Questions, comments, or concerns
www.vta.org/feedback

VTA Customer Service
(408) 321-2300

Book, cancel, & monitor your paratransit trips:
myaccess.vta.org

Committee for Transportation Mobility & Accessibility (CTMA) meetings:

santaclaravta.iqm2.com/Citizens/default.aspx

VTA ACCESS

Paratransit Services



Effective March 2024
Shared Ride Public Transportation Service

3331 N. First Street, San Jose, CA 95134
Paratransit (408) 321-2380
Eligibility Department (408) 321-2381

Rights Complaint and Grievance Procedure information is available at:
www.vta.org/about-us/title-vi/title-vi-complaint-process

VTA's ADA Paratransit Complaint and Grievance Procedure information and form are available at:

- Public Notice
  www.vta.org/getting-around/paratransit/ada-notice-to-the-public
- ADA Grievance Process and Complaint Form
  www.vta.org/getting-around/paratransit/ada-grievance

Contacting the Federal Transit Administration

VTA, and their customers or ADA paratransit eligibility applicants are responsible for addressing service and Civil Rights concerns at the local level first. If a customer or eligibility applicant feels that VTA ACCESS Paratransit or VTA has failed to comply with the federal ADA paratransit regulations regarding any aspect of its paratransit service program, the customer or applicant may contact the Federal Transit Administration's Office of Civil Rights at the following:

Address: Federal Transit Administration Office of Civil Rights Attention
Complaint Team East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Phone: 1(888) 446-4511
Website: www.fta.dot.gov

Information in the VTA ACCESS Paratransit Rider's Guide is subject to change.

3331 N. First Street, San Jose, CA 95134
Paratransit (408) 321-2380
Eligibility Department (408) 321-2381

VTA ACCESS

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VTA Customer Service

VTA Customer Service is available weekdays from 6 AM to 7 PM, and Saturdays/Holidays from 7:30 AM to 4 PM. (Closed Sundays, Thanksgiving, Christmas, and New Year's Day.) VTA's automated phone system provides reservation information 24 hours a day, seven (7) days a week in English, Spanish, and Vietnamese.

Telephone Numbers & Online Information

Bus & Light Rail Route & Schedule Information	(408) 321-2300
Toll Areas Information	(800) 894-9908
TTY	(408) 321-2330
Website	www.vta.org
E-mail	customer.service@vta.org

Regional Transportation Information

Is available by calling 511. TTY users can access 511 telephone information by dialing the national 711 number for access to Telecommunication Relay Services (TRS).

Title VI

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance". VTA ACCESS have adopted policies that promote equal access and quality service to all our customers.
Any person with a disability who believes that he/she has been discriminated against in any of VTA's transportation services is encouraged to contact VTA's Office of Civil Rights at (408) 952-8901 or (408) 321-2330 (TTY) for assistance or to file a complaint. VTA's Civil

VTA ACCESSIBLE BUS & LIGHT RAIL SERVICES

We encourage our paratransit customers to take trips by bus and light rail when possible. Customers with valid paratransit eligibility are welcome to request a photo ID card which waives the VTA bus and light rail services fares. The card is not honored on Highway 17 Express, Dumbarton Express, ACE or Caltrain services.



The paratransit photo ID card is available upon request. If the card has a Personal Care Attendant icon on its upper right corner, a PCA may accompany the customer on VTA bus and light rail without charge. Customers can obtain a paratransit photo ID card by emailing a picture/headshot with their name and date of birth to paratransit@vta.org, or by mailing this information to VTA ACCESS Paratransit Services at 3331 N. First Street, San Jose, CA 95134. Photo ID cards are for Santa Clara County Residents only, and resident verification may be requested.

Simply present the paratransit photo ID card to VTA Coach Operators upon boarding VTA buses or present it to any VTA Light Rail Fare Inspector upon request. (Not valid on Highway 17 Express, Dumbarton Express, ACE, Caltrain, or Sports service.) **You may not allow anyone else to use your VTA ACCESS Paratransit Photo ID card. Please note that fraudulent use of the Photo ID card can lead to suspension from VTA ACCESS Paratransit services and possible prosecution.**

Mobility Device Securement

All mobility devices must be properly secured on VTA vehicles. VTA also recommends, but does not require, the use of lap belts and shoulder harnesses

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WELCOME TO VTA ACCESS PARATRANSIT

The Americans with Disabilities Act (ADA), a civil rights law enacted in 1990, requires transit agencies to make public transportation accessible to people with disabilities.

In accordance with the ADA, the Santa Clara Valley Transportation Authority (VTA) provides paratransit, an exterior door-to-exterior door service, to persons who are unable to independently use local bus or light rail services some or all the time due to physical, visual, or cognitive disabilities.

VTA's ADA paratransit is available during the same service hours and areas as local bus and light rail service.

VTA's paratransit service is operated through contractors. VTA provides direct oversight of contractors. The paratransit program has one contractor to manage the Eligibility Certification Process, and a separate contractor to provide the day-to-day operation including reservations, dispatch, and operators.

CONTACTING VTA ACCESS PARATRANSIT

Mailing Address

VTA ACCESS Paratransit
3331 N. First St.
San Jose, CA 95134

Visit Us At

Downtown Customer Service
2 North Market Street,
San Jose, CA 95113

Telephone Numbers & Business Hours

VTA Customer Service

(408) 321-2300 Monday to Friday 6 AM-7 PM & Saturday 7:30 AM-4 PM

ACCESS Paratransit Mainline

(408) 321-2380 Toll Free (800) 894-9908 TTY (408) 238-1001

Our formal compliant process includes an investigation and to assist in the process we recommend submitting the following information as soon as possible:

- Customer paratransit identification number;
- Exact date and time of the trip;
- Description of the incident; and,
- Address of the pickup location or destination.

All complaints are taken seriously, and every effort is made to resolve complaints in a timely manner. Tracking numbers are assigned to each compliant received by VTA ACCESS Paratransit and are provided to customers for their future reference. A complete description of the complaint process and how to appeal any resolution if unsatisfactory is available at www.vta.org.

If a customer believes that VTA ACCESS Paratransit has not responded appropriately to a complaint, customers may call VTA Customer Services Department at (408) 321-2300, or TTY (408) 321-2330 for assistance.

Our drivers and staff strive to provide customers with excellent customer service so when you have an exceptional experience, we appreciate you taking the time to submit those compliments so we can recognize those staff members.

determination of the seriously disruptive behavior so they may be objective. Customers may request an appeal of a seriously disruptive behavior service suspension by letter, email, or telephone within 30 days of the date suspension notification by contacting VTA ACCESS Paratransit.
VTA ACCESS Paratransit may recommend that a customer travel with a PCA to assist the customer control his or her disruptive behaviors.

To Appeal a Seriously Disruptive Behavior Suspension Contact us

3331 N. First St.
San Jose, CA 95134
paratransit@vta.org
(408) 321-2380

If needed, VTA ACCESS Paratransit Supervisor will assist a customer to submit an appeal of a seriously disruptive behavior service suspension.

VTA ACCESS PARATRANSIT CUSTOMER SERVICE

Quality Service

VTA ACCESS Paratransit is committed to providing all riders with safe and reliable transportation service. Each customer is important, and we encourage customers to provide us with feedback so we can provide you with quality service.

To submit a complaint, compliment, or suggestion regarding VTA ACCESS Paratransit service by contacting VTA Customer Service at (408) 321-2300, (408) 321-2330 (TTY). Or visit us online at http://www.vta.org/feedback to fill out a feedback form, and you will be provided a reference number by email to help you track you request.

Reservations

Everyday 8 AM - 5 PM

Dispatch & Day of Service

Everyday 5 AM - 8 PM (365 days a year) Confirmations, Cancellations, Late Vehicles, Open Returns, Second Vehicles, & Same-Day Trip Requests

ACCESS Eligibility Department

(408) 321-2381 Monday to Friday 8 AM – 5 PM

VTA ACCESS Paratransit Eligibility and Customer Service Departments are closed on major holidays (New Years, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas).

Online Information

Website	www.vta.org/go/paratransit
E-Mail	paratransit@vta.org
MyACCESS Online	myaccess.vta.org

MyACCESS Online 24 hours

Customers may log into their MyACCESS Online account at myaccess.vta.org. Visit https://www.youtube.com/watch?v=31I36kSw60k to watch an Overview video of MyACCESS Online. Additional questions may be emailed to paratransit@vta.org with customer's name, phone number, client ID, questions, and a representative will make contact.

MyACCESS Online provides the ability to self-manage trips from any device with internet access. Please note only standard trips can be booked online, one to three days in advance. Trips for the following day must be booked before 5 PM. When booking trips during peak hours customer may be prompted to call in. To avoid overlapping trips an hour in-between pickup windows are required.

It is the customer's responsibility to accurately book and self-verify all trips booked online. Please check all trips the day before and adjust if needed. If a future trip is booked incorrectly customer may cancel and rebook the trip, but to rebook the trip for the same day a premium service charges will apply.

We request customers cancel trips at least two (2) hours before the start of their pickup window. Once your trip is within two (2) hours of the pickup window, customer is required to call in to cancel their trip. The site may be unavailable during maintenance.

Automated Telephone System



The Automated Telephone System is designed to give you quick and convenient self-service access to information and services. It will allow you to schedule a new ride, confirm, and cancel existing rides. Since the system is connected to our live database, you can use the automated telephone system to check on your trip's estimate time of arrival and cancel trips 24 hours a day.

To set your favorite addresses and to begin using our automated telephone system please call us at (408)321-2380. During your call, you press zero (0) to speak to an ACCESS representative and ask to add frequently traveled locations to your client profile. You can save your work, doctor, and other favorite addresses. Premium service addresses are not eligible to add as a favorite address. Before calling in, please have your addresses ready and remember what addresses you are saving so you can reference them when using the automated telephone system.

Please reference our Automated Telephone System brochure online at https://www.vta.org/go/paratransit in the Related Documents section.

Seriously Disruptive Behavior

Seriously Disruptive Behavior is defined as; violent, seriously disruptive, or illegal conduct; individuals who pose significant risk to the health and safety of others. Behavior by an individual that is in some way truly disruptive to service provision and the event was both intentional and within the customer's control as verified by the customer or their representative.

Examples of Seriously Disruptive Behavior include, but not limited to:

- Getting out of a seat while a paratransit vehicle is in motion.
- Leaving a paratransit vehicle while it is parked to pickup or drop-off another customer.
- Disturbing a paratransit vehicle operator while the operator is driving.
- Disturbing other customers.
- Refusing to wear a seatbelt or refusing to exit the vehicle.
- Violent behavior.
- Physically or verbally threatening vehicle operator or other customers.
- Engaging in conduct or activity that is a danger to the customer, other customers, or the driver.
- Smoking onboard a paratransit vehicle.
- Damaging or destroying vehicle equipment.

Notification Letters are sent to customers with complete details about seriously disruptive behavior incidents, information on how to appeal a specific seriously disruptive behavior incident, the appeal process and their rights including the right to be heard in person and the provision of free transportation to and from the appeal. The appeal process will be conducted by administrators who were not involved in the original

Replacement ID Cards

There is a $5 replacement card fee, and the number of replacement cards issued may be limited. For more information the Eligibility Department at (408) 321-2381 during business hours.

Lost & Found

Drivers are not allowed to return any items that have been left inside a vehicle. If an item has been left inside a vehicle, please contact VTA ACCESS immediately and provide details of the item. If the item is located, you may pick the item up at VTA. Please note VTA ACCESS is not responsible for lost for damaged items. Lost and Found items are kept for 30 days then discarded.

General Policies

- Customers should carry their paratransit identification cards with them when using ADA paratransit service. Drivers may check customer paratransit identification cards.
- Customers are required to wear seatbelts while on paratransit vehicles.
- Drivers may assist with seat belts.
- Smoking is NOT allowed onboard
- Eating, or drinking, is NOT allowed onboard unless the customer must eat/drink to address a health condition.
- Use of alcohol or illegal drugs while onboard is prohibited.
- Radios, cassette, or disc players are not permitted to be played aloud while onboard.
- Customers shall NOT bring explosives, flammable liquids, acids, or other hazardous materials onboard.
- Customers are responsible for securing and removing their child's car seat.

Access to MyACCESS Online and our Automated Telephone System is subject to termination at any time, in VTA's sole discretion, for the following reasons including, but not limited to, rider behaviors that endanger, threaten, or disrupt services including no-shows.

ELIGIBILITY CERTIFICATION PROCESS

To qualify for ADA Paratransit Service, customers must first apply for eligibility with the Santa Clara Valley Transportation Authority (VTA). Paratransit Eligibility Certification determines eligibility for complementary paratransit service operated throughout the Santa Clara County service area. The process determines which individuals are eligible to use ADA Paratransit Service for some or all their trips and which individuals can be served by accessible fixed route bus and rail systems. Individuals who are interested in using ADA Paratransit service must apply and be found eligible according to ADA guidelines.

To apply for ADA Paratransit, please visit our website for a data card or you are welcome to call the Eligibility Department at (408) 321-2381 between 8 AM and 5 PM, Monday through Friday, to request a brochure and data card. If you require assistance to complete the form, please notify the Eligibility Department.

Customer's must keep their address, telephone numbers, emergency contact, and mobility aid information current with the eligibility department to ensure quality service. If there is a mobility aid change customers are required to notify the Eligibility Department at which point your eligibility may be re-evaluated.

ADA paratransit eligibility is based on an individual's functional ability to independently use VTA bus or light rail and is determined by the following criteria:

Category 1 Any person with a disability who is unable to board, ride, or disembark from an accessible vehicle without the assistance of another person (except for the operator of a lift or other boarding device).

Category 2 Any person with a disability who needs the assistance of a lift ramp to board, ride or disembark from an accessible vehicle and an accommodating vehicle is not available or key stations have not been made accessible.

Category 3 Any person with a disability who has a specific impairment-related condition that prevents the person from traveling to or from a bus or
light rail boarding and disembarking location.

Eligibility is not based on age, economic status, or inability to drive an automobile. Applicants should note that having a medical condition, use of a mobility device (i.e., wheelchair, scooter, etc.), or disability will not automatically qualify them for service.

Eligibility for Young Children

Eligibility is established as any individual with a disability who is unable to independently access or navigate fixed route bus and light rail, as the result of a physical or mental impairment (including a visual impairment), may be considered eligible for paratransit services. For young children who would not typically travel alone on bus or light rail, the abilities of the team (e.g., the child and parent/guardian) are considered rather than the independent ability of the child. If it is determined that it is not the child's disability preventing them from using bus and light rail, they will be considered ineligible for paratransit services.

passengers in an emergency, and the operator could deny carriage of that wheelchair based on safety requirements.

- Drivers cannot assist customers who use mobility devices up or down steps or other obstructions over five eighths (5/8) of an inch in height. A ramp must be available, or the customer must have someone available at the pickup and drop-off location to help negotiating obstacles.
- Wheelchairs that need to be reclined more than 45 degrees cannot be transported since we cannot safely secure the client.

Miscellaneous Medical Equipment

Customers may travel with oxygen tanks and respirators when using paratransit service. For safety reasons, oxygen tanks and respirators must be secured to prevent oxygen tanks from falling or becoming dislodged and striking other objects, customers, or riders in the vehicle.

Packages on Paratransit Vehicles

Customers may bring up to three (3) grocery bags or the equivalent onboard a paratransit vehicle. Equivalent items may be bags, packages, or suitcases. Customers must be able to control the packages that they bring with them aboard a paratransit vehicle. Packages and parcels may not obstruct aisles or prevent seats from being used. VTA will not transport unoccupied packages and are not required to assist customers with packages. For the safety of you and others onboard the vehicle, if you are trying to bring items that exceed this policy, you may not be permitted to ride.

mobility device, vehicle, lift, or ramp, and may impose an unreasonable safety hazard.

A ride request involving an oversized chair will be placed on stand-by until VTA can determine if our fleet and routing are avaliable to accommodate the wheelchair. VTA will accommodate oversize wheelchairs and scooters whenever possible.

Customers who are concerned about the size of their mobility devices and whether the device will fit on board paratransit vehicles should call VTA ACCESS Paratransit to arrange to have the device measured.

Mobility Devices and Customer Safety

- Customers who are transferable can move from their mobility device to the seat with a minimum of assistance. A minimum assistance is defined as a driver extending an arm or stabilizing the mobility device while the customer moves in and out of the device. Drivers are prohibited from lifting or carrying customers.
- Customers may board separately from their mobility devices but must be able to control the movement of the mobility device into the vehicle. Drivers are not allowed to control the movement of a mobility device.
- For safety reasons, customers using three-wheel scooters are strongly recommended to transfer out of their scooter into the seat of the paratransit vehicle whenever possible.
- Drivers have the discretion regarding transporting mobility devices that pose an immediate safety threat to others aboard a paratransit vehicle. VTA ACCESS Paratransit will work with customers to address the safety of their mobility devices.
- Wheelchairs and scooters including attachments are unable to block an aisle and interfere with the safe evacuation of

Children who are granted eligibility must pay the standard fare, and all rules applying to adult riders also apply to children. Children traveling as companions must also pay the standard fare. If a child under the age of eight (8) who is less than 4 feet 9 inches in height is traveling on our service, you must provide the child's safety seat and you must properly secure the child in it in accordance with California law. Any child safety seat used on VTA ACCESS Paratransit must meet the state of California standards for a child of that age, height, and/or weight.

Applying for Paratransit Eligibility

You can request an informational brochure from VTA ACCESS Paratransit Eligibility from the following:

(408) 321-2381
TYY (408) 321-2330
www.vta.org/go/paratransit
FAX (408) 238-1015

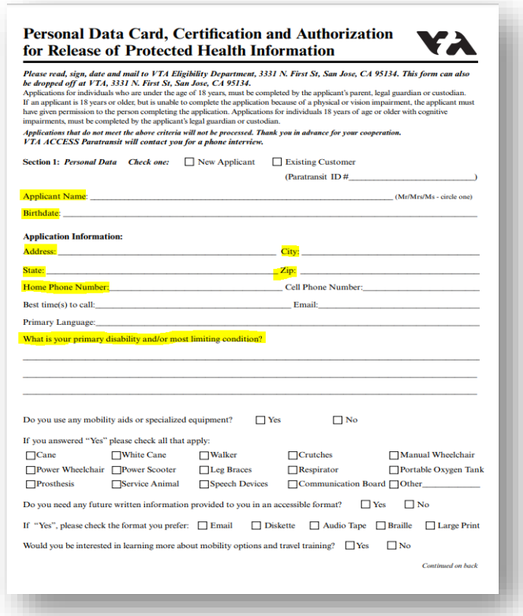
The informational brochure contains a one-page data card. Brochures and data cards are available in English, Spanish, Chinese and Vietnamese, and VTA ACCESS Paratransit provides language assistance to any individual in need of translation services.

All information about the process, materials necessary to apply for eligibility, notices, and determinations concerning eligibility are available in accessible formats upon request. Formats include, but are not limited to audio, large print, Braille, electronic files emailed and sign language.

Two-Step Process

Submit the signed one-page data card by mail to VTA Eligibility Department to 3331 N. First St., San Jose, CA 95134, drop off to our Downtown Customer Service Center at 2 North Market Street, San Jose, CA 95113, or by fax at (408) 238-1015. The signed data card authorizes VTA ACCESS Paratransit

to contact the applicant's physician or licensed third-party professional. Please note the Eligibility Department may contact your physician to verify your disability, but eligibility is not solely determined by your physician's recommendation. Incomplete data cards will be returned to applicants. Highlighted below are the items required to be considered complete.



Personal Data Card, Certification and Authorization for Release of Protected Health Information

Please read, sign, date and mail to VTA Eligibility Department, 3331 N. First St, San Jose, CA 95134. This form can also be dropped off at VTA, 3331 N. First St, San Jose, CA 95134.

Applications for individuals who are under the age of 18 years, must be completed by the applicant's parent, legal guardian or custodian. If an applicant is 18 years or older, but is unable to complete the application because of a physical or vision impairment, the applicant must have given permission to the person completing the application. Applications for individuals 18 years of age or older with cognitive impairments, must be completed by the applicant's legal guardian or custodian.

Applications that do not meet the above criteria will not be processed. Thank you in advance for your cooperation.

VTA ACCESS Paratransit will contact you for a phone interview.

Section 1: ***Personal Data*** ***Check one:*** ☐ New Applicant ☐ Existing Customer

(Paratransit ID #_____)

Applicant Name: _____ (Mr/Mrs/Ms - circle one)

Birthdate: _____

Application Information:

Address: _____ City: _____

State: _____ Zip: _____

Home Phone Number: _____ Cell Phone Number: _____

Best time(s) to call: _____ Email: _____

Primary Language: _____

What is your primary disability and/or most limiting condition?

_____

_____

_____

Do you use any mobility aids or specialized equipment? ☐ Yes ☐ No

If you answered "Yes" please check all that apply:

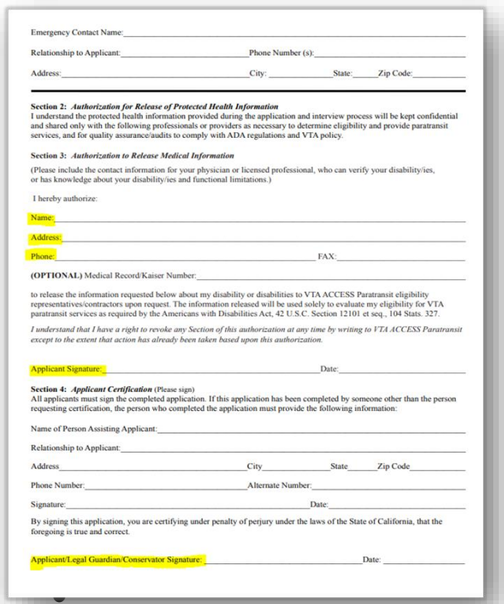
☐Cane ☐White Cane ☐Walker ☐Crutches ☐Manual Wheelchair
☐Power Wheelchair ☐Power Scooter ☐Leg Braces ☐Respirator ☐Portable Oxygen Tank
☐Prosthesis ☐Service Animal ☐Speech Devices ☐Communication Board ☐Other_____

Do you need any future written information provided to you in an accessible format? ☐ Yes ☐ No

If "Yes", please check the format you prefer: ☐ Email ☐ Diskette ☐ Audio Tape ☐ Braille ☐ Large Print

Would you be interested in learning more about mobility options and travel training? ☐ Yes ☐ No

Continued on back



Emergency Contact Name: _____

Relationship to Applicant: _____ Phone Number (s): _____

Address: _____ City: _____ State: _____ Zip Code: _____

Section 2: ***Authorization for Release of Protected Health Information***

I understand the protected health information provided during the application and interview process will be kept confidential and shared only with the following professionals or providers as necessary to determine eligibility and provide paratransit services, and for quality assurance/audits to comply with ADA regulations and VTA policy.

Section 3: ***Authorization to Release Medical Information***

(Please include the contact information for your physician or licensed professional, who can verify your disability/ies, or has knowledge about your disability/ies and functional limitations.)

I hereby authorize:

Name: _____

Address: _____

Phone: _____ FAX: _____

(OPTIONAL) Medical Record/Kaiser Number: _____

to release the information requested below about my disability or disabilities to VTA ACCESS Paratransit eligibility representatives/contractors upon request. The information released will be used solely to evaluate my eligibility for VTA paratransit services as required by the Americans with Disabilities Act, 42 U.S.C. Section 12101 et seq., 104 Stats. 327.

I understand that I have a right to revoke any Section of this authorization at any time by writing to VTA ACCESS Paratransit except to the extent that action has already been taken based upon this authorization.

Applicant Signature: _____ Date: _____

Section 4: ***Applicant Certification*** (Please sign)

All applicants must sign the completed application. If this application has been completed by someone other than the person requesting certification, the person who completed the application must provide the following information:

Name of Person Assisting Applicant: _____

Relationship to Applicant: _____

Address _____ City _____ State _____ Zip Code _____

Phone Number: _____ Alternate Number: _____

Signature: _____ Date: _____

By signing this application, you are certifying under penalty of perjury under the laws of the State of California, that the foregoing is true and correct.

Applicant/Legal Guardian/Conservator Signature: _____ Date: _____

- Applicant name
- Date of birth
- Address & phone number
- Disability or health condition
- Physician or treating professional name & contact information
- Applicant signatures

If the applicant is under conservatorship or other legal representation, please include a copy of the paperwork with the data card.

Participate in a phone interview VTA ACCESS Paratransit will call the applicant to review their data card and conduct a phone interview to determine the applicant's paratransit eligibility. Translation and language assistance is provided.

individual, including sniffing, begging, growling, whining, barking, wandering, jumping, or any other disruptive behavior), is sick, or eliminates in public; VTA may ask that the service animal not accompany the rider on our service because of 'out of control' behaviors. Only the service animal can be excluded for 'out of control behavior and not the handler.

Pets

Customers may also travel with a pet if in an approved cage and under the control of the customer at all times.

Mobility Devices

Customers may use wheelchairs, canes, walkers, and other mobility devices that are able to fit on the paratransit vehicles. A wheelchair is a mobility device belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

In accordance with 49 CFR section 37.165, we will transport individuals using wheelchairs if their devices meet the definition of a wheelchair and can be accommodated on our accessible vehicles (e.g., they fit on the lift or ramp and in the securement area). We may decline to transport a wheelchair/occupant if doing so would be inconsistent with "legitimate safety requirements," as discussed below. At a minimum, all occupied wheelchairs weighing up to 600 pounds and measuring 30 inches in width and 48 inches in length.

VTA makes every attempt to accommodate our riders, however, if your mobility device exceeds the dimensions above it is considered oversized, we may not be able to transport you as it may damage the

the Paratransit Trip Fare Table in Section **SUMMARY OF FARES AND SERVICE CHARGES**.

VTA ACCESS shall accommodate one (1) companion upon request. Additional companions may be requested on ride if space permits.

Service Animals

Service animals may travel on paratransit vehicles to assist individuals with disabilities, subject to the following conditions:

- Service animals must remain on a leash and under full control of the customer at all times.
- Service animals must not misbehave (e.g., soiling the vehicle or growling at or harassing customers, the operator, or other Service Animals).
- Service animals should generally remain in a down or sit position. Service animals may not block the aisle of the vehicle.
- Service animals shall not occupy vehicle seats unless space limitations prevent the service animal from remaining off the seat.
- Service animals shall be in a state of cleanliness in the interest of other paratransit passengers and the paratransit driver.

Customers shall inform the reservationist when they will be traveling with a service animal to ensure sufficient room on the paratransit vehicle. Under Title II and Title III of the ADA regulations, a service animal is defined as an animal that has been individually trained to do work or perform tasks for an individual with a disability to include physical, sensory, psychiatric, intellectual, or other mental disabilities. The task(s) performed by the service animal must be directly related to the person's disability.

If your service animal is out of control (which includes any behavior that infringes on the rights of other customers/clients, passenger, drivers, or

Eligibility Determinations

The ADA paratransit eligibility determination process may take up to 21 days to complete. Applicants will receive written notification of their eligibility determination, including specific information supporting the decision. If decisions take longer than 21 days to process, applicants who have submitted an eligibility data card and interview then they will be granted presumptive eligibility to receive services on the 22nd day until a determination is made.

Approved applicants enrolled as new paratransit customers will receive a non-photo ID card in their welcome packet to use as proof of eligibility including your expiration date. Customers are welcomed to request a photo ID; however, they are not automatically issued. To request a photo ID; please send a recent, photo with your name, date of birth and client ID number to paratransit@vta.org or by mail to VTA ACCESS Paratransit at 3331 N. First Street, San Jose, CA 95134. If you are not able to email or mail a photo customers can come in person to our Downtown Customer Service Center at 2 North Market Street, San Jose, CA 95113. Please note your individual expiration date is printed on your card. Your card cannot be used past the expiration date.

Customers who are recertifying may continue to use paratransit services throughout the eligibility process until a determination is made and through the appeals process. Customers may request an updated photo ID card once they have completed the recertification process. Please refer to Section **VTA ACCESSIBLE BUS AND LIGHT RAIL SERVICES** in this Rider's Guide for more information on using the photo ID card on VTA accessible bus and light rail services.

APPEALS

ADA paratransit eligibility applicants may appeal eligibility denial, temporary eligibility and/or conditional eligibility determinations. Eligibility determination letters provide information on how to appeal if applicants do not agree with their determination. Applicants must submit their appeals to VTA ACCESS Paratransit Service by mail, email, or telephone within 60 days of the date on their eligibility determination letter.

VTA ACCESS Paratransit follows a two (2) level eligibility determination appeal process:

Appeal Level 1 Administrative Review by VTA staff who were not involved in making the original denial.

Appeal Level 2 In-Person/ Functional Assessment is conducted by an Appeal Panel Committee or third-party appeal vendor who were not involved in making the original determination. The Eligibility Department will contact the appellant to schedule the in-person/ functional assessment within two (2) to three (3) business days once the first level appeal is complete.

VTA ACCESS will inform an applicant about the outcome of their appeal in writing within 30 days after the completion of the in-person/functional assessment.

Eligibility Department to Request an Appeal

3331 N. First St.	Phone:	(408) 321-2381
San Jose, CA 95134	TTY:	(408) 321-2330

OTHER SERVICES, INFORMATION, & POLICIES

Personal Care Attendants

A Personal Care Attendant (PCA) is someone whose services or presence is required by the customer to meet his or her personal needs or to assist in traveling.

Though the need for a PCA is normally documented during the eligibility certification process, customers may inform VTA ACCESS Paratransit at any time regarding changes to their abilities that require the assistance of a PCA. If a PCA is requested during the eligibility process, the customer's paratransit ID card will be marked with a PCA logo. This logo allows the PCA to accompany the customer on VTA's bus and light rail service without charge. Please refer to Section **VTA ACCESSIBLE BUS AND LIGHT RAIL SERVICES** for information about the paratransit ID card on VTA bus and light rail.

Paratransit customers are responsible for providing their own PCAs. Customers should inform the reservationist when they will be traveling with a PCA to ensure an extra seat is reserved on the paratransit vehicle. One (1) PCA may ride free with an eligible customer. The PCA and the eligible customer must have the same pickup and drop off locations.

Companions

A companion is a friend, relative, or other person who accompanies a paratransit customer on a trip who is not a personal care attendant.

Customers shall inform the trip scheduling reservationist when they will be traveling with a companion to ensure an extra seat is reserved on the paratransit vehicle. Companions must share the same pickup and drop-off locations as the customer. Companion trips fares are shown in

SUMMARY OF FARES & SERVICE CHARGES

Fares for Paratransit Trips (Effective January 1, 2018)

The regular paratransit one-way trip fare is $4.00. Fares are subject to change pending VTA Board. Standard and premium trip fares are included in the following table:

Paratransit Fare Table

Trip Type	Cost
One-Way Standard Paratransit Trip	$4.00
Companion	$4.00
Open Return Trip	$16.00
Second Vehicle Sent	$16.00
Same-Day Trip	$16.00
Same-Day Trip Companion	$16.00
Extended Service Area Trip	$16.00

One (1) Personal Care Attendant and/or a service animal may accompany an eligible customer at no additional charge.

Smart Pass Program

Paratransit eligible employees who work at companies that participate in VTA's Employer Smart Pass Program pay ½ the fare for a standard paratransit One-Way Trip. Paratransit Smart Pass reduced fares are NOT offered for premium fare paratransit services. It is the eligible participant's responsibility to inform VTA that their employer participates in the VTA Smart Pass program. Eligible participants may email VTA at paratransit@vta.org with their name, client ID, employer name, and clipper card number or call the eligibility department. Once VTA receives this information it will take two (2) to five (5) business days to verify eligibility and apply the Smart Pass fare to your account. Smart Pass fares cannot be back dated and will begin the date verified.

ADA PARATRANSIT VISITOR ELIGIBILITY

21 Day Visitors

Visitors from outside the Nine-County San Francisco Bay Area (Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, and Sonoma) may use VTA ACCESS Paratransit services as described within this Rider's Guide for up to 21 days during any 365-day period, beginning with the visitor's first use of the service during the 365-day period.

Visitors are advised to call VTA ACCESS Paratransit Eligibility Department at (408) 321- 2381 before their visit to establish their ADA Paratransit eligibility. VTA ACCESS Paratransit will verify the visitor's ADA paratransit eligibility and inform the visitor on how to use the service. Visitors who need to use the ADA paratransit services for more than 21 days in a 365-day period, beginning with the visitor's first use of the service during the 365-day period, must apply for VTA ACCESS Paratransit eligibility.

Visitors may present information about their use of complementary paratransit service in the jurisdiction in which they reside. Other visitors who do not have such documentation may be asked to present documentation of residence, and if the individual's disability is not apparent, of his or her disability. Visitors are not required to apply for, or receive eligibility certification to use, VTA ACCESS Paratransit service before being able to use the service.

ADA Regional Eligibility

ADA paratransit eligible residents of the eight (8) other San Francisco Bay Area neighboring counties are not considered visitors and may use VTA ACCESS Paratransit services as described within this Rider's Guide.

GETTING STARTED

Before You Reserve Your First Trip

Customers are encouraged to make an initial deposit into their VTA ACCESS Paratransit accounts by phone using their credit or debit card or by sending a check, with their ID number, payable to VTA at the following address:

VTA ACCESS Paratransit
Client Account Department
3331 N. First St.
San Jose, CA 95134

Customers who are interested in using a credit or debit card to make a deposit to their account may call the VTA ACCESS Paratransit Client Account Department at (408) 321-2380, or TTY (408) 321-2330. Client Account Department is available Monday to Friday between 8 AM and 5 PM, and closed weekends and major holidays (New Years, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas).

An initial deposit of about $25.00 is recommended but not required. You may begin your eligibility certification period with a zero (0) balance. Please note trips fares are charged at the time of booking. When paying by check and if it is returned by your bank, you will be responsible for paying the returned check fees.

Maintaining Your Account

VTA ACCESS Paratransit will deduct the appropriate fare from customer accounts at the time the trip is booked. If a trip is cancelled or not taken the fare will be returned to your client account. See Section Summary of Fares and Service Charges. Customers cannot reach a negative account balance. Customers are required to have funds in their client account to pay for all pre-scheduled trips and will not be

requests to eat or drink aboard a vehicle to avoid adverse health consequences, the request should be granted.
- A passenger's request to take medication while aboard a vehicle should be granted.

Examples of Modification Requests that are not deemed reasonable include but are not limited to:

- A passenger's request for an exclusive paratransit trip may be denied as a fundamental alteration of service. Paratransit is by nature a shared-ride service.
- Dedicated driver or vehicle (i.e., sedan rather than a small bus/cutaway, to provide a more comfortable ride) may be denied.
- A passenger's request that the driver take charge of a service animal may be denied.
- A passenger's request for a specific driver may be denied.
- Drivers are unable to handle gears or maneuver a customer's mobility device.

For more information on Reasonable Modification, refer to DOT 49 CFR Parts 27 and 37 "Transportation for Individuals with Disabilities: "Reasonable Modification of Policies and Practices" at http://www.gpo.gov/fdsys/pkg/FR-2015-03-13/pdf/2015-05646.pdf

- If your pickup or drop-off location is outside the service area you may need to establish an alternative location within our service area.
- If it is determined that a pickup or drop-off location is not safe to maneuver in any one of our vehicles, we will not be able to serve that location (i.e., dangerous double parking, required back up of vehicles, low hanging branches, no safe area to load client, steep or narrow roadways, etc.). In these cases, arrangements may be made for an alternative pickup location that is safe.

REASONABLE MODIFICATION INFORMATION

Customers who need reasonable accommodations to access paratransit services are encouraged to contact VTA ACCESS Paratransit, as VTA ACCESS Paratransit may modify policies and procedures to assist customers. Accommodations are not considered reasonable if they endanger the paratransit driver or others, place an undue financial burden, or change the nature of the ADA paratransit service as described within this Rider's Guide. Customers may request reasonable modifications at any time by calling Customers Service, during the eligibility process or while scheduling trips, or on the day of the trip if the need arises. Reasonable Modification can be requested by telephone, or by email, letter, in-person, fax, or online. Reasonable Modifications are granted for the duration of the current eligibility certification period and may be re-evaluated at the time of recertification.

Examples of Reasonable Modifications include but are not limited to:

- Requesting to be picked up or dropped off at a specific entrance, rather than at the entrance location that was pre-designated by the transit agency.
- If a passenger with diabetes or another medical condition

able to book trips until their account has sufficient funds, including subscription trips, see Selection Subscription Service for further details. To ensure continued availability of services, customers are required to maintain a positive balance in their accounts. Non-compliance with the fare payment policy may result in VTA ACCESS Paratransit placing a "hold" on the customer's account until they make a payment.

Statement Requests

VTA ACCESS Paratransit reservationists state account balance information during each call. Customers may request account information by sending an email to paratransit@vta.org with your name and client ID. Please include either 'Client Account Transaction History' or 'Ride History' in the subject of the email. Customer may also make this request by phone at 408-321-2380 or by mail at 3331 N. First Street, San Jose, CA 95134.

Client Account Transaction History Displays deposits, credits, and fares deducted from your client account. Remember fares are deducted the day you book the trip and not the day the trip is taken. If a trip is not taken a fare credit will be applied the day of the trip.
Ride History Displays all the trips for the month by date.

Customers may question, contest, or provide additional information about trips that they missed by calling (408) 321-2380 and speak to Client Accounts.

Account Closure

When a customer decides to discontinue use, or is no longer able to use the service, the customer or their designated representatives should contact VTA ACCESS Paratransit to close the account and withdraw the

remaining balance. Closing the account will terminate the customer's eligibility of services. If a customer passes away, an authorized representative can provide a copy of the death certificate to paratransit@vta.org with the customer's name and client ID. A check will then be issued within 6-8 weeks in the account holder's name. Unclaimed account balances are reported to the California State Controller in accordance with California Code of Civil Procedure §1300 et.seq.

RESERVING PARATRANSIT SERVICES

Reserve a Paratransit Trip

ADA Paratransit is a shared-ride service, and trips on VTA ACCESS take about the same amount of time as a similar trip taken on VTA bus and light rail, including transfers and the time to walk to and from the bus stop.

Call the Reservations Department one (1) to three (3) days in advance, between 8 AM and 5 PM seven (7) days a week. There are no trip denials or wait lists for services. Customers may reserve multiple trips with one call. Customers will not be required to begin a trip more than one (1) hour before or after the rider's desired departure times and negotiated trip times shall consider customer's practical constraints. The negotiated pickup window shall not be altered without the customer's consent.

VTA ACCESS Paratransit reservationist may negotiate the 30-minute pickup window with customers and reserve trips during a one (1) hour period before or after the desired pickup (or departure) time. If you are traveling to an appointment (i.e., doctor visit, dialysis, etc.) where the arrival time is of primary importance, the customer may wish to book the trip based on the drop-off or "no later than time". Drop-off trips have quoted "no later than time" and 30-minute drop-off window

your route while it is in service, to help recover from service disruptions elsewhere in the system.

Drivers

Drivers will get out of the vehicle and let you know they have arrived. They can assist you between the exterior/lobby door and the vehicle (if they do not lose sight of their vehicle for more than a few seconds), offer an arm for stability, deploy the vehicles ramp or lift, and is responsible for using the proper securement devices to make sure all riders are safe and secure. Should you need additional assistance please plan and travel with a personal care attendant.

Drivers are unable to enter a residence (including the garage), enter a building to look for a passenger, access driveways, or lose sight of their vehicles. Drivers cannot make unplanned stops, secure child safety seats, assist with personal care, or accept any form of tips. If you had a great experience, we encourage you to submit a compliment to VTA Customer Service.

Customers should be waiting before the vehicle is scheduled to arrive. The driver will only wait five (5) minutes (from the time the vehicle arrives, or from your negotiated pickup time, whichever occurs later) for you to appear before leaving. You must be waiting where you can tell if the vehicle has arrived.

Service Limitations

Eligibility for the service does not always mean that the service will be able to serve you in every situation. The following are a few service limitations you may encounter.

County communities. The fare for an Outside the Service Area trip is $16.00.

Vehicles

We operate with a diverse fleet including cutaways/small buses, minivans, and sedans. We also contract with local Santa Clara County Taxi companies to provide some trips for our customers. A customer can expect any one of these vehicles to provide their upcoming paratransit trip. Vehicles are assigned to specific routes based on availability and demand. Unfortunately, we are unable to exclude or designate specific vehicles for a customer's trip.

We understand taxi's may be difficult to identify as your paratransit ride, so we have provided them with placards to be placed on the dashboard to easily identify as an ACCESS service provider.

Routes

VTA ACCESS is a shared ride, on demand, public transportation service. You can expect multiple pickups and drop-offs along your route just like you would expect on a bus. Keep in mind we are unable to provide ACCESS customers with exclusive or direct trips.

Drivers must perform their pickups and drop-offs in the assigned order. They are not permitted to deviate from their scheduled routes under normal circumstances. Routes are designed to meet the needs of all riders as efficiently as possible. It is common for other riders to be picked up and dropped off before the first rider reaches their destination.
In some cases, it may be necessary for the vehicle to pass near your drop-off location to perform another pickup or drop-off on time, before returning to complete your trip. In other cases, trips may be added to before that time. The time constraints are considered during the reservation process. Please inform the reservationist what time you need to arrive at your destination. The reservationist will tell you what time you need to be picked up to ensure you arrive on time to your destination. Remember customers can schedule their trip with either a 'pickup time' or a 'no later than time', but not both.

Customers should make the following information available when calling to reserve a paratransit trip:

- Paratransit identification number;
- Date and requested time of the pickup and time of the return trip;
- Exact name and address (including suite number, if known) of the pickup and drop-off locations (including return trip information). If the customer's home address or destination is difficult to find, special driving instructions should be provided when a trip is reserved;
- Confirmation if traveling with a mobility device, a Personal Care Attendant, Companion, or Service Animal.

If you are booking multiple rides for the same day (i.e., a round trip from home to the bank, the post office, and the drugstore) before returning home, please remember to allow at least one (1) hour between pickup windows. VTA ACCESS Paratransit service is a shared ride service, we are unable to make a drop-off and wait for a customer at a location then take the customer to another location.

If you do not have your trip information ready when you call to book rides our reservationist may request that you call back when you have all your trip details ready.

Reserving a Return Trip

Customers may reserve a return trip at a specific time with a 30-minute pickup window, or the return time may be left "open." See **SUMMARY OF FARES AND SERVICE CHARGES** for information about Open Returns, which are offered at a premium fare.

When customers need to change a pickup location for a return trip, they must inform the Day of Service Department prior to the start of their reserved 30-minute pickup window. Such changes are limited to locations at the same facility, to nearby addresses, or to locations across the street from where the reserved pickup was scheduled.

Subscription Service

For customers who request routine trips to the same destination on a regular schedule, subscription services may be beneficial. Customers only need to call once to reserve a recurring subscription trip. During the six (6) major holidays it is the customer's responsibility to call and cancel their subscription trip. (New Years, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas)

VTA ACCESS Paratransit will reserve the trip on a continuing basis until the request is terminated or pending availability. Subscription trips will not automatically book if your client account does not have a sufficient balance to pay for trips three days in advance. Customers may only make changes to subscription reservations once in a three (3) month period. Open Returns cannot be used on Subscription Service.

ADA paratransit regulations allow wait lists for subscription service. VTA will seek to add subscription trips when they are efficient and do not negatively impact the ability to provide non-subscription trips (create capacity constraints).

The following conditions apply to the use of Open Returns:

- Only one (1) per day may be reserved
- Pickup will occur within 90-minutes after a request is made to the Day of Service Department
- Trips must be requested by 6:30 PM
- Trips must be performed by 8 PM
- Customers cannot reserve a fixed pickup and an open return for same trip
- Trips are not available for pickups at residences or for subscription trips

Same-Day Service is only offered when space is available. To access this service, call the Day of Service Department between the hours of 8 AM and 4 PM. The fare for this service is $16.00. Please allow up to three (3) hours for a pickup.

Requesting a Second Vehicle Customers may request second vehicle service when a reserved return ride is missed, and the customer is stranded in the community. To access this service, call the Day of Service Department. The fare for this service is $16.00. Please allow up to two (2) hours for pickup. Second vehicle service is not available when the missed trip was scheduled to start at a customer's residence. Customers must contact VTA ACCESS Paratransit if they miss their scheduled return trips due to an operator error. If an operational error caused the missed trip, the $16 premium fare will not be charged for the Second Vehicle return ride.

Outside the Service Area Trips Allows customers to travel up to 1 mile beyond the ¾ mile ADA service area around VTA bus a light rail route throughout Santa Clara County, including areas along VTA's bus routes in Morgan Hill, Gilroy, and unincorporated

driver will wait until the start of the customer's 30-minute pickup window before approaching the customer's external door. If the vehicle arrives more than 30-minutes prior to the scheduled drop-off time and they do not wish to depart, the driver will wait until the 30-minutes prior to the scheduled drop-off time before escorting the customer to the external door.

On-Board Travel Times

ADA paratransit regulations require VTA to provide paratransit service at a level that is comparable to bus and light rail service. A paratransit trip will take a comparable amount of time that a trip of a similar length would take on VTA's local bus and light rail system. Comparability is based on the length of time required to make a similar trip between the same two points using the fixed route system, including time spent traveling to and from a boarding point and waiting for fixed route vehicle to arrive and time to make any transfers from one vehicle to another.

Premium Services

Premium service exceeds the base service required by the ADA paratransit regulations. VTA ACCESS Paratransit customers may request premium services and pay a rate higher than the rate paid for standard service. Premium services include Open Returns, Same day service, second vehicle, and extended service area trips.

Open return trips allow customers to make reservations without a specific time for their return trip. On the day of service, customers may call when they are ready for their return trips. The fare for this service is $16.

Trip Cancelations

Advance Cancels/Before the Day of the Trip Customers are encouraged to cancel their scheduled trips in advance by speaking with a reservationist.

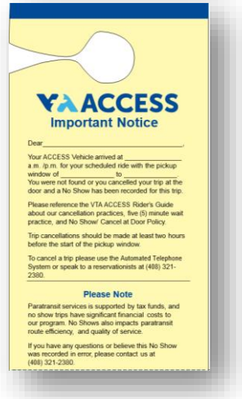
On the Day of the Trip Customers must call the Reservations Department at least two (2) hours prior to the beginning of the 30-minute pickup window to cancel a previously reserved trip between 8 AM and 5 PM seven days a week. Customers are asked to avoid Late Cancels. Late Cancels occur when the customer's call to cancel is so late that the vehicle is already in route to the pickup location. A Late Cancel may under certain circumstances be recorded as a no-show (refer to No-Show Policy Section).

Early Morning Cancels While Customers are encouraged to call in the early morning hours if they have an early trip, it may not always be feasible to call two (2) hours in advance. While these early morning trips will not be recorded as no-shows if you do not cancel at least two (2) hours before the scheduled pickup, customers should call as soon as they can to cancel a trip so that other riders are not be impacted.

Online & Automated Telephone System Cancelations Customers have the flexibility to cancel trips online and through our automated telephone system 24 hours a day. When canceling trips please ensure you cancel two (2) hours before the start of the pickup window to avoid a late cancel or cancel at door.

To cancel a trip with a pickup window with less than two (2) hours, customers must call the Day of Service Department.

No Show Policy



VTA ACCESS's no-show policy is in accordance with ADA regulations which allows paratransit service to be suspended for a customer who establishes a 'pattern or practice' of missing scheduled trips. A no-show occurs when a paratransit vehicle arrives at the designated pickup location within the agreed upon thirty-minute pickup window and the customer:

- Cannot be located
- Decides not to take the trip and cancels at the door
- Cancels the trip late and the vehicle is already on its way to the pickup location (less than two (2) hours before pickup window begins)

ACCESS staff will attempt to contact customer following a no-show; however, trips are not automatically cancelled and if we are unable to contact the customer subsequent trips will not be cancelled, and additional no-shows may be recorded.

Paratransit services are supported by tax funds and no-show trips add significant financial costs to our program. It also impacts paratransit route efficiency and quality of services for all customers.

Customers will receive an automated voice message on their primary contact phone number informing them a no-show has been recorded. Customers will not be penalized for missed trips that occur due to ACCESS errors, or for reasons beyond the customer's control. If you miss a ride for reasons that you fell are beyond your control, please contact ACCESS to explain the situation.

the booking with call agent or in advance if on-going reasonable accommodation is needed for all trips by contacting VTA ACCESS Paratransit at (408) 321- 2380 or at paratransit@vta.org.

Customers should call the Day of Service Department if they think their trip has been missed. Missed trips occur when the vehicle arrives and leaves before the beginning of the pickup window without picking up the customer; the vehicle arrives and leaves without picking up the customer and does not wait at least five (5) minutes within the pickup window; or the vehicle arrives after the end of the pickup window and departs without picking up the customer. Day of Service Call Agents or Customers Service Representatives will address the situation to provide a real-time trip solution and will track the missed trip. Customers will be given full explanation of the cause of the missed trip, such as scheduling error or driver error, and the steps that will be taken and monitored to avert a repeat of the occurrence.

Late Vehicles

If a vehicle has not arrived by the end of a customer's reserved 30-minute pickup window, the customer should call the Day of Service Department to report a late vehicle and to get an estimated arrival time. Customers will be given an alternative telephone number to call to check on a late vehicle for any pickups reserved after 8 PM. A trip is recorded as late when the vehicle arrives to pickup the customer more than ten 10-minutes after the 30-minute pickup window or when the vehicle arrives after the quoted drop-off "no later than time" for trips booked with emphasis on the drop-off time.

Excessively Early Trips

A customer may, but is not required to, board the vehicle early if a vehicle arrives more than 30 minutes prior to the pickup time. The

For trips to Alameda County or Contra Costa County, contact the East Bay Paratransit Consortium at (510) 287-5000, or TTY (510) 287-5065. The transfer point is the Fremont BART Station. Once BART extends service to San Jose/Milpitas the new transfer point is Warm Springs BART Station and Fremont BART Station pending the day and time of day.

Service Hours

VTA's paratransit service operates only during the same hours of the day and days of the week that bus and light rail trains run their regular, holiday, and Sunday routes. This ensures the equity between the bus/rail service network and the paratransit service. VTA ACCESS Paratransit Reservationist will advise customers regarding the service hour availability for requested trips.

30-Minute Pickup Window

All regular one-way trip pickups occur within a 30-minute pickup window. A VTA ACCESS Paratransit vehicle may arrive any time during the 30-minute window. All customers must be ready to depart at the start of their pickup window. Drivers will wait for five (5) minutes upon arrival within a customer's reserved pickup window and may depart thereafter if the customer is not ready.

Customers are not required to leave if the vehicle assigned to transport them arrives before the start of the reserved 30-minute pickup window. Drivers may arrive early but will wait until the start of the reserved pickup window to approach customer. Drivers will not rush the customer.

Customers may request a notification of vehicle arrival call as a reasonable accommodation. This request may be made at the time of

When possible, customers may receive a Door Hanger at their pickup location confirming the driver was there and unable to locate the customer.

A trip will be considered as a pattern or practice if the trip was missed intentionally, or regularly for 25% of their scheduled trips more than 11 trips per calendar month. For customers who schedule less than ten (10) trips per month, if you no-show or late cancel 60% of your trips, you are subject to suspension.

A warning letter may be initiated after receiving the third no-show or late cancellation to remind the customer of the policy and inform them that their ACCESS Paratransit services may be suspended. Before service is suspended, ACCESS will take the following steps;

1. Notify the individual in writing that ACCESS proposes to suspend service, citing specifically the basis of the proposed suspension and setting forth the proposed sanction.
2. Provide the individual an opportunity to be heard and to present information and arguments.

If the no-show pattern continues the progressive suspension length will be as follows:

First offense	5 days
Second offense	10 days
Third offense	15 days
Fourth offense and more	25 days

No-Show Appeals

Customers may appeal an individual no-show or the determination by VTA ACCESS Paratransit that they have developed a pattern and practice of missing their trips. Customers may request an appeal of a no-show or a pattern and practice determination by letter, email, or telephone within 60 days of the date of the no-show or pattern and practice determination by contacting the VTA ACCESS Paratransit Customer Service Department.

3331 N. First St.
San Jose, CA 95134
paratransit@vta.org

Phone: (408) 321-2380
TTY: (408) 238-1001

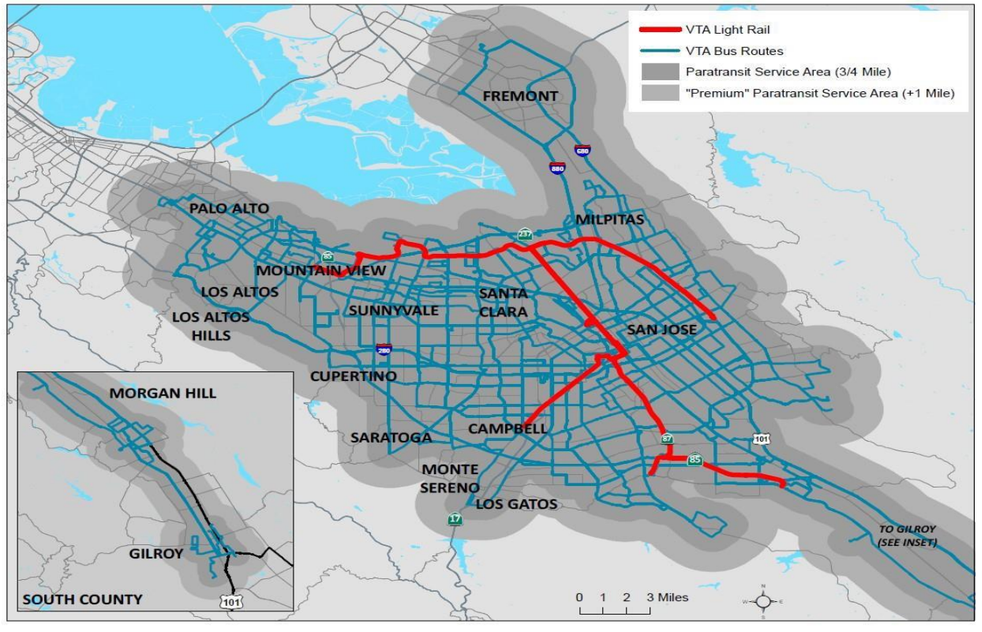
If needed, VTA ACCESS Paratransit staff will assist a customer to submit an appeal of a no-show or a pattern and practice determination. You also have the right to be heard in person and free transportation is provided to the applicant if he/she wished to have this conversation at the VTA ACCESS Paratransit office.

OVERVIEW OF PARATRANSIT SERVICES

VTA's ADA Paratransit Service Area

VTA ACCESS Paratransit operates under the same service area and time as bus and light rail (including holiday and Sunday reduced service schedules). The ADA paratransit service area is a ¾-mile area around VTA bus routes and light rail stations. A VTA ACCESS Paratransit reservationist will advise customers when their destinations are outside of the paratransit service area.

VTA Paratransit Service Area (April 2015)



Inter-County Services

Customers may arrange a transfer to the paratransit operator in the adjacent counties for travel beyond VTA's ADA Paratransit Service Area.

For trips to San Mateo County, contact Redi-Wheels at (650) 508-6241, or TTY at (650) 482-9366. The recommended transfer point is the fountain entrance located at 500 Pasteur Drive, Stanford, CA 94305.