

Valley Metro

# ADA Paratransit

**RIDE GUIDE**



# Accessible Transit Services for All



Valley Metro is committed to providing passengers with safe, convenient and comfortable service that is accessible to and usable by all. This includes accessible bus and rail services as well as door-to-door and

curb-to-curb ADA Paratransit service for riders who, because of a disability, are unable to use the bus and rail service for some or all of their trips. This ADA Paratransit Ride Guide describes the Valley Metro programs and services that are available to riders with disabilities. Valley Metro and several of our member cities also provide other transportation services which are intended to expand travel options for both seniors and people with disabilities. See the “Other Service Options” section of this Ride Guide for more information about these supplemental transportation programs.

## **ACCESSIBLE FIXED-ROUTE BUS AND LIGHT RAIL SERVICES**

In keeping with our commitment to accessibility and with the requirements of the Americans with Disabilities Act (ADA) of 1990, all Valley Metro buses and light rail vehicles comply with the requirements of the ADA and are designed to be accessible to and usable by people with disabilities. Accessibility features on board our buses and trains include:

- Lifts or ramps on all fixed-route buses and kneelers which allow the front step of the bus to be lowered.
- Level boarding at all light rail stations.
- Multiple onboard locations to safely secure mobility devices such as wheelchairs and scooters.
- Priority seating which is located near all boarding doors and reserved for seniors and people with disabilities.
- Onboard audio stop announcements on all buses and trains.

All Valley Metro rail stations have been constructed in accordance with the requirements of the ADA and are designed to be accessible to and usable by people with disabilities. Accessibility features include:

- A level path of travel between all station entrances and platforms.
- High-color contrast, textured strips along the edge of each train platform to indicate the platform edges for people who are blind or visually impaired.
- Fare vending machines, which include Braille, raised print, audible speech and other features designed to enable people who are blind or visually impaired to independently purchase and validate tickets and passes. At least one machine per station is lowered to enable independent operation by people using wheelchairs or other mobility devices.
- Audible pedestrian signals (APS) at most signalized intersections serving light rail stations to facilitate safer use of the system by all passengers, including people who are blind or visually impaired.

A growing number of Valley Metro bus stops have been improved to offer a higher level of comfort and accessibility for all passengers, including people with disabilities and seniors. Bus stop amenities include:

- Shelters, seating and concrete pads linking the bus stop to adjacent accessible sidewalks and making it easier and safer for bus operators to deploy the bus's lift or ramp.
- Five-digit bus stop identification numbers linked to our NextRide system. NextRide provides information (via a computer or mobile device) about the scheduled arrival times at your stop.

Valley Metro's online trip planner and other travel tools are designed to be accessible to and usable by people with disabilities, including people who use screen magnification and/or screen reading software, as well as Braille devices. Valley Metro also provides live customer service support through the Valley Metro Customer Service Center during most system operating hours and voice activated fixed-route trip planning assistance 24 hours per day, seven days per week. Customer Service can be reached at 602.253.5000.

Valley Metro front-line personnel, including bus and train operators, fare inspectors and customer service personnel receive job-related training regarding the ADA and their responsibilities for serving all passengers, including people with disabilities and seniors.

## **REDUCED FARES AND PLATINUM PASSES**

Valley Metro offers a 50 percent fare discount for all qualified seniors and people with disabilities. These reduced fares are available on all local Valley Metro buses and trains during all service hours.

Please note, individuals must meet all program rules to receive this benefit and must show proof of program eligibility at the time of boarding.

Valley Metro also offers the ADA Platinum Pass program for individuals who are eligible for ADA Paratransit service. The ADA Platinum Pass can be used to pay for unlimited service on all buses and trains. To receive a Platinum Pass, call Valley Metro at 602.716.2100.

## **TRAVEL TRAINING FOR SENIORS AND PEOPLE WITH DISABILITIES**

One-on-one instruction on how to ride buses and light rail is provided at no cost to seniors and people with disabilities. A

qualified travel trainer works one-on-one with you to instruct you on how to ride buses and light rail. This includes learning to plan a trip, navigating the route to the bus stop or rail station, using fare machines, using the bus lifts and ramps, recognizing where to get off and navigating the route to your destination.



As part of this instruction, the travel trainer will accompany you until you are confident, safe and successful in using the service independently. Travel training provides travel freedom, flexibility and independence. To learn more about this free training opportunity, call 602.716.2100. For more information on accessible fixed-route bus and rail services, visit [valleymetro.org/accessibility](http://valleymetro.org/accessibility).

## ADA Paratransit Service

The rest of this Ride Guide explains ADA Paratransit service in the Phoenix metropolitan area. This includes information about who is eligible, where and when the service is provided, the cost of the service, how to use the service and other important service policies.

### **WHAT IS ADA PARATRANSIT SERVICE?**

ADA Paratransit is shared-ride, door-to-door or curb-to-curb transportation (provided in vans and/or taxicabs) that is provided to people with disabilities who are unable, or have limited ability because of their disability, to use fixed-route buses or trains. All public transit agencies that provide fixed-route bus and rail service are required by the ADA to provide this service. In the Phoenix metropolitan area, this service was previously known as Dial-a-Ride. Two types of ADA Paratransit service are provided:

### **LOCAL ADA PARATRANSIT SERVICE**

This service is provided by Valley Metro, as well as three community Dial-a-Ride programs, including Phoenix Dial-a-Ride, Glendale Dial-a-Ride and Peoria Dial-a-Ride.

Service is provided for trips that begin and end in seven areas as follows:

- East Valley: Provided by Valley Metro Paratransit
- Glendale: Provided by Glendale Dial-a-Ride
- Northwest Valley: Provided by Valley Metro Paratransit
- Paradise Valley: Provided by Phoenix Dial-a-Ride
- Peoria: Provided by Peoria Dial-a-Ride
- Phoenix: Provided by Phoenix Dial-a-Ride
- Southwest Valley: Provided by Phoenix Dial-a-Ride

The “Where is ADA Paratransit Service Provided?” section of this guide provides more detailed information on the areas within each community where service is provided. For travel within each of these areas,



call the appropriate local service provider. Note, several of the Paratransit/Dial-a-Ride providers offer other types of service as well (called non-ADA paratransit service). Information on other types of services provided by each Paratransit/Dial-a-Ride program is provided in the “Other Service Options” section at the end of this guide as well as at [valleymetro.org/paratransit](http://valleymetro.org/paratransit).

Please note, Phoenix Dial-a-Ride operates service within and between Phoenix, Paradise Valley and the Southwest Valley as a single local service.

## **REGIONAL ADA PARATRANSIT SERVICE**

Valley Metro provides regional ADA Paratransit service for travel between the local service areas. Examples of regional trips include: a trip between the coordinated Phoenix/Paradise Valley/Southwest Valley area to other areas; a trip between the East Valley and Glendale or Peoria; a trip between the East Valley and the Northwest Valley; a trip between Glendale or Peoria and the Northwest Valley.

## **WHO IS ELIGIBLE FOR ADA PARATRANSIT SERVICE?**

To be eligible for ADA Paratransit service, you must be unable because of a disability or disabling health condition to independently use Valley Metro buses and light rail for at least some trips.

## **PERSONAL CARE ATTENDANTS**

If you are certified as ADA Paratransit eligible, you may travel with a personal care attendant (PCA). A PCA is an individual who provides assistance to you during the trip or at the destination. In order to be approved to bring an attendant, you must first establish the need for a PCA during the ADA eligibility process. If a PCA is not identified during the ADA certification process and the passenger requests a trip to be accompanied by a PCA, the PCA will be allowed. You will be advised to contact the Valley Metro Mobility Center to request a review of your PCA status.

PCAs are not charged a fare. PCAs must travel with you, to and from the same locations and at the same times.

## **COMPANIONS**

In addition to a PCA, you may also travel with a companion. A companion is someone riding with you, but not as a PCA. One companion is always allowed to ride with you as long as a reservation has been made for the companion and the companion travels from the same point of origin to the same destination. More than one companion is allowed if space is available. Companions pay the same fare as you.

## **HOW TO APPLY**

Valley Metro's process for determining ADA Paratransit eligibility includes a short paper application and an in-person eligibility assessment at the Valley Metro Mobility Center, located at 4600 E. Washington St. in Phoenix. The application is available in English and Spanish, as well as in alternative formats including Braille, large print and electronic formats. Valley Metro staff will also assist you with the application upon request. To request an application, contact the Valley Metro Mobility Center at 602.716.2100.

Once you have completed the application, contact the Mobility Center at 602.716.2100 to schedule your in-person assessment. ADA Paratransit eligibility assessments are scheduled on non-holiday weekdays between 8 a.m. and 4 p.m. and free door-to-door transportation is provided upon request.

If you are certified as ADA Paratransit eligible, you will receive one of the following types of eligibility:

- Unrestricted (unconditional) eligibility: meaning that your disability prevents you from using bus or rail services for any trips and you are eligible to use ADA Paratransit service for any and all trips.
- Restricted (conditional) eligibility: meaning that you are able to use buses and trains for some trips and that you may use ADA Paratransit service when you are unable to use the buses and trains.

Valley Metro strives to make eligibility decisions within 21 calendar days of the completion of in-person assessments. If a decision takes longer than 21 days, service is provided until a decision is made. You may appeal an eligibility determination with which you disagree. Details about Valley Metro's appeals process are included with eligibility determination letters.



Eligibility is for a period of five years. If your inability to use public transit is expected to be permanent and unlikely to change, Valley Metro may offer permanent eligibility, meaning that you need only update your contact information every five years, if your service needs to change, or if you move. If your disability is of a temporary nature (such as in the aftermath of a car accident or a medical procedure), Valley Metro may give temporary eligibility for a period of between 90 days and 18 months, depending on the expected duration of your disability.

## **ADA PARATRANSIT ELIGIBILITY FOR VISITORS**

Valley Metro provides ADA Paratransit visitor eligibility to any person who lives outside of Maricopa County and is visiting the Phoenix area. If visitors have been determined ADA Paratransit eligible by another transit agency, they only need to provide documentation of eligibility from that transit agency.

If visitors have not been determined eligible by another transit agency and their disability is not apparent, they must provide some form of documentation of their disability. If the visitor's disability is apparent, no special documentation is needed.

Visitor eligibility is provided for up to 30 days of service within a 365-day period. If more service is needed, visitors should apply for eligibility through the standard Valley Metro process.

To request visitor eligibility, call the Valley Metro Mobility Center at 602.716.2100.

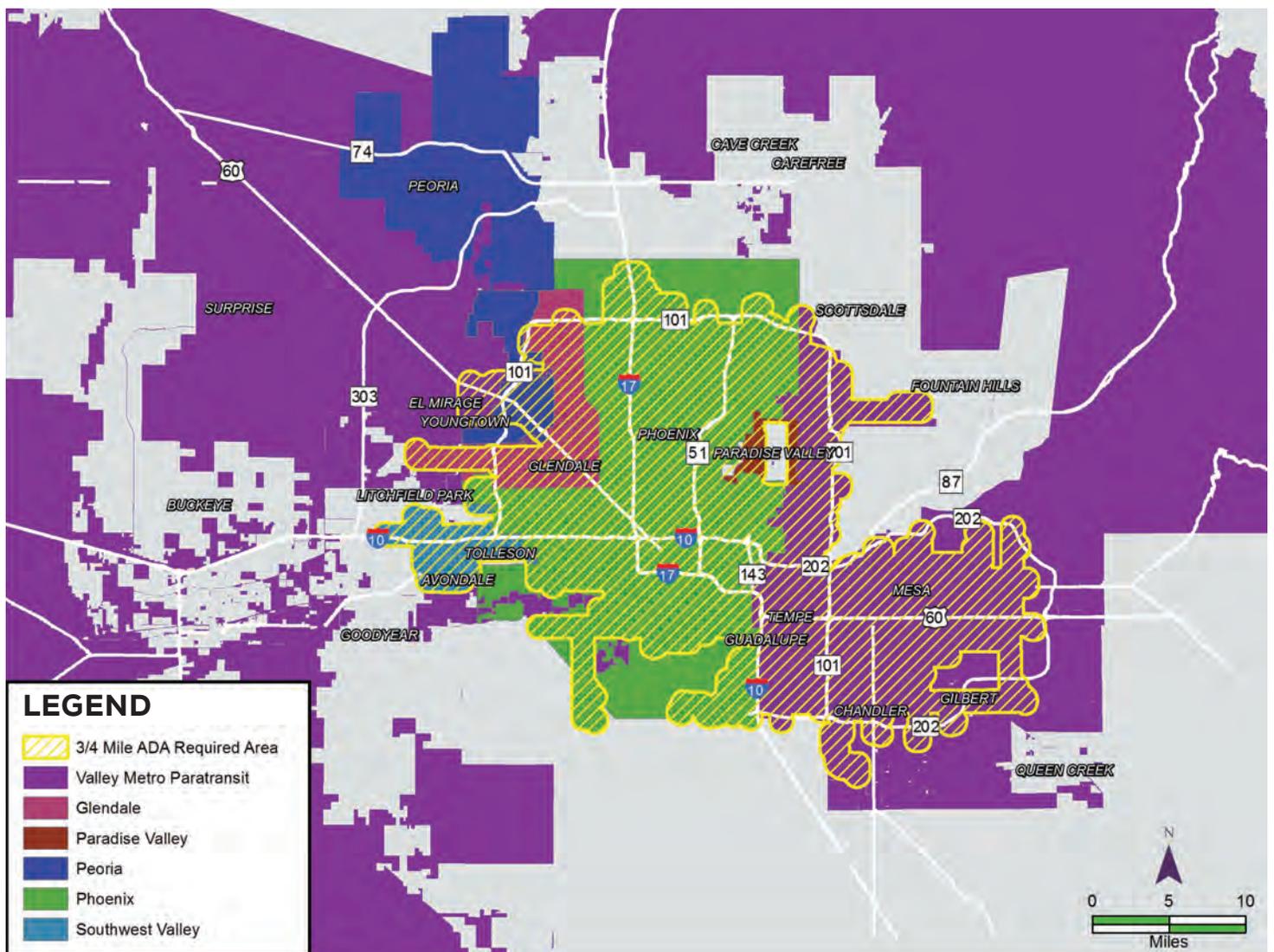
### Where is ADA Paratransit Service Provided?

ADA Paratransit service is provided, at a minimum, in all areas that are within three-quarters of a mile of local fixed-route bus routes or light rail stations. Some communities provide ADA Paratransit service to areas within their communities which are more than three-quarters of a mile from Valley Metro bus routes or light rail stations. For more information, see the service area map on the next page or contact your local service provider.

# LOCAL ADA PARATRANSIT SERVICE AREAS

The map on the next page shows each of the seven local Paratransit/Dial-a-Ride service areas. It also shows the parts of each Dial-a-Ride service area where ADA Paratransit service is provided. An interactive map is available online at [valleymetro.org/paratransit](http://valleymetro.org/paratransit) to assist you in determining whether your specific trip falls within the ADA Paratransit service area.

# VALLEY METRO PARATRANSIT/DIAL-A-RIDE SERVICE AREAS



## **REGIONAL ADA PARATRANSIT SERVICE**

Regional ADA Paratransit serves trips that cross the boundaries from one local service area to another. Your trip may begin anywhere within your community's local ADA Paratransit service area, but your destination must be within the federally mandated ADA Paratransit service area. For example, if you live in Phoenix, you can make a regional ADA Paratransit trip that begins anywhere in Phoenix south of Jomax Road to anywhere in the East Valley that is within three-quarters of a mile of fixed bus routes or rail stations.

The table on the following pages summarizes origins and destinations that are eligible for regional ADA Paratransit service by community of origin. To be sure that the areas where you want to travel are served, call Valley Metro Paratransit, the regional ADA Paratransit service provider, at 602.716.2200.

ORIGIN COMMUNITY	REGIONAL ADA PARATRANSIT ORIGINS	REGIONAL ADA PARATRANSIT DESTINATIONS
Avondale	Within 3/4 of a mile of bus routes or rail stations	Within 3/4 of a mile of bus routes or rail stations
Chandler	City-wide	
El Mirage	Within 3/4 of a mile of bus routes or rail stations	
Gilbert	Town-wide	
Goodyear	Within 3/4 of a mile of bus routes or rail stations	
Glendale	Within 3/4 of a mile of bus routes or rail stations	
Mesa	City-wide	
Paradise Valley	Within 3/4 of a mile of bus routes or rail stations	
Peoria	Within 3/4 of a mile of bus routes or rail stations	
Phoenix	All parts of Phoenix south of Jomax Road	
Scottsdale	Within 3/4 of a mile of bus routes or rail stations	
Tempe	Within 3/4 of a mile of bus routes or rail stations	
Tolleson	Within 3/4 of a mile of bus routes or rail stations	
Youngtown	Within 3/4 of a mile of bus routes or rail stations	
Unincorporated County Areas*	County-wide	

\* Includes Sun City and Sun City West

## WHAT ARE THE DAYS AND HOURS OF ADA PARATRANSIT SERVICE?

ADA Paratransit operates, at a minimum, during all days and hours that fixed-route bus and rail service operates. The general days and hours when service operates throughout the area (called the “core” days and hours of service) are shown below for each local ADA Paratransit service, as well as for the regional ADA Paratransit service. Where fixed-route bus and rail service is provided earlier or later than these core hours, ADA Paratransit operates longer as well. Customer service agents at each Dial-a-Ride service can tell you if service is provided outside these “core” hours in the areas you want to travel.

SERVICE	“CORE” DAYS AND HOURS
East Valley Local ADA Paratransit	Monday-Sunday: 4 a.m. - 1 a.m.
Glendale Local ADA Paratransit	Monday-Sunday: 5 a.m. - 10 p.m. (Depending on fixed-route hours of operation)
Northwest Valley Local ADA Paratransit	Monday-Friday: 7 a.m. - 5 p.m.
Peoria Local ADA Paratransit	Monday-Friday: 4:30 a.m. - 9 p.m. Saturday and Sunday: 6 a.m. - 10 p.m.
Phoenix/Southwest Valley/Paradise Valley Local ADA Paratransit	Phoenix: Monday-Sunday: 4 a.m. - 12 a.m. Southwest Valley: Monday-Saturday: 5 a.m. - 9 p.m.
Regional ADA Paratransit	Monday-Sunday: 5 a.m. - 10 p.m.

## HOW MUCH DOES ADA PARATRANSIT SERVICE COST?

The one-way fares for each local ADA Paratransit service, as well as the regional ADA Paratransit service, are shown below. Types of fare payment that are accepted are also shown.

In some areas, local fixed-route circulators provide service for reduced or no fare. ADA Paratransit trips that begin and end in these areas also have reduced or no fare.

Personal care attendants ride free. Companions pay the same fare as eligible riders. Children under the age of six ride free when traveling with a fare-paying adult.

SERVICE	ONE-WAY FARE	PAYMENT INFORMATION
East Valley Local ADA Paratransit	<b>\$4.00</b>	Exact fare required; cash, regional Dial-a-Ride tickets or East Valley/ Northwest Valley Dial-a-Ride tickets
Phoenix Local ADA Paratransit	<b>\$4.00</b>	<ul style="list-style-type: none"> <li>• \$31.50 for book of 10 tickets</li> <li>• \$50 for book of 20 tickets</li> <li>• \$65 for monthly pass (Phoenix residents)</li> <li>• Exact fare required; cash, regional or Phoenix</li> <li>• Dial-a-Ride tickets or monthly pass</li> </ul>
Glendale Local ADA Paratransit	<b>\$2.00</b>	Exact fare required; cash only

Note: Drivers are prohibited from accepting tips

SERVICE	ONE-WAY FARE	PAYMENT INFORMATION
Peoria Local ADA Paratransit	<b>\$1.00</b>	Exact fare required; cash only
Northwest Valley Local ADA Paratransit	<b>\$4.00</b>	Exact fare required; cash, regional Dial-a-Ride tickets or East Valley/ Northwest Valley Dial-a-Ride tickets
Regional ADA Paratransit	<b>\$4.00</b>	Exact fare required; cash, Dial-a-Ride tickets or monthly pass (Phoenix only)

Note: Drivers are prohibited from accepting tips

You can also call your local Paratransit/Dial-a-Ride service provider to find out if your trip is within the ADA Paratransit service area.

Local ADA Paratransit is provided in each Dial-a-Ride/Paratransit area as follows:

### **VALLEY METRO PARATRANSIT (EAST VALLEY)**

Valley Metro Paratransit provides local ADA Paratransit service to all of Chandler, Gilbert and Mesa and parts of Tempe, Scottsdale and county unincorporated areas that are within three-quarters of a mile of bus routes. You can travel between any origin and destination within these parts of the Valley Metro Paratransit East Valley area.

## **GLENDALE DIAL-A-RIDE**

Glendale Dial-a-Ride provides local ADA Paratransit service to parts of Glendale that are within three-quarters of a mile of bus routes or rail stations.



## **VALLEY METRO PARATRANSIT (NORTHWEST VALLEY)**

Valley Metro Paratransit provides local ADA Paratransit to parts of El Mirage, Sun City, Youngtown and county unincorporated areas in the Northwest and Southwest Valley that are within three-quarters of a mile of bus routes or rail stations.

## **PEORIA DIAL-A-RIDE**

Peoria Dial-a-Ride provides local ADA Paratransit service to parts of Peoria that are within three-quarters of a mile of bus routes or rail stations.

## **PHOENIX DIAL-A-RIDE (PHOENIX, PARADISE VALLEY AND SOUTHWEST VALLEY)**

Phoenix Dial-a-Ride provides local ADA Paratransit service to all parts of the City of Phoenix south of Jomax Road. Phoenix Dial-a-Ride also provides local ADA Paratransit to those portions of Avondale, Goodyear, Litchfield Park, Paradise Valley and Tolleson that are within three-quarters of a mile of bus routes or rail stations.

SERVICE	RESERVATION HOURS	PHONE NUMBERS
East Valley Local ADA Paratransit	Monday-Sunday 6 a.m. - 7:30 p.m.	602.716.2200 TTY 602.716.2118
Phoenix Local ADA Paratransit	Monday-Sunday 8 a.m. - 9 p.m.	602.253.4000 800.775.7295 Toll-free TTY 602.258.9980
Glendale Local ADA Paratransit	Monday-Sunday 8 a.m. - 5 p.m.	623.930.3515 TTY available via relay service
Peoria Local ADA Paratransit	Monday-Sunday 8 a.m. - 5 p.m.	623.773.7435 TTY available via relay service
Northwest Valley Local ADA Paratransit	Monday-Sunday 6 a.m. - 7:30 p.m.	602.716.2200 TTY 602.716.2118
Regional ADA Paratransit	Monday-Sunday 6 a.m. - 7:30 p.m.	602.716.2200 TTY 602.716.2118

## **PURCHASING PASSES AND TICKETS**

To purchase East Valley/Northwest Valley Dial-a-Ride tickets, contact Valley Metro at 602.716.2100. To purchase regional Dial-a-Ride tickets, Phoenix Dial-a-Ride ticket books and monthly passes, contact the City of Phoenix at 602.495.5795.

## **WHAT TYPES OF TRIPS CAN I MAKE ON ADA PARATRANSIT?**

You can request trips for any trip purpose on both local and regional ADA Paratransit service. There is also no prioritization of trips based on trip purpose in the trip booking and scheduling process.

## **HOW MANY TRIPS CAN I MAKE ON ADA PARATRANSIT?**

ADA Paratransit service for ADA eligible riders making ADA eligible trips is provided without limits or constraints. There are no denials of eligible trip requests, no waiting lists and no trip caps.

## **HOW DO I BOOK MY TRIPS?**

Call the service you want to use during the hours that the reservations office is open. Each service takes calls from one to 14 days in advance. The reservation hours and phone number for each service are shown on the next page.

To reserve a ride, call the local ADA Paratransit service provider that serves the community in which you live or the regional ADA Paratransit service provider if you are traveling across local ADA Paratransit service area boundaries. When you call, be prepared to answer the following questions:

- What is your name?
- What is the address and phone number where you want to be picked up?
- What is the address and phone number of your destination?
- What date and time do you wish to be picked up or what is the date and time of your appointment at your destination?
- Will a PCA and/or other companion(s) be accompanying you?
- Will you need a wheelchair-accessible vehicle?
- Will you be traveling with a service animal?

## **HOW LONG WILL MY RIDE TAKE?**

Both local and regional ADA Paratransit are shared-ride services. Other riders may be picked up and/or dropped off along the way during your trip. Ride times are therefore longer than it would take to drive there directly. Be sure to leave enough time before your appointment when scheduling trips. If you are not sure how much time to allow, just tell the reservationist your appointment time. Reservationists will suggest pickup times early enough to get you to your appointment on time. An ADA Paratransit trip should be similar in length to the time it would take to make the same trip on fixed-route transit.

## **ON-TIME ARRIVALS**

Drop-offs are considered "on-time" if made from up to 30 minutes before the desired drop-off/appointment time.

## **NEGOTIATION OF REQUESTED TRIP TIMES**

Because ADA Paratransit is a shared-ride service and trips are grouped whenever possible for efficiency, customer service agents may request that you adjust your requested trip time up to one hour. Requests to adjust your time consider your trip needs. For example, if you request a 5 p.m. pickup to return home from work, agents may ask you to take a time between 5 and 6 p.m., but will not ask you to take a time before 5 p.m., which would require you to leave work early. Your cooperation in helping us group trips to serve more riders is appreciated.

## **SUBSCRIPTION SERVICE**

If you plan to make the same trip at the same time on the same day or days of the week for at least one month, you may request to use ADA Paratransit subscription service. This service allows you to make regular trips without having to call to schedule each ride. You only need to call to cancel your ride. Note not all requests for subscription service are accommodated.

The schedulers at the Paratransit/Dial-a-Ride services review requests for subscription service. Requests are accommodated if they can efficiently be scheduled with other trips on those

days and at those times. If request cannot be accommodated immediately, they may be added to a subscription trip waiting list. A change in subscription trip times, origin or destination may have to be reviewed again by the Dial-a-Ride schedulers.

## **WHEN DO I NEED TO BE READY FOR MY RIDE?**

When you book your trip, the customer service agent will give you a 30-minute “be ready window,” also known as the on-time pick-up window. For example, the agent may say “Be ready for your ride between 9 and 9:30 a.m.” Because drivers are picking up and dropping off other riders along the way, an exact time cannot be given and the vehicle may arrive any time within this 30-minute window. It is important that you are ready at the start of the 30-minute window and that you wait in an area where you can determine when the vehicle arrives. If the vehicle does not arrive within the 30-minute window, call the service provider to get an update on the schedule.

If it is not possible for you to wait in a location where you can determine when the vehicle arrives, or if you have a visual impairment and cannot see when the vehicle arrives, let the customer service agent know when you book the trip. The agent will make a note to have the driver or a dispatcher alert you to the vehicle’s arrival.

## **HOW LONG WILL THE DRIVER WAIT?**

Except for local ADA Paratransit in Glendale, drivers wait for you for five full minutes within the on-time pickup window. If you are not ready, drivers may have to leave and you may miss your ride.

For local ADA Paratransit service in Glendale, drivers wait two minutes.



## **WHAT ASSISTANCE WILL THE DRIVER PROVIDE?**

For regional Paratransit and within Phoenix, Paradise Valley, and the East, Northwest and Southwest Valleys, ADA Paratransit service is “door-to-door.” This means that the driver assists you from the outermost door of the building where you begin your trip and to the outermost door of the building where you end your trip. In Glendale and Peoria, service is curb-to-curb. Drivers provide assistance beyond the curb upon request and as long as they can maintain effective continuing control of the vehicle. This includes not losing sight of the vehicle or being gone from the vehicle for an extended period of time.

If you cannot be left unattended, request hand-to-hand (HTH) service. Drivers make sure there is a responsible party at the destination to accept you before leaving.

The need for HTH service is included in your file and recorded in trip records transmitted to drivers. If a responsible party is not at a destination to accept you, drivers will contact dispatch for instructions. Repeat instances of not having someone at the destination to accept you may be considered seriously disruptive to the service and may result in suspension of service.

## **ASSISTANCE WITH PACKAGES**

You may bring packages that take up no more than two cubic feet of space (e.g., three brown paper grocery bags or six plastic grocery bags). Total weight of all packages may not exceed 50 pounds. One piece of luggage and one carry-on bag will be accommodated. Drivers assist with packages on and off the vehicle and to and from the door upon request. Drivers cannot enter your home. Drivers assist carrying an unoccupied child car seat, but cannot carry a child in a car seat.

The following articles cannot be carried on-board vehicles: automotive and marine batteries, gasoline, caustic fluids, flammable liquids, explosives, non-folding shopping carts, non-folding baby carriages, large bundles that will obstruct the aisle or any item that may inconvenience or injure another passenger.

## **UNACCOMPANIED CHILDREN**

Eligible children under the age of eight must be accompanied by a responsible adult.

## **HOW DO I CANCEL A TRIP IF MY PLANS CHANGE?**

Please notify your Paratransit/ Dial-a-Ride service provider as soon as you know that you will be unable to make a scheduled trip and at least two hours before the trip. Cancellations can be made throughout the day.



When calling to cancel, please provide the following information: name, address, date and time of pick-up. A cancellation made with less than two hours advance notice will be considered a no-show.

## **WHAT IS A NO-SHOW?**

A no-show occurs when the vehicle arrives within the on-time window, waits at least five minutes for you and you fail to take the trip, or you fail to cancel the trip at least two hours prior to the start of the on-time window (also called a late cancellation).

## **WHAT IF I AM A NO-SHOW?**

No-shows that could have been avoided by a timely cancellation reduce the efficiency of the service and cause delays for other riders. You are responsible for calling at least two hours in advance to cancel trips.

No-shows and late cancellations that are beyond your control are excused. If circumstances beyond your control cause a no-show or late cancellation, call the Paratransit/Dial-a-Ride office as soon as possible after the no-show to explain the circumstances. This helps ensure that these situations are recorded as excused.

If you have three or more unexcused no-shows or late cancels in a 30-day period, a review of your travel record for that period of time is conducted. This involves calculating the percentage of trips you scheduled that ended as unexcused no-shows or late cancels. A warning (reminder of the no-show suspension policy) is sent to you when you accumulate three or more no-shows or late cancels in a 30-day period and also no-showed/late cancelled more than 10 percent of your scheduled trips during that period. The letter details each recorded no-show. You may call and explain any of the recorded no-shows which were beyond your control.

A second occurrence within the same calendar year results in a seven-day suspension of riding privileges. A third occurrence within the same calendar year results in a 14-day suspension of riding privileges. A fourth occurrence within the same calendar year results in a 30-day suspension of riding privileges.

Suspension letters are sent out at least 14 days before the suspension is to begin and you are informed of your right to appeal and how to request an appeal. If you request an appeal, your suspension is stayed until the appeal is heard and decided.

## **SERVICE ANIMALS AND PETS**

If you have a disability, you may board the vehicle with a trained service animal that performs a specific function or functions. You must keep the animal under control and it must not pose a threat to other passengers. Only domesticated pets are allowed on vehicles and they must be carried in closed containers. For safety reasons, drivers are not permitted to carry pet containers. If you travel with a service animal or pet, you are responsible for any damage or injury caused by the animal.

Go to [valleymetro.org/serviceanimals](http://valleymetro.org/serviceanimals) to review Valley Metro's complete Service Animal Policy.

## **OBSTACLES**

Ramps, sidewalks and driveways to your residence should remain free of obstructions that may present a safety hazard to you or the driver.

## **DESTINATIONS**

Drivers are only permitted to stop at locations designated in the reservation. Travel arrangements with more than one destination are treated as separate trips and must be scheduled as such. Plan to schedule the appropriate number of reservations.

## **BOARDING WHEELCHAIRS AND OTHER MOBILITY DEVICES**

Drivers make every attempt to accommodate wheelchairs, scooters and other mobility devices up to the maximum capacity of the vehicle lifts, ramps and securement areas. If you use an oversized mobility device, reasonable efforts are made to accommodate you, however, transportation cannot always be guaranteed.

Larger wheelchairs and other mobility devices cannot be transported if they exceed the design capacity of lifts or ramps. Wheelchairs and other mobility devices must also fit in the securement area on vehicles. You are encouraged to inform the call center should you need accommodations for a wheelchair or other mobility device.

## Other Service Options

In addition to ADA Paratransit service, there are other service options in several communities around the Valley. These include the RideChoice program and local non-ADA van and taxi services.

### **RIDECHOICE**

RideChoice provides taxi service to seniors age 65 and above and to those certified as ADA Paratransit eligible at a deeply discounted rate. Service is available 24 hours a day, 365 days a year, and you can choose your own taxi provider. There is no requirement to book your trip in advance, and you do not have to share your ride. The amount and cost of service varies by community of residence, but in most cases, shorter trips cost less than or equal to a comparable ADA Paratransit trip. Some communities also allow a limited number of medical trips to be taken for no cost. To learn more about RideChoice or Valley Metro Paratransit, visit [valleymetro.org/paratransit](http://valleymetro.org/paratransit), call 602.716.2100 or send an email to [paratransit@valleymetro.org](mailto:paratransit@valleymetro.org).

### **COMMUNITY-SPONSORED NON-ADA SERVICES**

Many communities in the Valley Metro area also offer Dial-a-Ride and/or subsidized taxi services for seniors and persons certified as ADA Paratransit eligible that go above and beyond what is provided by ADA Paratransit. For example, these local programs might serve parts of the communities not covered by ADA Paratransit. Or they might serve seniors as well as people who are ADA Paratransit eligible.

The chart on the next pages lists other service options by community and provides contact information for each program.

COMMUNITY	PROGRAM (CONTACT #)	HOURS	DESCRIPTION
<b>CHANDLER</b>	RideChoice 602.716.2100	24 hours/day 7 days/week	Subsidized taxi service for seniors (65+) and those certified as ADA Paratransit eligible
	Dial-a-Ride 602.716.2200	7 days/week: 4 a.m. – 1 a.m.	Service throughout the East Valley distance-based fares
<b>EL MIRAGE</b>	Northwest Valley Connect 623.282.9300	Monday–Friday: 8 a.m. – 5 p.m. (closed for holidays)	Service throughout the Northwest Valley

COMMUNITY	PROGRAM (CONTACT #)	HOURS	DESCRIPTION
<b>FOUNTAIN HILLS</b>	RideChoice 602.716.2100	24 hours/day 7 days/week	Subsidized taxi service for seniors (65+) and those certified as ADA Paratransit eligible
<b>GLENDALE</b>	Dial-a-Ride 623.930.3500	Monday-Friday: 7 a.m. – 6 p.m. Weekends/ holidays: 7 a.m. – 5 p.m.	Service throughout Glendale for the general public
<b>GILBERT</b>	RideChoice 602.716.2100	24 hours/day 7 days/week	Subsidized taxi service for seniors (65+) and those certified as ADA Paratransit eligible
<b>MESA</b>	RideChoice 602.716.2100	24 hours/day 7 days/week	Subsidized taxi service for seniors (65+) and those certified as ADA Paratransit eligible

COMMUNITY	PROGRAM (CONTACT #)	HOURS	DESCRIPTION
<b>PEORIA</b>	Dial-a-Ride 623.773.7435	Monday– Friday: 6 a.m. – 5 p.m.	Service throughout Peoria for the general public
<b>PHOENIX</b>	Subsidized Taxi Programs 602.801.1160	24 hours/day 7 days/week	Six programs: Employment Transportation; Dialysis Transportation; Senior Cab; ADA Cab; Senior Center Shuttle; Senior Center Group Trips
<b>SCOTTSDALE</b>	Cab Connection 480.312.8747	24 hours/day 7 days/week	Subsidized taxi service for seniors (65+) and those certified as ADA Paratransit eligible
	Dial-a-Ride 602.716.2200	7 days/week: 4 a.m. – 1 a.m.	Service throughout the East Valley distance-based fares

COMMUNITY	PROGRAM (CONTACT #)	HOURS	DESCRIPTION
<b>SUN CITY/ SUN CITY WEST</b>	Dial-a-Ride 602.716.2200	Monday- Friday: 7 a.m. – 5 p.m.	Service throughout the Northwest Valley
<b>SURPRISE</b>	RideChoice 602.716.2100	24 hours/day 7 days/week	Subsidized taxi service for seniors (65+) and those certified as ADA Paratransit eligible
	Valley Metro Paratransit 602.716.2200	7 days/week: 5 a.m. – 10 p.m.	Medical and work trips outside Surprise
	Senior Center Shuttle 623.222.1500	Call for more information	Trips to/from Surprise Senior Center for those participating in activities at least 3 days/week

COMMUNITY	PROGRAM (CONTACT #)	HOURS	DESCRIPTION
<b>TEMPE</b>	RideChoice 602.716.2100	24 hours/day 7 days/week	Subsidized taxi service for seniors (65+) and those certified as ADA Paratransit eligible
	Dial-a-Ride 602.716.2200	7 days/week: 4 a.m. – 1 a.m.	Service throughout the East Valley distance-based fares
<b>UNINCORPORATED COUNTY AREAS</b>	Dial-a-Ride 602.716.2200	7 days/week: 4 a.m. – 1 a.m., east of I-17 Monday–Friday: 7 a.m. – 5 p.m., west of I-17 7 days/week: 5 a.m. – 10 p.m., between east and west areas	
<b>YOUNGTOWN</b>	Dial-a-Ride 602.716.2200	Monday– Friday: 7 a.m. – 5 p.m.	Service throughout the Northwest Valley

## **CUSTOMER RIGHTS**

Customers using public transit are given equal access to programs and services without regard to race, color, national origin or disability. (49 CFR, Part 37 and FTA Circular 4702.1B)

## **REQUEST A COPY OF THIS GUIDE**

To request a copy of this guide in an alternate format, call 602.716.2100 or TTY 602.251.2039.

## **HOW TO FILE A COMPLAINT**

If you wish to file a complaint, including discrimination due to disability, race, color or national origin, contact customer service. In accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1A), all regional transit providers are trained in the correct processing, investigation and documentation of passenger complaints involving discrimination based on disability, race, color or national origin.

All complaints received by customer service are documented and assigned to the appropriate transit staff for investigation in accordance with federal standards (28 CFR, Part 35 and FTA Circular 472.1A). After the complaint is processed, a response is sent to the customer filing the complaint and appropriate corrective action is taken.

We would like to hear your questions, comments or concerns regarding the Valley Metro system.



### **PHONE**

Customer Service: 602.253.5000

TTY: 602.251.2039

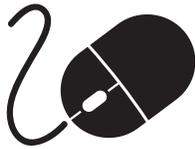


### **MAILING ADDRESS**

Attn: Valley Metro, Customer Service

4600 E. Washington St., Suite 101

Phoenix, AZ 85034



### **EMAIL**

[csr@valleymetro.org](mailto:csr@valleymetro.org)



### **WEBSITE**

[valleymetro.org](http://valleymetro.org)

## QUICK REFERENCE GUIDE: TELEPHONE NUMBERS FOR LOCAL ADA PARATRANSIT SERVICE

<b>East Valley</b> (Chandler, Gilbert, Mesa, Scottsdale, Tempe)	602.716.2200 TTY 602.716.2118
<b>Glendale</b>	623.930.3515 TTY available via relay service
<b>Northwest Valley</b> (El Mirage, Surprise, Youngtown, Unincorporated County areas, including Sun City and Sun City West)	602.716.2200 TTY 602.716.2118
<b>Peoria</b>	623.773.7435 TTY available via relay service
<b>Phoenix, Paradise Valley, Southwest Valley</b> (Avondale, Goodyear, Litchfield Park, Tolleson)	602.253.4000 800.775.7295 Toll-free TTY 602.258.9980 (use only if calling from a TTY machine)
<b>Regional ADA Paratransit Service</b>	602.716.2200 TTY 602.716.2118
<b>Valley Metro Customer Service</b>	602.253.5000 TTY 602.251.2039
<b>Valley Metro Mobility Center</b>	602.716.2100 (ADA Paratransit certification & travel training)

# Glossary of Terms

**Americans with Disabilities Act (ADA):** A civil rights law passed by the U.S. Congress in 1990, which mandates equal opportunities for people with disabilities in the areas of employment, transportation, communications and public accommodations.

**ADA Paratransit Service:** A type of public transit service required to be provided according to ADA federal regulations. The service complements available local accessible bus and light rail (fixed-route) transit service in that it must be provided as an alternative form of transit when and where local fixed-route service is running. ADA Paratransit service is provided within three-quarters of a mile of bus or light rail service and is intended to be used as a “safety net” by people with disabilities who are unable to use fixed-route service or limited in their use of fixed-route due to the nature of their disability.

**ADA Paratransit Eligible Person:** A person who has applied and been determined eligible for ADA Paratransit service. In order to qualify, it must be determined that the person has a disability which limits travel on local fixed-route service according to strict criteria described in ADA regulations.

**ADA Paratransit Eligibility Certification Process:** A process adopted by the Phoenix Metro area pursuant to ADA requirements for determining eligibility for ADA Paratransit. ADA regulations require each region to establish a process specifically to determine eligibility for ADA Paratransit.

The eligibility determination process must consider the individual's disability and functional ability to perform all tasks required to independently access, board, ride and deboard from the local fixed-route system. The combined interaction of disability with architectural and environmental conditions is also taken into account.

**Disability:** As defined by the ADA, a physical or mental impairment that significantly limits one or more major life activities such as walking, speaking, seeing, hearing, breathing or caring for one's self.  
**Lifts and Ramps:** Devices on vehicles that enable a person or mobility aid to board and deboard the bus without having to negotiate steps.

**Mobility Aid:** A piece of equipment, including, but not limited to, wheelchairs and scooters which assists a person with a disability. A mobility aid belongs to any class of three or more wheel devices, usable indoors, and designed for and used by individuals with mobility impairments, whether operated manually or powered.

**Non-ADA Service:** Shared-ride origin to destination Dial-a-Ride service not required to be provided by ADA federal regulations but is provided by the transit agency/provider using locally developed service standards.

**Paratransit:** Services that can be used as an alternative to fixed-route bus or light rail service for passengers who because of a disability are unable to use fixed-route service.

**Personal Care Attendant (PCA):** An individual who assists a person with a disability in carrying out his or her life activities.

**Ready Window:** The 30-minute time period when ADA Paratransit customers must be ready for pick-up and the period within which drivers can arrive and be considered on time.

**Securement System:** A configuration of straps and hooks on a vehicle that are attached to a mobility aid to keep it stable during travel.

**Service Animal:** An animal that has been trained to perform specific tasks for an individual with a disability.

**Trip:** One-way travel of a person or vehicle between origin and destination.

**Vehicle Wait Time:** The maximum time that drivers are required to wait for customers after arriving at the pick-up location. The vehicle wait time does not start until the beginning of the ready window and is generally five minutes.





[valleymetro.org/paratransit](http://valleymetro.org/paratransit)  
602.716.2200  
TTY 602.716.2118

