

The S Demand Response Services

ADA Paratransit Guide



May 2024

Policies effective May 1, 2024.

StanRTA policies and procedures are subject to change.

If you would like this document in an alternative format or assistance in translating services, please contact The S Customer Service: (209) 527 - 4900 or www.stanrta.org



Table of Contents

Important Contact Info	1
Lost & Found.....	1
Fares	1
Days of Operation	2
Fare Balance Account	3
Overdrawing/Negative Balance	4
The S Service Area.....	5
Establishing Eligibility.....	6
Booking Your Travel	7
StanRTA Book The S	12
Taking Your Trip.....	12
Who Can Ride?.....	16
Passenger Rules	18
Passenger Responsibilities	23
No Show Penalties	24
Appeals Process	26
Reasonable Modification Requests	30
Making Your Voice Heard	32
Ask The S	32
Know Your Rights	33
How to File an ADA Complaint	34
Title VI	37



Introduction

Welcome to the world of demand response services provided by the Stanislaus Regional Transit Authority (StanRTA), which operates as “The S!”

Demand Response refers to transit services that require advanced scheduling by the passenger. Riders are picked up and dropped off at the door or curb. The S offers ADA Paratransit, Dial-A-Ride, and Medivan programs under the umbrella of demand response services. Visit www.StanRTA.org for information on the Medivan and Dial-A-Ride services.

ADA Paratransit

The S ADA Paratransit service is available to individuals with disabilities that prevent them from using fixed-route buses. Individuals must become certified to use the service (see page 6). This ADA Paratransit service is available wherever fixed-route service operates, extending 3/4 mile from the fixed-route line.

In this passenger guide, you will find the information necessary to use ADA Paratransit. This service represents a key link for persons with disabilities by allowing them to maintain mobility in the community. Though it provides a wonderful service to those in need, ADA Paratransit does not work for everyone in every situation. ADA Paratransit service is



a shared ride service, you will often have to make several stops in route to your destination. Passengers needing a direct trip to or from their destination are encouraged to consider other options.

ADA Paratransit service is public transit, not specialized medical transport. We are unable to transport passengers who are too physically frail or ill to complete their trip safely. In deciding if The S ADA Paratransit is appropriate for you, please keep in mind that The S operators do not provide attendant services or perform hand-to-hand transfers of passengers to caretakers.

Please review this guide carefully. If you have questions, please contact The S Customer Service at (209) 527 - 4900 or consult our website at www.StanRTA.org.

Important Contact Info

The S Demand Response Services
(ADA Paratransit, Dial-A-Ride, Medivan)

Customer Service and Reservations (209) 527 - 4900
Stanislaus Eligibility Center (MOVE) (209) 672 - 1143

Lost and Found

Passengers are responsible for personal items while traveling. Passengers can call The S at (209) 527 - 4900 to inquire about personal items they may have left on the bus or at a transit facility.

The S will hold nonperishable personal items for thirty (30) days before disposal. Perishable items will be disposed of no later than the end of the day.



Fares

Fare Type	Cost
Paratransit (ADA) - Per Trip	\$2.50
Veterans	FREE
MJC Students with ID	FREE
18 and under	FREE
City and County Employees with ID	FREE

Passengers must pay the exact fare at the time of boarding with either cash or fare balance. Operators do not carry change. Veterans and MJC students must provide valid identification to prove eligibility for free fare. Once provided and added to their customer profile, riders will not need to provide ID each trip.

Fares may be purchased with cash, a check, credit or debit card at the Customer Service office located at the Modesto Transit Center, 1001 9th Street, Modesto. Tickets and fare balance can also be purchased over the phone and mailed to the individual or value added to their account. Tickets are non-refundable.

Refund Policy: All sales are final. We will not offer refunds for unused, lost or damaged fares. Fare balances are also nonrefundable.

Days of Operation

The S ADA Paratransit Service hours complement The S fixed route system, operating 7 days a week and every day of the year.

Before and after customer service hours, passengers can call (209) 527 - 4900 and have questions answered by dispatch. Reservations can only be made during customer service hours.

The S ADA Paratransit service hours of operation are:

Monday – Friday	4:45 a.m. – 11:15 p.m.
Saturday	6:15 a.m. – 10:00 p.m.
Sunday	8:00 a.m. – 8:15 p.m.

Customer Service hours:

Monday – Friday	6:00 a.m. – 7:00 p.m.
Saturday	8:00 a.m. – 5:00 p.m.
Sunday	9:00 a.m. – 4:30 p.m.

Last Booking Each Day

- The last available pick-up time for passengers is 30-60 minutes before service hours end, depending on your location.
- The deadline for making reservations is 5:00 p.m. the day prior to travel.

Cancellations can be made with a scheduler as late as 7:00 p.m. Monday through Friday. After 7:00 p.m. cancellations can be made with dispatch.

Fare Balance Account

Passengers can now create a pre-paid account to store funds for your fares. The fare will be deducted from your balance each time you board The S. No need to purchase tickets or passes in advance, no need to use an app, and no need to carry exact change. The account can be set up either in person or on the phone. Payment can be made by cash, with a check, your debit or credit card. Call Customer Service at (209) 527 - 4900.

- The maximum single transaction: \$150
- The maximum balance: \$200

Regretfully, we cannot offer fare refunds.

Customer service will remind you when your balance runs low.

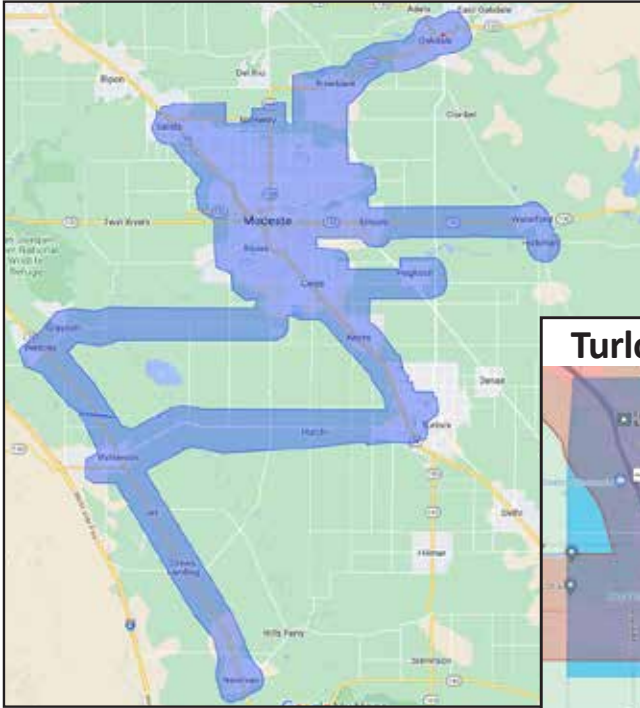
Overdrawing/Negative Balance

The S understands that occasionally an individual may be unable to add funds to their account in time to avoid incurring a negative balance. The S allows up to a \$10 short term overdraw in a user account. Funds must be deposited within 10 days to ensure uninterrupted service. Customer service will reach out to notify passengers when an overdraft occurs. Failure to replenish the account can result in closure of account and/or temporary loss of rider privileges.



The S Service Area

In compliance with federal regulations, The S ADA Paratransit Service boundaries are 3/4 mile beyond The S fixed routes serving the region. All door-to-door pick-ups and drop-offs have to be within the boundaries.



Turlock Service Area

Turlock Transit provides ADA service for trips within the City of Turlock. Reserve those trips by calling Turlock Transit at (209) 668-5600. For regional trips between Turlock and destinations in Stanislaus County within The S ADA service boundaries (see map), passengers should contact The S customer service at (209) 527-4900. The S also provides limited service to Turlock ADA clients on days that Turlock Transit does not operate, including Sundays and holidays.

Establishing Eligibility

All users of The S ADA Paratransit service must first establish their eligibility under the Americans with Disabilities Act (ADA). All eligibility evaluations are made through the Stanislaus Eligibility Center, operated by MOVE at (209) 672 - 1143. MOVE is a nonprofit organization providing a simplified, uniform, in-person eligibility process for ADA paratransit services in all of Stanislaus County.

MOVE's offices are located at 4701 Sisk Rd, Ste 201, Modesto, CA 95356. Eligibility interviews are also conducted in satellite offices for easier access. The S provides complimentary transportation to and from eligibility appointments for those living within the service area. Reservations are coordinated for you by the MOVE and The S reservations team.

Paratransit eligibility differs from eligibility established through programs such as SSI. It is not a medical determination of disability but an assessment of your functional ability to ride public transportation according to ADA guidelines. The MOVE staff at the Eligibility Center will assist during the interview process and learn about your circumstances in your own words. Family, friends, and caregivers are also able to participate in the interview process.

Eligibility Card and Expiration

The S ADA Paratransit Service passengers receive an identification card valid for up to three years from the time of issuance. This card allows the individual ADA paratransit privileges in Stanislaus County. If you are traveling elsewhere in the United States, this

identification when presented to other transit agencies will establish visitor status.

Visitors

Visitors from out of town, who are ADA-certified by another transit provider, may ride The S ADA Paratransit service for up to 21 service days in a year. To establish visitor eligibility, please contact MOVE at (209) 672 - 1143. Visitors requiring more than 21 service days in a 12 month period must become certified on The S ADA Paratransit for continued ridership privileges.

Booking Your Travel

When to Book

ADA Paratransit service is guaranteed to individuals booking their trips the day before service is desired. Reservations may be made up to 21 days in advance for Medivan and 14 days in advance for ADA Paratransit and Dial-A-Ride. Cut off for next day reservations is at 5:00 p.m. the day before you plan to travel. Reservations are accepted during all customer service hours.

Reservation Window

The S has a one-hour reservation window. This means that the Reservationist can offer you a pick-up time up to 1 hour before or after your requested trip time. For example, if you ask for a pick-up at 6 a.m. you can be offered a trip time between 5 a.m. and 7 a.m. The one-hour window is permitted by federal law. The S requires a minimum of one hour between a drop off and the scheduled return time.

Making Your Reservation

Passengers are responsible for providing the following information when using The S ADA Paratransit:

1. Desired pick-up window or appointment time
2. Pick-up window for a return trip (if required)
3. Address of origination
4. Address of destination
5. Whether the passenger will be accompanied by a service animal, Personal Care Attendant (PCA), or companion
6. Mobility device passenger will use
7. If passenger without a mobility device needs to use the vehicle lift

Please note that passengers are limited to traveling with one companion.

Please let the scheduler know if you have any special pick-up or drop-off requirements. This is especially important in apartment and office complexes with multiple entry and exit points.

Please have all information ready when placing a call and write down reservation windows when they are read back by the scheduler.

Reminder Messages

Passengers will receive notification the night before travel, and 11 – 12 minutes before travel. Passengers can select phone or text notifications. We recommend texts as a reliable automated means of contact.



If you need to make several reservations, calling after 10:00 a.m. is appreciated.

If your travel plans are flexible, it is best to schedule your travel between 11:00 a.m. - 1:00 p.m. and after 6:00 p.m.

Pick up Window and Trip Time

Once you have negotiated a pick-up time, the reservationist will advise you that the bus can arrive up to 15 minutes earlier or later than your scheduled time. This is called the pickup window. You must be ready to go from the start to end of the pick-up window, not just at the time negotiated.

Your travel on The S will be similar to what your travel time would be if you use the fixed-route bus. This is referred to as a comparable trip time. Comparable trip time includes the time to walk to the bus stop, the bus ride, walking time, and transfer time between buses. To check how long your trip might be, go to maps.google.com, type in your points of origin and destination, and click the “bus” icon. Potential bus trips will pop up.

Changes to Already Scheduled Trips

When making a change to a scheduled pick-up, passengers must call in the change at least 1 hour before the scheduled pick-up window. The S will make a good faith effort, but there is no guarantee that the requested change can be accommodated.

Cancellations

If you do not need a ride after you have scheduled one, please call and cancel as soon as possible, but not less than 1 hour before your pick-up window. Trips canceled less than 1 hour before the pick-up window starts are counted as “no shows” (see page 23) unless cancellation is due to a family emergency, illness, or an error made by The S.

Same-Day Rides

Due to high service demand, same day ride requests are infrequently accommodated. To request a same-day ride, you must call at least 2 hours in advance of the desired pick-up time. Same-day ride reservations, if available, are not appropriate for appointments or time-sensitive tasks since the ride available may be several hours after the passenger would prefer to ride.



Subscription Service

If you need a series of rides for an extended period on the same day(s) of the week, at the same pick-up time, and from the same pickup/drop-off address, you may ask for a subscription. If it is approved, a vehicle will automatically arrive within the scheduled window. You will not need to call a day in advance to schedule the ride. It is important to remember that subscription requests are NOT guaranteed and may be capped at no more than 50% of all rides in any given hour. If you are unable to secure a subscription, you may still call the day before, or up to 14 days before, for each trip.

To avoid no-shows associated penalties, it is important to cancel your subscription, such as if you are in the hospital or will be away for a certain period. We can pause your subscription for up to two weeks. After two weeks, we must allow others the opportunity to book subscription rides. You may continue to make reservations up to 14 days in advance for each trip.

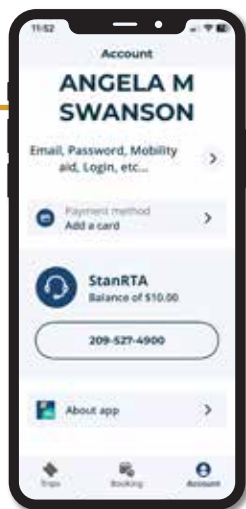


StanRTA

Book The S App



You can now book and track your trip, and check your account balance using your smartphone, computer, or tablet! Download the **Book The S** app for FREE from the App Store or Google Play. To set up your **Book The S** account you will need to set up an online account, call The S Customer Service at (209) 527 - 4900 and a scheduler will help you set up an email profile with a username and password. Once the account is set up, customers can also use the **Book The S** app to book a trip to or from a previously visited address, edit an existing trip, or cancel a trip.



Taking Your Trip

Door-to-Door Service

The S ADA Paratransit furnishes door-to-door service to ADA-certified passengers. Please keep in mind that conditions at a particular location may prevent the operator from being able to go to the door. The S vehicles must be able to maintain a forward path of travel, which means the vehicles will not enter narrow drives or lots that do not meet this safety criterion. The S vehicles also must park in a safe location and the operator cannot lose sight of the vehicle when passengers are on board.

Passengers may request an evaluation of their residence to determine the safest, closest point for pick-up. If your travel regularly includes an origin or destination for which we cannot safely provide door-to-door service, a manager or safety officer will come out to assess potential hazards, and, if necessary, designate an alternate safe location for the pick-up.

Operator Services

Operator Assistance: The operator will assist you in getting on and off the vehicle and in using the securement devices. However, they will not lift you or carry you nor will they accompany you to or from locations out of the vehicle's sight. If you need assistance that we do not provide, please bring a personal care assistant or be sure to have someone available at the pick-up or drop-off location to help you.

The S door-to-door service includes the following:

- Loading and unloading of passengers from the bus
- Escorting passengers to and from the primary entrance of the street door of the principal building upon arrival at both the origin and destination
- Ensuring that the passenger has crossed the threshold of the front street door of their destination

Operators are prohibited from crossing the threshold of passenger origin and destination points. Operators are required to stay within sight of their bus at all times.

Escorting includes operators carrying packages. Operators can assist in loading and unloading bags, but only if this would not cause a delay for the next passenger. Operators can place bags at the threshold of their residence but not bring them inside the threshold.

Meeting the Bus

Passenger promptness is important to help The S ADA Paratransit Service maintain on-time performance. Passengers must be ready to go during the entire 30-minute pick-up window. The S operator will wait for 5 minutes. If you miss your ride, you may call again, but



will likely receive a new ride reservation at least 2 hours later. If the bus arrives outside the 30 minute window, a passenger will not be considered a no-show if they are not present.

Understanding Shared-Ride Routes

Because The S trips generally involve picking up and dropping off other passengers, your route probably will not take you directly to the place you want to go. According to federal (ADA) law, a trip may take as long as a similar trip on a bus or train. Your trip time will usually be longer than if you traveled by car or took a taxi. If you still feel that your trip took too long, you may file a complaint for investigation.

Changing Your Drop-off Location or Requesting Detours

The operator is not allowed to change a drop-off location or take alternate routes to a destination.

Inability to Drop a Passenger Off at a Destination

Occasionally, the bus will arrive at a destination and the passenger is unable to disembark. This most often occurs if a caregiver is not present or the passenger does not have access to their home, etc. In that instance, the passenger will be retained on board the bus while the operator contacts dispatch. Depending upon the circumstances, the passenger may have their return trip rescheduled while remaining on board or be returned to their point of origin. If a passenger is incapable of being left alone and the emergency contact is unreachable, The S reserves the right to contact law enforcement.

Language Barriers

If a passenger requires translation to communicate with the bus operator, they can request an interpreter. StanRTA maintains interpretive services that can assist in multiple languages.

Who Can Ride?

It is the responsibility of the passenger to bring a PCA if it is not safe for the passenger to be alone with strangers, if the passenger is medically fragile, or if the passenger needs personal attention.

ADA-certified passenger can ride with:

Service Animals

A person with a disability may board the vehicle with a trained service animal. The passenger must keep the animal under control and it must not pose a threat to other passengers. Service animals are to be kept out of the aisles.



Pets

Only domesticated pets are allowed on The S vehicles. They must be carried in closed pet carriers. For safety reasons, operators are not permitted to carry pet containers onto or off vehicles. StanRTA will not be responsible or liable for loss, damage, or injury caused to or by pets. If a pet is disruptive, StanRTA reserves the right to refuse service on future trips.

Personal Care Attendants (PCA)

Passengers with special needs requiring greater assistance are encouraged to utilize a Personal Care Attendant (PCA). The need for a PCA must be established when a passenger registers for ADA eligibility. For additional information on PCAs or if you have questions concerning special needs, please contact The S Customer Service at (209) 527 - 4900. PCAs are required to board and depart the bus with their assigned passengers. PCAs cannot get on or off at a different location.

Please understand that paratransit operators are not caregivers. Operators are only there to safely transport you from your origin to your destination. The PCA is there to provide the passenger assistance with their needs while traveling, or if the passenger is not capable of responding to emergencies in other aspects of their life. The PCA is not designated by name. This allows a passenger, for instance, the flexibility to be accompanied by a caregiver, a spouse, or another loved one.

PCAs ride free of charge.

Companions

ADA-certified passengers may have 1 companion accompany them on a trip in addition to the PCA. Additional companions may be accommodated on a space available basis. Companions pay full fare and must travel to and from the same destination as the passenger.

Children

All children ages 0 to 8 must be secured in their seats using an approved child safety seat provided by the passenger. Failure to provide a car seat will result in service denial. It is up to the

adult passenger to determine which securement is appropriate as established by the California Vehicle Code. Please note car seats must be secured by the passenger. Children nine (9) years of age and older may ride unaccompanied. Youth ages 0-18 ride for free.

Passenger Rules

Seat Belts and Safety Belts Required for All Passengers

Passengers must wear seat belts at all times. This includes shoulder belts. Safety belts are required for ambulatory passengers sitting in seats. For passengers using mobility devices such as wheelchairs and electric scooters, safety lap belts secured to the floor of the buses are mandated in addition to any belt provided by the passenger. If you need a seatbelt extension, please ask for one. You can ask the operator for help if needed.



Passengers are required to follow other safety precautions given by the operator and/or required by California law or safety officers.

Mobility Device and Weight Restrictions

The S vehicle lifts and ramps are designed to accommodate ADA-compliant mobility devices that do not exceed 30 inches by 48 inches, measured 2 inches off the ground. The maximum weight restriction is 1,000 pounds (chair and occupant). Passengers with oversized devices can request a home visit to determine if their device can be safely accommodated on The S paratransit buses. A manager or safety officer will come to the passenger's residence to conduct the assessment.



Mobility devices must be tied down with four straps. If a passenger does not feel their device is secured tightly enough, they should tell the operator and ask the operator to check their work.

No Eating, Drinking, or Smoking

Unless medically necessary, no eating, drinking, and smoking while on the bus.

No Strongly Scented Personal Care Products

Passengers are requested not to wear any strongly scented personal care products while using the service. This is to ensure that the vehicles are accessible for passengers with chemical sensitivity or environmental illnesses.

Dress Code

The S ADA Paratransit Service is a shared, public transportation, and clothing must be appropriate for travel with other passengers. Shoes are required. Passengers may not travel in hospital gowns or robes.

Behavior Expectations

Inappropriate behavior is defined as conduct that does not demonstrate respect for the rights and dignity of others, interferes with the orderly operation of transit services, damages public property, is disruptive, or violates the rules of riding the bus.

A passenger engaging in inappropriate behavior not warranting immediate ejection from the bus will receive a verbal warning. The warning will state the reason his or her behavior is

inappropriate and the steps the passenger must take to correct the behavior. The S operator or other agent will document this verbal warning, indicating the date and time the warning was given.

Disruptive Behavior

Seriously disruptive behavior is defined as conduct that is violent, illegal or endangers the health or safety of others. Such behavior includes, but is not limited to:

- Threats
- Physical or verbal abuse
- Unlawful harassment including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations
- Public intoxication
- Voluntarily and repeatedly engaging in inappropriate behavior
- Bringing hazardous materials to the vehicle
- Bodily fluids or feces released from the passenger, clothing, or mobility device
- Extreme poor personal hygiene
- Passengers with a known airborne communicable disease such as tuberculosis
- A service animal not under the control of its handler

A passenger who engages in seriously disruptive behavior may have service denied without prior warning or be removed from the bus immediately.

Repetitive inappropriate behavior or any seriously disruptive behavior may result in formal suspension of the passenger from The S ADA Paratransit Service. The length of the suspension will be determined by the severity of the immediate incident,

the documented history of previous incidents, and any previous suspensions. Additional occurrences of inappropriate or seriously disruptive behavior after a suspension may result in further suspension from The S ADA Paratransit Service until such time as the passenger can demonstrate they will comply with The S ADA Paratransit Service policies and rules.

Denial of Service

The S ADA Paratransit Service has the right to deny service if the transport of a passenger is deemed unsafe, inappropriate, or if the passenger violates the Passenger Conduct Policy. The full policy can be found at stanrta.org/572/Passenger-Conduct-Policy.

Shopping Bags

Each passenger is limited to 3 shopping bags OR 1 carry-on item not exceeding 25 lbs pounds that can be reasonably carried on their laps or in front of their seats. Passengers should be able to carry packages on board independently. A passenger may not take up space in other rows of the bus, in wheelchair securement areas, or doorways.



Bags must not be overfilled. For more information on what counts as a shopping bag, contact Customer Service, look on the StanRTA website, www.stanrta.org, or pick up a “Bag Policy” pamphlet that describes the policy in full.

Passengers exceeding this limit may be denied a trip. Passengers are expected to load their bags independently or to bring a companion or PCA along to assist.

Shopping Carts

Small shopping carts that meet the following specifications are allowed on the bus:

- Up to 30" tall, 18" wide, and 18" deep (not including handle and/or wheels)
- Can easily and quickly negotiate vehicle door entrances and turns for any reason
- Contain loads within the height and designated capacity of the carrying device
- Cannot include items that are wet, leaking, or considered hazardous for any reason

Shopping carts must not block the aisle and must be secured if not stowed in the seat. Empty carts should be folded up and stowed between seats.

Strollers

- Passengers with strollers must remove the child and collapse the stroller before boarding the vehicle.
- Children must be seated on their own bus seat and secured by a seat belt or an approved child safety seat provided and secured by the passenger.

Passenger Responsibilities

Passengers are responsible for canceling any trips they no longer want or need. Passengers must call (209) 527 - 4900 at least 1 hour before the start of the pick-up window to cancel a trip. It is solely the passenger's responsibility to notify The S of all cancellations at least 1 hour before the scheduled pick-up window.

Unless otherwise directed, The S ADA Paratransit provides passengers with reminder notifications of their trips the night before their travel and the day of their travel. This is to help the passengers remember their trip.

Last Minute Cancellations

The S understands passengers sometimes have schedule changes or even forget a ride. However, these late changes place a strain on The S because a vehicle and operator may make a non-productive trip for a passenger who does not take the ride. This can make The S late to pick up and drop off other passengers. Passengers who show a pattern of late cancels or no-shows may harm the system's function. They can be suspended from taking trips because of their no shows.

No Show/Late Cancellation will not be assessed when:

- Staff made an error in the ride reservation
- The vehicle did not arrive at the location
- The vehicle arrived outside the pickup window or did not wait per policy
- The ride could not be taken due to an emergency beyond the passenger's control
- Suspension of services due to excessive missed trips

No-Show Doorhanger

Where possible, The S operator will leave a door hanger on your door when they attempt to pick you up but you do not emerge for your trip. The door hanger is your proof we were there and when we arrived.



No Show Penalties

The S Customer Service reviews and verifies each No Show and Late Cancellation to ensure accuracy before entering them into passenger records. At the end of each month, all passengers with validated missed trips will receive written notification that they have violated this policy and that they may be subject to a suspension of services. Suspensions are determined based on the passenger's excessive missed trips during the prior 12-month period.

The S also considers how many rides a passenger has completed in that month to ensure that frequent passengers are not unfairly penalized for occasional failures to complete a trip. At the end of each month, The S will send out a letter of suspension to any passenger meeting the suspension thresholds.

Number of Trips	Number of No Show/Late Cancellations for Action
Up to 30	3 No Shows/Late Cancels
30 or more	10% or more of total trips

Suspensions

Suspensions begin at 7 days in length and increase depending upon how many times a passenger has been previously suspended within the previous 12 months. Suspensions will begin the following month unless the passenger files an appeal.

Number of Suspensions within 12 months	Number of Days of Suspension
1st time	3 days
2nd time	7 days
3rd time	14 days
4th time	21 days
5th and subsequent times	30 days



Appeals Process

Passengers have a right to appeal suspension actions. The process for appeal is the same as used for fixed route service suspensions. Information on your rights to appeal a suspension can be found here: www.StanRTA.org/513/Appeals-Process.

Subscription Cancellation

If a subscription passenger receives 2 service suspensions within a rolling 12-month period, the subscription will be canceled.

Appeal Rights

If the passenger is dissatisfied with the results of the initial review, the passenger may request an administrative hearing of the prohibition order no later than 5 business days after receipt of the initial administrative review. Passengers may file their requests by phone, in writing, or in person.

The Appeals Review Officer, or their designee, will have 10 business days from the receipt of the contest to complete the review and issue a determination using the delivery methods described previously. Passenger appeals can be submitted in electronic or written format, by telephone at (209) 477 - 7011, or in person, directed to the Appeals Review Officer.

The appeals hearing request should state which type of hearing is requested (in person or by mail), and whether the passenger wishes to attend and present evidence.

Initial Appeal

A passenger has 5 business days to request an initial review of the suspension order. After that, the prohibition order will be deemed final. Passengers may file their requests by phone, in electronic or written form, or in person. The StanRTA's appointed administrative review officer will have 5 business days from the receipt of the contest to complete the review and issue a determination using the delivery methods described previously. Passenger requests for suspension review should be directed to:

Appeals

Stanislaus Regional Transit Authority
912 11th Street, Suite 100
Modesto, CA 95354
(209) 477 - 7011
info@stanrta.org

The administrative review determines whether the suspension followed the policy and that no shows were validated. The Administrative Review Officer shall issue a written statement upholding, modifying, or dismissing the suspension. Telephonic or electronic notification may also be made upon the agreement and/or request of the individual.

The suspension is automatically stayed from the time the passenger files the protest to the day after the delivery of the administrative officer's decision. If the StanRTA upholds the suspension, it will resume and continue until the specified termination date.

The administrative review does not accept new testimony from either the passenger or the transit operations team, nor does it conduct additional investigation or reconsideration of the evidence previously collected.

Appeal Hearing

Once a request for an appeal hearing is received by the StanRTA, the passenger's suspension is again automatically stayed. The period of the stay is from the time the passenger files the protest to the day after the delivery of the Appeals Review Officer's decision. If the StanRTA rescinds the suspension, the passenger may resume ridership immediately upon notification. If the StanRTA upholds it, the suspension will resume and continue until the termination date.

The appeal hearing shall be conducted by the Appeals Review Officer by mail or in person. The passenger is not required to participate in the hearing but may participate by submitting a written or oral rebuttal to the evidence in the suspension order. Passengers wishing to participate in person at the hearing must submit their request to do so as part of the appeal request. If the passenger requesting the hearing cannot attend, he or she may have another person represent them at the hearing. If the passenger or a designated representative is not present at the hearing, the Appeals Review Officer's decision will be based on the documentation available at the time.

Appeal proceedings will take place during normal business hours at the StanRTA offices, 912 11th Street, Suite 100, Modesto, CA 95354, or an accessible public facility.

The Appeals Review Officer will review the documentation supporting the suspension action. Documentation submitted by the passenger in rebuttal to the charges, if any, will then be examined. Once all documentation has been presented, the Appeals Review Officer will have 5 business days after the appeal hearing to issue a written decision delivered to the passenger in an agreed-upon manner as described previously within this policy.

If the Appeals Review Officer determines that the suspension should be upheld, the StanRTA shall issue a written statement to that effect. The Appeals Review Officer's decision is final.



Reasonable Modification Requests

A reasonable modification is a modification to The S's policies, practices, or procedures that is requested by an individual with disabilities to ensure they can use the paratransit and fixed route system. StanRTA provides multiple ways to request a reasonable modification and/or accommodation.



Making your Request

When possible, requests for modifications should be made in advance.

- To make a request, call (209) 527 - 4900
- You will be asked to describe the requested modification
- Include information on why it is needed to allow the individual to use the transportation provider's services

StanRTA also provides reasonable modification and/or accommodation for those situations in which an advance request is not possible. Many modification requests can be handled by the operator without additional consultation. A typical example of this is allowing a passenger with a medical need to eat on the bus. The Department of Transportation recognizes that these situations are likely to be more difficult to handle than advance requests, but responding to them is necessary.

Examples of Modifications and/or Accommodations

Most accommodations are made with advanced notice. Among typical modifications made routinely are:

- Adjusting where the bus stops at a bus stop to make it easier for wheelchair access to the sidewalk.
- Request for additional callouts for intersections and/or bus stops along the route.
- Assistance from the bus operator getting on and off the bus.

Granting of Requests

StanRTA makes every effort to meet the needs of all passengers, however, some unexpected circumstances may arise, and requests for a modification and/or accommodation may not be fulfilled. In such a situation, the transit vehicle operator would have the front-line responsibility for deciding whether to grant the on-the-spot request. The operator may also call their supervisor for guidance on how to proceed.

Denial of Request for Modification and/or Accommodation

Request for modification can be denied if they fall into one or more of these categories:

- Cause a direct threat to the health or safety of others
- Result in a fundamental alteration of the service
- Not necessary for the individual with a disability access to the entity's service
- Resulting in an undue financial and administrative burden

Making Your Voice Heard

One of the many ways we can improve our service is through rider comments. It is important that you tell us about your experiences riding The S. Your feedback can help us identify specific service problems that may need our attention. If there is a problem, we encourage you to call Customer Service to file a complaint. Our staff devote many hours to investigating complaints and resolving them. There is no limit on the number of complaints you can file. You should not be afraid that submitting complaints would affect the quality of your service or your eligibility. The S does not tolerate retaliation of any kind against our riders. We immediately investigate all accusations of retaliation.

Ask The S



StanRTA wants to know how we are doing and to learn about your experiences with our transit service. You can ask a question, offer a compliment, or make a complaint in many ways, including the StanRTA **Ask The S** app. This app allows you to make your request in moments. Your request will go directly to our customer support team for action. You will receive a follow-up response within 24 hours and a final action on your request within two weeks. **Ask The S** breaks citizen comments into these areas:

- Bus Stop Maintenance
- Compliments or Bright Ideas
- Lost and Found
- Report a Concern with The S

- Report an ADA Issues with The S
- Report Discrimination (Title VI) with The S
- Report and Bus Stop or Maintenance Request

In addition to these requests, StanRTA will periodically post a question or ask for comments on special topics such as public documents, surveys, etc.

Ask The S is also available through the StanRTA website:
www.stanrta.org/146/Ask-The-S.



Requests can also be made directly with the Customer Service team at (209) 527 - 4900.

Know Your Rights

For ADA-certified passengers, The S is required to schedule trips within one (1) hour before or after the requested time. Passengers will be given a range of time for their pick-up (called the pick-up window) by the scheduler during which they can expect their pick-up to occur.

- Bus operator should stand at the open door, greet you, offer support and ensure safety while entering and exiting the bus
- When possible operator will assist you to and from your front doorway
- All passengers may request to use the lift whether or not they use a mobility device

- Due to their design, scooters and walkers are at risk for tipping even when firmly secured. Passengers that choose to remain seated on their device accept responsibility for the risk of falling
- If you are on the bus longer than 60 minutes, are picked up or dropped off outside your window, please contact customer service for assistance
- Walkers should be secured for everybody's safety
- Customers can book multiple trips in one call to customer service

How to File an ADA Complaint

StanRTA is committed to ensuring that it complies with the Americans with Disabilities Act (ADA), including section 49 CFR Parts 27 and 37. Transportation entities are required to make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that programs are accessible to individuals with disabilities. ADA complaints apply to all transit services, processes, facilities, and amenities.

File an ADA Complaint

StanRTA wants to hear from all persons who believe StanRTA violated the Americans with Disabilities Act (ADA) regulations. To do so, they may file a written complaint either by downloading the form from the StanRTA website or by filing the complaint online using the Ask The S constituent request

portal, also located on the StanRTA website. They can also call the StanRTA office or customer service to file the complaint. Complaints not submitted through Ask The S should be mailed or emailed to www.stanrta.org/146/Ask-The-S:



Ask The S:

Submit a Written Form:

ADA Compliance Liaison
Stanislaus Regional Transit Authority
912 11th Street, Suite 100
Modesto, CA 95354
info@stanrta.org

Submit Written Complaint Through Phone Call:

The S Customer Service Office: (209) 527 - 4900
StanRTA Administrative Office: (209) 477 - 7011

To file a complaint, the attached complaint form should be completed and submitted.

All complaints must be submitted in writing. If the complainant is unable to write because of a disability and needs assistance in completing the form, StanRTA staff or a customer service representative will assist by writing the complaint by phone. Please call (209) 527 - 4900 or dial 711 for the California Relay Service.

StanRTA's liaison will begin an investigation within fifteen (15) working days of receipt of a written complaint. The liaison

will contact the complainant in writing no later than thirty (30) working days after receipt of a complaint for additional information if needed. If the complainant fails to provide the requested information on a timely basis, StanRTA shall administratively close the complaint.

StanRTA will complete the investigation within ninety (90) days of receipt of the complaint. If additional time for investigation is needed, the complainant will be contacted.

A written response will be prepared by the Compliance Officer which will include a summary of the findings and recommended action. The complainant will have fifteen (15) working days from receipt of the response to the appeal. If no appeal is received, the complaint will be closed. The appeals process for ADA Complaints is the same process cited in the Passenger Conduct Policy.



Title VI

The S is committed to a policy of non-discrimination pursuant to Title VI of the Civil Rights Act of 1964. Any person who believes that he or she has been subject to discrimination under Title VI on the basis of race, color, or national origin may file a complaint within 180 days of the incident occurrence.

Any person(s) believing that they have been subjected to discrimination under Title VI based on race, color, or national origin with regard to transit services delivery has the right to request information or to file a complaint within 180 calendar days following the alleged incident. Complaints may be made by downloading a complaint form at www.stanrta.org.

You can also call (209) 477 - 7011 or contact The S by email, civilrightsofficer@stanrta.org, to request a form or have a complaint prepared on your behalf. Complaints may also be filed with customer service at (209) 527 - 4900 or in person at the Modesto Transit Center Customer Service, 1001 9th Street, Modesto, CA. The staff can help you with filing the complaint.

You may also submit a written statement that contains the following information:

1. Name, address, and telephone number of the complainant
2. The basis of the complaint; (eg, race, color, or national origin)
3. The date(s) on which the alleged discriminatory event occurred
4. The nature of the incident that led the complainant to feel discrimination was a factor
5. Names, addresses, and telephone numbers of persons who may know about the event



The S Demand Response Services

(ADA Paratransit, Dial-A-Ride, Medivan)

Customer Service and Reservations (209) 527 - 4900

Stanislaus Eligibility Center (MOVE) (209) 672 - 1143