



**UNION  
CITY**

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paratransit

## **Rider's Guide**

*in compliance with the*

**Americans with  
Disabilities  
Act**

Effective September 2022

# TABLE OF CONTENTS

<b>General Information</b>	
Service Description	2
Civil Rights - Title VI	2
Applying for Eligibility	3
<b>Service Information</b>	
Reservation Center & Service Hours	4
Fares	5
Transfers	5
ADA Travel Outside the City	6
<b>Scheduling a Trip</b>	
Reservations	7
Changes & Cancellations	7
Reservation Information	8
Standing Orders	9
Temporary Medical Service	9
<b>Paratransit Plus</b>	
Non-ADA Travel Outside the City	10
Group Trips	10
<b>Service Area</b>	
Map	11
<b>Transportation Options</b>	
Ride-On Tri-City!	13
Fixed-Route Buses	14
<b>Responsibilities &amp; Rights</b>	
Rules of the Road	15
Attendants, Companions, & Guests	16
Service Animals	17
Rider Responsibilities	17
No-Show Policy	18
Driver Responsibilities	19
ADA Reasonable Modification	20
ADA/Title VI Complaint Procedure	21
<b>Customer Service</b>	
Comments/Requests/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 Alameda County's Measure BB sales tax.

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.

## Civil Rights - Title VI

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 & Paratransit.

## 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](http://www.uctransit.org). For hearing impaired individuals, call California Relay at (800) 735-2929.

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

**Visitor Policy:** Visitors from outside the nine (9) counties of the San Francisco 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 twenty-one (21) days per calendar year. If you would like to ride for more than twenty-one (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

**4:29 a.m. – 10:45 p.m.**

Saturday

**6:39 a.m. – 7:46 p.m.**

Sunday

**6:39 a.m. – 7:46 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 booklets 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](http://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

or call

(510) 675-5312

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.

### 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 reservationist know that you will be making a connection.

## SERVICE INFORMATION

### **Transfers (Continued)**

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 reservationist will coordinate the connecting trip. Please inform the reservationist 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.

### **ADA Travel 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 reservationist will be glad to help by calling (510) 476-1500.

# SCHEDULING A TRIP

## Reservations

**Call (510) 476-1500**

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

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 the next business day 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 change or cancel a reservation, call (510) 476-1500.



# 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 pickup 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 dialysis or 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 reservationist will assist you in scheduling a standing order.

Always cancel individual standing order trips that will not be used by calling the reservationist. 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 a specific trip only, call (510) 476-1500.

### **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.

# PARATRANSIT PLUS

## **Your Measure BB Sales Tax at Work**

Union City Paratransit offers a service known as Paratransit Plus. This program is funded by Alameda County's Measure BB sales tax.

## **Non-ADA Travel Outside Union City**

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 Paratransit ADA rides have priority over Paratransit Plus rides.

## **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 reservationist at (510) 476-1500 to schedule a group trip. Simply state the name of the organization and the number of riders. Each rider should not call separately. Different fares may apply.

# SERVICE AREA





# TRANSPORTATION OPTIONS

## Ride-On Tri-City!

Ride-On Tri-City! provides affordable transportation services for Union City seniors over eighty (80) and riders certified to use Union City Paratransit. Rides are available from 8:00 a.m. - 6:00 p.m. seven (7) days a week to and from Union City with destinations within Fremont and Newark; there is no service to Hayward. Riders may take a maximum of thirty (30) one-way trips per month. There are no additional charges for companions or attendants traveling with a rider. This option is not recommended for wheelchair users since neither service can guarantee a wheelchair accessible vehicle.

## Ride-Hailing Service

This is a same-day service that is available to Union City residents who are able to use a curb-to-curb service. Rides are on-demand and usually arrive within 5 to 15 minutes of a request. Riders pay the first \$4 of the ride and up to \$16 in additional trip costs is subsidized. Riders are responsible for paying any trip costs over \$20 as well as any tip provided to the driver.

## Taxi Service

This is a same-day service that is available to Union City residents who are able to use a curb-to-curb service. Rides usually arrive within 10 to 45 minutes of a request. Riders purchase taxi vouchers for \$4 each and each voucher subsidizes up to \$20 of taxi meter fare. Only one taxi voucher can be used per one-way trip. Riders are responsible for paying any fare beyond the \$20 voucher subsidy and any tip provided to the driver.

# TRANSPORTATION OPTIONS

## **Ride-On Tri-City! (Continued)**

For more information and obtain vouchers, please contact Ride-On Tri-City! by phone or email at:

(510) 574-2053  
RideOnTriCity@fremont.gov

## **Fixed-Route Buses**

### **Benefits of Fixed-Route Service**

Riders eligible to use Union City Paratransit are not limited to riding paratransit only. Certified riders may choose fixed-route services 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 on the back page.

### **Riding Union City Transit Fixed-Route Bus**

All Union City Transit buses are wheelchair accessible. Any persons with a disability may ride Union City Transit fixed-route service for a \$1.00 fare. For additional savings, obtain a thirty-one (31) day pass available only on a Regional Transit Connection (RTC) Discount ID Clipper card for \$26.00. Union City does not issue RTC Clipper cards, please call Clipper Customer Service at (877) 878-8883 for more information.

# 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

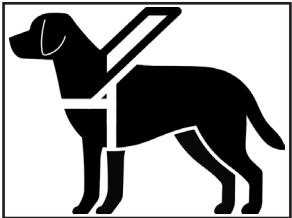
## Attendants, Companions, & Guests

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 pickup 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 pickup 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 of 26" wide by 42" long 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, please call Union City Paratransit prior to booking a ride.

## **RESPONSIBILITIES & RIGHTS**

### **Rider Responsibilities (Continued)**

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](http://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 not to exceed twenty-five pounds (25 lbs.) each. 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.

Drivers retain the right to deny a trip to any rider who fails to follow the policies outlined in this Rider's Guide.

## ADA Reasonable Modification

The Reasonable Modification regulation (Section 49 CFR Parts 27 and 37: Transportation for Individuals with Disabilities; Reasonable Modification) provides that transportation entities make reasonable modifications/accommodations to policies, practices, and procedures to ensure that services and programs are accessible to everyone including individuals with disabilities.

Union City Transit & Paratransit is compliant with the requirements of the Americans with Disabilities Act (ADA) and will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities.

Requests for modification of Union City Transit & Paratransit's policies and practices may be denied only on one or more of the following grounds:

- Granting the request would cause direct threat to the health or safety of others
- Result in a fundamental alteration of Union City Transit & Paratransit's service
- Are not actually necessary in order for the individual with a disability to access Union City Transit's service
- Result in undue financial and administration burden

# RESPONSIBILITIES & RIGHTS

## ADA/Title VI Complaint Procedure

Any person who believes that they have been subjected to discrimination may file a written complaint with Union City Transit. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.

The complainant may visit [www.uctransit.org](http://www.uctransit.org) or request the complaint form from the Civil Rights coordinator.

The complaint will include the following information:

- Name, address, and telephone number of the complainant
- Name, address, and telephone number of the person being discriminated against (if different from the complainant)
- The basis of the complaint (race, color, national origin, disability, other)
- The date or dates on which the alleged discrimination took place
- A description of the alleged discrimination in the words of the complainant and an explanation of what happened and who is believed to be responsible
- Other agencies or courts where the complaint may have been filed
- Name, address, and telephone number of the contact person at the agency/ court where the complaint was filed
- Complainant's signature and date

# CUSTOMER SERVICE

## Comments/Requests/Complaints

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

## Filing a General 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:

(510) 675-5373

or

[transit@unioncity.org](mailto: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 Contact Information**

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

### **Union City Information**

Union City Paratransit  
Eligibility: (510) 675-5373

Paratransit & Paratransit Plus  
Reservations & Cancellations: (510) 476-1500

Union City Transit & Union City Flea:  
(510) 471-1411  
[www.uctransit.org](http://www.uctransit.org)

### **Trips Outside Union City Information**

East Bay Paratransit: (800) 555-8085  
[www.eastbayparatransit.org](http://www.eastbayparatransit.org)

Ride-On Tri-City!: (510) 574-2053  
[www.fremont.gov](http://www.fremont.gov)

### **Other Bus & Rail Service Information**

AC Transit: 511  
[www.actransit.org](http://www.actransit.org)

Dumbarton Express: 511  
[www.dumbartonexpress.com](http://www.dumbartonexpress.com)

BART: 511  
[www.bart.gov](http://www.bart.gov)

### **Assistance Information**

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