



City of Lodi

Rider's Information Book

for



DIAL-A-RIDE
General Public
Demand Response Service

City of Lodi-Transit
24 South Sacramento Street
Lodi, CA 95240
(209) 333-6806 (Reservations)
(209) 333-6706 (Questions)
www.lodi.gov/transit

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I. Welcome to the City of Lodi General Public Dial-A-Ride Demand Response Services

The General Public (GP) Dial-A-Ride (DAR) Demand Response Service is a door to door, shared ride demand response service for the general public operating within the city limits of Lodi and various unincorporated areas including Woodbridge as described below. DAR passengers are transported in small buses that are ADA (Americans with Disability Act) compliant and equipped with wheelchair lifts or ramps and securement areas. Buses are clean, radio-equipped, and temperature controlled.

Eligibility

There are no eligibility requirements to travel on the DAR Demand Response system.

If you have a disability (including mobility, cognitive and visual impairments) that prevents you from independently using lift-equipped accessible fixed-route bus service, write or call for an ADA Demand Response application:

City of Lodi Transit
24 South Sacramento Street
Lodi, CA 95240
(209) 333-6806

Let us know if you need an application in an alternative format or require in-person telephone assistance to complete your application.

II. Service Areas and Hours

DAR Demand Response Services operates within the Lodi city limits and unincorporated areas of Woodbridge, Arbor Mobile Home Park, AM Market and Houston School in Acampo, and Villa Cerezos Mobile Home Park located south of the city limits.

DAR Demand Response Services operates during the same days and hours as the regular fixed route service.

Weekdays: 6:10 A.M. to 7:30 P.M.

Saturday: 7:30 A.M. to 9:30 P.M.

Sunday: 8:30 A.M. to 4:30 P.M.

Reservations can be made during the following times:

Weekdays: 8:00 A.M. to 6:00 P.M.

Saturday: 8:00 A.M. to 6:00 P.M.

Sunday: 9:00 A.M. to 3:00 P.M.

No service is provided on the following holidays:

New Years Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day following Thanksgiving, Christmas Eve, and Christmas Day.

Service may be reduced on Thanksgiving Eve Day, Christmas Eve Day and New Year's Eve Day, and will be posted two weeks prior to any reduction.

III. Scheduling a Ride

To make a reservation, you must call at least one day in advance but not more than fourteen (14) to make a reservation. When calling to reserve a ride, have the following information ready:

- Your first and last name
- Your return telephone number
- Date when you want to travel
- Pick-up address: number, street, apartment number, city, zip code
- Your requested pick-up or drop-off time
- Your requested return time if you require a round trip
- Where you want to go: number, street, suite number, city, zip code
- If you will need to bring a service animal
- If you will be accompanied by a guest and/or companion (including children).
- Any other information the driver should know to assist with your travel needs.

Helpful Hints

Due to the high demand of reservation requests, the more advanced notice you can give (up to 14 days in advance), the more likely we will be able to accommodate your needs. However, you may be asked to change your requested pick-up time in order to accommodate your reservation. Similar to the ADA paratransit service, VineLine, ADA rules allow staff to offer a reservation time up to one hour before or after your requested reservation time.

Reservation telephone lines are busiest in the morning hours; if possible, please call after 11:00 a.m. Trip demand is heaviest between the hours of 7:30 a.m. to 9:30 a.m. and 1:30 p.m. to 3:00 p.m. If possible, please try to schedule your trips outside these times to increase the likelihood that your ride request can be better accommodated.

Guest/Companions

When making a reservation for your ride, please tell the dispatcher if a guest or companion will be riding with you. Guest and companions will be charged the appropriate fare as shown in 'Fares' section.

Cancellations

To cancel a trip, please call the reservation line at (209) 333-6806 and speak to a dispatcher. Cancellations can be left on the automated recorder that is available 24 hours a day. If you need to cancel a trip, please remember to contact dispatch as soon as possible, or at least one hour before your scheduled pick-up time. By notifying Transit Dispatch of your cancellation this will help free up space for others to ride and keep program costs down.

No-Show Definitions and Penalties

You will be considered a no-show if you reserve a ride, but do not meet the vehicle within 5 minutes of its arrival or call to cancel a trip less than one hour before the scheduled pick-up time. The penalty for no-shows is loss of service privileges. Please see 'Suspension for No-Shows' section.

Subscription Service

If you travel to and from the same destination at the same time and day, you may request to use the DAR Demand Response Subscription Service. This service allows riders to make regular trips without telephoning in reservations or to confirm rides. Subscription riders need only to call to cancel their ride reservation. A change in time, origination, or destination may change your eligibility for a subscription ride. You may discontinue subscription service for a prearranged, specific period of time and may return to subscription service without penalty following the absence. Subscription service may be temporarily discontinued for reasons such as illness, vacation, or school break.

Subscription service is limited in accordance with the Americans with Disabilities Act, which states that no more than 50% of the rides at any hour of any day may be subscription rides. Subscription service is available on a first-come, first-served basis. There may be a waiting list for this service.

IV. Riding DAR Demand Response Services

Fares

All riders must pay a fare.

DAR Demand Response Services Fares are as follows:

General Public (age 59 and younger)	\$7.00
Senior (age 60+)/Persons with Disability/Medicare	\$2.00
10-Ride Pass General Public	\$66.50
10-Ride Pass Senior/ Persons with Disability/Medicare	\$16.00
DAR Surcharge Outside City Limits	\$1.50
10-Ride Pass Senior/Disabled/Medicare Outside City Limits	\$31.00

DAR bus drivers cannot make change so please be sure to have the exact fare ready in cash.

Discounted Fare Categories

DAR Passengers are eligible to pay the discounted fare by showing the driver one of the following forms of identifications:

- Medicare Card
- DMV 'Senior Citizen' ID (this is not a regular driver's license)
- Senior ID from another transit agency
- Disabled ID from another transit agency
- VineLine ADA Certified ID card (you must submit an application and be approved to receive this card)
- City of Lodi GrapeLine Discount Fare ID Card (you must submit an application and be approved to receive this card)

If you do not have one of the identification cards listed above, a Discounted Fare ID application is available at the following locations:

- Drivers have applications on all vehicles
- Lodi Station Lobby (24 South Sacramento Street)
- City Hall Public Works Dept. (221 West Pine Street)

- Download the application from online at: www.lodi.gov/transit

Pick-up and Drop Off

You can expect to be picked up within a 10-minute window prior or 20-minute window after scheduled pick up reservation time for DAR reservations. You should be ready to board the vehicle at the beginning of your pick-up window.

A paratransit arriving any time within the pick-up window will wait up to 5 minutes for the passenger. It is important to remember that buses arriving within 10 minutes before or 20 minutes after the scheduled pick-up time are considered on time and within the time window. Should a vehicle arrive early (for example, 20 minutes prior to pick-up reservation), you are not required to board until 10 minutes before the scheduled time (at the beginning of the pick-up window). You will not be considered a no-show if you refuse a ride that arrives later than 20 minutes after scheduled pick up reservation.

Boarding with a Mobility Device

All vehicles are equipped with passenger lifts or ramps that meet ADA specifications. Lifts will accommodate mobility devices such as wheelchairs and scooters up to 800 pounds, including the passenger. Mobility devices that exceed this standard may not be transported.

If you need a passenger lift to board a vehicle, the driver will assist you. All drivers are trained to operate the lift. If needed, you may also board the vehicle while standing on the lift. For your safety, please make sure your wheelchair or other mobility device is maintained in accordance to manufacturer's specifications.

Transporting Packages

Since the vehicle will be shared with other passengers, riders should limit their number of packages to one armload or the equivalent of 2 grocery bags. Packages must be transported on your lap or under the seat. Passengers may also utilize a small personal cart for their packages. Drivers must adhere to a schedule and cannot assist with packages. For the safety of all riders, you may not transport explosives, acids, flammable liquids, or other hazardous materials.

Transporting Life-Support Equipment

You may bring a respirator, portable oxygen, and/or other life-support equipment as long as it does not violate laws or rules related to transportation of hazardous materials and will fit in the paratransit vehicle. If you are riding in a wheelchair, these items must be attached to your wheelchair, not wheeled separately.

Service Dogs

You may travel with a service dog. A service dog is individually trained to do work or perform tasks for people with disabilities. When you make your reservation, please inform the dispatcher that you will be traveling with a service dog. Pets and 'therapy dogs' that are not trained specifically to do work or perform tasks for people with disabilities will not be allowed to board the vehicle.

V. Responsibilities

DAR Demand Response Services has a short list of common-sense guidelines designed to ensure safety and comfort for all riders as well as the driver.

Rider Responsibilities

- Read and understand all sections of this Demand Response Services Riders Guide carefully.
- Make reservations at least one or more days in advance.
- Be ready at pick-up location and be on time.
- Call to inquire if the vehicle has not arrived by the end of the 20-minute window.
- Call to cancel unneeded rides as soon as possible; avoid no-shows.
- Pay the correct fare in cash, or discount tickets (drivers do not make change).
- Wear seat belts.
- Avoid distracting the driver or annoying other passengers with inappropriate behavior.
- Maintain wheelchair or other mobility device in a safe condition according to manufacturer's specifications.
- Expect shared-ride service; others may be picked up after or dropped off before you reach your destination.
- Maintain acceptable standards of hygiene.
- No eating, drinking or smoking on board.
- No riding while intoxicated and under the influence of alcohol or illegal drugs.
- No littering in the vehicle.
- Radio, cassette tape players, compact disc players, or other sound generating equipment may only be used with headphones. Music is not permitted to be played aloud.

Driver Responsibilities

- Riders can expect drivers are to adhere to the same standards of common courtesy and personal hygiene as those required of the riders.
- Treat riders with courtesy.
- Be in uniform with visible name tag.
- Stay within the line-of-sight of their vehicle; maintain the assigned service schedule for the convenience of all riders.
- If requested, assist riders when entering and leaving the vehicle.

Drivers are not permitted to:

- Enter a rider's residence or other buildings.
- Perform any personal care assistance for riders, including but not limited to, assisting riders to dress or lock or unlock any door/gate.
- Load or unload packages or groceries.
- Lift or carry riders.
- Carry riders or wheelchairs up or down steps.
- Accept tips or gratuities.

VI. Service Suspension

Misusing the system can result in suspension of your DAR Demand Response service.

Suspension for No-Shows/ Late Cancellations

One of our goals is to provide you and other passengers with timely and reliable service. To help us accomplish this goal, City of Lodi has established no-show and late cancellation procedures in conformance with federal regulations.

If you demonstrate a pattern or practice of missing scheduled trips or not cancelling trips within the required time, you may be suspended from service.

- A No-Show is when a Dial-A-Ride (DAR)/VineLine (VL) passenger reserves and schedules a ride but does not meet the vehicle within 5 minutes of its arrival.
- A Late Cancellation is when a DAR/VL passenger fails to cancel a trip more than one (1) hour prior to their scheduled departure time.

If a customer has more than one ride scheduled, having a no-show does not automatically cancel the rest of the rides for the day. It is still the customer's

responsibility to call and cancel the remaining rides for the day. If the rides are not cancelled, and the customer does not ride, the result would be additional no-shows.

For each No-Show or Late Cancellation, you will receive a warning notice.

If you have received four (4) notices in a rolling six (6) month period and they represent ten percent (10%) or more of your scheduled trips, you will be sent a Suspension Letter.

A Suspension letter is a written notification sent indicating you may be suspended from service for one (1) week and you may lose your subscription privileges during this time period (if applicable).

Suspension for Abusive or Disruptive Behavior

Disruptive or abusive behavior that endangers passengers, drivers, or DAR staff will not be allowed and is cause for suspension.

Disruptive behavior includes, but is not limited to:

- Intimidation or threats of physical harm to drivers or other riders.
- Verbal abuse of drivers, staff, and/or other passengers.
- Unlawful harassment, including unwelcome verbal, non-verbal or physical behavior having sexual, violent, or racial connotations.
- Unauthorized use of vehicle equipment.
- Defacing equipment.

Repeated violation of riding rules, including:

- Smoking, eating, and drinking on vehicles.
- Refusing to remain seated with seat belt on.

Circumstances Beyond Your Control

Examples of situations not within the passengers control may include but are not limited to:

- A sudden personal emergency
- Sudden or worsening illness

If an investigation reveals your disruptive behavior is due to a disability and is beyond your control, your service may not be suspended. However, we may require you use the VineLine ADA paratransit service and travel with a Personal Care Attendant (PCA).

VII. Appeals Process for Suspensions

If you disagree with a suspension, you have the right to appeal the decision. Please mail a brief letter, within twenty one (21) calendar days of the suspension notice, stating the reasons for the appeal to:

City of Lodi Public Works Department
Attention: Transit Administration Appeal
P. O. Box 3006
Lodi, CA 95241-1910.

The City Manager has appointed an Administrative Appeals Panel. Upon receipt of your letter, this Panel will review all relevant materials associated with the appeal. The panel will be comprised of transportation and city official representatives. The appeals process will be carried out in accordance with federal regulations.

An explanation of the appeals process is listed below:

- Appeals must be filed no later than twenty one (21) days after the receipt of the suspended service notification.
- Appeals must be filed in writing or on an audio file; and accommodations will be made for persons unable to do so.
- An Administrative Appeals Hearing will be held to provide an opportunity for the person appealing to present information and arguments.
- A written decision will be made within fourteen (14) calendar days and will include the reasons for the suspension.
- Person appealing may ride the service pending the decision granted at the Administration Appeals Hearing.

NOTE: If you are appealing a suspension based on an illegal, seriously disruptive, or violent behavior, you may not ride until the Appeals Panel reviews and removes your suspension.

Guidelines for Requesting / Holding an Appeal Hearing

Requirements

1. An individual must request an appeal within twenty one (21) calendar days of the denial of their initial application or suspension.
2. An individual must have an opportunity to be heard in person to present information and arguments.
3. There must be a separation of function between those involved in the initial determination and those deciding appeals.

4. Written notification of the appeal decision, stating the reasons for the finding, must be provided.
5. Presumptive eligibility must be granted to the individual if a decision is not made within fourteen (14) calendar days of the completion of the appeals process.

Process

1. Written appeal is submitted to the Transportation Manager, who schedules the appeal hearing.
2. At appeals hearing, introductions of panel members, passenger and presiding members.
3. An explanation of conflict of interest should an individual have a professional or personal relationship with a decision-maker.
4. An explanation of the appeal policy and the applicant's rights to ensure that there is a clear understanding of process.
5. The basis on which decisions will be reached (e.g., majority vote, etc.).
6. A brief overview of eligibility/suspension policy to ensure that the applicant/passenger has a clear understanding of key issues.
7. A summary of initial determination / suspension findings and the informal review findings.
8. An opportunity for the applicant and/or his/her representative to provide additional information or dispute the initial determination/suspension findings.
9. An opportunity for the hearing officer or panel members to ask the applicant or his/her representative questions and other persons involved.
10. Appeals panel deliberates and makes a decision on course of action, with written decision concerning the appeal so that the applicant clearly understands what will happen following the hearing.
11. Restatement of services or eligibility or denials / suspensions upheld.

VIII. Using GrapeLine Fixed-Route Public Transit Services

Listed below are some benefits of the City of Lodi GrapeLine fixed-route system:

Senior citizens and people with disabilities are eligible for reduced fares on the GrapeLine fixed route. Fares for senior/disabled on fixed route are as follows:

Senior/Disabled/Medicare Card	\$ 0.60
Senior/Disabled/Medicare 10 ride Pass	\$ 6.00
Senior/Disabled 31-Day Pass	\$22.00

Wheelchair accessible buses operate on timed schedules and require no advance reservations. You have more choice and independence since you may go anywhere the bus goes any time according to its schedule.

For information about riding GrapeLine fixed route services, please call 333-6806 or visit us on the web at www.lodi.gov/transit.

IX. Customer Service

If you experienced a problem with a specific ride or you need an application for ADA Demand Response Service, please call our office at 209-333-6806. The City of Lodi is committed to using customer input as a tool to improve service quality.

Contact Information for Public Works Department - Transit

Address: 221 West Pine Street
Lodi, CA 95240

Mailing Address: P. O. Box 3006
Lodi, CA 95241-1910

Phone: (209) 333-6706

Email: pfernandez@lodi.gov
pwdept@lodi.gov