

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
BOARD ACTION SUMMARY

DEPT: Public Works

BOARD AGENDA #: 9:00 AM

AGENDA DATE: May 10, 2016

**SUBJECT:**

Public Hearing to Approve the Americans with Disabilities Act Complementary Paratransit Service Plan for Stanislaus Regional Transit

**BOARD ACTION AS FOLLOWS:**

No. 2016-239

On motion of Supervisor Withrow, Seconded by Supervisor Chiesa

and approved by the following vote,

Ayes: Supervisors: O'Brien, Chiesa, Withrow, DeMartini, and Chairman Monteith

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1)  Approved as recommended


2)  Denied

3)  Approved as amended

4)  Other:

MOTION:

ATTEST:

  
ELIZABETH A. KING, Clerk of the Board of Supervisors

File No.

**THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
AGENDA ITEM**

DEPT: Public Works

Urgent

Routine



BOARD AGENDA #: 9:00 AM

AGENDA DATE: May 10, 2016

CEO CONCURRENCE: \_\_\_\_\_

4/5 Vote Required: Yes  No

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**SUBJECT:**

Public Hearing to Approve the Americans with Disabilities Act Complementary Paratransit Service Plan for Stanislaus Regional Transit

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**STAFF RECOMMENDATIONS:**

1. Conduct a Public Hearing to approve the Americans with Disabilities Act (ADA) Complementary Paratransit Service Plan.
2. Adopt the attached Resolution per the Federal Transit Administration 49 CFR § 37.137 for Stanislaus Regional Transit (StaRT) ADA Complementary Paratransit Service Plan.
3. Authorize the Public Works Transit Division Manager to implement the Americans with Disabilities Act (ADA) Complementary Paratransit Service in StaRT's service area.

**DISCUSSION:**

The Stanislaus County Public Works Transit division is recommending approval of the StaRT ADA Complementary Paratransit Service Plan to enable the Transit Division to provide the ADA complementary paratransit service to persons with disabilities.

The Transit division was notified in Fiscal Year 2012-2013 by the Federal Transit Administration (FTA) that due to the County's 2010 Census results, StaRT was reclassified from a rural to a small urban transit system. A portion of StaRT's service area, which includes the cities of Riverbank, Oakdale, Hughson and the unincorporated community of Keyes, was absorbed into the Modesto Urbanized Area (UZA). As a result of this reclassification, StaRT became eligible to receive additional transit funds apportioned by the FTA to transit systems in urbanized areas.

StaRT's new funding opportunity, Section 5307 Urbanized Formula Transit Grant funds, is apportioned to the Modesto UZA on an annual basis. The FTA designated the City of Modesto as the Section 5307 grant recipient for the Modesto UZA. In 2014, StaRT collaborated with the Stanislaus Council of Governments and the City of Modesto to become a sub-recipient of the City of Modesto. As a result, the County Board of Supervisors approved a Memorandum of Understanding (MOU) between the County and City in November 2014. The MOU specified conditions under which StaRT would receive the FTA Section 5307 funds. As a condition of receiving Section 5307 federal transit funds, transit agencies offering fixed route service in their service areas, including StaRT, must comply with federal regulations and provide ADA

## Public Hearing to Approve the Americans with Disabilities Act Complementary Paratransit Service Plan for Stanislaus Regional Transit

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Complementary Paratransit Service in their service area. This requirement applies to both the City of Modesto's Modesto Area Express (MAX) system and StaRT.

StaRT's planned ADA paratransit service is classified as part of demand response service and to be operated as an origin to destination, door-to-door service. The FTA ADA regulations require this service to mirror service hours for StaRT's fixed route system and must be provided within  $\frac{3}{4}$  miles on each side of an existing fixed route. The ADA paratransit service is different from the current Dial-A-Ride and Shuttle services because both are operated as curb-to-curb service while the ADA paratransit service will be offered as door-to-door service.

Passage of the ADA in 1990 requires public transit entities, such as StaRT, that operate fixed route service provide complementary paratransit service for individuals unable to use fixed route service. The ADA law prohibits public transit systems from denying individuals with disabilities the opportunity to use public transportation services if individuals are capable of using the system. Further, ADA regulations define the minimum service characteristics that must be met for paratransit service to be considered equivalent to the fixed route service that it is intended to complement.

Approval of the ADA complementary paratransit service plan ensures compliance with ADA complementary paratransit standards mandated in the Code of Federal Regulation in 49 CFR Section 37.121. Public transit agencies, including StaRT, must take specific actions requiring that:

1. All newly purchased or leased vehicles used in fixed route service must be accessible to persons with disabilities.
2. Public agencies that provide fixed route public transportation service also must offer complementary paratransit service to persons with disabilities who are unable to use the fixed route service.
3. Assure new facilities are accessible.
4. Ensure that alterations to facilities include features to make them accessible.

Under StaRT's Complementary Paratransit Service Plan, the level of service provided to persons determined to be ADA eligible must be similar to StaRT's fixed route service and must meet six service criteria and eligibility standards:

1. Service Area:  
StaRT must provide service to origins and destinations within a corridor of  $\frac{3}{4}$  mile on each side of fixed routes within the service area. Service beyond the defined areas may be provided at the County's discretion. StaRT will coordinate service with the three transit operators in Stanislaus County where services overlap or are contiguous.
2. Reservations:  
The ADA requires next day service be provided for trips requested the preceding day when the administrative offices are open and during regular business hours. Reservations may be taken seven days a week and made up to two weeks in advance.

## Public Hearing to Approve the Americans with Disabilities Act Complementary Paratransit Service Plan for Stanislaus Regional Transit

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### 3. Fares:

In accordance with FTA ADA requirements, staff is recommending charging a \$3.00 fare for one-way trips based on ADA Regulations that require transit agencies charge twice the fare charged on fixed route service. Personal Care Attendants are permitted to accompany an ADA eligible passenger at no cost while a companion may ride at the same fare of \$3.00 charged an eligible ADA rider, provided they are traveling from the same origin to the same destination.

### 4. Service Days and Hours:

StaRT's paratransit service will be provided during the same days and time periods as the fixed route service offered by the County's transit system. Currently, the operating hours vary by route, but are offered Monday through Friday and on Saturday. Similarly, ADA paratransit service will not be provided on holidays observed by the County on StaRT's fixed route and demand response services.

### 5. Trip Purpose:

In accordance with the FTA ADA Regulations, StaRT must accept and handle trips on an equal basis and must not have any restrictions on trip purposes or prioritizing on any trip type. ADA regulation requires that trips not be prioritized nor restricted for ADA riders.

### 6. Capacity Constraints:

As required by ADA regulations, StaRT's ADA paratransit service cannot be limited because of capacity constraints and no waiting list will be maintained. StaRT's ADA paratransit service will not restrict the number of trips provided to an ADA eligible rider. Subscription trips will be limited to no more than 50% of complementary paratransit service capacity.

The Transit division hosted eight open houses throughout the County as part of the public participation process and posted information on StaRT's website, [www.srt.org](http://www.srt.org). Information was displayed on all transit buses and advertised in local newspapers. In addition, staff met with disability groups and the County's Community Services Agency and Health Services Agency to address concerns they may have pertaining to implementing ADA paratransit service in the County's service area.

To date, the Transit division has not received any requests for a copy of the draft ADA Complementary Paratransit Service Plan for review and comments. Furthermore, comments received to date have been positive and in favor of implementing the new ADA paratransit service. Staff recommends approval of the ADA Complementary Paratransit Service Plan to ensure compliance with FTA ADA Regulations that require provision of ADA paratransit service in the County's service area.

## **POLICY ISSUE:**

The Board of Supervisors are required to hold a public hearing under the FTA ADA Regulations under 49 C.F.R. Section 37.137 to approve and adopt StaRT's ADA Complementary Paratransit Plan. Approval of the Plan by the Board of Supervisors ensures that staff develops and implements an ADA in-person eligibility assessment process and

Public Hearing to Approve the Americans with Disabilities Act Complementary Paratransit Service Plan for Stanislaus Regional Transit

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procedure to evaluate and certify potential ADA eligible riders to use the ADA paratransit service.

**FISCAL IMPACT:**

The total estimated cost of implementing the planned ADA complementary paratransit service outlined in the ADA paratransit service plan is estimated to be \$1,664,575. Funding for this action is included in the Fiscal Year 2015-2016 Adopted Final Budget Public Works Transit Division.

<b>Cost of recommended action:</b>		\$ 1,664,575
<b>Source(s) of Funding:</b>		
Local Transportation Funds	\$ 1,207,767	
Section 5311 Federal Transit Funds	456,808	
<b>Funding Total:</b>	1,664,575	
<b>Net Cost to County General Fund</b>		\$ -

<b>Fiscal Year:</b>	2015-2016
<b>Budget Adjustment/Appropriations needed:</b>	<b>No</b>

**Fund Balance as of**

Funding for estimated operational costs for operating ADA complementary paratransit service in the future will be included in the Annual Transportation Development Act Claims and Public Works Transit Division Proposed Budget.

**BOARD OF SUPERVISORS' PRIORITY:**

Approval of this action supports the Board's priority of A Well Planned Infrastructure System and Efficient Delivery of Public Services by providing for a public transit system that is compliant with Federal and State efficiency standards.

**STAFFING IMPACT:**

Existing Public Works staff will implement the planned ADA complementary paratransit service as outlined in the ADA Paratransit Service Plan.

**CONTACT PERSON:**

Matt Machado, Public Works Director  
Eunice Lovi, Transit Manager

Telephone: (209) 525-4153  
Telephone: (209) 525-7560

**ATTACHMENT:**

1. ADA Complementary Paratransit Service Plan
2. Resolution

ATTACHMENT 1

ADA COMPLEMENTARY PARATRANSIT SERVICE PLAN



***StaRT***

# Stanislaus Regional Transit (**StaRT**)

## Americans with Disabilities Act (ADA) Complementary Paratransit Service Plan

Adopted: May 10, 2016  
Effective: August 16, 2016



***StaRT***

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*StaRT ADA Complementary Paratransit Service Plan*



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**Overview of Population Served:**

The Stanislaus County Public Works Transit Division manages Stanislaus Regional Transit (*StaRT*) which oversees transit services provided in its service area throughout Stanislaus County. Stanislaus County is located in the central valley of California and covers an area of 1,515 square miles. There are sixteen incorporated cities and communities served by StaRT. The most recent population estimates indicate 525,491 people live in Stanislaus County. Since the 2010 census, the County has grown by approximately 2.1% and is slightly lower than the State’s growth rate of 2.9%. The current population is estimated to be over 530,000.

Transit services operated include fixed route, dial-a-ride and shuttle services and a non-emergency medical transportation service to Bay Area Medical facilities. Jurisdictions served include the cities of Riverbank, Oakdale, Hughson, Modesto, Ceres, Turlock, Waterford, Patterson and Newman as well as the communities of Keyes, Empire, Westley, Crows Landing, Hickman and Grayson. Additional service is provided between Merced and Stanislaus Counties offering students of the University of California, Merced and California State University, Stanislaus the opportunity to travel between campuses. Service is offered from 5:00 am through 10:20 pm on weekdays and 6:00 am to 8:20 pm on Saturdays.

**StaRT Service Area Demographics**

<b>City/Jurisdiction</b>	<b>2010 US Census Population</b>	<b>Change from 2000 US Census</b>	<b>Population 65 years &amp; older</b>	<b>Land area (in square miles)</b>
Ceres	45,417	31.20%	7.70%	8
Hughson	6,640	66.80%	10.80%	1.8
Modesto	201,165	6.50%	11.70%	37.1
Newman	10,224	44.10%	8.50%	2.1
Oakdale	20,675	33.40%	12.40%	6.1
Patterson	20,413	75.90%	6.30%	6
Riverbank	22,678	43.30%	8.40%	4.1
Turlock	68,549	22.80%	11.70%	16.9
Waterford	8,456	22.10%	7.30%	2.4
Unincorporated County	110,236	3.10%	10.80%	1430.2
Total Stanislaus County	514,453	15.10%	10.70%	1,514.70

Sources: American Fact Finder Census 2010 Table P12, American Fact Finder Census 2000 Table GCT-P5 – StaRT’s COA

**Definition of Complementary Paratransit Service:**

The Americans with Disabilities Act regulation require the County of Stanislaus Public Works Transit Division, as a public entity that operates a fixed route system, to provide complementary paratransit to individuals with disabilities (“complementary” paratransit service that is comparable to the level of service provided to individuals without disabilities on the fixed route system). ADA regulations require the complementary paratransit service to be provided within ¾ mile of a fixed route [49 CFR §37.131(g). There are six “service criteria”, under which the service provided is “comparable to fixed route” including:

*StaRT ADA Complementary Paratransit Service Plan*

1. Same service area
2. Provision of next day service for requests made the preceding day.
3. Fares cannot be more than twice the fixed route adult fare
4. Service days and hours of operation must be the same at least as the fixed route system
5. Trip purpose must be accepted and handled on an equal basis without any restrictions
6. Service cannot be limited because of capacity constraints and agency cannot maintain a waiting list.

Only eligible individuals that are certified through the eligibility process (see page 15) and meet the above criteria will use the ADA complementary paratransit service in the service area. StaRT ADA Complementary Paratransit Service Plan is prepared in accordance with 49 CFR 37.137-139.

**Americans with Disabilities Act of 1990:**

The Americans with Disabilities Act of 1990 prohibits discrimination and ensures equal opportunity and access for persons with disabilities. It provides the general framework and approach for ending discrimination for persons with disabilities. The stated national goals of ADA are to guarantee that persons with disabilities have equal opportunity, a chance to fully participate in society, ability to live independently and be economically self-sufficient.

Section 223 of the ADA of 1990 requires that public entities that operate non-commuter fixed route service also provide complementary paratransit service for individuals unable to use the fixed route system. The regulations define the minimum service characteristics that must be met for this service to be considered equivalent to the fixed route service it is intended to complement. ADA complementary paratransit service standards are provided in 49 CFR §37.123 of the Code of Federal Regulations. In general, the law prohibits public transit systems from denying persons with disabilities. The ADA is an opportunity to develop programs that ensure integration of all persons into not just the transportation system of America, but all of the opportunities that make transportation service possible.

**StaRT Contact Information:**

Eunice Lovi, Transit Manager  
Stanislaus County Public Works Transit Division *aka*  
Stanislaus Regional Transit (StaRT)  
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## Overview of Existing Transit Services:

A summary of current transit services operated in the service area are summarized below:

### ***Fixed Route Service:***

StaRT offers seven fixed routes between incorporated cities that serve major population centers and several communities. Buses leave at scheduled times and stop at all designated bus stops. Fixed route service is available weekdays and Saturdays and with transit service provided to and from the Modesto Transportation Center, Turlock Transit Center and the Patterson Transfer Location to connect with transit operations offered by the cities of Modesto, Ceres, and Turlock. StaRT also connects to transit services offered by Merced and San Joaquin Counties. Fares charged on StaRT's fixed route service is \$1.60 for the general public and \$0.80 for seniors and persons with disabilities and are shown in the current fare structure chart on page 10.

#### Route 10 Express – Modesto/Turlock:

Route 10 Express provides 18 round-trip services between Modesto and Turlock, Monday through Friday from 5:00 am and 10:20 pm. This route does not provide service on Saturday. The fare is \$1.60 for a general rider and \$0.80 for the elderly and disabled persons. The fare for ADA complementary paratransit service is \$3.00, and service is available during operating hours for this route.

#### Route 15 – Modesto/Ceres/Keyes/Turlock:

Route 15 provides service between Modesto, Ceres, Keyes, and Turlock. On weekdays, service is offered from Modesto to Ceres, Keyes and Turlock. Service on Saturday is combined with Route 60. Service hours Monday through Friday are from 5:35 am to 9:49 pm and on Saturday from 6:30 am to 8:56 pm. The fare is \$1.60 for a general rider and \$0.80 for the elderly and disabled persons. The fare for ADA complementary paratransit service is \$3.00, and service is available during operating hours for this route.

#### Route 40 – Modesto/Grayson/Westley/Patterson:

Route 40 operates between Modesto and Patterson, Monday through Friday from 5:20 am to 9:07 pm and Saturday from 6:40 am to 7:55 pm. Service is also provided to the communities of Westley and Grayson. The fare is \$1.60 for a general rider and \$0.80 for the elderly and disabled persons. The fare for ADA complementary paratransit service is \$3.00, and service is available during operating hours for this route.

#### Route 45-East – Patterson/Turlock:

Route 45-East offers service between Turlock and Patterson, Monday through Friday from 6:20 am to 8:05 pm and Saturday from 6:40 am to 6:25 pm. The fare is \$1.60 for a general rider and \$0.80 for the elderly and disabled persons. The fare for ADA complementary paratransit service is \$3.00, and service is available during operating hours for this route.

Route 45 West – Patterson/Crows-Landing/Newman/Gustine:

Route 45-West operates between Patterson and Gustine with service offered in the City of Newman and unincorporated community of Crows Landing. Weekday service is offered Monday through Friday from 5:40 am to 9:21 pm and from 6:00 am to 8:06 pm on Saturday. The fare is \$1.60 for a general rider and \$0.80 for the elderly and disabled persons. The fare for ADA complementary paratransit service is \$3.00, and service is available during operating hours for this route.

Route 60 – Modesto/Riverbank/Oakdale:

Route 60 provides service Monday through Friday from 5:00 am to 9:36 pm and Saturday from 6:15 am to 8:28 pm. On Saturday, this route is combined with Route 15. The fare is \$1.60 for a general rider and \$0.80 for the elderly and disabled persons. The fare for ADA complementary paratransit service is \$3.00, and service is available during operating hours for this route.

Route 61 – Waterford/Hickman/Hughson/Empire/Ceres/Modesto:

The Waterford/Modesto Runabout is a fixed route operating between Waterford, Hickman, Hughson, Empire, Ceres and Modesto fixed stops along the defined service area. This route is operated Monday through Friday from 6:00 am to 7:00 pm and on Saturday from 7:00 am to 6:30 pm. Current fare is \$1.60 for a general rider and \$0.80 for the elderly and disabled persons. The fare for ADA complementary paratransit service is \$3.00 and service is available during operating hours for this route.

***Commuter Service:***

Route 70 – Modesto/Turlock/Merced:

Route 70 operates between Modesto, Turlock, and Merced, Monday through Friday from 5:45 am to 6:35 pm, with no service provided on Saturday. One trip is provided in the morning from Modesto with a stop in Turlock before continuing to Merced Transportation Center. One trip is offered in the afternoon, beginning from Merced with a stop in Turlock and then proceeding to Modesto. The fare is \$2.75 for general a rider and \$2.25 for seniors and disabled persons. This route is a commuter route and does not require complementary paratransit service.

Route 71- Turlock/Patterson/Dublin BART Station:

Route 71 is a commuter express bus service that operates from Turlock to Patterson and continues to the Dublin BART Station. One trip will be provided in the morning from Turlock to Patterson and proceed to Dublin. In the afternoon, one trip will be offered from Dublin to Patterson and then to Turlock. This service is provided Mondays through Fridays with no service offered on weekends. The one-way fare is \$13.00 and the daily round-trip fare is \$16.00. The monthly fare is \$170.00. The Turlock/Patterson/Dublin commuter express bus service does not require ADA complementary paratransit service; however, the commuter bus is wheelchair accessible and can accommodate wheelchair passengers.

## ***Demand Response Service:***

StaRT currently offers seven curb-to-curb demand response services, known as Dial-A-Ride (DAR), within its service area. DAR is available to persons with disabilities, seniors and the general public. The intra-city DAR service is available weekdays and Saturdays, and is offered in the cities of Riverbank, Oakdale, Waterford, Patterson and Newman. StaRT also offers inter-city DAR service between Turlock and Modesto on the Turlock/Modesto Shuttle as well as between Riverbank, Oakdale and Modesto on the Eastside Shuttle. In addition, an interregional non-emergency medical transportation demand responsive service (Medivan) that travels from Stanislaus County to key medical facilities in the Bay Area is also offered by StaRT.

### Eastside Shuttle

The Eastside Shuttle provides intercity demand response service at specific intervals Monday through Friday between 6:00 am to 4:30 pm with service offered between the cities of Modesto, Riverdale, and Oakdale. Service is offered on Saturday between 7:30 am to 4:00 pm. The fare is \$2.75 for general passengers and \$2.25 for seniors and the disabled. This route is a curb-to-curb demand responsive service. The fare for ADA complementary paratransit service is \$3.00 and service is available during operating hours for this route which will be used in transporting ADA eligible passengers.

### Turlock/Modesto Shuttle

The Turlock/Modesto Shuttle also provides intercity demand response service at specific time intervals throughout the day from Monday through Friday from 7:00 am to 6:30 pm. Service is offered on Saturday between 7:30 am to 4:00 pm. The fare is \$2.75 for a general rider and \$2.25 for seniors and disabled persons. This is a curb-to-curb demand responsive service. The fare for ADA complementary paratransit service is \$3.00 and service is available during operating hours for this route which will be used in transporting ADA eligible passengers.

### Newman Dial-A-Ride

The Newman Dial-A-Ride provides curb-to-curb service in Newman, Crows Landing, and Gustine with designated fixed stops in each community. This service is offered Monday through Friday from 7:00 am to 6:00 pm and Saturday from 8:00 am to 4:30 pm. The fare is \$1.75 for a general rider and \$1.25 for seniors and disabled persons. This is a curb-to-curb demand responsive service. The fare for ADA complementary paratransit service is \$3.00 and service is available during operating hours for this route which will be used in transporting ADA eligible passengers.

### Oakdale Dial-A-Ride

The Oakdale Dial-A-Ride offers a curb-to-curb service within the City of Oakdale, Monday through Friday from 6:30 am to 5:30 pm and with Saturday service provided from 8:00 am to 4:30 pm on the Eastside Shuttle. The fare is \$1.75 for a general public rider and \$1.25 for seniors and disabled persons. This is a curb-to-curb demand responsive service. The fare for ADA complementary paratransit service is \$3.00 and service is available during operating hours for this route which will be used in transporting ADA eligible passengers.

### Patterson Dial-A-Ride

This is a curb-to-curb service offered in the City of Patterson. Service is available Monday through Friday from 7:00 am to 6:00 pm and Saturday from 8:00 am to 4:30 pm. The fare is \$1.75 for a general public rider and \$1.25 for seniors and disabled persons. This is a curb-to-curb demand responsive service. The fare for ADA complementary paratransit service is \$3.00 and service is available during operating hours for this route which will be used in transporting ADA eligible passengers.

### Riverbank Dial-A-Ride

The Riverbank Dial-A-Ride service serves residents of the City of Riverbank with service available Monday through Friday from 6:30 am to 5:30 pm. Saturday service is provided by the Eastside Shuttle. The fare is \$1.75 for a general public rider and \$1.25 for seniors and disabled persons. This is a curb-to-curb demand responsive service. The fare for ADA complementary paratransit service is \$3.00 and service is available during operating hours for this route which will be used in transporting ADA eligible passengers.

### Waterford Dial-A-Ride

The Waterford Dial-A-Ride provides curb-to-curb service to the communities of Waterford, Hickman, Hughson, Empire, Ceres, and Modesto. This service is available Monday through Friday from 8:30 am to 4:45 pm and with Saturday service provided from 9:00 am to 4:30 pm. The fare is \$1.75 for general public riders and \$1.25 for seniors and the disabled. This is a curb-to-curb demand responsive service. The fare for ADA complementary paratransit service is \$3.00, and service is available during operating hours for this route which will be used in transporting ADA eligible passengers.

### Medivan

The Medivan provides non-emergency medical transportation on a reservation basis for residents traveling to medical facilities in the Bay Area for medical appointments. Major destinations include Livermore, Palo Alto, Stanford, and the University of California (U.C.) San Francisco Children's Hospital. The fare is \$11.00 for a general public rider and \$4.00 for each companion traveling with the disabled. This is a curb-to-curb demand responsive service and offered to seniors, the disabled and the general public.

### ***StaRT Span of Service (Hours of Operation):***

StaRT provides service Monday through Friday from 5:00 am to 10:20 pm and from 6:15 am to 8:56 pm on Saturday.

***StaRT Current Fare Structure:***

The current fare structure is shown below and will be revised to include the fares for ADA paratransit service and the Half-Fare requirement upon approval by the Board of Supervisors.

FARE STRUCTURE					
Fare Media Types	General	Seniors/	ADA	Youth	College/University
	Public	Disabled	Paratransit	(5yrs - 17yrs)	Students
Fixed Route	\$1.60	\$0.80		\$1.50	\$1.60
Route 70	\$2.75	\$2.25		NA	\$2.75
20-Ride Card	\$28.00	\$14.00		\$25.50	\$26.00
31-Day Pass	\$48.00	\$24.00		\$42.00	\$45.00
1-Day Pass *	\$3.25	\$1.60		\$3.00	\$3.25
Employer's Pass*	\$46.00	NA		NA	NA
Commuter Bus Service - One Way*	\$13.00	NA		NA	NA
Commuter Bus Service - Round Trip*	\$16.00	NA		NA	NA
Commuter Bus Service - Monthly Pass*	\$170.00	NA		NA	NA
Dial-A-Ride [Curb-to-Curb]	\$1.75	\$1.25		\$1.50	\$1.75
Shuttle Service [Curb-to-Curb]	\$2.75	\$2.25		\$2.50	\$2.75
Out-of-Area	\$1.50	\$1.50		\$1.50	\$1.50
Medivan [One-Way]	\$11.00	NA		NA	NA
Medivan Attendant	\$4.00	NA		NA	NA
Ticket Bundle	\$28.00	\$14.00		\$25.50	\$26.00
Prepaid Fast Fare Card	\$10.00	NA		NA	NA
Americans with Disabilities Act [ADA] Complementary Paratransit Service					
ADA Passenger (One-Way)			\$3.00		
Companion (One-Way)			\$3.00		
ADA Passenger (10-Ride Ticket)			\$30.00		
Companion 10-Ride Ticket			\$30.00		
Transfers	Free	Free	Free	Free	Free

*StaRT ADA Complementary Paratransit Service Plan*



**Inventory of StaRT's ADA Accessible and Compliant Buses:**

StaRT has a fleet of 38 buses; of which the County owns 22 with the remaining owned by the Contractor. The ADA complementary paratransit buses are accessible and wheel-chair equipped as well as the fixed route buses.

**Fixed Route Accessible Vehicles:**

Bus #	Year	Vehicle Model	Vehicle Make	Seating Capacity & # of W/C Space	Lift Equipped & ADA Accessible
420	2003	Daimler Chrysler	Orion V	44/2	Yes
450	2003	Daimler Chrysler	Orion V	44/2	Yes
460	2003	Daimler Chrysler	Orion V	44/2	Yes
470	2003	Daimler Chrysler	Orion V	44/2	Yes
475	2008	Daimler Chrysler	Orion VII	37/2	Yes
480	2008	Daimler Chrysler	Orion VII	37/2	Yes
485	2008	Daimler Chrysler	Orion VII	37/2	Yes
601	2013	XN40	New Flyer	35/2	Yes
602	2013	XN40	New Flyer	35/2	Yes
603	2013	XN40	New Flyer	35/2	Yes
604	2013	XN40	New Flyer	35/2	Yes
605	2013	XN40	New Flyer	35/2	Yes
606	2014	XN35	New Flyer	30/2	Yes
607	2014	El Dorado National	EZ Rider II	27/2	Yes
608	2015	XN40	New Flyer	35/2	Yes
609	2015	XN40	New Flyer	35/2	Yes
610	2015	XN40	New Flyer	35/2	Yes

**Accessible Paratransit Vehicles:** Paratransit buses are shown below.

<b>Vehicle #</b>	<b>Make/Model</b>	<b>Vehicle Type</b>	<b>Seating Capacity</b>	<b>W/C Accessible</b>	<b>Lift Equipped</b>	<b>Lift Capacity</b>
16	El Dorado/StarCraft	High Floor –25ft	16/2	Yes	Yes	800 lbs.
17	El Dorado/StarCraft	High Floor –25ft	16/2	Yes	Yes	800 lbs.
20	El Dorado/StarCraft	High Floor –25ft	16/2	Yes	Yes	1,000 lbs.
21	El Dorado/StarCraft	High Floor –25ft	16/2	Yes	Yes	1,000 lbs.
321	Champion/Defender	High Floor - 32ft	16/4	Yes	Yes	800 lbs.
345	El Dorado/StarCraft	High Floor –25ft	16/4	Yes	Yes	800 lbs.
350	El Dorado/StarCraft	High Floor –25ft	16/4	Yes	Yes	800 lbs.
355	El Dorado/StarCraft	High Floor –25ft	16/4	Yes	Yes	800 lbs.
1601	El Dorado/Chevy 4500	High Floor –25ft	16/4	Yes	Yes	800 lbs.
1602	El Dorado/Chevy 4500	High Floor –25ft	16/4	Yes	Yes	800 lbs.
1603	El Dorado/Chevy 4500	High Floor –25ft	16/4	Yes	Yes	800 lbs.
1604	El Dorado/Chevy 4500	High Floor –25ft	16/4	Yes	Yes	800 lbs.
1605	El Dorado/Chevy 4500	High Floor –25ft	16/4	Yes	Yes	800 lbs.
1606	El Dorado/Chevy 4500	High Floor –25ft	16/4	Yes	Yes	800 lbs.
1607	El Dorado/Chevy 4500	High Floor –25ft	16/4	Yes	Yes	800 lbs.
1608	El Dorado/Chevy 4500	High Floor –25ft	16/4	Yes	Yes	800 lbs.
1609	El Dorado/Chevy 4500	High Floor –25ft	16/4	Yes	Yes	800 lbs.
1610	El Dorado/Chevy 4500	High Floor –25ft	16/4	Yes	Yes	800 lbs.
1611	El Dorado/Chevy 4500	High Floor –25ft	16/4	Yes	Yes	800 lbs.
1612	El Dorado/Chevy 4500	High Floor –25ft	16/4	Yes	Yes	800 lbs.
1613	El Dorado/Chevy 4500	High Floor –25ft	16/4	Yes	Yes	800 lbs.

### **Inventory of Existing Paratransit/Dial-a-Ride Services:**

The City of Modesto Area Dial-A-Ride (MADAR) offers paratransit service for its fixed route service for Americans with Disabilities Act (ADA) certified riders, persons with disabilities and seniors Monday through Friday from 4:45 am to 11:00 pm, from 7:30 am to 7:00 pm on Saturdays, and from 8:00 am to 6:00 pm on Sunday. In addition, the City offers general public dial-a-ride service to residents from 6:00 am to 11:00 pm Monday through Friday and from 8:00 am to 6:00 pm on Sunday. Service provided by MADAR is a shared ride. One-way fare on MADAR is \$3.00. All vehicles in the fleet are ADA accessible.

The City of Ceres provides a general public, curb-to-curb demand response public transit service that is operated by a private contractor under contract to the City of Ceres. Service is provided to residents and visitors by the City and surrounding unincorporated area. Ceres Dial-A-Ride service can be used for work, medical appointments, school, social services and events. Vehicles are wheelchair accessible for two wheelchairs. Service is operated from 6:00 am to 8:00 pm Monday through Friday; from 10:00 am to 6:00 pm on Saturday and on Sunday from 8:00 am to 4:00 pm. Fares for seniors and persons with disabilities are \$1.50 and \$2.15 for the general public. Buses used for Dial-A-Ride service are ADA accessible.

The City of Turlock also offers Dial-A-Ride service for seniors 65 years and older as well as persons with disabilities. In addition, the city provides Dial-A-Ride to the general public and visitors. Service is provided Monday through Friday from 6:40 am to 5:30 pm and from 9:25 am to 4:00 pm on Saturday. Additionally, the city also provides Dial-A-Ride service to residents in the community of Denair on weekdays and Saturday. Weekday service in Denair is provided from 9:00 am to 4:00 pm and from 9:30 am to 3:30 pm on Saturday. Buses used in providing the Dial-A-Ride service are wheelchair accessible. Fares charged are \$2.50 for riders 4 years and older that reside in Turlock and \$3.50 for passengers 4 years and older residing outside Turlock. Buses in the fleet are accessible.

StaRT currently offers Dial-A-Ride service in the cities of Riverbank, Oakdale, Newman, Patterson, and Waterford. In addition, it provides shuttle service in Turlock, Ceres, and Keyes to and from Modesto as well as in Riverbank and Oakdale for trips to and from Modesto. Additionally, Dial-A-Ride service is offered as part of the Waterford/Modesto Runabout in the cities Waterford and Hughson and unincorporated communities of Empire and Hickman. Fares for the shuttle service are \$2.25 for seniors and the disabled, and the general public is charged \$2.75. Seniors and the disabled are charged \$1.25 to use the DAR service with the general public charged \$1.75. A non-emergency medical transportation service is provided to Bay Area medical facilities for medical appointments.

### **Inventory of Other Transportation Service Providers:**

The local telephone book currently lists over 30 taxi service operators in Stanislaus County with a majority of them operating in the City of Modesto. In addition to the City of Modesto, some taxi companies operate exclusively in the cities of Ceres and Turlock. In addition, there are private companies as well as non-profit and human service agencies that provide transportation to seniors and/or persons with disabilities in the County. Some of the companies include AAA Transport and Shuttle Service, American Medical Response (AMR), Limousine Services, Catholic Charities and the Consolidated Transportation Services Agency [MOVE].

### **Overview of Required ADA Complementary Paratransit Service:**

The Americans with Disabilities Act (ADA) which was signed into law on July 26, 1990, is a Civil Rights Act designed to ensure equal access to employment, public accommodations, telecommunications and transportation for persons with disabilities. In accordance with the Americans with Disabilities Act (ADA), StaRT offers a shared-ride, door-to-door ADA paratransit service for those with a functional disability and physically unable to use fixed route service all of the time, temporarily, or under certain circumstances. Federal regulations define ADA paratransit service as service provided within ¼ mile on either side of a fixed route service. Request for trips for complementary paratransit service will be scheduled during hours of operation for the fixed route system. There are approximately 61,482 persons over the age of 65 years that live in Stanislaus County, representing 11.7% of the County's population.

### **Estimated Demand for ADA Complementary Paratransit Service:**

According to the U.S. Census, the number of persons with disabilities residing in Stanislaus County was 67,548 in 2013 representing an increase of 6.5% in the number of persons with disabilities when compared to 2010. Of this number, close to 50% report having a disability with ambulatory difficulty. Additionally, of the County's population aged 65 years and older, 24,939 or 44.9% report having a disability with approximately 16,492 or 29.7% also report having ambulatory difficulty. It is estimated that 13.1% of the County's population are persons with disabilities with a majority residing in the Cities of Modesto, Turlock, and Oakdale. The number of persons eligible for the ADA paratransit service in StaRT's service area is estimated to be 24,939 and depending on the number of eligible residents certified through the eligibility process, the total number of ADA Certified passengers may be less.

### **Comparison of Existing Dial-A-Ride and ADA Complementary Paratransit Services:**

StaRT currently offers two types of demand response for persons with disabilities. The two services have different eligibility requirements and service characteristics including fares, trip purpose restrictions and reservation requirements.

1. The existing dial-a-ride and shuttle service is a curb-to-curb demand response service for persons with disabilities, seniors and the general public. This service is used for medical appointments and other trips which are provided on a space available basis and is not operated during the same span of service in which fixed route service is provided. Passenger trips are coordinated to serve as many people as possible and to use existing vehicles in the most efficient manner. Persons eligible to use the existing dial-a-ride service may not be eligible for the ADA paratransit service.
2. StaRT's ADA complementary paratransit service is a component of the demand responsive service and has a different eligibility requirement designed to serve persons with disabilities unable to use fixed route service. StaRT's ADA complementary paratransit service is an origin-to-destination, door-to-door service and will be provided during the same days and hours as the fixed route service with unrestricted trip purposes. Eligibility requirements mandated by the Federal Transit Administration are more restrictive than those of the existing curb-to-curb service and are intended to meet the comparable standards as required under the ADA. StaRT will use an in-person functional assessment to evaluate and identify each person's functional limitations and abilities to use the most appropriate transit services.

**Description of StaRT's ADA Complementary Paratransit Service:**

StaRT's ADA complementary paratransit service will be operated with wheelchair lift-equipped buses and provided within three-quarter (3/4) mile radius of existing fixed routes. StaRT's ADA paratransit service is an origin-to-destination, door-to-door, and shared-ride with multiple trips grouped together as an effort to meet all trip requests as well as offer a more cost efficient service. The County will coordinate its ADA complementary service with the City of Modesto as well as the cities of Ceres and Turlock. Coordination efforts with other transit operators will take into consideration periods during which these services are provided.

***Geographic Areas Served:***

StaRT's ADA paratransit service will be available within a 3/4 mile radius of existing fixed route service operated throughout Stanislaus County. A map showing fixed routes and the areas served by ADA paratransit service is included in the Plan and will be provided upon request.

***Door-to-Door Service:***

StaRT will provide origin-to-destination, door-to-door, service to those eligible for paratransit service.

***Paratransit Service Hours of Operation:***

The ADA paratransit service is comparable to StaRT's fixed route service provided within the service area and have the same days operating hours as the fixed route service. Service will be offered Mondays through Fridays, and on Saturdays, as shown below:

Monday through Friday	5:00 am to 10:20 pm
Saturday	6:00 am to 8:56 pm

***ADA Paratransit Holiday Service:***

Service will not be provided on the holidays listed below, including:

- New Year's Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

***ADA Paratransit Fares:***

The ADA allows paratransit providers to charge up to twice the regular, non-discounted fare that would be charged for a comparable fixed route trip at the same time of the day. Discounted fares such as those offered to seniors and individuals with disabilities do not apply. All eligible riders and their companions will be charged the same fares when traveling from the same origin and to the same destination. The

fare for the ADA complementary paratransit service is \$3.00 for one-way trips and \$6.00 for round-trips throughout the service area.

***Response Time:***

StaRT will provide ADA paratransit service to eligible persons when the corresponding fixed route is in service. Service requests must be made the previous day by 5:00 pm. Reservations are available during normal business hours. Service will be provided on existing dial-a-ride service on a space available basis.

***Traveling Beyond the Service Area:***

Customers are able to schedule trips beyond the service area with transit agencies outside StaRT's service area and throughout the United States with a valid ADA Paratransit ID. Customers need to contact the paratransit service in the areas in which they would like to travel to determine procedures and local travel rules.

***Using Fixed Route Service:***

Eligible and certified passengers with their Paratransit ID card and accompanying Personal Care Attendants or companions can ride the fixed route service at reduced fares which is required under the FTA's Half-Fare Policy.

***Eligibility Process and Determination:***

To qualify for StaRT's ADA paratransit service, applicants must apply for determination of eligibility and provide information describing their disability or conditions that prevent them from using the fixed route service. All applicants will be evaluated using an in-person assessment. StaRT may request additional information if not provided. StaRT will notify applicants of its decision within twenty-one (21) days of receipt of a completed application. ADA Paratransit eligibility criteria include the following categories for an individual with a disability:

1. An individual unable to board, ride or get off any vehicle independently on the fixed route system that is readily accessible to and usable by persons with disabilities;
2. Individuals that need assistance of a wheelchair lift, but a lift is not available on the fixed route service during the time which the individual wishes to travel;
3. Individuals that have an impairment or condition that prevents them from getting to, or leaving a fixed route bus stop.

The three levels of eligibility are:

1. Unconditional- Unconditional status assigned to persons who are determined to be unable to independently use StaRT's fixed route buses.

2. Conditional- Individuals with conditional status who are unable to use StaRT's fixed route buses some of the time, but would under certain circumstances and for certain trips, be prevented from using the buses.
3. Temporary- Individuals determined to be capable of using StaRT's fixed route service but cannot do so because of a temporary disability or condition.

### **Applying for StaRT's ADA Complementary Paratransit Service:**

Persons interested in using StaRT's ADA paratransit service must complete an application for certification. The complementary paratransit service is intended for those who have mobility limitation resulting from a functional or cognitive disability that prevents a reasonable use of the fixed route service. This does not include persons who find it inconvenient or difficult to get to or from a regular bus stop. Disability is not an automatic qualifying determinant for ADA paratransit service; a mobility limitation must be present.

Notice of determination will be sent to the applicant within 21 days as required and also in an accessible format such as large print to the person. A copy of the appeal procedure will be included for customers given conditional or temporary eligibility, or found ineligible. Letters to applicants granted eligibility will include the following elements:

1. The individual's name
2. The name of the transit provider;
3. The telephone of the transit operator's paratransit coordinator and provider;
4. An expiration date for eligibility; and
5. Any conditions or limitations on the individual's eligibility, including the use of a personal care attendant.

Please be aware that received applications will be processed within a period of 21 days or less and all applicants will be notified of their eligibility with a letter via U.S mail. If you have any questions about StaRT's paratransit service, please call 1-800-262-1516.

### **StaRT's Eligibility Criteria, Process, and Associated Materials**

Complementary ADA paratransit service will be available to qualifying persons with disabilities that are eligible for the ADA paratransit service:

- Persons who have a specific impairment-related condition that prevents them from getting to or from a fixed route stop; and
- Persons, who, because of a disability, are unable to independently board, ride or deboard from an accessible fixed route vehicle.

StaRT will use a functional approach to determine the eligibility and certification process. The Transit Manager and Staff Services Analyst (Compliance Analyst) in conjunction with StaRT's contractor will review each application based on recommendations to determine eligibility. In addition, StaRT will work with licensed professionals including those listed below to conduct the functional in-person assessment to make eligibility determinations:

Medical Doctors,  
Mobility specialists,  
Occupational therapists, or

***Personal Care Attendants:***

Passengers with special needs requiring greater assistance are encouraged to use a Personal Care Attendant (PCA). A PCA may ride with a certified passenger to and from their destination at no cost. The need for a PCA may be established during the application process or when passengers call to make their reservations. The PCA must board and deboard the bus at the same location as the ADA paratransit passenger.

***Companions:***

Companions may accompany and will be charged the same fare as certified passengers when making reservations, riders must inform the Reservationist if a companion will accompany them on the trip.

***Visitor's Policy:***

Visitors from out of town, who are ADA certified by another transit operator or provide documentation of a disability, or self-certify that they have a disability that prevents them from using StaRT's fixed route buses, may use the ADA complementary paratransit service for twenty-one (21) service days within a year. Visitors can call StaRT at 800-262-1516 to arrange for a visitor's status. Visitors requiring service beyond twenty-one (21) service days must be certified for StaRT's system if they wish to continue to ride.



**Figure 1.**

**ADA Complementary Paratransit Service Application**

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Mailing Address (if different from above) \_\_\_\_\_

Daytime phone \_\_\_\_\_

Cell Phone \_\_\_\_\_

Emergency Contact Information: whom should we contact in case of emergency or if we are unable to contact you at your regular number (family, friend, neighbor, caseworker, etc.)?

Name: \_\_\_\_\_

Relationship \_\_\_\_\_

Daytime phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

If someone assisted you with this application, that person must complete the following:

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

Relationship: \_\_\_\_\_ Agency (if applicable) \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

Additional Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**INFORMATION ABOUT YOUR DISABILITY**

The following information will be used to assure the use of an appropriate vehicle and proper assistance when you request transportation from Stanislaus Regional Transit. It will also permit us to conduct an analysis of each trip request.

What type of disability prevents you from using public transit? Check all that apply:

- Physical     Visual     Cognitive     Mental Health     Hearing     Other

Identify disability by name (s) \_\_\_\_\_

Please describe your disability in detail \_\_\_\_\_  
\_\_\_\_\_

Is this condition temporary?     Yes     No    If yes, how long? \_\_\_\_\_

Will you use any of the following aids for mobility? (Check all that apply)

- Manual Wheelchair     Powered Scooter     Cane     Service Animal  
 Electric Wheelchair     Oxygen Tank     Walker     Braces  
 Oversized Wheelchair     Crutches     Cart     Communication Board  
 Other \_\_\_\_\_

Do you require the assistance of a personal care attendant?     Yes     No     Sometimes

Can you travel without the assistance of another person?     Yes     No     Sometimes

If yes, how far? \_\_\_\_\_

Can you climb steps without assistance?     Yes     No     Sometimes

Using your mobility aid (if any) can you wait outside without support? If yes, how long? \_\_\_\_\_

#### APPLICANT'S CERTIFICATION

I understand that the purpose of this application is to determine if there are times when I cannot use the public fixed route buses and must use ADA paratransit door-to-door service. I understand that any information about my disability or age contained in this application will be kept confidential and shared only with professionals involved in providing service. I certify that, to the best of my knowledge, the information in this application is true and correct. I understand that providing false or misleading information may result in StaRT reevaluating my eligibility.

\_\_\_\_\_  
Signature of Applicant or Guardian

\_\_\_\_\_  
Date

## **Passenger Securement Policy:**

### ***Mobility Devices and Weight Restrictions:***

Lifts and ramps on StaRT paratransit buses are designed to accommodate ADA mobility devices that do not exceed 30 by 48 inches and measuring two feet off the ground. The maximum weight restriction is 600 lbs. Riders are encouraged to ensure that electrically powered mobility devices are sufficiently charged to operate properly for the duration of their trip. All wheelchairs shall be secured to the vehicle in designated areas. An individual using a wheelchair may transfer to a regular seat on the bus so long as they accomplish transferring independently or with the assistance of a Personal Care Attendant. Passengers that refuse to allow mobility devices to be secured shall not be transported.

### ***Seat and Safety Belts:***

Passengers must wear seat belts at all times. Seat belts for ambulatory passengers and safety lap belts will be secured to the floor of the bus for wheelchair and electric scooters. Passengers are required to follow safety precautions directed by the driver.

### ***Other Mobility Devices:***

All mobility devices are permitted on-board StaRT's buses. If possible, walkers must be collapsed while in transit. Bags cannot be tied to walkers or canes due to safety concerns and because it makes these devices top-heavy and unstable. Segway's, when used as a mobility device, are permitted and must be secured by the driver.

### ***Oxygen:***

Oxygen tanks are permitted on the bus for passengers who require them. The tank must be secured while in transit by passengers. If the passenger is traveling with a loose tank, StaRT drivers will secure the tank to a bus rail using a preferred cord to prevent the tank from rolling during travel.

### ***Service Animals:***

The Americans Disabilities Act (ADA) requirements allow passengers to travel with service animals trained to assist them. The ADA (49 CFR §37.3) defines a service animal as one that is individually trained to do or perform tasks for the benefit of an individual with a disability. This would include a physical, sensory, and other mental disability.

### ***Subscription Service:***

Subscription service is also offered as a service to StaRT passengers and may not represent more than 50 percent of the total StaRT trips available at any given time of the day it presents a capacity issue. Subscribers will be StaRT passengers who travel one or more days to the same destination at the same time each week.

## **Scheduling a Trip:**

### ***Pick-up and Drop-off Procedures:***

Passengers are asked to be ready to board the vehicle from fifteen (15) minutes before the scheduled pick-up time to 15 minutes after the scheduled time. Drivers will wait five (5) minutes after arrival or after the scheduled pick-up time, whichever is later. StaRT will make an attempt to contact the customer if they are not ready, and after that period, the driver will be given authorization to leave.

### ***Carry-On Items:***

To ensure the safety of all passengers, StaRT requests that passengers limit the number of carry-on items to three (3). Once on board, passengers must be able to keep their packages secured. Carts and strollers must be folded prior to boarding. Open food and beverages other than water are prohibited. Eating and smoking are not allowed.

### ***Late Cancellations and No Shows:***

Reservations can be taken by a reservation agent or through technology such as an automated phone system, and will be available during normal business hours when StaRT's administrative offices are open. If the administrative offices are closed on Sundays, the reservation system will be made available on Sundays so that passengers can make reservations for rides on Monday. Passengers should remember that ADA paratransit service is a shared ride and should plan on the bus making additional stops for all passengers on board. Passengers should schedule their return trips when making reservations. When calling to schedule a trip, customers must have the following information:

- Paratransit ID Number (Starting with "P")
- Eligible passenger's name and address
- Date of trip and requested pick-up time or appointment time
- Exact street address of the trip origin and destination (intersections will not be accepted)
- Number of people traveling with the customer, including personal care attendant (PCA) and/or companions (see section "Personal Care Attendant (PCA) and Companion Policies") and/or service animal (see section "Service Animals")
- Types of mobility aids used by all members of party (see section "Mobility Devices")
- Description of any assistance needed
- Other helpful information (for example, whether a customer will be transferring from a wheelchair to a seat, whether door-to-door assistance is needed, etc.)
- Reservation for the return trip and destination if different from which they were originally picked.

### ***Definition of Late Cancellations and No Shows:***

A no show is defined as any passenger who fails to notify StaRT that they have elected not to make the trip, including but not limited to the following scenarios:

- Not at the designated location for pick-up
- Not ready to travel from the designated pick-up location

- Cancels a trip less than 60 minutes or is a no show within two hours from the scheduled pick-up time
- Driver informed at the point of pick-up that the passenger is no longer traveling to his/her appointment.

Passengers should make reservations according to StaRT’s policy and must be ready to travel fifteen (15) minutes before and (15) minutes after the reservation time. If a passenger is unable to make his or her scheduled trip, we encourage them to call and cancel unwanted trips at least three (3) hours in advance of their preferred times or they will be marked as a late cancellation. If passengers are not ready when the bus arrives, we will contact the passenger, and will wait for an additional five (5) minutes and then the driver will leave. The passenger will then be marked as a “No-Show”.

Late cancellations and/or no shows will not be issued when a scheduled trip is missed for reasons beyond the passenger’s control. However, the passenger should make every effort to cancel scheduled trips in a timely manner. Trips missed by a passenger for reasons beyond his or her control include trips missed due to late arrival of the bus or any emergency situation. The passenger should make every effort to cancel scheduled trips in a timely manner. Penalties for repeated late cancellation and/or no shows or a combination of these two will result in the violation and penalty noted below:

**Penalties for Late Cancellations and/or No-Shows:**

In an effort to improve the availability of appointment time slots to make the ADA paratransit service more efficient, the No-Show Policy is designed to limit the number of no-shows and late cancellations. The policy considers a passenger’s overall frequency of use and establishes ‘a pattern of practice of abuse’ that is relative to how often that person uses the service. The overall no-show rate for all passengers will be considered so that passengers with average no-show records are not penalized.

Any ADA passenger who is a no-show or cancels their trip within 60 minutes or a no-show within two hours from their scheduled pick-up shall be marked as a No Show. Passengers who violate the policy may have their service temporarily suspended. In the event of a no-show, the return trip will not be automatically cancelled and is the passenger’s responsibility to cancel the scheduled trip. Trips missed for reasons beyond the passenger’s control will not be counted as a no-show. StaRT will evaluate system-wide average for no-shows as well as cancellations, and identify passengers who significantly exceed this average. Based on the findings, the following will be completed:

1. A detailed review of passengers’ trip history and no-show frequency will be performed before a suspension of services is considered.
2. At the end of each month, passengers’ late cancellations and no-show rates will be reviewed and compared to the system-wide average. Those passengers found to exceed twice the system-wide rate may be suspended. Only cancellations within the passenger’s control will be considered.
3. Passengers who violate the policy will receive a written warning on the first offense. An individual’s eligibility to use ADA paratransit service may be suspended under certain conditions and with subsequent non-compliance resulting in suspension of services. Repeated late cancellations and/or no-shows, or a combination of these two within a six month period will result in the violation and penalty noted on the next page. If a passenger receives:

- a. First (1<sup>st</sup>) late cancellation and/or no-show: passenger shall receive a written warning notice.
- b. Second (2<sup>nd</sup>) late cancellation and/or no-show: passenger shall receive a written warning notice of a possible one (1) week suspension should they fail to cancel unwanted reservation in advance.
- c. Third (3<sup>rd</sup>) late cancellation and/or no-show: passenger trips shall be suspended for one (1) week (6 days).
- d. Fourth (4<sup>th</sup>) late cancellation and/or no-show: following above suspension, passenger will receive a written warning of a possible one (1) month (30 days suspension) suspension should they fail to cancel unwanted trips in advance.
- e. Fifth (5<sup>th</sup>) late cancellation and/or no-show: following above suspension(s), passenger trips shall be suspended for (1) month (30 days).

### **Warning/Suspensions Appeal Process:**

The appeals process allows passengers to present evidence in person and/or in writing regarding late cancellations and/or no-shows. All appeal decisions shall be in writing, stating the specific reasons for the decision and shall be made within thirty (30) days of completing the appeals process. Riders with questions regarding late cancellations and/or no-show warning are encouraged to call StaRT at 1(800) 262-1516 or may submit a letter detailing their concerns. Passengers may appeal a warning and/or suspension regarding late cancellation and/or no-shows by submitting a letter appealing StaRT's decision to:

Stanislaus County Public Works Transit Division  
Attn: Staff Services Analyst (Compliance Analyst)  
1010 10<sup>th</sup> Street, Suite 4204  
Modesto, CA 95354

StaRT will conduct an investigation within thirty (30) days upon receiving the formal complaint and may contact the applicant if additional information is needed. The applicant has ten (10) business days from the date of the letter to send requested information and if StaRT does not receive the additional information within 10 business days, StaRT may close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case. Following the investigation, StaRT will issue a letter to the complainant.

Figure 2:

Notice of Intent to Appeal Suspension



NOTICE OF INTENT TO APPEAL SUSPENSION

Please complete this form if you wish to appeal your suspension from Stanislaus Regional Transit's (StaRT) ADA Complementary Paratransit program. The appeal must be postmarked within 30 calendar days of the date the notice of suspension was issued. PRINT CLEARLY

Name: \_\_\_\_\_ Paratransit ID#: \_\_\_\_\_

Home Address: \_\_\_\_\_

Date of Birth: \_\_\_/\_\_\_/\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Please check one of the following:

- I choose to appeal in person. If you choose to appeal in person, you will be contacted by StaRT staff to schedule an appeal hearing. You must be available to attend a hearing at a mutually agreed-upon date.
I choose to appeal in writing. If you choose to appeal in writing, please submit a letter specifically stating why you believe that the violations were charged against you in error. Please include all supporting documentation with your appeal.

Sign below to indicate information provided is correct and if unable to sign, you may have someone sign for you and indicate their relationship to you. Unsigned/dated forms will be returned.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

You may bring a representative with you. Please indicate if any accommodations (i.e. interpreter) are required to participate in the hearing. Please return completed form(s) to:

Stanislaus Regional Transit
1010 10th Street, Suite 4204
Modesto, CA 95354

Disruptive Conduct:

Riders who engage in violent, disruptive, or illegal conduct may be refused service and may be suspended. A passenger who engages in violent behavior that threatens the safety of StaRT's personnel or other customers may lose the privilege of riding StaRT's ADA paratransit service.

Customer Comments/Customer Complaints:

Customers may contact StaRT at 800 262-1516 or file a written comment, commendation, or complaint by obtaining a Customer Comment/Complaint form from the bus driver or StaRT's office located at 1010 10th Street, Modesto, CA 95354.

Figure 3:

Customer Comment/Complaint Form



**StaRT Customer Comment/Complaint Form**

Date: \_\_\_\_\_ Time Received: \_\_\_\_\_

Initial complaint received by: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Alternate Number: \_\_\_\_\_

Service:  Fixed Route     ADA Paratransit     Shuttle/DAR Service     Medivan

Bus #: \_\_\_\_\_ Route #: \_\_\_\_\_

Incident Date : \_\_\_\_\_ Incident Time: \_\_\_\_\_  A.M.  P.M.

Location: \_\_\_\_\_

Complaint Against:     Driver                       Telephone Agent                       Dispatcher

Other: \_\_\_\_\_

Customer Statement/Details (What happened, why it happened, & how it was resolved):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## **Public Participation Process and Implementation Plan:**

### ***Public Participation and Outreach:***

As part of the planning efforts for implementing the ADA complementary paratransit service in 2016, StaRT held eight (8) open houses throughout its service area and met with disability groups in the County to discuss the proposed ADA complementary paratransit service. The groups include the Disability Resource Agency for Independent Living (DRAIL) of Modesto, California, Valley Mountain Regional Center (VMRC) Modesto, California; and Disability Rights California, Modesto, California. These organizations serve persons with disabilities who use various types of transportation services provided by StaRT in the County. In addition, StaRT met with two County departments, the Community Services Agency and Health Services Agency that serve persons with disabilities to address concerns they may have about the planned ADA complementary paratransit service and ADA Paratransit Plan. Comments received from the public, disability groups and the two County departments were positive and supportive in addition to comments about the eligibility process would work.

### ***Availability of Plan in Accessible Format:***

StaRT's ADA Complementary Paratransit Service Plan will be available in alternate formats if requested.

### ***Documentation of Public Hearing and County Board of Supervisors:***

As required by federal regulations, StaRT will hold a public hearing in 2016 to seek approval of the ADA Paratransit Plan at a planned County Board of Supervisors in 2016. Copies of the resolution authorizing approval will be included in the final Plan.

### ***Implementation Plan:***

StaRT plans to implement its ADA complementary paratransit service in August 2016 and prior to this date, StaRT will implement an in-person assessment program to begin certifying eligible riders through the eligibility process. StaRT plans to work with medical facilities to evaluate and certify eligible passengers.

### ***Estimated Implementation Cost of StaRT's ADA Paratransit Service:***

The cost to implement StaRT's ADA complementary paratransit service is estimated to be \$1,664,575 for Fiscal Year 2015-2016. Funding for this action is included in the fiscal Year 2015-2016 Adopted Final Budget for Public Works Transit Division. Estimated operating cost for each year will be included as part of the Annual Transportation Development Act (TDA) Claims and Proposed Budget Public Works Transit Division..

### **ADA Complementary Paratransit Service Maps:**

The ADA service maps shown for each route is intended to assist in identifying where fixed route is provided and depict the  $\frac{3}{4}$  miles on each of current fixed routes. Areas shown are subject to change based on future service changes. The ADA paratransit service maps for each StaRT fixed route, are provided on the next several pages.

**Figure 4:** *Route 10 ADA Complementary Paratransit Service Area Map:*

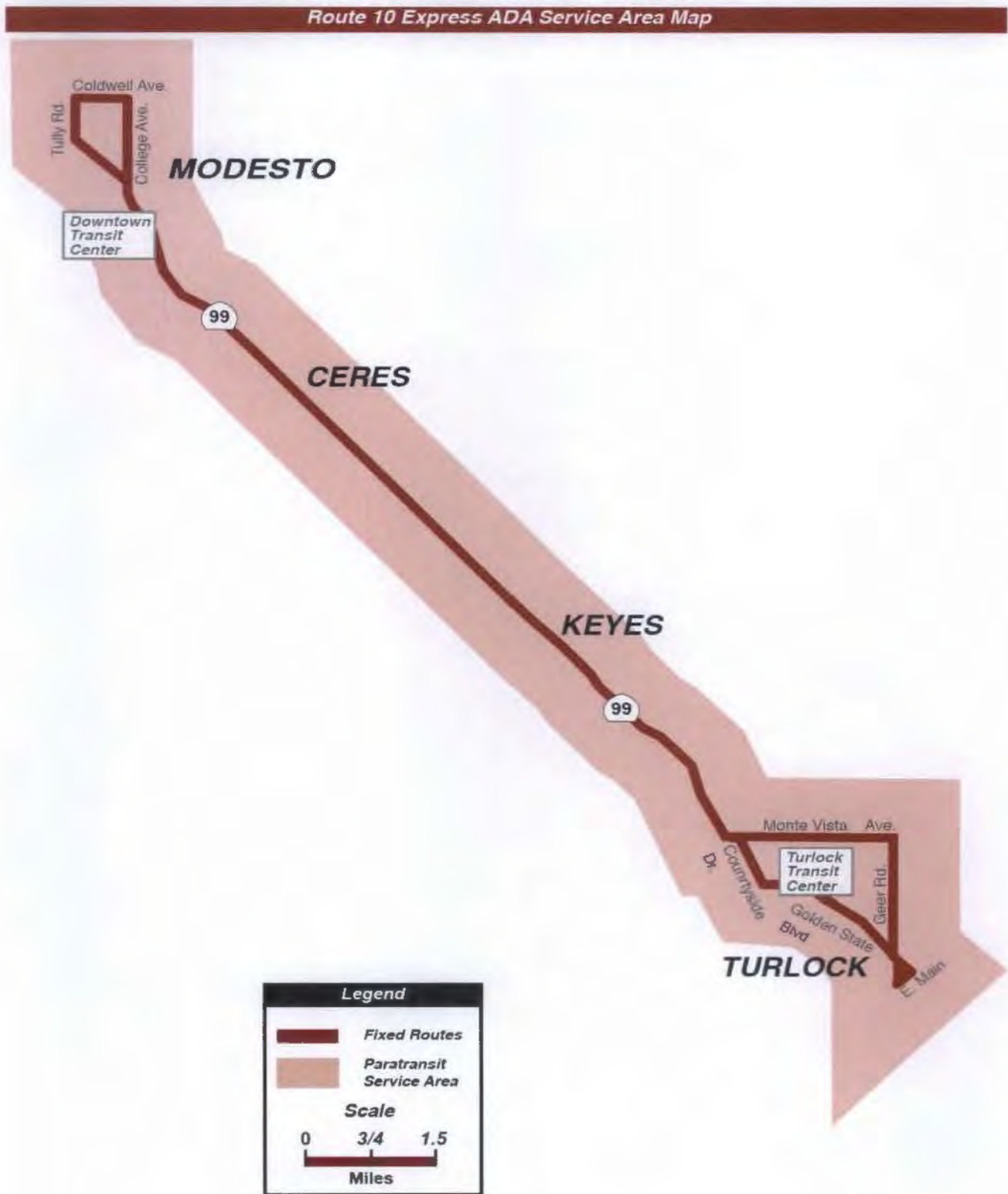


Figure 5: Route 15 ADA Complementary Paratransit Service Area Map:

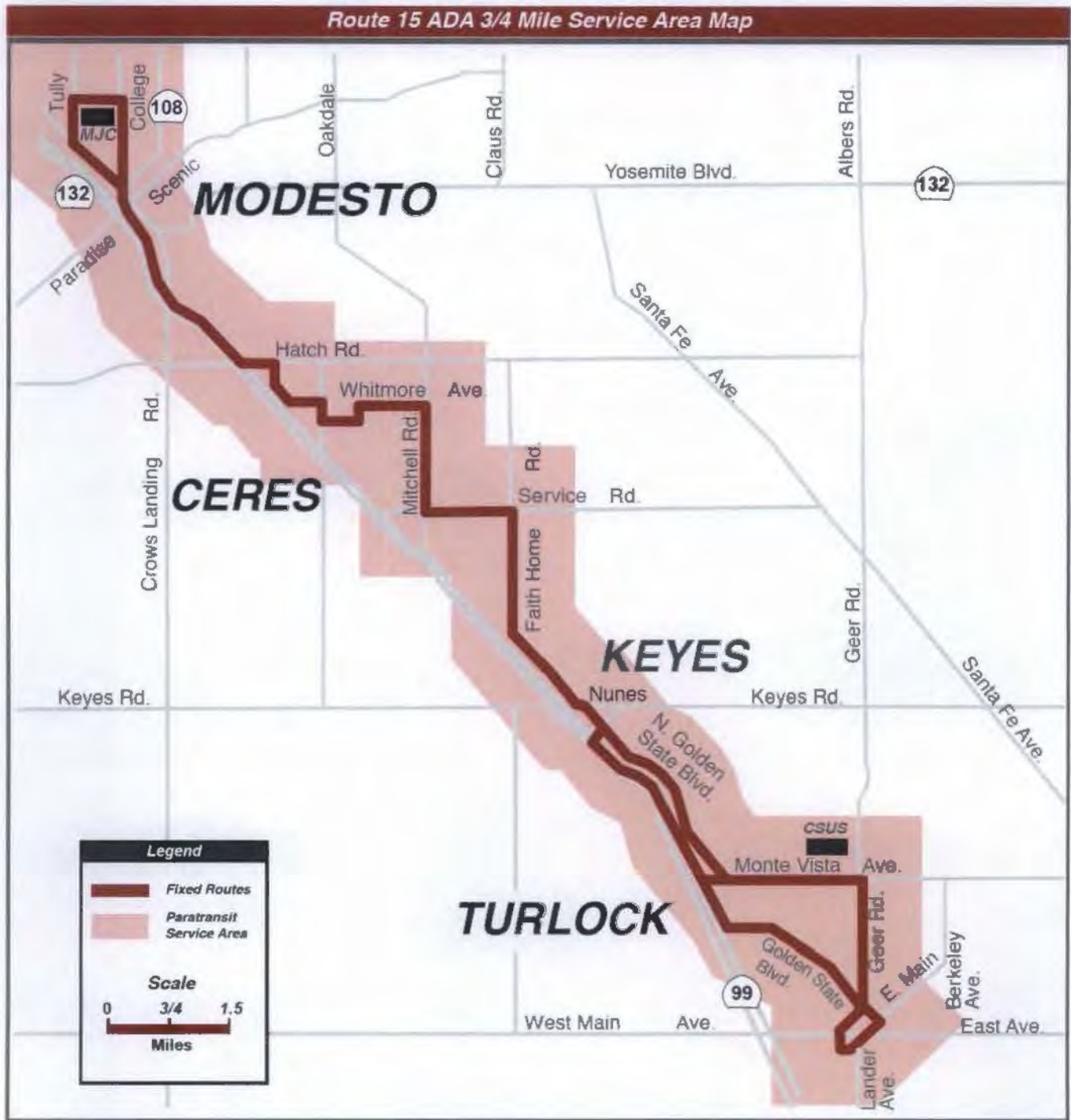
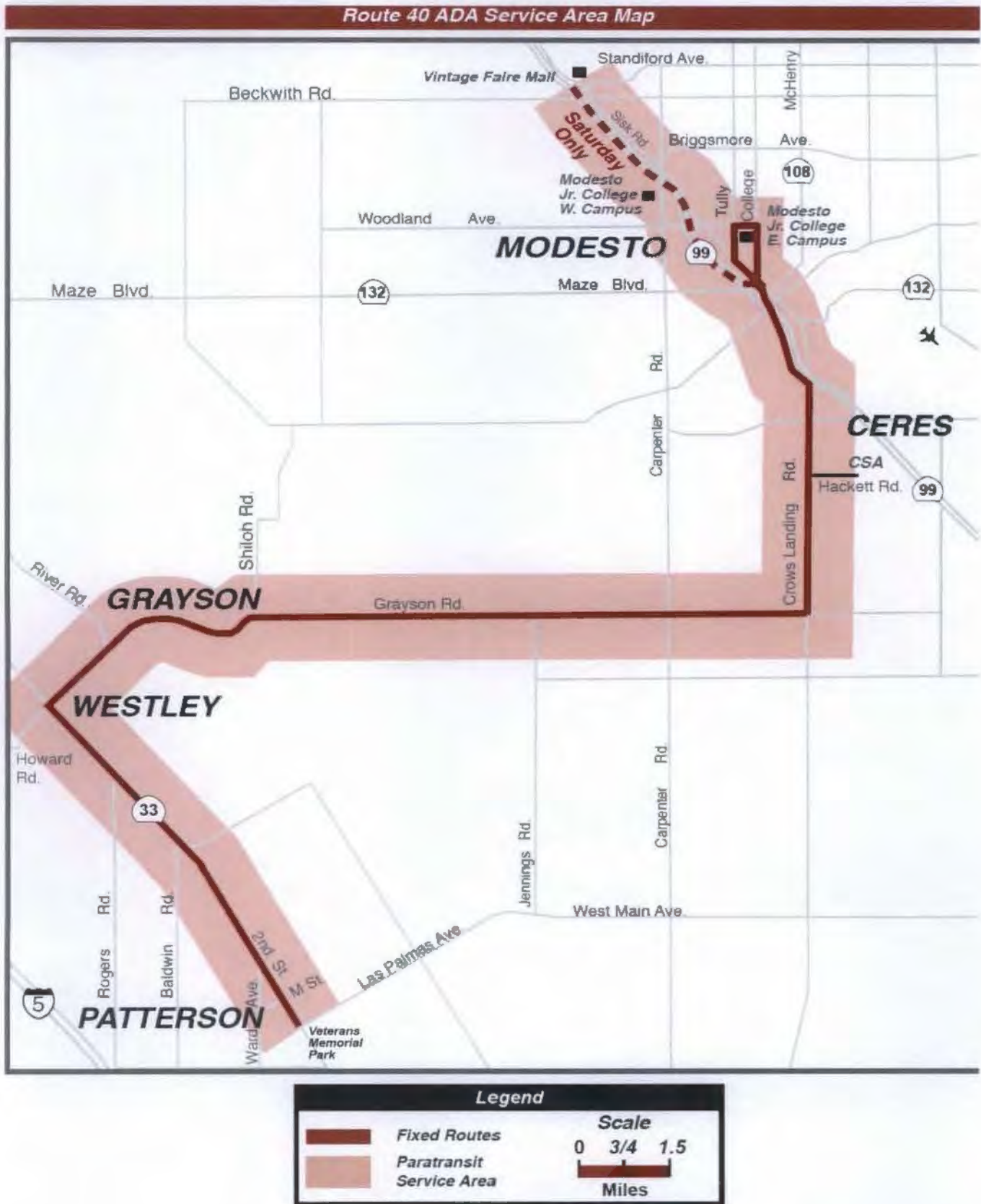
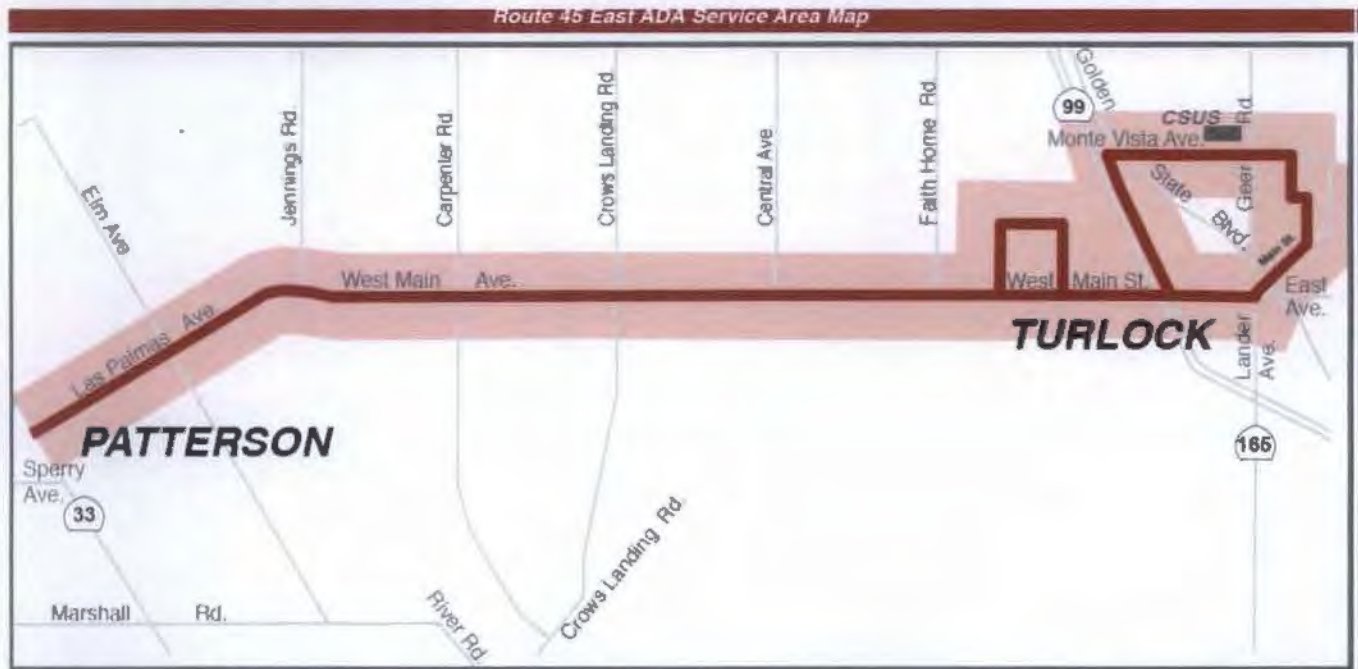


Figure 6: Route 40 ADA Complementary Paratransit Service Area Map:



**Figure 7: Route 45-East ADA Complementary Paratransit Service Area Map:**



**Legend**

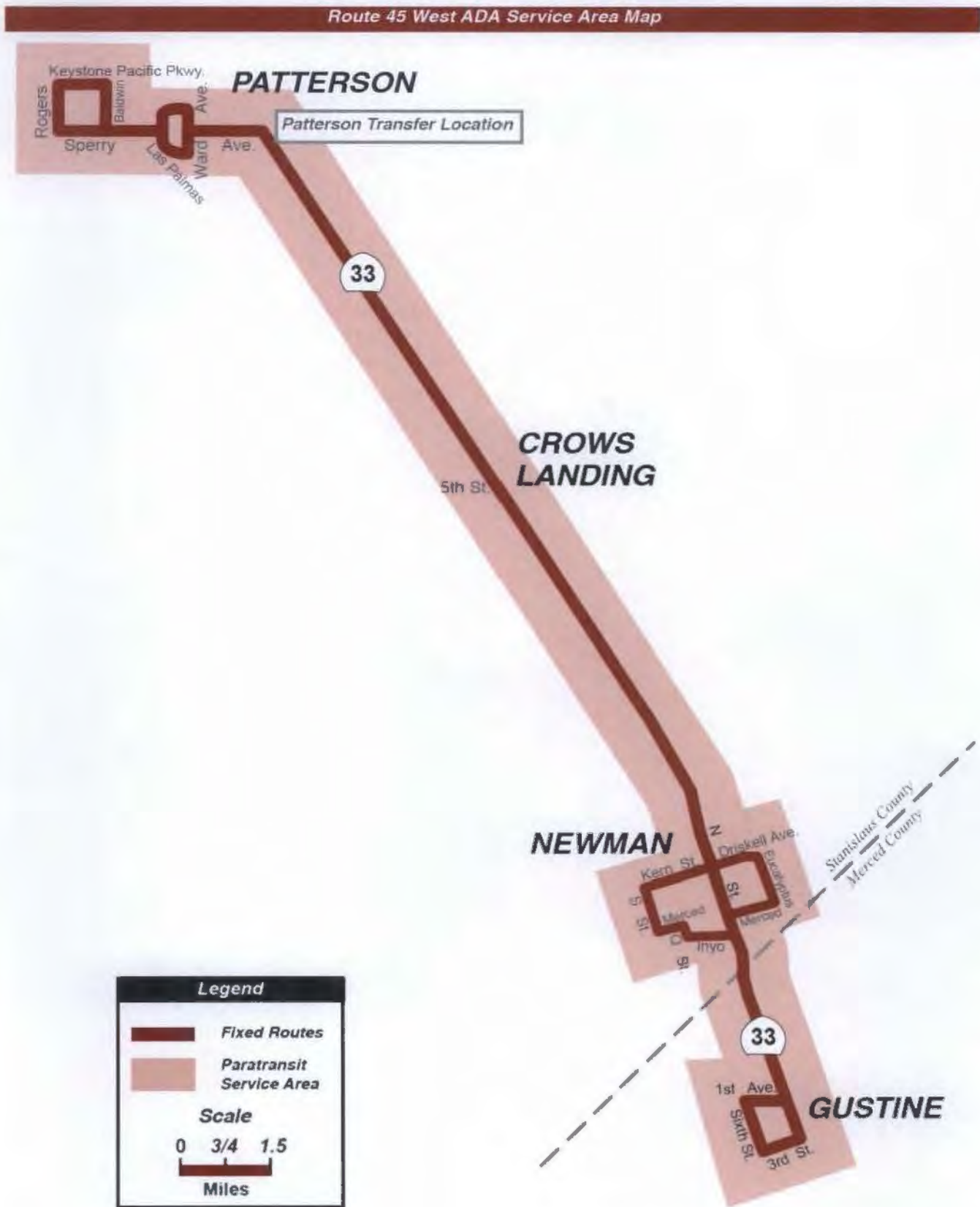
- Fixed Routes
- Paratransit Service Area

**Scale**

0 3/4 1.5

Miles

Figure 8: Route 45-West ADA Complementary Paratransit Service Area Map:



**Figure 9: Route 60 ADA Complementary Paratransit Service Area Map:**

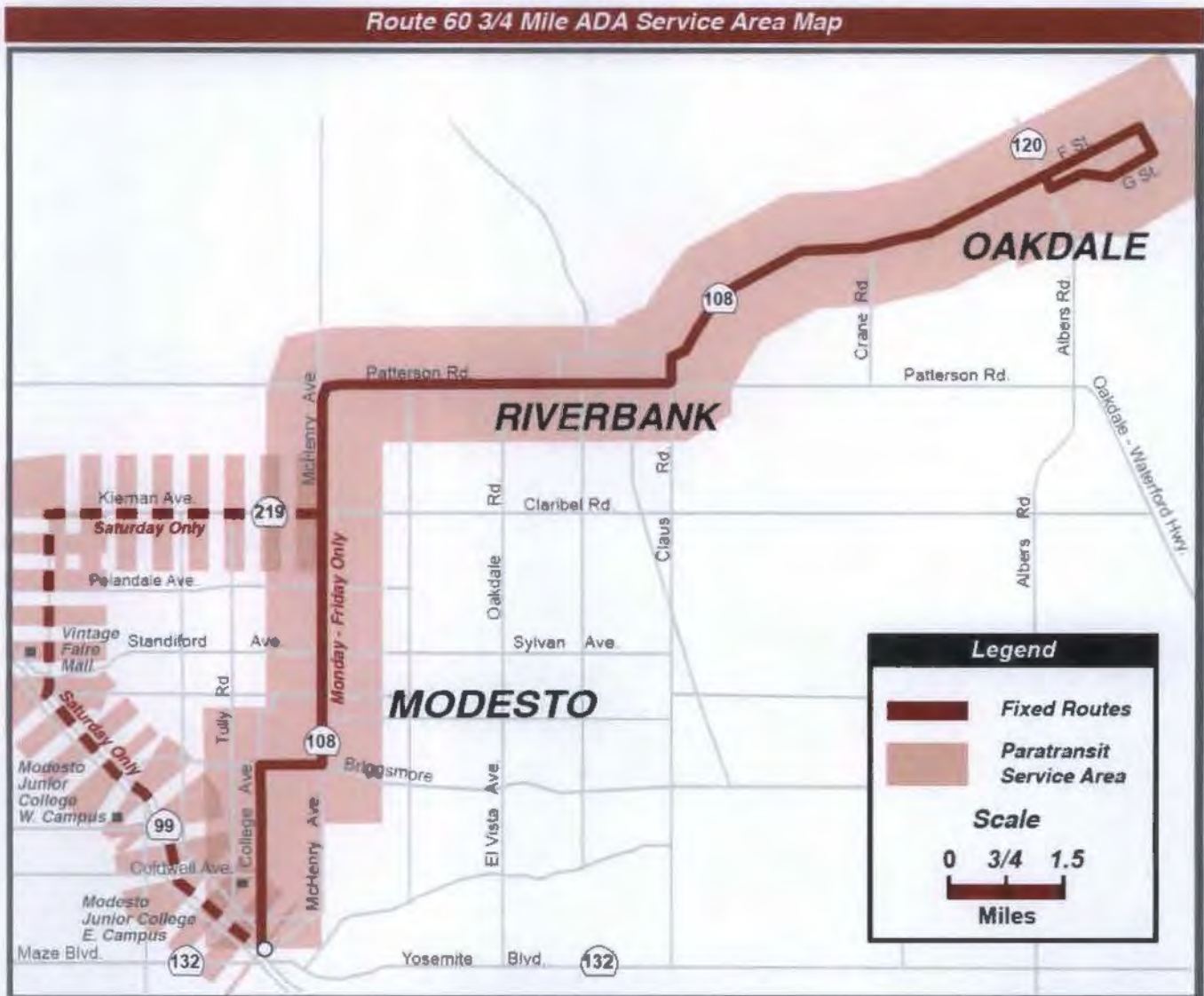


Figure 10: Waterford/Modesto/Ceres ADA Complementary Paratransit Service Area Map:

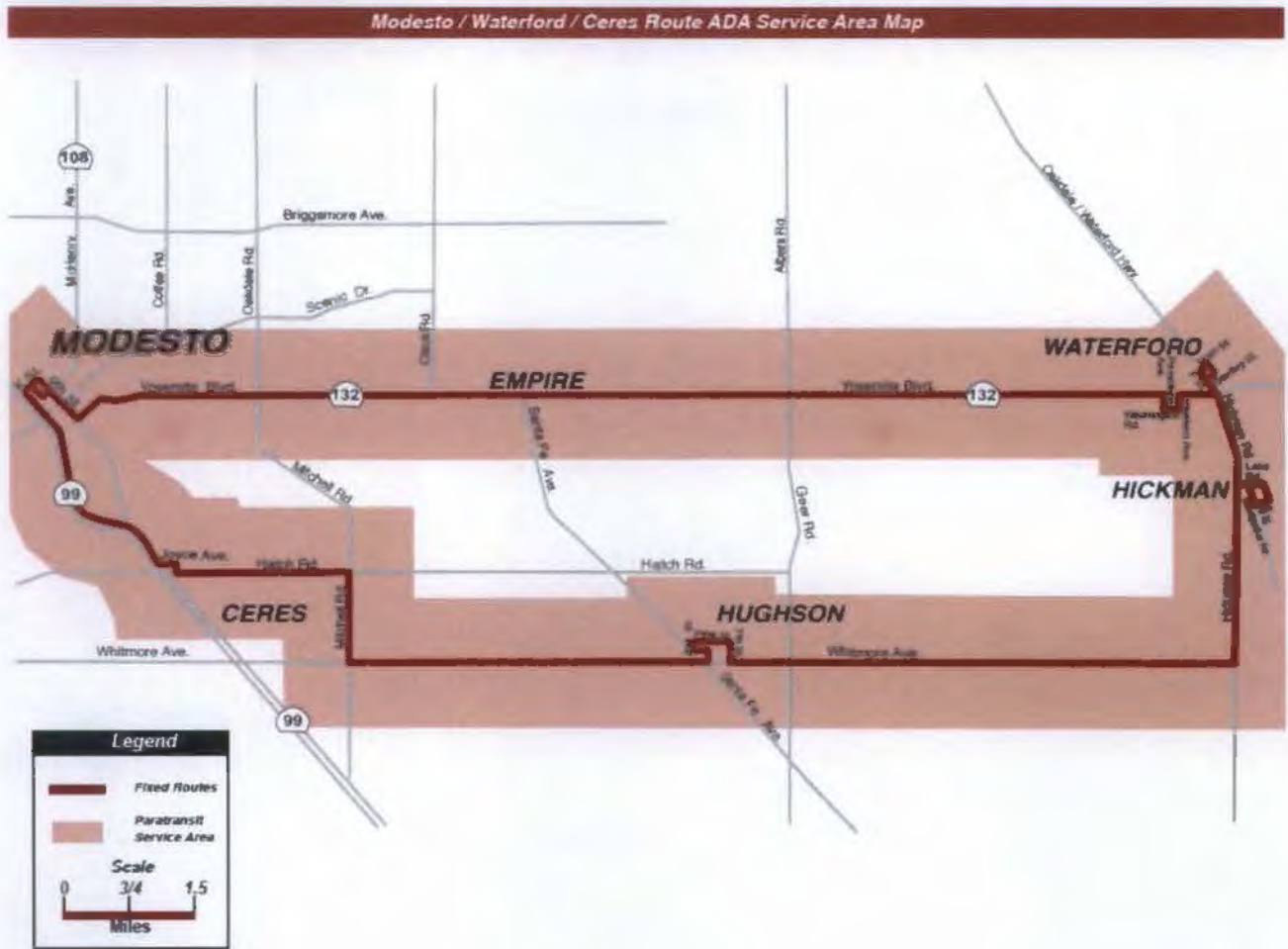




Figure 11: StaRT System-Wide ADA Complementary Paratransit Service Area Map:



Figure 12. ADA Open House Flyer (English)



# OPEN HOUSE

## For PROPOSED AMERICANS WITH DISABILITIES (ADA) COMPLEMENTARY PARATRANSIT SERVICE

Due to changes in Stanislaus County transit service area, the Stanislaus Regional Transit (StaRT) is now required to provide the Americans with Disabilities Act (ADA) Complementary Paratransit Service. This is a demand responsive service and will be implemented in August 2016.

ADA complementary paratransit service is for people whose

disabilities prevent them from using the regular StaRT fixed route service for some or all of their trips. StaRT will determine eligibility based on functional considerations and will help determine which individuals can benefit from the ADA complementary paratransit service. Provision of this service ensures the County complies with the Federal Transit Administration (FTA) ADA Requirements.

StaRT's ADA paratransit service will be provided within 3/4 mile area surrounding each fixed route service provided in the County's service area.

### What is ADA Complementary Paratransit service?

- Is a shared ride.
- StaRT's paratransit service is required by FTA Americans with Disabilities Act.
- Is an origin to destination service for ADA eligible passengers.
- Is a door-to-door transportation service for eligible ADA passengers.

may vary by day of the week and by route.

### What if I live outside StaRT's service area?

Yes, you do have to live in the ADA service area to access the ADA complementary paratransit service that StaRT offers. However, you must be picked up or dropped off at an address located within the ADA service area to access the service. Persons found eligible by any of the other transit operators will be able to use StaRT's ADA paratransit service.

### How do I become an eligible and certified ADA rider?

Eligible applicants must apply for certification through the application process established. Applicants living in the County's service area can apply to become a certified ADA passenger. Potential applicants will be asked to complete a short application.

Staff will meet with applicants to answer questions about the eligibility process. StaRT is

- Offers service that mirrors regular fixed route including wait times and transfers.
- Operates on same days of the week and hours of the day in the same areas as the regular StaRT fixed route service.
- Is for people who cannot use the regular StaRT fixed route bus service for some or all of their trips.

### What ADA Paratransit Service is not?

- A personal taxi service.
- Available everywhere and at all times.

### What does 3/4 miles on each side of a fixed route mean?

It means if you live within the defined 3/4 miles on each side of an existing StaRT fixed route service, passengers eligible for ADA paratransit services will be offered rides. The new ADA complementary paratransit service will be available whenever and wherever regular fixed route bus is provided. Service hours

working to provide more information about the application and eligibility process to the public.

StaRT is holding open houses throughout its service area to provide information about the new service. Drop-in at any of the open house locations during the times listed at your convenience to learn more about StaRT's ADA complementary paratransit service. No formal presentation will be made.

For more information about the County's new ADA complementary paratransit service, see listed open house locations in your area.

## OPEN HOUSE LOCATIONS

**PATTERSON** – Friday, January 22, 2016  
Council Chambers – 1 Plaza Las Palmas  
Time: 3:00 PM – 5:00 PM

**Newman** – Friday, January 22, 2016  
Community Center – 1200 Main Street

Time: 10:00 AM – 12:00 PM

**Oakdale** – Tuesday, January 26, 2016  
Council Chambers - 277 N. 2<sup>nd</sup> Ave (Corner of D and 2<sup>nd</sup>)  
Time: 10:00 AM – 12:00 PM

**Riverbank** – Tuesday, January 26, 2016  
Council Chambers - 6707 Third Street  
Time: 2:00 PM – 4:00 PM

**MODESTO** – Wednesday, January 27, 2016  
Basement Meeting Room - 1010 10<sup>th</sup> Street  
Time: 3:00 PM – 5:00 PM

**REVISED**  
**Waterford** – Thursday, January 28, 2016  
Council Chambers – 101 E Street  
Time: 3:00 PM – 5:00 PM

**Hughson** – Thursday, January 28, 2016  
Council Chambers - 7018 Pine Street  
Time: 10:00 AM – 12:00 PM

**Turlock** – Friday, January 29, 2016  
Covenant Village – Berg Hall  
2125 N. Olive Avenue  
Time: 3:00 PM – 5:00 PM

transitdivision@stancounty.ca.gov  
www.srt.org



StaRT is currently working on the draft ADA Complementary Paratransit Service Plan and if interested in receiving a copy, you may request a copy at the address provided.

If unable to attend any of the open house planned throughout the County's service area, you may also submit your questions, concerns or comments in writing to:

County Public Works  
Transit Division  
1010 10<sup>th</sup> St., Ste 4204  
Modesto, CA 95354  
ATTN: Transk Manager

Or call:  
1-800-688-1884 (Leave message)  
1-209-525-4311  
1-209-525-7560

Or by email:

## StaRT ADA Complementary Paratransit Service Plan

Figure 13. ADA Open House Flyer (Spanish)



REUNION PUBLICA SOBRE  
LOS SERVICIOS PROPUESTOS DE  
TRANSPORTE COMPLEMENTARIOS PARA  
PERSONAS DISCAPACITADAS (AMERICANS  
WITH DISABILITIES (ADA)  
COMPLEMENTARY PARATRANSIT)

Debido a los cambios en el área de servicio de transporte público de StaRT, el Condado debe proveer servicio de transporte complementario para personas con discapacidades requerido bajo la ley de Americans with Disabilities Act (ADA). Este será un servicio de demanda responsiva y será implementado en agosto 2016.

El servicio de transporte complementario ADA es para personas que cuyas discapacidades los impidan de usar el sistema de transporte StaRT de rutas fijas. El sistema de StaRT determinará elegibilidad de cada persona base a

área de servicio de StaRT tal como a sido definido aquí. Las personas determinadas elegibles por algún otro servicio de tránsito dentro del Condado podrá usar el servicio de transporte complementario ADA de StaRT.

Como puedo saber si soy elegible y certificado para servicio complementario ADA?

Personas elegibles deben aplicar para ser certificado por medio del proceso establecido por StaRT. Personas que residan en el área de servicio de StaRT pueden aplicar para ser certificadas como pasajero discapacitado ADA.

El personal del Condado se hará disponible para responder cualquier pregunta sobre el proceso de elegibilidad.

El personal del Condado estará conduciendo reuniones publicas de Casa Abierta (Open House) por todo el Condado para proveer información sobre el nuevo servicio. Preséntese a cualquiera de los lugares y horarios mencionados abajo para aprender mas sobre el servicio de transporte complementario ADA.

Para mas información sobre este nuevo servicio, vea la siguiente lista de Casas

consideraciones funcionales y aydara a determinar cuales personas pueden beneficiar del servicio complementario ADA. La provisión de este servicio asegura que el Condado cumpla con los requisitos de leyes federales impuestas por el departamento de Federal Transit Administration (FTA)

El servicio de transporte complementario ADA será proveido dentro de un área de ¾ de milla rodeando cada servicio de ruta fija proveido en el área de servicio del Condado.

Que es el servicio de transporte complementario ADA?

- ☐ Es un servicio de transporte compartido
- ☐ El servicio es impuesto por el FTA y ley de American with Disabilities Act.
- ☐ Es un servicio de "origen" a "destino" para personas discapacitadas elegibles.
- ☐ Es un servicio de puerta a puerta para personas discapacitadas elegibles.
- ☐ Ofrece servicio que refleja servicio regular de rutas fijas incluyendo tiempo de espera y transferencias.
- ☐ Opera durante los mismos días y horas de la semana y mismos lugares tal como el servicio de rutas fijas.

Abiertas (Open House) para encontrar una en su área:

LAS REUNIONES DE CASA ABIERTA SE LLEVARAN A CABO EN LOS SIGUIENTES LUGARES:

PATTERSON – viernes, 22 de enero del 2016  
Council Chambers – 1 Plaza  
Hora: 3:00 PM a 5:00 PM

Newman – viernes, 22 de enero del 2016  
Community Center – 1200 Main Street  
Hora: 10:00 AM a 12:00 PM

Oakdale – martes, 26 de enero del 2016  
Council Chambers 277 N. 2<sup>nd</sup> Ave  
(Esquina de la calle D y 2<sup>nd</sup>)  
Hora: 10:00 AM a 12:00 PM

Riverbank – martes, 26 de enero del 2016  
Council Chambers 6707 Third Street  
Hora: 2:00 PM a 4:00 PM

MODESTO – miércoles, 27 de enero del 2016  
Basement Meeting Room, 1010 10<sup>th</sup> STREET  
Hora: 3:00 PM a 5:00 PM

- ☐ Es para personas que no pueden usar el servicio StaRT de rutas fijas para algunos o todos sus viajes.

Lo que el servicio de transporte complementario NO es:

- ☐ No es un servicio de taxi personal
- ☐ No es disponible en todos lados y a todas horas.

Que significa ¾ de milla rodeando cada servicio de ruta fija?

Significa que servicio de transporte complementario ADA será disponible para personas elegibles que residan dentro de ¾ de milla en cada lado de una ruta fija del servicio StaRT. El nuevo servicio de transporte complementario ADA estará disponible donde y cuando servicio de ruta fija sea proveida. Horario de servicio puede variar en base el día de la semana y por ruta.

Que pasa si yo residio fuera del área de servicio de StaRT?

Usted debe residir dentro del área de servicio de StaRT para tener acceso del servicio de transporte complementario ADA. Sin embargo, usted debe ser recogido o dejado en un domicilio localizado dentro del

Waterford – jueves, 28 de enero del 2016  
Council Chambers 101 E Street  
Hora: 3:00 PM a 5:00 PM

Hughson – jueves, 28 de enero del 2016  
Council Chambers – 7018 Pine Street  
Hora: 10:00 AM a 12:00 PM

Turlock – viernes, 29 de enero del 2016  
Covenant Village – Berg Hall  
2125 Olive Avenue  
Hora: 3:00 PM a 5:00 PM

Si usted no puede asistir a ninguna de las Casas Abiertas (Open House), también puede enviar sus comentarios por escrito hasta el 15 de febrero a:

Escriba a:

County Transit Division  
1010 10<sup>th</sup> Street, Suite 4204  
Modesto, CA 95354  
Attn: Transit Manager

o Llame al:

800-688-1884 (deje mensaje)  
209-525-4311

o por correo electrónico (Email):

transitdivision@stancounty.com  
www.srt.org

Si esta interesado en recibir una copia del Plan preliminar del Servicio de Transporte Complementario ADA, usted puede solicitar una copia en la dirección de oficina del Condado.

Figure 14. ADA Press Release (English)



DEPARTMENT OF PUBLIC WORKS  
 Matt Macchuck, PE, LS  
 Director, County Surveyor  
 Chris Brady, PE  
 Deputy Director - Construction/Highways  
 Carl E. Parsons, PE  
 Deputy Director - Engineering/Surveying  
 Daniel Leamon, PE  
 Deputy Director - Development/Traffic  
 Kelly Johnson  
 Assistant Director - Information Systems

Contact: Eunice Lovi  
 Transit Manager  
 (209) 525-7580

FOR IMMEDIATE RELEASE  
 January 8, 2016

**Stanislaus Regional Transit (StaRT) to Hold Open Houses in January 2016**

MODESTO, California – The Stanislaus Regional Transit (StaRT) has scheduled eight (8) open houses to invite public comments on proposed Americans with Disabilities Act (ADA) Complementary Paratransit Service in StaRT's service area. Staff will hold an open house at the following locations and times:

- |   |  |
|---|--|
| Friday, January 22, 2016<br>3:00 PM - 5:00 PM   | Council Chambers – 1 Plaza<br>Patterson, CA 95363<br>Served by Routes 40, 45-East,<br>45-West, Patterson and<br>Newman Dial-A-Ride |
| Friday, January 22, 2016<br>10:00 AM - 12:00 PM | Community Center – 1200 Main Street<br>Newman, CA 95360<br>Served by Route 45-West and<br>Newman Dial-A-Ride                       |
| Tuesday, January 26, 2016<br>10:00 - 12:00 AM   | Council Meeting Room – 277 N 2 <sup>nd</sup> Ave<br>Oakdale, CA 95361<br>Served by Oakdale Dial-A-Ride and<br>Eastside Shuttle     |
| Tuesday, January 26, 2016<br>2:00 - 4:00 PM     | Council Chambers – 8707 Third Street<br>Riverbank, CA 95367<br>Served by Route 60, Eastside Shuttle<br>and Riverbank Dial-A-Ride   |

Main Office: 1716 Morgan Road, Modesto, CA 95358 Phone: 209-525-4330 | Development Services & Transit: 1010 10<sup>th</sup> Street, Suite 4204 Modesto, CA 95354

- |  |   |
|--|---|
| Wednesday, January 27, 2016<br>3:00 - 5:00 PM                  | Basement Meeting Room-1010 10 <sup>th</sup> St<br>Modesto, CA 95354<br>Served by Routes 10, 15, 40, and 60<br>at the Modesto Transit Center,<br>Turlock/Modesto Shuttle |
| <b>REVISED</b><br>Thursday, January 26, 2016<br>3:00 - 5:00 PM | Council Chambers – 101 E Street<br>Waterford, CA 95386<br>Served by Waterford/Modesto<br>Runabout and Waterford Dial-A-Ride   |
| Thursday, January 28, 2016<br>10:00 AM - 12:00 PM              | Council Chambers – 7018 Pine Street<br>Hughson, CA 95326<br>Served by Waterford/Modesto<br>Runabout   |
| Friday, January 29, 2016<br>3:00 - 5:00 PM                     | 2125 N Olive Avenue<br>Covenant Village – Berg Hall<br>Turlock, CA 95380<br>Served by Turlock/Modesto Shuttle   |

You may submit your comments in writing through  
 February 15, 2016 to:

Write:  
 County Transit Division  
 1010 10<sup>th</sup> Street, Suite 4204  
 Modesto, CA 95354  
 Attn: Transit Manager

Call:  
 800- 688-1884 (leave message)  
 209-525-4311

Email:  
 transitdivision@stancounty.com  
 www.srt.org

*StaRT ADA Complementary Paratransit Service Plan*

Figure 15. ADA Press Release (Spanish)



Departamento de Obras Públicas  
Matt Machado, PE, LS  
Director, County Surveyor  
Chris Brady, PE  
Director Adjunto -  
construcción/carreteras/puentes  
Colt Eisenwein, PE  
Director Adjunto - flota de estudio de  
Ingeniería  
David Lesmon, PE  
Director Adjunto - desarrollo/rifido

Contacto: Eunice Lovi  
Gerente de Transito  
(209) 525-7560

PARA PUBLICACIÓN INMEDIATA  
6 de enero del 2016

**El Departamento de Tránsito Regional del Condado de Stanislaus (StaRT) Llevará a Cabo Reuniones Públicas de Casa Abierta (Open House) en el Mes de Enero del 2016**

MODESTO, California – El Departamento de Tránsito del Condado de Stanislaus, conocido como StaRT, ha programado ocho (8) reuniones de Casa Abierta (Open House) en el mes de enero para invitar los comentarios del público sobre los servicios de transporte complementarios para personas con discapacidades (Americans with Disabilities Act (ADA) en las áreas de servicio de StaRT. El Condado de Stanislaus conducirá las reuniones de Casa Abierta (Open House) en los siguientes lugares y horarios:

- Viernes, 22 de enero del 2016  
3:00 PM a 5:00 PM  
Council Chambers – 1 Plaza  
Patterson, CA 95363  
Servido por las Rutas 40, 45-East,  
45-West, y Patterson y  
Newman Dial-A-Ride.
- Viernes, 22 de enero del 2016  
10:00 AM a 12:00 PM  
Community Center – 1200 Main St.  
Newman, CA 95380  
Servido por la Ruta 45-West y  
Newman Dial-A-Ride
- Martes, 26 de enero del 2016  
10:00 a 12:00 AM  
Council Chambers – 277 N. 2<sup>nd</sup> Ave  
Oakdale, CA 95361  
Servido por la Ruta 80, y Oakdale  
Dial-A-Ride y Eastside Shuttle
- Martes, 26 de enero del 2016  
2:00 a 4:00 PM  
Council Chambers – 6707 Third Street  
Riverbank, CA 95367  
Servido por la Ruta 80, Eastside  
Shuttle y Riverbank Dial-A-Ride

Main Office: 1716 Mariposa Road, Modesto, CA 95158 Phone: 209-525-4130 x Development Services & Transit 1010 10<sup>th</sup> Street, Suite 4204 Modesto, CA 95354

- Miércoles, 27 de enero del 2016  
3:00 a 5:00 PM  
Basement Meeting Room-1010 10<sup>th</sup> St  
Modesto, CA 95354  
Servido por las Rutas 10, 15, 40, and  
60 en el Modesto Transit Center,  
Turlock/Modesto Shuttle
- Jueves, 28 de enero del 2016  
3:00 a 5:00 PM  
Council Chambers – 101 E Street  
Waterford, CA 95386  
Servido por Waterford/Modesto  
Runabout y Waterford Dial-A-Ride
- Jueves, 28 de enero del 2016  
10:00 AM a 12:00 PM  
Council Chambers – 7018 Pine Street  
Hughson, CA 95326  
Servido por Waterford/Modesto  
Runabout
- Viernes, 29 de enero del 2016  
3:00 a 5:00 PM  
2125 N. Olive Avenue  
Covenant Village – Berg Hall  
Turlock, CA 95380  
Servido por Turlock/Modesto Shuttle

Usted tiene hasta el 15 de febrero 2016 para enviar sus comentarios por escrito a:

**Escriba a :**  
County Transit Division  
1010 10<sup>th</sup> Street, Suite 4204  
Modesto, CA 95354  
Attn: Transit Manager

**Llame al :**  
800- 688-1884 (deje mensaje)  
209-525-4311

**Correo electrónico ( Email ):**  
transitdivision@stancounty.com  
www.srt.org

*StaRT ADA Complementary Paratransit Service Plan*

ATTACHMENT 2  
RESOLUTION

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
STATE OF CALIFORNIA

Date: May 10, 2016

No. 2016-239

On motion of Supervisor Withrow Seconded by Supervisor Chiesa  
and approved by the following vote,  
Ayes: Supervisors: O'Brien, Chiesa, Withrow, DeMartini, and Chairman Monteith  
Noes: Supervisors: None  
Excused or Absent: Supervisors: None  
Abstaining: Supervisor: None

THE FOLLOWING RESOLUTION WAS ADOPTED:

Item # 9:00 AM

**RESOLUTION TO ADOPT THE STANISLAUS COUNTY AMERICANS WITH DISABILITIES ACT  
(ADA) COMPLEMENTARY PARATRANSIT SERVICE PLAN**

WHEREAS, in accordance with the Federal Transit Administration (FTA) Americans with Disabilities Act (ADA) Requirements, Stanislaus County is required to provide paratransit service for those unable to access fixed route service offered by the County's public transit system, Stanislaus Regional Transit (StaRT); and

WHEREAS, the national goals of the Americans with Disabilities Act are to guarantee that persons with disabilities have equality of opportunity, a chance to fully participate in society, ability to live independently and be economically self-sufficient; and

WHEREAS, Stanislaus Regional Transit has developed an ADA Complementary Paratransit Plan that provides operational framework for the implementation of the Federal Transit Administration ADA Policy in providing ADA Complementary Paratransit Service in the County's service area; and


WHEREAS, Stanislaus Regional Transit has developed guidelines to implement an In-person Functional Eligibility Assessment Process to evaluate qualified individuals and certify them to use StaRT's ADA paratransit service in compliance with the Federal Transit Administration ADA Policy,

NOW, THEREFORE, BE IT RESOLVED that the Stanislaus County Board of Supervisors hereby adopts the Stanislaus County ADA Complementary Paratransit Service Plan and authorizes its use for guiding the development of procedures and delivery of paratransit service in the County's service area.

ATTEST: **ELIZABETH A KING, Clerk**  
**Stanislaus County Board of Supervisors,**  
**State of California**

  
\_\_\_\_\_

File No.



Americans with Disabilities Act  
Complementary Paratransit  
Service Plan for  
Stanislaus Regional Transit (StaRT)

MAY 10, 2016

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## Background Information:

- Notified of new classification by Federal Transit Administration as a result of 2010 Census
- Portions of County's service area absorbed into Modesto Urbanized Area (UZA)
- Reclassified from rural to small urban system
- Eligible to receive new federal transit Section 5307 funds
- Required to provide Americans with Disabilities Act (ADA) Paratransit Service

## ADA Requirements:

- Passage of ADA law ensures equal opportunity for persons with disabilities to use public transportation service
- Transit systems offering fixed route service must provide ADA paratransit service to persons with disabilities
- Requires transit systems to develop ADA Paratransit Plan that:

## Continued:

- Defines paratransit service area
- Sets fares for ADA paratransit service passengers
- Ensures vehicle used for service meets ADA accessibility requirements
- Develops process/procedures to determine eligible and certified passengers
- Defines level of service to be provided
- Develops appeal process if eligibility is denied

- Public Outreach
  - Met with groups serving disabled
  - Held meetings with CSA and HSA
  - Held eight open houses in StaRT's service area
  - Received positive feedback
  - Public support for new service

## Staff Recommendation:

Recommend approval of ADA Paratransit Service Plan as required by the Federal Transit Administration.



THANK YOU  
QUESTIONS?

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