008, Placer County will be responsible for complementary paratransit service for these routes in the future.

Route A travels from the Train Depot to Sugar Bowl Ski Resort and Soda Springs which is also outside of the Town limits. As Sugar Bowl/Aztec Transportation is contracted with the Town of Truckee to operate this route and the Town is not prevented legally from serving the Sugar Bowl/Soda Springs area, paratransit service should cover an area within three-quarters of a mile of Route A during the winter months.

Recommended Action – Provide paratransit service within three-quarters of a mile of Route A. Look into the possibility of allowing route deviations on Route A outside of the DAR service area that will satisfy ADA regulations.

Response Time: ADA requires that paratransit service must be provided to ADA-eligible individuals who request service the previous day. The entity is allowed to negotiate the exact pick-up time within an hour of the requested time as long as the scheduled pick-up time is “keeping with the concept of comparable service” to the fixed route. For example, if a passenger requests a pick up at 8:30 AM to travel to work for a 9:00 AM shift start time, the transit service provider may schedule the pick up for 7:30 AM but not 9:30 AM as the passenger would be late to work and it would be possible for an able-bodied person to make that trip on the fixed route. These requirements do not apply to same day requests. According to Aztec staff, “next day” ADA trips are usually scheduled within one-half hour of the requested time.

Recommended Action – Adopt a policy that if 24-hour notice is given, all ADA-eligible passengers should be granted a reservation time and provided paratransit service within one hour of the requested reservation time.

Table 4: Town of Truckee ADA Paratransit Compliance Checklist

Title 49 CFR Reference	Criteria	In Compliance?	Notes
37.131(a)	Service Area: Complimentary paratransit service shall be provided to areas within a 3/4 mile radius of the fixed route.	No	DAR is not provided within 3/4 mile of Route A.
37.131(b)	Response Time: Paratransit service shall be provided within one hour of the ADA eligible individual's requested time in response to a request for service made the previous day.	Yes	
37.131(b)	Reservations: Reservation service shall be available during at least all normal business hours of Truckee Transit.	Yes	
37.131(c)	Fares: The fare for a ADA eligible trip shall not exceed twice the fare of a full fare on the fixed route system for a similar trip.	Yes	
37.131(c)	Personal Attendant Fares: A personal care attendant shall not be charged for paratransit service.	Yes	
37.131(c)	ADA Companion Fares: An individuals accompanying an ADA paratransit passenger shall pay the same fare as the ADA eligible passenger.	Yes	
37.131(d)	Trip Purpose Restrictions: There shall be no restrictions or priorities based on trip purpose.	Yes	
37.131(e)	Hours and Days of Service: Paratransit service shall be available the same hours and days as the fixed route.	No	DAR is not provided between 7:00 AM and 9:00 AM on weekends.
37.131(f)	Capacity Constraints: Paratransit service for ADA individuals shall not be limited by: restrictions on number of trips, waiting lists, untimely pickups, trip denials, missed trips or excessive trip lengths.	Yes	No documented missed trips or refused trips, but anecdotal evidence suggests some capacity constraints exist.

Reservations: Reservation service is available during normal business hours from 7:00 AM to 10:00 PM seven days a week in the winter and 9:00 AM to 5:00 PM Monday through Saturday during the non-winter months. Passengers can leave a ride request on an answering machine on Sundays, although to be considered advanced notice passengers must call the “working day” prior to the requested service time.

Recommended Action – The ADA requires that paratransit operators must arrange to accept reservations on days that the administrative offices are closed if service is provided on the following day. Truckee Transit should accept reservations placed on the answering machine on Sunday for service on Monday.

Fares: Fares on the DAR system do not exceed more than twice the fare of the fixed routes. Personal care attendants are not charged for DAR service, and companions of ADA-eligible individuals are charged the same fare as the ADA-eligible individual.

Recommended Action – None.

Trip Purpose Restrictions: Truckee Transit and Aztec Transportation do not impose any restrictions on ADA individuals based on trip purpose. The only requirement is that the trip must be within the Town of Truckee limits. Occasionally, subscription trip service is limited by trip purpose as is allowed in ADA regulations.

Recommended Action – Adopt a policy that each paratransit trip to an ADA-eligible individual must be accepted and handled on an equal basis with no priorities or restrictions based on trip purpose.

Hours and Days of Service: According to ADA, paratransit service must be provided the same hours and days as the fixed route. Truckee Transit recently adjusted schedules to more fully comply with this regulation, but a few hours of fixed-route service are not complemented by paratransit service. Specifically, paratransit service is not available from 7:00 AM to 9:00 AM on winter weekends. Although no paratransit service is available during the new winter evening service hours, this service is paid for using private funds and would not otherwise be operated by the Town of Truckee.

Recommended Action – Extend DAR service hours on winter weekend mornings to start availability at 7:00 AM. Allowing deviations on Route A would also be a feasible solution. While not within the Town’s control, the Truckee North Tahoe Transportation Management Association (TNT-TMA) is encouraged to consider operating the winter evening service as a deviated fixed route.

Capacity Constraints: ADA regulations prohibit public entities from limiting or constraining the amount of complementary paratransit service provided to ADA-eligible persons. Disabled persons should not be more limited in their transportation options than persons able to use the fixed route. Capacity constraints can be difficult to determine. Indicators of capacity constraints can be untimely pick-ups, trip denials, missed trips, or excessively long trips.

Aztec Transportation's policy is to pick-up ADA-eligible individuals within a 15-minute window before or after the scheduled pick-up time for advance reservations. A 30-minute window is provided for same day service. Overall, there are no waiting lists, missed trips, or trip denials for ADA individuals. Discussions with Aztec staff and a review of DAR driver run sheets for one week indicated that service is generally provided within one-half hour of the ADA-eligible individual's requested time. According to Town of Truckee Transit Reports, 138 ADA trip requests were logged and zero missed trips and zero refused trips were logged in Fiscal Year 2005-2006. However, anecdotal evidence suggests that Truckee DAR is overburdened and capacity constraints do exist in the form of untimely pick-ups. The public input process revealed that some ADA individuals have encountered late or missed trips. Although these may be isolated incidents and perhaps weather related, the overall opinion of Truckee paratransit users is that the performance of the DAR program could be improved with additional capacity.

Recommended Action – The Town of Truckee should adopt policies regarding capacity constraints. Although trip denial data is presented in the transit reports, monitoring DAR pick-up on-time performance is warranted. As part of the monthly reports, the contractor should identify incidents of late or missed trips (date, time, passenger name, and reason for late or missed trip). In addition, a phone number and email address at the Town should be included on all marketing materials for use by passengers with comments or complaints regarding the service. An example capacity constraint policy is as follows:

- *On-time performance* – ADA-eligible individuals should be picked up within 15-minutes of the scheduled pick-up time for advance reservations and within 30-minutes of scheduled pick-up times for same day service.
- *Ride time* – The elapsed time from an ADA-eligible individual's boarding time to alighting time should be no more than one hour.
- *Subscription Service* – If advance non-subscription service requests are denied on a regular basis because of existing subscription service bookings, subscription service should be limited or increased service should be provided.

Capacity Constraints Outside the Requirements of the ADA

The ADA only requires paratransit service to be provided during the days and hours of fixed-route operation and within three-quarters of a mile of the fixed route. The following discusses observed capacity constraints that relate to the disabled population, but are not required to be addressed through ADA regulations.

ADA paratransit service is not required in outlying neighborhoods that are not served by the fixed route, such as Glenshire, but disabled individuals do live there and fewer DAR slot times are available to them. Additionally, ADA individuals residing within three-quarters of a mile of the fixed route may have a delayed pick-up if the DAR bus is routed to Glenshire. During the non-winter months DAR operates through the 5:00 PM hour, as does the fixed route. Disabled individuals have noted that certain medical appointments or support groups continue until after 6:00 PM, and some individuals have later work schedules.

OTHER GENERAL ADA REQUIREMENTS (FIXED ROUTE AND PARATRANSIT)

Section 37 of Title 49 CFR includes other general ADA requirements applicable to both the fixed route and paratransit system. Table 5 presents Truckee Transit's compliance with these requirements and recommended actions.

Transportation Facility Accessibility: Truckee is a small mountain town with limited ADA-accessible transportation facilities. There are potential plans for a new ADA-accessible shelter at the Gateway Center. The Town must ensure that the new shelter and any other new transportation facilities built or altered comply with ADA specifications. Also of importance to ADA are the pathways serving the transportation facility. By providing accessible shelters and pathways, such as sidewalks and snow removal to transportation facilities, the Town could make the fixed route more accessible to disabled individuals and decrease demand for door-to-door paratransit services. As noted in the public input process, accessible transportation facilities (both a stop and an accessible route) at the intersection of Old Brockway Road and Estates Drive near the Senior Apartments would be beneficial to the disabled population.

Recommended Action – The Town of Truckee should construct all new facilities providing designated public transportation services so that the facility is readily accessible to and usable by individuals with disabilities. Any alterations to transportation facilities or to pathways to transportation facilities should be made so that, to the maximum extent feasible, the altered portions of the facility are readily accessible.

Acquisition of Accessible Vehicles: Subpart D of 49 CFR states that any new or used buses leased or purchased by a public entity for the purpose of fixed route and demand response transportation must be accessible to and usable by individuals with disabilities. The new replacement DAR vehicles on order are accessible. Regarding existing vehicles, Route A was operated by Sugar Bowl Ski Resort using one of their own non-accessible vehicles. Starting in the 2007-2008 winter season, the Town will provide the new contractor, Aztec Transportation, with one of the Town's larger ADA-accessible vehicles currently used to operate Routes B and/or C, as these routes will be operated by Placer County in the future. Additionally, with the elimination of two routes from the Truckee Transit system, another larger accessible vehicle will be available as a spare.

Recommended Action – The Town of Truckee should adopt a policy that will ensure all vehicles used in Town-funded transit service (including backup vehicles) will provide equal facilitation for individuals with disabilities. Further, the Town should ensure that all wheelchair lifts can accommodate the full range of wheelchair designs.

Maintenance: Truckee DAR maintains all lifts, securement devices, signs, and systems to communicate with persons with impaired vision or hearing that are required to make the vehicles and facilities readily accessible to individuals with disabilities. Wheelchair lifts are checked as part of Truckee Transit driver's pre-trip inspection and serviced by a mechanic every 30 days. Lift failures are reported immediately, and the bus is removed from service until the lift is repaired.

Table 5: General ADA Requirements (Fixed Route and Paratransit)

Title 49 CFR Reference	Criteria	In Compliance?	Notes
CFR 37 Subpart C, D	Accessible Vehicles and Facilities: All new or replacement vehicles and facilities shall be accessible to persons with disabilities.	Yes	Adopt policy.
37.161, 163	Maintenance: Maintain all lifts, securement devices, signs and systems to communicate with persons with impaired vision or hearing that are required to make the vehicles and facilities readily accessible to individuals with disabilities.	Yes	Adopt policy.
37.165	Lift and Securement Use: The entity's lift and securement use is compliant with all requirements in section 37.165.	No	Procure state-of-the-art securement systems that accommodate all types of wheelchairs. Allow individuals with disabilities who do not use wheelchairs to use the lift.
37.167 (b)	Announcements: Fixed route drivers shall announce bus stops at transfer points, major destinations, upon request and sufficient intervals to permit individuals with disabilities to be oriented to their location.	Yes	
37.167(c)	Vehicle Identification: Where more than one route serves the same stop, means to assist an individual with disabilities to board the proper vehicle exist.	Yes	
37.167(d)	Service Animals: Service animals are permitted to accompany individuals with disabilities in vehicles and facilities.	Yes	Adopt Policy
37.167(e)	Use of Accessibility Features: Vehicle operators and other personnel make use of accessibility-related equipment or features.	Yes	
37.167(f)	Public Information/Communication: Adequate information concerning transportation services is available in accessible formats and technology.	No	Add reference to California Relay Service in schedules. Update Truckee DAR description on Town website.
37.167(g)	Wheelchair Deployment: Passengers are not refused use of the wheelchair lift to disembark from a vehicle unless: lift can't be deployed, lift is damaged or conditions at bus stop are not safe.	Yes	Adopt policy.
37.167(h)	Portable Oxygen: Passengers with disabilities are not prohibited from traveling with a respirator or portable oxygen supply.	Yes	Adopt policy.
37.167(i)	Adequate Time for Boarding and Alighting: Adequate time for individuals with disabilities to complete boarding and disembarking from the vehicle is provided.	Yes	
37.173	Training: Personnel are trained to operate vehicles safely and properly assist and treat passengers with disabilities in a respectful and courteous manner.	Yes	

Recommended Action – The Town of Truckee should establish formal policies with respect to maintenance of lifts, securement devices, and other features that are required to make vehicles readily accessible and useable by individuals with disabilities as per 49 CFR Section 37.161 and 37.163. An example of such policy is as follows:

“Accessibility features shall be inspected daily and repaired promptly if they are damaged or out of order. Vehicle operators shall report immediately to the Town any failure of a wheelchair lift to operate while in service. The vehicle shall then be taken out of service before the beginning of the vehicle’s next service day and ensure that the lift is repaired before the vehicle returns to service. If there is no spare vehicle available to take the place of the vehicle with an inoperable lift, the vehicle may remain in service for up to five days from the day on which the lift was discovered inoperable. Preventative maintenance of accessibility features shall be performed every 30 days.”

Lift and Securement Use: Aztec Transportation requires that wheelchair passengers ride in wheelchair securement locations and use securement devices for safety reasons. If the passenger’s wheelchair is not compatible with Aztec Transportation’s securement system, service is refused.

Recommended Action – Per 49 CFR 37.165 (d), the entity may not deny transportation to a wheelchair or its user on the grounds that the device cannot be secured or restrained satisfactorily by the vehicle’s securement system. The Town of Truckee and its transportation contractor should make efforts to obtain state-of-the-art securement systems that accommodate all types of wheelchairs.

Drivers will assist passengers with use of the lifts, ramps, and securement devices. Drivers do not require that wheelchair users transfer to a seat. Instead, the choice is up to the passenger. Truckee Transit does not allow individuals with disabilities who do not use wheelchairs to use the lift for safety reasons. Per 49 CFR 37.165 (g), Truckee and their contractor are required to permit individuals with disabilities that do not use wheelchairs, including standees, to use a vehicle’s lift or ramp to enter the vehicle (with one exception that does not apply in the case of Truckee).

Recommended Action: The Town should adopt a policy allowing non-wheelchair user persons with disabilities to use the lift.

Announcements: Truckee fixed route and DAR drivers announce the following stops on both fixed-route and paratransit service:

- Transfer points with other fixed routes
- Major intersections and destination points
- At intervals along a route sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location

- Upon request of an individual with a disability

This is consistent with ADA requirements.

Recommended Action – None.

Vehicle Identification Mechanisms: Truckee Transit currently has two main transfer points where more than one fixed-route vehicle may be present at one time: the Truckee Train Depot and Northstar Village. The fixed route buses have signs indicating their destination. As drivers announce transfer points and fixed routes do not overlap at other stops, sufficient vehicle identification is available for individuals with visual impairment or other disabilities to identify the proper vehicle to enter.

Recommended Action – None

Service Animals: Truckee Transit permits service animals to accompany individuals with disabilities in vehicles and facilities. Aztec Transportation policy is that any individual who has a service animal has full access to any of the routes, including but not limited to fixed routes and demand response routes. The only denial of such service animals would be if the animal was aggressive or dangerous to other customers. In this case, drivers ask that the animal be removed from the bus. However, full service is extended to the individual. Every attempt possible is made to accommodate such service animal as long as it does not interrupt the safety of other passengers and employees.

Recommended Action – The Town of Truckee should adopt a policy permitting service animals to accompany individuals with disabilities in vehicles and facilities.

Use of Accessibility Features: Vehicle operators and other personnel make use of accessibility-related equipment or features required by CFR Title 49 Part 38. Drivers are trained on ADA regulations.

Recommended Action – None.

Public Information/Communications: ADA requires that the transit entity make available to individuals with disabilities adequate information concerning transportation services upon request. Information regarding the fixed routes and DAR services is produced and distributed through the TNT-TMA and also available on the www.laketahoetransit.com website. Schedules are in PDF format and can easily be emailed. The web address is also clearly visible on paper transit information brochures. The Town website does not provide detailed or updated information about paratransit services on their website, but does provide a link to www.laketahoetransit.com. As Truckee/Tahoe is a visitor-oriented region, differing transportation marketing materials are provided by season. There is no stand-alone brochure describing paratransit services in Truckee. Truckee Transit information is not readily available in large print or other accessible formats, but the TMA has indicated that it is willing to work with disability groups to provide such materials upon request. The Aztec Transportation office does

not have Telecommunication Display Device (TDD) or Text Telephone (TTY) capability. The office has never received a TTY/TDD phone call for fixed route or demand response service, though TTY/TDD phone calls have been received for requests for charter service.

Recommended Action – California Relay Service (CRS) provides specially-trained operators to relay telephone conversations back and forth between people who are deaf, hard of hearing, or speech-disabled and all those that they wish to communicate with by telephone. Truckee Transit staff should be familiar with this service, and the CRS number (1-800-735-2929) should be published in transit schedules and information brochures. Inserting the symbol for accessibility into transit brochures is another method of identifying transit services as accessible to mobility limited individuals. Additionally, the Town of Truckee should update the Truckee DAR description on the Town website and include a reference to ADA compliance such as the following:

Dial-A-Ride is the Town of Truckee's complimentary paratransit service under the Americans with Disabilities Act (ADA). Passengers with disabilities that prevent them from using Truckee Transit's fixed route bus system may apply for ADA status to receive priority service on Dial-A-Ride. All paratransit vehicles are equipped with wheelchair lifts.

Wheelchair Lift Deployment at any Designated Bus Stop: Aztec Transportation does not refuse to permit a passenger who uses a wheelchair lift to disembark from a vehicle at any designated bus stop, unless:

- The wheelchair lift cannot be deployed
- The wheelchair lift will be damaged if it is deployed
- Temporary conditions at the bus stop, not under the control of Truckee Transit, preclude the safe use of the bus stop by all passengers

Recommended Action – Although drivers follow the guidance above, the Town of Truckee should incorporate this language as a formal policy.

Portable Oxygen: Truckee Transit does not prohibit an individual with a disability from traveling with a respirator or portable oxygen supply, consistent with applicable Department of Transportation rules on the transportation of hazardous materials (49 CFR subtitle B, Chapter 1, subchapter C). For safety reasons, oxygen tanks and respirators must be secured to prevent oxygen tanks from falling or becoming dislodged and striking other objects or customers in the vehicle.

Recommended Action – Adopt the above statement as a formal policy.

Adequate Time for Boarding and Alighting: Truckee Transit fixed routes and DAR service allow adequate time for individuals with disabilities to complete boarding or disembarking from the vehicle. Wheelchair boardings occasionally cause small delays. Aztec Transportation has a log of incident reports not all of which are ADA related. The majority of tardiness complaints stem from bad weather.

Recommended Action – None.

Training Requirements: Truckee Transit ensures that personnel are trained proficiently, as appropriate to their duties, so that they are able to operate vehicles and equipment safely. Personnel are trained to properly assist and treat passengers with disabilities in a respectful, courteous manner, with appropriate attention to the difference among individuals with disabilities. Both drivers and dispatchers are trained on ADA regulations and several hypothetical situations that may occur transporting disabled and elderly (such as medical emergencies, mental disorders that may cause erratic behaviors, etc.). Dispatcher training also includes telephone customer service, incident reporting, customer complaints, and quality control.

Recommended Action – None.

ADA ELIGIBILITY DETERMINATION PROCESS

Truckee Transit does not have a formal ADA eligibility determination process. As a small town with a limited disabled community, both the Town and Aztec Transportation feel that there has never been a need for an ADA application process. As Truckee DAR serves both ADA persons and the general public, no persons are turned down for service, and most people are served within one-half hour of their requested time.

Aztec Transportation generally uses the following guidelines to determine informal ADA eligibility status:

- An individual with disabilities who cannot use fixed routes without the assistance of another person,
- Individuals who could use the fixed route if the vehicles were accessible, and
- Any individual with a disability who has a specific impairment-related condition, which prevents such individual from traveling to a boarding location or from a disembarking location on such system.

Persons assumed to fit into these categories are given priority status. No abuse of disabled status has ever been reported. No documentation of ADA eligibility is provided to disabled passengers other than the occasional doctor's note, none is required to qualify as ADA eligible.

This informal ADA eligibility determination process appears to work well for the Town and Truckee Transit passengers. Nevertheless, 49 CFR section 37.125 states that “*each public entity required to provide complementary paratransit service... shall establish a process for determining ADA paratransit eligibility.*” Although an official process may be unnecessary and an inconvenience for both Truckee Transit passengers and staff, having a list of documented ADA-eligible passengers will make determinations about capacity constraints for disabled individuals easier. Additionally, Truckee residents certified as ADA passengers who visit other jurisdictions would be able to provide proof of ADA eligibility to the other transit systems.

Application and Certification Process Requirements

The ADA Certification process does not necessarily have to be a complicated or lengthy process. This section lists requirements stated in 49 CFR section 37.125 that should be incorporated into an ADA paratransit eligibility process.

- All information about the eligibility process, the application and notices and determinations of eligibility should be provided in accessible formats upon request. Examples of ADA paratransit eligibility applications from other jurisdictions are presented in Appendix B.
- Criteria used to determine ADA eligibility should be that described in 49 CFR section 37.123:
 - An individual with disabilities who cannot use fixed routes without the assistance of another person;
 - Individuals who could use the fixed route if the vehicles were accessible; and
 - Any individual with a disability who has a specific impairment-related condition, which prevents such individual from traveling to a boarding location or from a disembarking location on such system.
- If a determination of eligibility has not been made by a date 21 days following the submission of a complete application, the applicant shall be treated as eligible and provided service until and unless the eligibility is formally denied.
- The determination of the applicant's eligibility status must be in writing and include reasons for eligibility denial, if applicable.
- Documentation of ADA paratransit eligibility must be provided to eligible individuals. A simple letter stating eligibility is acceptable. The documentation must include the name of the eligible individual, name of certifying transit provider, telephone number of the provider's paratransit coordinator, expiration date (if any), any conditions or limitations on eligibility, and need for a personal care attendant.
- The eligibility form used by Placer County's Complementary Paratransit Service should be used, which will improve consistency between the two programs.

Administrative Appeals Process

The public entity providing complementary paratransit should establish an administrative appeals process through which individuals who are denied eligibility can obtain review of the denial. An opportunity for the applicant to be heard in person and to present information should be provided as part of the appeals process. The period permitted for appeal cannot be less than 60 days from the denial of an individual's initial application. In order to have appropriate

separation of functions, the person who made the decision on the initial application must not be the person who makes the decision on the appeal. Further, to the extent practicable, that person will not even be involved in the appeals decision. If a decision has not been made 30 days following the completion of the appeals process, the entity should begin providing paratransit service to the individual until a final decision is reached. Written notification of the appeals decision and reasoning behind it should be provided to the applicant.

Policy for Visitors

As Truckee Transit does not have a formal ADA eligibility process for its own residents, ADA visitors are given ADA eligibility status through the same informal process.

Paratransit Demand and Service Alternatives

DEMAND ESTIMATES

As detailed in the ADA, paratransit service must be provided to the following three general groups of persons with disabilities:

1. Persons who are unable to board, ride, or disembark from a vehicle even if they are able to get to the bus stop and even if the vehicle is wheelchair-accessible.
2. Person who cannot use vehicles without wheelchair lifts or other accommodations. These persons are eligible for paratransit service if accessible fixed-route vehicles are not available on the route on which they need to travel when they need transportation.
3. Persons with specific impairment-related conditions who cannot travel to a boarding location or from a disembarking location to their final destination.

According to the *ADA Paratransit Handbook*, 1991, approximately 1.5 percent of the nation's population is ADA paratransit eligible under either category 1 or 3 above. In addition, between 0.7 and 1.0 percent of the nation's population is ADA paratransit eligible under Category 2 above. Applying the 1.5 percent figure to the Town of Truckee population of (13,967 persons), we can estimate that approximately 210 persons may be eligible for ADA paratransit service. The *ADA Paratransit Handbook* references low and high trip rates for ADA eligible individuals of 1.2 and 4.4 trips per person per month in rural areas. By applying this rate, Truckee would have a potential low ridership demand of 3,024 ADA annual one-way passenger-trips per year and a potential high ridership demand of 11,088 annual one-way passenger-trips per year. The average of these two figures is 7,056 annual one-way passenger trips. Actual ridership data for wheelchair and disabled individuals on Truckee DAR for Fiscal Year 2005-2006 (Table 2) is 4,849 one-way passenger-trips and total ridership on Truckee DAR for the same period was 12,275 one-way passenger trips. This analysis shows that the Town of Truckee has the potential for approximately 2,000 additional wheelchair and disabled passenger trips (using the average ADA Paratransit Handbook trip rate).

U.S. Census data was collected to gain an understanding of the number of potential paratransit passengers in Truckee. Table 6 presents the total population, the number of seniors, and the number of persons with a go-outside-home disability by census tract block group. Persons with a “go-outside-home” disability most likely represent potential ADA-eligible paratransit users. As the Nevada County Census Tracts encompassing the Town of Truckee do not exactly follow town boundaries, total Town of Truckee data is slightly different from total census tract data. Although being 65 years or older does not necessarily qualify an individual as ADA eligible, seniors are an important demographic group for Truckee DAR, and therefore are included in this analysis. By area, approximately 783 seniors live in Truckee, with the largest number of elderly persons living in Tahoe Donner area (212 persons) followed by the area encompassing Glenshire

Table 6: Potential Truckee Paratransit Riders by Census Block Group

Census Tract, Block Group	Description	Total Population	Persons Age 65 and Up		Go-Outside-Home Disability ⁽¹⁾	
			#	%	#	%
CT 12.01, BG 1	Prosser Lakeview	1,137	34	3.0%	43	3.8%
CT 12.01, BG 2	Central Truckee	931	91	9.8%	17	1.8%
CT 12.01, BG 3	Ponderosa Palisades (W. of Ponderosa Dr.)	909	32	3.5%	9	1.0%
CT 12.01, BG 4	Sierra Meadows	1,404	86	6.1%	85	6.1%
CT 12.01, BG 5	Senior Apartments, Glenshire (South)	2,490	104	4.2%	109	4.4%
CT 12.01, BG 6	Glenshire (North)	1,733	81	4.7%	80	4.6%
CT 12.01, BG 7	Olympic Heights	660	18	2.7%	11	1.7%
CT 12.02, BG 1	Donner Lake	809	35	4.3%	21	2.6%
CT 12.02, BG 2	Armstrong Tract	534	56	10.5%	10	1.9%
CT 12.02, BG 3	Tahoe Donner (South)	1,173	57	4.9%	17	1.4%
CT 12.02, BG 4	Alder Dr., Coachland	729	34	4.7%	27	3.7%
CT 12.02, BG 5	Tahoe Donner (North)	1,528	155	10.1%	0	0.0%
Total All Census Tracts		14,037	783	5.6%	429	3.1%
Total Town of Truckee		13,967	776	5.6%	429	3.1%

Note 1: Includes persons who have difficulty going outside the home alone to shop or visit a doctor's office.

and the Senior Apartments (185 persons). Roughly 5.6 percent of the Town's population are persons aged 65 and older. Olympic Heights has the fewest seniors in Truckee (18 persons).

According to the 2000 U.S. Census, 3.1 percent of Truckee's population has a go-outside-home disability. There are relatively high numbers of disabled individuals residing in the Glenshire/Senior Apartments area (189 persons) and Sierra Meadows (85 persons). Very few disabled individuals live in Ponderosa Palisades and Olympic Heights. In total, approximately 429 persons with a go-outside-home disability live in the Town of Truckee. If the lower paratransit trip rate of 1.2 trips per month is applied to Census data, potential paratransit demand in the Town of Truckee is 6,177 annual one-way passenger-trips. This figure is lower than actual ridership data in Fiscal Year 2004-2005 (8,581 ADA one-way passenger-trips), but higher than actual Fiscal Year 2005-2006 ridership (4,849 ADA one-way passenger-trips). If the higher trip rate of 4.4 trips per month is applied, potential paratransit demand is 22,651 annual one-way passenger-trips.

The trip rates for ADA eligible persons found in the *ADA Paratransit Handbook* and presented above were developed several years ago for large urban areas with a multitude of services and opportunities for persons with transportation disabilities. Truckee is largely a tourist area, with steep terrain, inclement weather, and relatively few services. Thus, the traditional markets encountered by paratransit providers nationwide (seniors and persons with go-outside-home disabilities) are different in this region. Perhaps a more appropriate method of analyzing transit demand in Truckee, especially considering the high subscription trip rate, is to review discussions with local human service agencies. Data gathered from the public input process and DAR driver run sheets show that around 100 persons are known consumers of services offered by the various agencies listed above (this includes residents of the Extended Care Unit at Tahoe Forest Hospital). Data indicates that most of these individuals attend programs or work on a regular basis and therefore require transit services at least two days per week. Multiplying 100 persons by 4 one-way trips per week and by 52 weeks per year, a total of 20,800 one-way passenger-trips are estimated. This figure is significantly higher than actual ridership data. Although not every disabled individual may use transit two times per week, data shows that potential paratransit demand is higher than what is being served.

Population Growth

The Town of Truckee has experienced significant growth in recent years. With its proximity to both Reno and Lake Tahoe and a growing supply of affordable housing, Truckee is an attractive place to live. The 2025 Truckee General Plan estimates the Town's 2005 population at 15,311. The General Plan assumes an annual population growth rate of 2.0 percent per year; therefore Truckee's population is estimated to reach 22,751 persons by 2025. Assuming the ratio of persons with a go-outside-home disability remains at 3.1 percent through 2025, approximately 699 Truckee residents (a 65 percent increase over 2000 Census data) may have a transportation disability in the future. Advocacy groups for disabled persons confirm that the disabled population has potential to grow as services and agencies assisting the disabled population are increasing in and around Truckee.

NON-ADA REQUIRED SERVICE ALTERNATIVES

The public input process brought forth several service issues and suggestions that would improve paratransit service but are not required elements of ADA. These issues are discussed as potential service alternatives to be analyzed further in a more general transit plan such as a Transit Development Plan or Short Range Transit Plan.

Existing DAR Ridership Data Analysis

DAR run sheets for the seven day period from February 14 - 20, 2007, were reviewed to determine ridership trends by hour and by day of week. It should be noted that this period includes Presidents Day (Monday, February 19, 2007) and DAR ridership is typically lower on holidays. Ridership for the Truckee DAR as a whole and ridership for ADA-eligible passengers were analyzed separately. As shown in Figure 2, average one-way passenger-trips for all DAR passenger-types was highest from 10:00 AM to 1:00 PM for the week in February. Ridership also tends to be lower in the evening after 4:00 PM than in the morning before 8:00 AM. When only ADA-eligible passengers are considered, ridership is greatest from 9:00 AM to 11:00 AM. No ADA passenger-trips were recorded after 4:00 PM for this week in February. Figure 3 demonstrates that one-way passenger-trips for all passenger-types was greatest on Thursday (82 trips). Weekend ridership appears to be much less than weekday ridership with the lowest number of one-way passenger-trips (10 trips) occurring on Sunday. Ridership trends by day of week for ADA passengers only is similar to total passenger ridership with the greatest number of trips occurring on Thursday (47 trips) and the lowest on Sunday (3 trips).

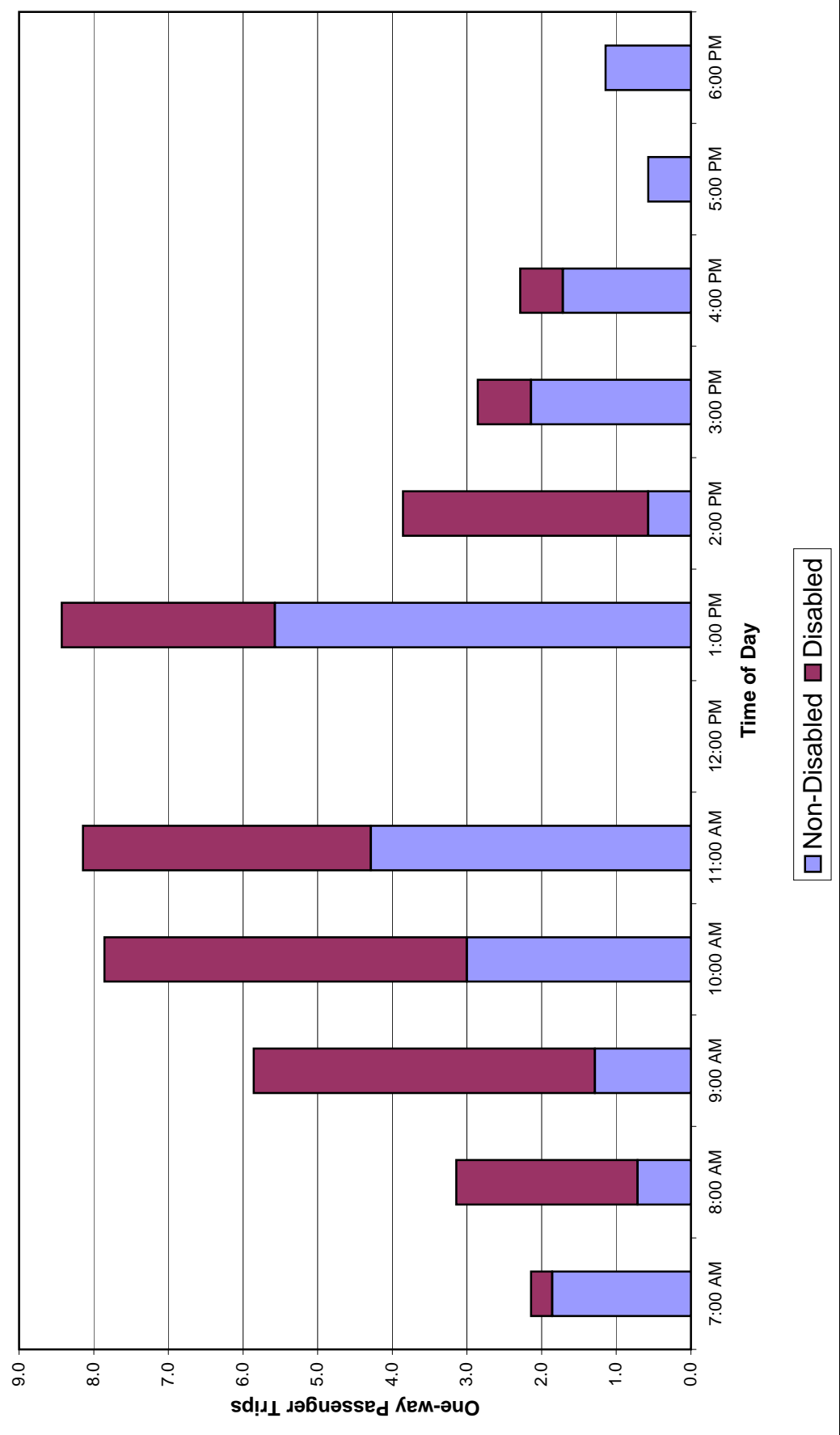
Extended Service Hours and Days

Several members of the public noted a need for extended service hours and days, in particular during the non-winter months. The brief analysis above of winter ridership (when weekend service is available) shows that there is not significant demand for DAR service on weekends and the early evening hours. However, the latter may be due to minimal marketing of service after 5:00 PM and the fact that a return trip is not possible.

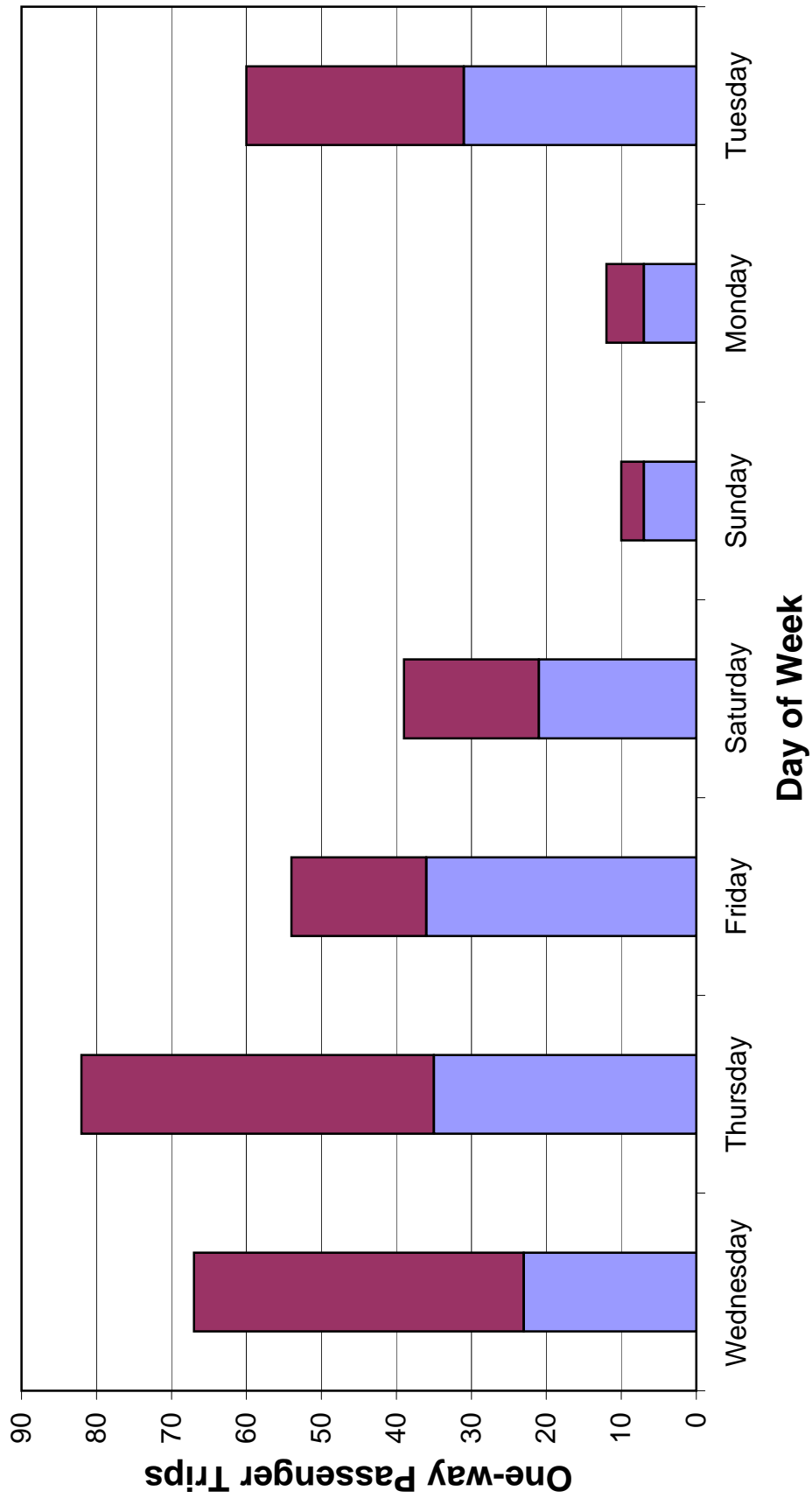
Service During Lunch Hour

Paratransit and fixed-route service in Truckee could be improved by eliminating the break in service during the lunch hour. Figure 2, *Truckee DAR Average Ridership by Hour* shows that the greatest demand for service occurs from 11:00 AM to 1:00 PM, directly before and after the lunch break. During the week reviewed, an average of eight passenger-trips were carried during both one hour time blocks. A common complaint heard during the public input process was that Truckee DAR is overburdened. By providing continuous service through the lunch hour some of the mid-day transit demand could be alleviated. This would improve service as well as encourage more ridership. The cost of extending the transit contract to include one more vehicle service hour each day of service (330 days) is approximately \$21,450. The ridership demand section showed that there is potential for 40 percent more ridership. It is reasonable to assume that an additional six one-way passenger trips could be carried during the lunch hour. By

**Figure 2: Truckee DAR Average Ridership by Hour and Passenger-Type
Week of February 2/14/07 - 2/20/07**



**Figure 3: Truckee DAR Ridership by Day of Week and Passenger-Type
Week of February 2/14/07 - 2/20/07**



applying an average fare of \$1.50, the increase in ridership could offset additional costs by \$3,000. With two buses available, it would not be necessary to hire an additional relief driver for breaks.

Non-Winter Sunday Service

As the spring/summer/fall route does not operate on Sundays, paratransit service is not required. However, the lack of Sunday service was brought up during the public input process. Figure 3 demonstrated that Sunday ridership during a week in February is less than ten one-way passenger-trips compared to 80 daily one-way passenger trips on a peak weekday. This level of ridership demand does not justify the cost of providing DAR one additional day per week.

One reason for providing paratransit service on Sundays would be to transport disabled residents to Parks and Recreation Department sponsored community events. Members of the disabled community pointed out that the Parks and Recreation Department is willing to use their own vans to transport residents, but the vehicles are not wheelchair accessible. To address this issue, and provide at least some accessible transportation on Sundays, the Town of Truckee has stated that a 16 passenger wheelchair accessible van will be made available to the Parks and Recreation Department for these purposes. In addition to working out insurance matters, Parks and Recreation employees would need to be trained and certified to operate Truckee Transit buses.

Non-Emergency Medical Transportation

The public input process and research performed for this study highlighted the fact that – with the exception of the airport shuttle – no accessible public transportation is provided between Truckee and Reno. Although Truckee is rapidly growing, medical services are still limited, requiring patients to travel to Reno for some medical services. A good example is dialysis services: there are no dialysis centers in Truckee or around Lake Tahoe and patients require treatment three times a week. Future consideration of a non-emergency medical transportation service to Reno could provide disabled and ill residents with a higher quality of life. A good example of such a service is El Dorado Transit’s “Sac-Med” service, a non-emergency medical transportation service between El Dorado County and medical centers in Sacramento. The service is offered twice a week for medical appointments between 10:00 AM and 2:00 PM.

A potential operating plan for a Truckee-Reno non-emergency medical transportation service would be to offer one round-trip per week from the Truckee Train Depot to health and medical centers in Reno such as St. Marys Regional Medical Center and Renown Regional Medical Center using one wheelchair accessible van. If there is significant demand and sufficient operating funds become available, service should be provided more than one day a week. With a Truckee pick-up time of 8:30 AM and a return drop off time of 4:30 PM, passengers could make appointments between the hours of 10:00 AM and 2:00 PM. While in Reno, the driver would be available to shuttle passengers between medical stops. These service hours would also allow for connections to TART or CPS at the train depot for North Lake Tahoe residents. Using the estimated contract cost for current DAR services, annual operating costs for this service would equal roughly \$24,000. A wheelchair accessible van (6 ambulatory and 2 wheelchair positions) could be purchased on the state contract for approximately \$37,000.

Another issue which should be discussed in a planning document for disabled individuals in Truckee is transportation for veterans to major medical services at the VA Sierra Nevada Health Care System in Reno. Again this is beyond the realm of ADA, but currently there are no options for veterans in Truckee who require a ride to the VA Hospital in Reno other than friends and relatives. The Sierra Foothills Outpatient Clinic in Auburn operates one van between Auburn and Reno daily from Monday through Thursday but does not include a stop in Truckee. Nevada County Veterans' Services Office staff stated that statistics on the number of veterans in Truckee are not compiled and that no requests for transportation to Reno have been received. However the Office would be willing to consider including a stop near Interstate 80 to pick up Truckee residents, if requested. The Town of Truckee intends to look into the possibility of coordinating with Veterans' Services.

Transit Funding

Obtaining sufficient funding is always a critical issue for public transit. Approximately \$42,450 in operating revenues and \$37,000 in capital revenues would be required to implement the non-ADA service alternatives addressed in this chapter. As Truckee will no longer be directing TDA funds towards Route B and C, these funds could now be put towards non-ADA paratransit service changes. In addition to TDA funds, the following federal funding sources are available for rural and disabled transportation services.

FTA Section 5310 Capital for Elderly and Disabled Transportation - Under this program, funds are available to assist nonprofit organizations and local government jurisdictions in the purchase of vehicles and related equipment to provide transportation services that meet the special needs of persons that are elderly or disabled. This funding source is apportioned by a formula based on the number of elderly and disabled persons in each state as identified by U.S. Census data. Under SAFETEA-LU, projects funded through Section 5310 must be included in a "Coordinated Human Services Transportation Plan."

FTA Section 5317 - New Freedom Program - This new program under SAFETEA-LU provides formula funding for expanded public transportation services beyond those required by ADA for persons with disabilities. The idea behind the program is to help communities provide transportation services beyond those required by ADA and to help people with disabilities participate more fully in the workforce and in community life. It is apportioned to the individual states based upon the disabled population, and only 20 percent is available to non-urbanized areas. At this time regulations and guidelines have not been set for this program. The "Coordinated Human Services Transportation Plan" requirement is also required for this funding source.

This chapter presents a review of three types of issues that should be considered in a paratransit plan: (1) Overlap of services between various providers that could potentially be more effectively provided through a single organization, (2) gaps in existing services that are required to meet ADA regulations, and (3) barriers to travel such as physical impediments, reservation requirements, scheduling of programs and services outside of transit service hours. Recommended service changes will be presented along with cost estimates and potential funding sources. In addition to the recommendations presented below, the various policy and other recommendations identified in Chapter 3 should be implemented as part of this plan.

OVERLAP OF SERVICES

In addition to Truckee DAR services, Tahoe Forest Hospital provides limited transportation for ECC residents about once a week. These trips are coordinated by ECC staff and help alleviate the busy Truckee DAR schedule during peak times by providing transportation to medical appointments. On occasion, Tahoe Forest Hospital transports residents to Reno for field trips, a service which Truckee DAR does not provide. Therefore, there is no overlap of service between Truckee DAR and Tahoe Forest Hospital's transportation services.

Placer County's CPS service transports ADA individuals between Truckee regions within three-fourths mile of the TART route and Placer County regions within three-quarters of a mile of the TART route. While there is undoubtedly some overlap between Truckee DAR and CPS, as Truckee DAR's service does not extend beyond the Town limits, only CPS can transport passengers between the two counties.

Coordination

Truckee does not have an extensive network of disabled transportation services. Therefore coordination between services is not a major problem; however it would be beneficial for the Town to keep abreast of local issues for disabled persons in the region. The Tahoe Area Coordinating Council for the Disabled (TACCD) is an advocacy agency located in South Lake Tahoe. Although this organization concentrates on the Tahoe Basin population, TACCD could be a good reference for the Town. It is recommended that the Town contact TACCD and ask for inclusion in future mailings and meeting notices.

Complementary Paratransit Service

As stated in Chapter 2, Placer County's CPS service provides paratransit to residents within three-quarters of a mile of TART routes including Truckee. Due to the layout of the TART route, the neighborhoods of Tahoe Donner, Glenshire and Prosser Lakeview are not served by CPS and no attempt has been made to establish a direct transfer between Truckee DAR and CPS. However, TART staff have not received any complaints from residents in outlying Truckee neighborhoods who are unable to receive transit service to Placer County. Given the larger

number of medical and social services available in Truckee versus North Lake Tahoe, there is a greater need for transportation from North Lake Tahoe residences to Truckee commercial areas (which is currently served) than the reverse. While no changes to Truckee DAR services are recommended in order to increase coordination with Placer County, both entities should remain current on the other's schedules and contact information.

GAPS IN SERVICE

Gaps in service include any non-compliance issues with the ADA service criteria listed in Table 4 or other issues that need to be addressed in a service plan for disabled transportation in Truckee.

Recommended Service Changes to Comply with ADA Regulations

Provide Paratransit Service on Donner Summit

The Town of Truckee operates, through a contract with Sugar Bowl (Aztec in 2007/2008), the Route A fixed route from the Truckee Train Depot to the Donner Summit Lodge in Soda Springs during the winter. The portion of the route between the west end of Donner Lake and the terminus in Soda Springs is not complemented by paratransit service. ADA regulations define the basic service area for paratransit bus systems to be a "corridor centered on the fixed route and extending three-quarters of a mile to either side of the route." Public entities are still required to establish a paratransit service area in this manner regardless of whether or not the entire area is within the entity's jurisdiction, unless there are legal restrictions that prevent the entity from operating within this boundary. In order to comply with these regulations, the Town of Truckee must extend the DAR service area to include the residences along old Highway 40 between Donner Lake and the Interstate 80 intersection. The Serene Lakes neighborhood is more than three-quarters of a mile from the fixed route, so serving this area is not part of the requirement.

Two options exist to fulfill this service requirement: (1) extend the DAR service area or (2) allow deviations from Route A. As there are few homes located in this part of Donner Summit and many of the residences are used as winter ski club cabins (and disabled persons using the ski club cabins typically have private accessible transportation available), it is anticipated that very few requests for paratransit service would be received. Assuming Route A will be operated using a wheelchair accessible bus beginning the winter of 2007/2008, it is recommended that deviated fixed-route service be provided on Route A. Additional operating costs of a deviated fixed route will be insignificant.

Extend Paratransit Service Hours on Winter Weekends

During the winter season, Route A begins service at 7:20 AM. In order to be compliant with ADA requirements, paratransit service should also be available at that time instead of 9:00 AM on weekends, as currently scheduled. The provision of deviated fixed-route service on Route A,

as recommended above, will put Truckee Transit in ADA compliance for this issue. The availability of deviation service should be made known through marketing material and word of mouth.

Implement DAR Performance Monitoring

The public review process indicated that potential capacity constraints exist and monitoring DAR on-time performance is warranted. At present, Aztec Transportation provides the Town of Truckee with monthly transit reports which document the number of ADA requests logged, the number of ADA trips refused and the number of missed ADA trips. DAR drivers record actual pick up times on their run sheets. This data should be incorporated into the monthly transit reports. The number of late pick-ups (greater than 30 minutes) should be recorded along with the requested versus actual service time, date, time and reason. At the end of the month, the number of late pick ups should be reviewed to determine if a pattern exists. Untimely pick ups are not considered a capacity constraint if they are related to isolated incidents such as traffic and weather. The proportion of excessively late pick ups to total pickups on DAR can be compared to fixed route on-time performance as a good measure of “comparable” paratransit service.

BARRIERS TO TRAVEL

There are no major barriers to travel for Truckee residents with disabilities regarding paratransit service itself. Disabled residents have noted that there are physical impediments in the community outside the buses such as limited sidewalks, ramps and snow removal near bus stops and community centers. These existing deficiencies should be addressed through a study of ADA accessibility of Town facilities.

By increasing accessibility to transportation facilities on the fixed route, the Town could reduce the demand for door-to-door transit services. Specifically, an accessible bus shelter, adequate lighting and pathways at the intersection of Estates Drive and Old Brockway Road near the Senior Apartments could allow seniors and disabled residents to feel more comfortable about riding the fixed route. Additionally, if the fixed route served the Pioneer Center directly (perhaps on demand only), Choices consumers and disabled vocational students at Sierra College would have the option to use the fixed route.

Once Placer County takes over operation of Routes B and C, there will be sufficient wheelchair accessible buses available for Truckee DAR, including a spare. Aztec Transportation does not prevent disabled passengers from taking portable oxygen or service animals on board nor are there any restrictive reservation requirements.

Future Service Considerations

The paratransit demand analysis shows that there is the potential for approximately 2,000 more ADA eligible passenger trips each year. This represents a 40 percent increase over Fiscal Year 2005-2006 ridership levels. Over the course of a year, Truckee DAR carries an average of 2.3 passengers per hour. This figure is on par with productivity levels at other demand-response

systems. Ridership and service performance measures should be monitored to identify if and when expansion to operating a third DAR vehicle is warranted.

FINANCIAL PLAN

The total cost of changes to Truckee Transit's paratransit services in order to be ADA-compliant is insignificant.

Appendix A

Agencies and Persons Contacted

Agencies and Persons Contacted

Alta California Regional Center
Steffan, Wendy

Aztec Transportation
Dornsife, Melissa
Parker, Tommy Jr.

Choices
Moon, Marilyn

Sierra Senior Services
Kaufman, Melanie

State of California, Department of Rehabilitation
Pillsbury, John

Tahoe Forest Hospital
Delforge, Anne-Holmes

Tahoe Area Coordination Council for the Disabled
Kelly, David

Tahoe Adaptive Ski School
Smith, Cindy

Tahoe Truckee Unified School District - Special Education Program
Fur, Lisa

Town of Truckee
Beede, Kelly
Ravey, Janet
Terrazas, Alex

Truckee Resident
Breneger, Bill

Truckee Adult Family Services (Nevada County)
Ryan, Deborah

Appendix B

Examples of ADA Eligibility Applications

**AMERICANS WITH DISABILITIES ACT
REQUEST FOR CERTIFICATION OF ADA PARATRANSIT ELIGIBILITY**

The information obtained in this certification process will only be used by Gold County Telecare, Inc and Gold Country Stage for the provision of transportation services. The Nevada County Department of Transportation and Sanitation, Transit Services Division, will review the application and mail you a letter of acceptance if you qualify. The information will not be provided to any other person or agency.

1. Name _____

2. Street Address _____

City _____ State _____ Zip _____

3. Mailing Address _____

City _____ State _____ Zip _____

4. Telephone Number (_____) _____ (Home)

(_____) _____ (Work)

5. Date of Birth ____/____/____

6. Please describe any disability or disabilities you have which prevent you from using the fixed route system (Gold Country Stage) without special accommodation?

7. Is this condition temporary? _____

8. If yes, expected duration: Until _____

9. How does this disability prevent you from using fixed route services (Gold Country Stage)? Please explain completely. Use additional sheet if needed.

10. Are there any other effects of your disability of which we need to be aware?

11. Do you use any of the following mobility aids? (Check all that apply)

Manual wheelchair_____ Cane_____ Crutches_____ Walker_____
Electric wheelchair_____ Personal Care Attendant_____
Power Scooter_____ Guide Dog_____

12. The following questions refer to your ability to move about or travel on a fixed route bus (Gold Country Stage) if one were available. Please answer the following questions to the best of your ability.

A. Can you travel 200 feet (about 2 city lots) without the assistance of another person? Yes_____ No_____ Sometimes_____

B. Can you travel up or down a small hill without the assistance of another person? Yes_____ No_____ Sometimes_____

C. Can you travel ¼ mile (about 2 city blocks) without the assistance of another person? Yes_____ No_____ Sometimes_____

D. Can you travel ¾ mile (about 6 city blocks) without the assistance of another person? Yes_____ No_____ Sometimes_____

E. Can you climb three 12-inch steps without the assistance of another person? Yes_____ No_____ Sometimes_____

F. Can you wait outside without support for ten minutes? Yes_____ No_____ Sometimes_____

13. I hereby certify that the information given above is correct.

Applicant Signature _____ Date _____

14. In order to allow the Nevada County Department of Transportation and Sanitation, Transit Services Division, to evaluate your request, it may be necessary to contact a physician or other professional to confirm the information you have provided. Please complete the following information and sign below for medical authorization.

The following (check one) Rehabilitation Professional _____ Physician _____ Health Care Professional _____ is familiar with my disability and is authorized to provide medical information that is required to complete this certification to the Nevada County Department of Transportation and Sanitation, Transit Services Division,

Physician Name _____

Address _____ Phone _____

City _____ State _____ Zip _____

Print Name of Applicant _____

Applicant Signature _____

15. If this application has been completed by someone other than the passenger requesting certification, please complete the following:

Name _____

Address _____

City _____ State _____ Zip _____

Daytime Phone _____

Signature _____ Date _____

YUBA-SUTTER TRANSIT AUTHORITY ADA PARATRANSIT ELIGIBILITY APPLICATION

If you have a disability that prohibits you from riding Yuba-Sutter Transit's urban fixed route bus system, you may be eligible to receive priority paratransit service on Yuba-Sutter Transit's Dial-A-Ride service in compliance with the Americans with Disabilities Act (ADA). This application will be used to determine the extent of your disability as it relates to using public transit services.

A few items to remember as you fill out the application...

- A friend or relative may fill out this application on your behalf. If someone fills out the form for you, Part D of the application must be completed.
- It is important that you answer every question on this application form. Please give as much detail as possible. We understand that some of your answers may be personal. Any information received will not be provided to any other person or agency not directly related to the certification process.
- Evaluation of your request cannot begin until we have received the completed form including the signed Part E, Authorization to Release Personal Information.
- Upon receipt of your completed form, a decision regarding your eligibility will be made within 21 calendar days. Upon approval, you will be contacted for an appointment to receive an ADA eligible photo identification card. Identification cards cost \$5 and are valid for up to three years.

Please remember...

- Dial-A-Ride is an advance reservation, shared ride, curb-to-curb service.
- Drivers do not assist passengers to and from the vehicle, in and out of seats, or with their carry-ons.
- Please indicate on your ADA application if you require an attendant to travel. An ADA w/Attendant photo ID card allows the attendant to ride for free.

Mail the completed application to: Yuba-Sutter Transit, 2100 B Street, Marysville CA 95901. If you have any questions, please call the Yuba-Sutter Transit Administrative Office at (530) 634-6880.

ADA PARATRANSIT ELIGIBILITY APPLICATION

New Application

Recertification

Please print or type and all questions must be answered.

PART A: APPLICATION DATA

1. Name: _____ Birth Date: _____

2. Street Address: _____

City: _____ Zip: _____

3. Home telephone: (____) _____ Work telephone: (____) _____

4. Emergency Contact Person: _____

Day Telephone: (____) _____ Evening telephone: (____) _____

5. Do you normally use any of the following mobility aids?

_____ No _____ Manual Wheelchair

_____ Electric Wheelchair _____ Powered Scooter (3 or 4 wheels)

6. Do you need a personal care attendant (other than the operator of the passenger lift) to assist you to board, ride, or disembark from an accessible fixed-route bus?

_____ Yes _____ No _____ Sometimes

Please explain when an attendant is needed:

Office Use Only:

Approval Date: _____

Attendant: _____

Denial Date: _____

Photo I.D. Date: _____

By: _____

Expiration: _____

PART B: FUNCTIONAL INFORMATION

7. Describe your physical, sensory, and/or mental limitations that prevent you from using a regular fixed-route bus.

8. Are your disabilities....

_____ Permanent _____ Temporary

_____ Variable Until when: _____

9. At a bus stop served by more than one bus route, can you distinguish the correct bus to board and indicate intention to board?

_____ Yes _____ No _____ Sometimes

Please Explain: _____

10. Are you able to board and disembark from a fixed-route bus with a wheelchair/passenger lift without assistance (except from the bus driver)?

_____ Yes _____ No _____ Sometimes

Please Explain: _____

11. Are you able to handle/grasp coins (pay fare), tickets, railings, handles?

_____ Yes _____ No _____ Sometimes

Please Explain: _____

12. Are you able to keep your balance while seated on a moving fixed-route bus in normal operation?

_____ Yes _____ No _____ Sometimes

Please Explain: _____

13. Are you able to read, hear, and/or understand the information, schedules, or directions during a trip?

_____ Yes _____ No _____ Sometimes

Please Explain: _____

14. Are you able to signal the bus driver that you want to disembark at a certain bus stop?
(Assume the driver announces all major stops)

_____ Yes _____ No _____ Sometimes

Please Explain: _____

15. Are you able to find your way between familiar locations?

_____ Yes _____ No _____ Sometimes

Please Explain: _____

16. Are you prevented from traveling to or from a bus stop for one or more of the following reasons?
(Check all that apply to you.)

_____ Not Applicable

_____ Extreme sensitivity to heat

_____ Allergic/environmental sensitivities

_____ Hyper-fatigue, frailty

_____ Night-blindness

_____ Other Please Explain: _____

17. Are you able to wait outside at the bus stop without assistance or support for up to 15 minutes?

_____ Yes _____ No _____ Sometimes

Please Explain: _____

PART C: APPLICANT SIGNATURE

I hereby certify that the information given in this application is correct.

Signature: _____ Date: _____
Applicant

PART D: PERSON OTHER THAN APPLICANT COMPLETING FORM

Print Name: _____

Address: _____

Phone where you can be reached: () _____

Relationship to Applicant: _____

Signature of other person completing this form:

_____ Date: _____

PART E: AUTHORIZATION TO RELEASE PERSONAL INFORMATION

To be completed by Applicant.

I hereby authorize the release of information to the Yuba-Sutter Transit Authority about my functional travel abilities. The information released will be used solely to determine my eligibility for ADA Paratransit Services.

Name of Professional:** _____

Agency/Organization: _____

Phone Number: () _____

I realize that I have the right to receive a copy of this authorization. I understand that I may revoke this authorization at any time.

Name of Applicant (Print Please)

Date Signed

Signature of Applicant

**Verifying "Professional" may be a rehabilitation specialist, disability evaluator, mental health case worker, physician or other such individual knowledgeable of your disability or disabilities and functional travel abilities.



Application for ADA Paratransit / Off-route Deviation Services

Paratransit / Off-route Deviation Services is specialized transportation service for persons who are unable to independently use regular bus route service, due to a disability or health related condition some or all of the time. Paratransit / Off-route Deviation Services is provided by public transportation systems as part of the requirements of Americans with Disabilities Act (ADA).

In order to use ADA paratransit / off-route deviation services, you must first be certified as eligible. Please read the following instructions before filling out the attached application form. All information that you supply will be kept strictly confidential.

1. Please answer **FULLY** all of the questions on the form, and return it to El Dorado Transit. Incomplete applications will not be processed, and will be returned to you for completion.
2. Your application will be reviewed, and an eligibility determination will be made within 21 days of receipt of a **COMPLETE** application. You will receive a notice as to whether or not you are eligible. If you are determined to be capable of using regular bus route service, **YOU WILL NOT BE ELIGIBLE** for ADA Paratransit / Off-route Deviation Services.
3. The review will be based on your ability to use regular bus route service. It may require additional information, such as a phone call, personal interview, or assessment with you, or consultation with your doctor or therapist.
4. You may be found:
 - ☛ Eligible for all your travel needs on ADA Paratransit / Off-route Deviation Services (full eligibility);
 - ☛ Eligible for some trips on ADA Paratransit / Off-route Deviation Services(conditional eligibility) depending on the nature of your disability; or
 - ☛ Not eligible for ADA Paratransit / Off-route Deviation Services.

5. Please note that if your functional abilities change, your eligibility status may also change.
6. If you are certified as eligible, you will be able to use ADA Paratransit/ Off-route Deviation Services on locate fixed routes, depending on any conditional restrictions.
7. If you do not agree with the decision on your eligibility, you may appeal. Information on how to file an appeal will be included with your notice of eligibility.

Your answers to the following questions will help us in determining your eligibility. ALL questions must be thoroughly answered or the application will be considered incomplete. An incomplete application will be returned, and will delay the eligibility determination process. Please print or type.

Personal / Contact Information

Name (*first, middle, last*): _____

Home Address: _____ Apt. #: _____

City: _____ Zip: _____

Mailing Address (*if different from home*): _____

City: _____ Zip: _____

Daytime Phone: (____) _____ TDD/TTY: (____) _____

Evening Phone: (____) _____

Birth Date: ____/____/____ Female Male

Primary Language (please circle): English Other (specify) _____

Did someone help you in filling out this form? Yes No
Should this person be contacted if additional information is needed?
(*please circle*): Yes No

If yes, Name: _____ Phone: (____) _____

Relationship: _____

In case of emergency, whom should we contact?

Name: _____ Day Phone: (____) _____

Relationship: _____ Eve. Phone: (____) _____

Please answer the following questions in detail - your specific answers to the questions will help us in determining your eligibility.

Tell Us About Your Condition and How You Currently Travel

- 1a. What is your DISABILITY or HEALTH RELATED CONDITION that prevents you from using public transit?

- 1b. Explain HOW this condition prevents you from independently using public transit.

- 1c. Are the conditions you described: *(please circle)*
Permanent Temporary Don't Know
If temporary, how long do you expect this to continue?

- 1d. Do the conditions you described change from day to day in a way that affects your ability to use public transit?
Yes, good on some days, bad on others / No, doesn't change / Don't Know
If yes, explain how the change affects your ability to use public transit.

2a. How do you currently travel to your most frequent destinations?

(Circle all that apply)

Buses

Dial-A-Ride

Drive myself

Taxi

Someone drives me

Off-route Deviations

Other _____

3. Do you travel with the assistance of another person?

Always

Sometimes

Never

If you travel with the assistance of another person always or sometimes, what type of assistance do they provide?

4. Do you use any of the following mobility aids or specialized equipment?

(Circle all that apply):

Cane

Power Chair

Communication Board

White Cane

Large Power Chair

Service Animal

Walker

Leg Braces

Crutches

Manual Chair

Speech Devices

Respirator

Power Scooter
(3 or 4 wheeler)

Portable Oxygen Tank

Other Aid _____

For questions 5 through 16, please indicate whether you are independently able to perform the following functions. ALL "no" and "sometimes" answers must be accompanied by an explanation or the application will be considered incomplete.

Tell Us About Your Capabilities

5. Are you able to understand and remember directions well enough to complete a public transit trip? (This doesn't refer to being unaccustomed to the English Language.)

Yes

No

Sometimes

If no or sometimes, explain why:

6. Are you able to identify the correct public transit stops?

Yes No Sometimes

If no or sometimes, explain why:

7. Are you able to identify the correct bus to board?

Yes No Sometimes

If no or sometimes, explain why:

8. Are you able to get to and from the public transit stop nearest your home?

Yes No Sometimes

If no or sometimes, explain why:

9. How far are you able to walk, or travel with a mobility aid, without the help of another person?

10a. Are you able to wait 15 minutes at a public transit stop?

Yes No Sometimes

If no or sometimes, explain why:

10b. Are you able to wait longer than 15 minutes?

Yes No Sometimes If so, how long? _____ (minutes)

If no or sometimes, explain why:

10c. Could you wait if there were a seat or bus shelter?

Yes No Sometimes
If no or sometimes, explain why:

11. Are you able to get on or off a public transit bus if it has a lift?

Yes No Sometimes Don't know, never tried it
If no or sometimes, explain why:

12. Are you able to grasp handles or railings, coins or tickets while boarding or exiting the transit vehicle?

Yes No Sometimes Don't know, never tried it
If no or sometimes, explain why:

13. Are you able to maintain balance and tolerate movement of a public transit vehicle when seated?

Yes No Sometimes Don't know, never tried it
If no or sometimes, explain why:

14. Have you ever had any training or instruction (travel training) to learn how to use public transit?

Yes No
If yes, where and when did you receive this training?

15. Is the public transit you need accessible (for example, equipped with a lift)?

Yes No Sometimes Don't know, never tried it
If no or sometimes, explain in what way is it not accessible:

16. Are there specific places you would like to go to that you are unable to get to using public transit?

Yes No If yes, explain why you cannot use public transit to get to those destinations:

Have you answered all the questions and provided explanations where required?

INCOMPLETE APPLICATION WILL BE RETURNED

I certify that the information in this application is true and correct. I understand that knowingly falsifying the information will result in denial of service. I understand all information will be kept confidential, and only the information required to provide the services I request will be disclosed to those who perform the services.

I understand that it may be necessary to contact a professional familiar with my functional abilities to use public transit in order to assist in the determination of eligibility.

Applicant's signature: _____ **Date:** _____

Authorization to Release Medical Information

(to be completed by applicant)

I **hereby authorize** the following licensed professional (doctor, therapist, social worker, etc.) who can verify my disability or health related condition, to release this information to El Dorado County Transit Authority. This information will be used only to verify my eligibility for paratransit services. I understand that I have the right to receive a copy of this authorization, and that I may revoke it at any time.

Name of Professional who may release my medical information:

Address: _____

Medical Record or ID#, if known: _____

Applicant's signature: _____ **Date:** _____

RETURN TO:

El Dorado Transit
6565 Commerce Way
Diamond Springs, CA 95619



Eligibility Processing Department Use Only

- Approved Disapproved
- Conditional Unconditional

EDCTA ADA Coordinator

Date

Category: 1 2 3



Eligibility Appeals Process

If a person is denied eligibility he or she may appeal the denial by:

1. Filing an appeal in writing within 60 days of the denial.
2. Presenting information during a scheduled hearing.

The appeal will be heard by the Transit Director or designee. The applicant will be notified in writing of the final decision within 30 days of the hearing.



PLACER COUNTY
DEPARTMENT OF PUBLIC WORKS

Ken Grehm, Director
Rick Dondro, Assistant Director
Peter Kraatz, Deputy Director

**Tahoe Area Regional Transit
Application for ADA Paratransit Eligibility**

This application will be used to determine if you are eligible for service on the Tahoe Area Regional Transit (TART) Paratransit Service in compliance with the Americans with Disabilities Act (ADA).

This application form may be filled out by you or by a friend or relative. If someone other than you fills out the form, that person needs to complete Section #16.

We understand that some of your answers may be personal. We will not provide this information to any other person or agency not directly related to the certification process.

It is important that you answer every question on this application form. Evaluation of your request cannot begin until we have received the completed form including your signature for authorization to release personal information. (See Exhibit A.) Please note that a doctor's statement is not being requested.

Once your completed form has been received at this office, you may expect an answer within 14 calendar days.

If you have any questions, please call the TART office at (530) 550-1212

**Please return completed application to:
Tahoe Area Regional Transit
P.O. Box 1909
Tahoe City, CA 96145**

or drop off at our office located at
870 Cabin Creek Rd., Truckee
Phone (530)-550-1212
FAX (530)-550-0266

REQUEST FOR CERTIFICATION OF AMERICANS WITH DISABILITES ACT PARATRANSIT ELIGIBILITY

The information obtained in this certification process will only be used by the County of Placer (TART) for the provision of transportation services. Information regarding the evaluation of your functional ability to use transit services will only be shared with other transit providers to facilitate travel in those areas. The information will not be provided to any other person or agency.

1. Name _____
 2. Address (physical) _____
(mailing) _____

 3. Phone (home) _____ (work) _____
 4. Date of Birth ____/____/____
 5. What is the disability which prevents you from using our fixed route bus service? _____

- Is this condition temporary? Yes No
- If yes, when is it expected to subside? ____/____/____
6. How does this disability prevent you from using fixed route services? Please explain completely. Use an additional sheet, if necessary.

7. Are there any other effects of your disability of which we need to be aware?

The following information will be used to ensure that an appropriate vehicle is used to provide your transportation and so an accurate analysis of your trip requests can be made by TART.

8. Do you use any of the following aid to mobility? (check all that apply)
Manual wheelchair_____ Electric wheelchair_____ Guide Dog _____
Other Service Animal_____ Powered Scooter_____ Crutches_____
Cane_____ Personal Care Attendant_____

If you use a wheelchair or scooter, what is its:

length_____ inches width _____inches

Does the total weight of your wheelchair/scooter and yourself exceed 600 pounds? Yes No

9. Do you currently use any transit or paratransit service in the region?
Yes No (If yes please describe)_____

10. What is the maximum distance you can travel without the assistance of another person? _____yards

11. Does your disability prevent you from traveling this distance in snow, ice or over certain terrain? (Explain)_____

12. Can you climb up and down three 12-inch steps to get on and off a bus?
Yes No Sometimes

13. What is the maximum period you can wait outside without support?

14. Is this time period affected by extremes of hot or cold weather? Yes No
(If yes, please describe)_____

15. I hereby certify that the information given above is correct.

Signed _____ Dated ____/____/____

16. If this application has been completed by someone other than the person requesting certification, that person must complete the following:

Name_____

Address_____

Phone (home)_____ (work)_____

Signed _____ Dated ____/____/____

AUTHORIZATION TO RELEASE PERSONAL INFORMATION

(To be completed by Applicant. A doctor’s statement is not required.)

I hereby authorize the release of information to the Placer County Department of Public Works about my functional travel abilities. The information released will be used solely to determine my eligibility for ADA Paratransit Service.

Name of Professional*: _____

Agency/Organization: _____

Phone Number: () _____

I realize that I have the right to receive a copy of this authorization. I understand that I may revoke this authorization at any time.

Name of Applicant (please print)

Signature or Applicant

Date Signed

*Verifying “professional may be a rehabilitation specialist, disability evaluator, mental health case worker, physician or other such individual knowledgeable of your disability or disabilities and functional travel abilities.