



**UNION
CITY**

paratransit

Rider's Guide

in compliance with the

**Americans with
Disabilities
Act**

Effective June 2018

TABLE OF CONTENTS

General Information

Service Description	2
Applying for Eligibility	3

Service Information

Reservation Center & Service Hours	4
Fares	5
Traveling Outside the City	6
Transfers	7

Scheduling a Trip

Reservations	8
Changes & Cancellations	8
Reservation Information	9
Standing Orders	10

Service Area

Rules of the Road	11
-------------------	----

Responsibilities & Rights

Rules of the Road	13
Attendants/Companions	14
Service Animals	14
Rider Responsibilities	15
No-Show Policy	16
Driver Responsibilities	17
Civil Rights	18
Reasonable Modifications	18

Paratransit Plus

Group Trips	19
Outside City Trips	20

Fixed Route Service

Fixed-Route Bus Information	21
-----------------------------	----

Customer Service

Comments/Complaints	22
Get Involved with Paratransit!	22

GENERAL INFORMATION

Service Description

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

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

DO NOT call Union City Paratransit.

Union City Paratransit offers shared ride, origin-to-destination service throughout Union City, with limited service to Fremont, Hayward, and Newark. Paratransit services are for individuals who are unable to ride fixed-route services due to a disability or health-related condition. Paratransit service is provided in wheelchair accessible vehicles.

GENERAL INFORMATION

Applying for Eligibility

Riders must be certified as eligible to use Union City Paratransit. A special application must be completed. To request an application, contact Union City Paratransit by phone at (510) 675-5373 or online at www.uctransit.org. For hearing impaired individuals, call California Relay at (800) 735-2929.

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

Visitor Policy: Visitors from outside the 9-County Bay Area that present ADA eligibility from another jurisdiction are eligible for Union City Paratransit service. If you do not have documentation, you may use Union City Paratransit for no more than 21 days per calendar year. If you would like to ride for more than 21 days you must apply for eligibility through Union City Paratransit.

SERVICE INFORMATION

Reservation Center Hours

Daily

8:00 a.m. – 5:00 p.m.

Service Hours*

Monday through Friday

4:30 a.m. – 10:20 p.m.

Saturday

6:45 a.m. – 7:30 p.m.

Sunday

7:45 a.m. – 6:30 p.m.

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

Service is not offered on the following holidays:

New Year's Day	Labor Day
President's Day	Thanksgiving Day
Memorial Day	Christmas Day
Independence Day	

A modified service may operate on observed holidays, please see notices on vehicles, at public facilities, or call (510) 471-1411 for more information.

For holiday service, call East Bay Paratransit at (800) 555-8085.

SERVICE INFORMATION

Fares

Each one-way fare is \$2.75. Fares may be paid in cash (exact fare only) or with pre-paid paratransit tickets to the driver. Paratransit tickets are sold in sheets of ten (10) for \$27.50 at City Hall, the Safeway at the Marketplace Shopping Center in Union City (1790 Decoto Road), by mail, or online at www.uctransit.org. For tickets by mail, contact the Union City cashier at:

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

Riders who require a Personal Care Attendant (PCA) for assistance may bring one (1) PCA at no additional fare. Children under five (5) may accompany a certified rider at no additional fare. Companions and all other guests may ride at the regular fare of \$2.75. All PCA's and guests must be scheduled in advance with the rider's reservation.

SERVICE INFORMATION

Traveling Outside Union City

Paratransit trips outside of Union City and trips within Union City during days and hours when Union City Paratransit is not operating are provided by East Bay Paratransit. They can be reached directly at (800) 555-8085. All Union City residents who are eligible for Union City Paratransit will also be eligible for service from East Bay Paratransit; not all trips are eligible on East Bay Paratransit.

If you have any questions about which service to contact for a particular trip, the Union City Paratransit dispatcher will be glad to help by calling (510) 476-1500.

SERVICE INFORMATION

Transfers

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

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

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

SCHEDULING A TRIP

Reservations

Call (510) 476-1500

Hearing impaired riders should call California Relay at (800) 735-2929

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

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

Changes & Cancellations

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

To cancel a reservation, call the cancellation line at (510) 476-1502.

SCHEDULING A TRIP

Reservation Information

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

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

The reservationist will offer you a pickup time within one (1) hour of your desired pick-up time.

SCHEDULING A TRIP

Standing Orders

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

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

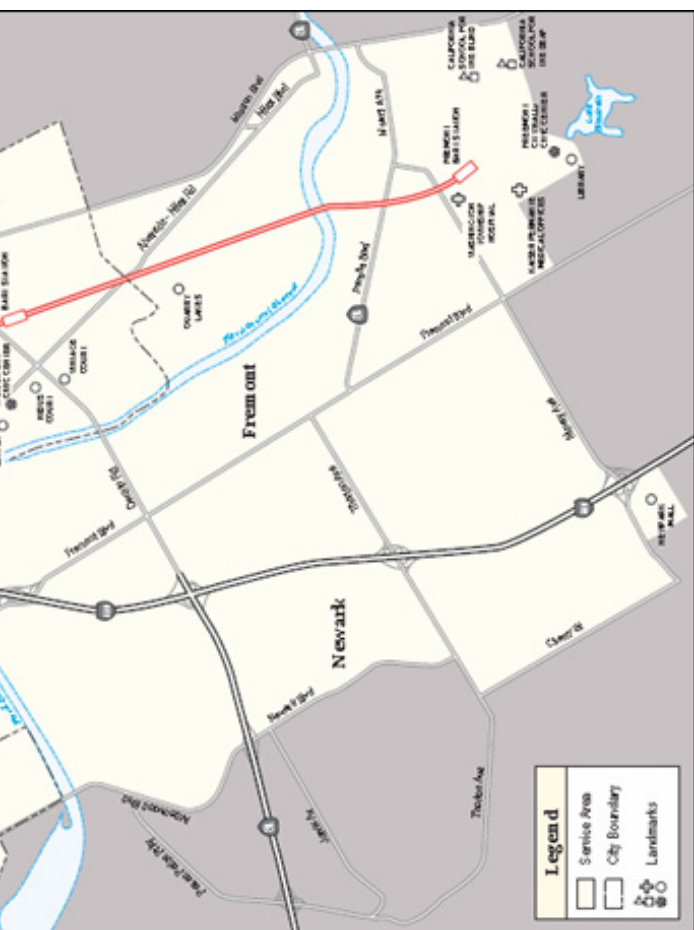
Excessive cancellations may result in cancellation of a standing order.

To cancel one (1) trip only, call the cancellation line at (510) 476-1502.

SERVICE AREA



SERVICE AREA



RESPONSIBILITIES & RIGHTS

Rules of the Road

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

- No smoking, eating or drinking
- No littering or graffiti
- No pets or animals except service animals and animals in carriers
- Please keep the aisle clear of impediments.
- Silence all amplified audio devices
- No physical or verbal abuse of other riders, the driver, or reservation staff
- Drivers reserve the right to refuse service to anyone if they determine that the safety or comfort of the other passengers is threatened.
- Union City Paratransit is not responsible for lost or stolen articles. To inquire about lost articles, please call (510) 476-1500.

RESPONSIBILITIES & RIGHTS

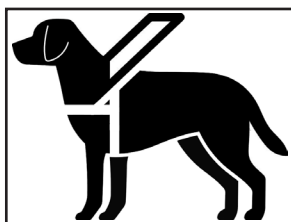
Personal Care Attendants, Guests, and Companions

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

Any number of guests and companions may accompany any rider if space is available and will pay the full fare for their own trip. Guests and companions must be picked-up and dropped-off at the same location as the rider. Guests and companions must be scheduled in advance with the rider's reservation.

Service Animals

Riders who require the use of a service animal must include this information in their initial eligibility application. These riders may bring their animals on board any Union City Paratransit vehicle free of charge.



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

RESPONSIBILITIES & RIGHTS

Rider Responsibilities

A pick-up time will be given when your reservation is made. The vehicle should arrive at the pick-up location no later than thirty (30) minutes after the scheduled time.

It is your responsibility to be ready to take your trip. If you cannot be located or choose not to start boarding within five (5) minutes, the driver may leave and continue to their next pick-up and you will be considered a “no-show.”

If the Union City Paratransit vehicle has not arrived by thirty (30) minutes past the scheduled pick-up time, the rider may call the reservationist at (510) 476-1500 to report the late vehicle and receive further assistance.

When boarding the paratransit vehicles, riders should be prepared to pay the fare. Riders may be denied service if they do not have the appropriate fare.

Riders must ensure that their mobility device or wheelchair meets ADA standards for the size (less than 48 by 30 inches) and the mobility device and the passenger does not exceed 600 pounds. Wheelchairs should be in good working order with functional brakes. Lapbelts are recommended for all wheelchair users. If you have a question about whether your mobility device can be accommodated,

RESPONSIBILITIES & RIGHTS

Rider Responsibilities (Continued)

please call Union City Paratransit prior to booking a ride.

Riders may not transport hazardous materials (i.e.: explosives, etc.). Riders who must travel with a portable oxygen unit should inform the reservationist at the time the reservation is made.

No-Show Policy

Union City Paratransit recognizes that emergencies arise, but riders who do not cancel their trip at least two (2) hours in advance will be considered “no-shows.”

If the vehicle arrives on-time, riders who do not board the vehicle within five (5) minutes are considered “no-shows.”

Riders who are “no-shows” on more than three (3) occasions or 10% of their scheduled rides, whichever is greater, within a 90-day period may be suspended from future service.

For more information about the No-Show Policy, please visit www.uctransit.org or call (510) 675-5373.

RESPONSIBILITIES & RIGHTS

Driver Responsibilities

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

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

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

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

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

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

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

RESPONSIBILITIES & RIGHTS

Driver Responsibilities (Continued)

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

Civil Rights

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

If you believe you have received discriminatory treatment with regards to transit services delivery, you may file a complaint with Union City Transit by calling (510) 675-5446.

Reasonable Modifications

Union City Paratransit is committed to making reasonable modifications to its policies, practices, and procedures to ensure that our services are accessible to everyone. To make a request for a reasonable modification, please contact the City's Transit Manager by phone or email at:

(510) 675-5446
transit@unioncity.org

PARATRANSIT PLUS

Your Measure B/BB Sales Tax Dollars at Work

Union City Paratransit also offers additional services known as Paratransit Plus. This program is funded by the Measure B/BB transportation sales tax for Alameda County.

Group Trips

This service is open to social clubs, housing centers, or other organizations in Union City who serve the disabled or persons over 65 years of age. Riders need not be ADA certified. Union City Paratransit will take your group on outings of up to four (4) hours to places in the East Bay. Group trips need only to be scheduled once by a representative of that group. Call Union City Paratransit dispatcher at (510) 476-1500 to schedule a group trip. Simply state the name of the organization and the number of passengers. Each passenger should not call separately. Different fares may apply.

PARATRANSIT PLUS

Limited Service to Parts of Hayward, Newark, and Fremont

ADA certified persons may ride Union Paratransit to some locations in southern Hayward, Newark, and northern Fremont. This service is available Monday – Friday from 9:00 a.m. – 6:00 p.m., Saturday and Sunday during regular service hours. For more information, call (510) 476-1500. The standard paratransit fare will apply. These trips are contingent on availability and may be rescheduled.

Union City ADA rides have priority over Paratransit Plus rides.

Temporary Medical Service

If you are still waiting for your ADA certification to be approved and need to get to a medical appointment, Union City Paratransit may be able to help. Union City Paratransit offers service on a one-time basis for Union City residents who are not ADA certified. Such residents must be traveling to medical appointments within Union City. The standard paratransit fare will apply.

FIXED-ROUTE SERVICE

Fixed-Route Bus Information

Union City Transit	(510) 471-1411 www.uctransit.org
AC Transit	511 www.actransit.org
Dumbarton Express	511 www.dumbarton express.com

Benefits of Fixed-Route Service

Persons certified to ride Union City Paratransit are not limited to riding paratransit. Riders with disabilities may choose fixed-route service when they offer the most convenient choice for a trip. Fixed-route services offer access for individuals with disabilities to routes operating on regular timed schedules throughout the East Bay and beyond. Fixed-route services do not require advanced reservations.

Riders with disabilities may qualify for a reduced fare. For information on reduced fare programs, contact the individual agencies listed above or on the back page.

Riding Union City Transit Fixed-Route Bus

All Union City buses are wheelchair accessible. Persons with certified disabilities may ride fixed-route transit for a \$1.00 fare. For additional savings, obtain a 31-Day Disabled pass available only on a Clipper Card for \$26.00.

CUSTOMER SERVICE

Comments/Complaints

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

Filing a Service Complaint

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

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

Please direct service compliments, complaints, and suggestions to:

Union City Paratransit
34009 Alvarado-Niles Road
Union City, CA 94587

or

transit@unioncity.org

Get Involved!

The Accessibility Advisory Committee holds quarterly meetings to discuss transit issues in Union City and advise Union City Paratransit.

These meetings are open to the public and Union City Paratransit riders are welcome to attend. For more information, please call (510) 675-5373.

QUICK LIST

Important Telephone Numbers

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

Union City Paratransit
Eligibility: (510) 675-5373

Paratransit and Paratransit Plus
Reservations: (510) 476-1500

Paratransit and Paratransit Plus
Cancellations: (510) 476-1502

California Relay:
(Hearing Impaired) (800) 735-2929

East Bay Paratransit:
(For trips outside of Union City)
(800) 555-8085

Union City Transit:
(Fixed-Route Service) (510) 471-1411

AC Transit:
(Fixed-Route Service) 511

BART:
(Regional Rail Service) 511

Dumbarton Express:
(Transbay Bus Service) 511