



City of
**SANTA CLARITA
TRANSIT**

Dial-A-Ride

Convenient • Safe • Reliable

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Hours of Operation



Seniors and Disabled Service

Monday - Friday: 4:30 a.m. - 10:00 p.m.*

Saturdays: 7:00 a.m. - 9:30 p.m.*

Sunday: 7:30 a.m. - 9:00 p.m.*

General Public Service

Monday – Friday: 6:00 - 10:00 p.m.*

Saturday: 6:00 - 9:30 p.m.*

Sunday: 6:00 - 9:00 p.m.*

**Last pick-up will be scheduled 30 minutes before the end of service.*

Dial-A-Ride

Dial-A-Ride paratransit service provides curb-to-curb service for qualified elderly or special needs customers, as well as the general public. Dial-A-Ride riders may schedule a trip for any purpose within the Santa Clarita Valley. Trips are not prioritized, which means riders can visit a friend or relative, go to a movie, visit the doctor or go shopping.

DAR Fares

General Public.....	\$2.25 Cash Fare or \$2.00 when using a TAP Card
Senior/Disabled.....	\$2.25 Cash Fare or \$2.00 when using a TAP Card
Children Under 5.....	FREE
Personal Care Attendants..	FREE
Companions.....	\$2.25 Cash Fare or \$2.00 when using a TAP Card

Exact fare is required and must be paid upon boarding the vehicle. Children over 5-years-old will pay the same fare paid by the accompanying adult. Fares are subject to change.

Eligibility

Residents of Santa Clarita who are at least 60 years of age or have a certified disability are eligible to use Dial-A-Ride anytime during regular service hours. Verification of age and disability is required for use of Dial-A-Ride services. A photocopy of your official California identification, Los Angeles County Transit Operators Association (LACTOA) card, Senior Disabled card, Medicare card, Access Services ID card or state issued photo identification will be accepted.

Dial-A-Ride service is also available to the general public after 6:00 p.m., seven days a week. All reservations are based on availability.

Registration Information

To register for Dial-A-Ride please call (661) 294-9327 between 6:00 a.m. and 8:00 p.m., 7 days a week. During the registration process, you will be asked for your local address and phone number. Verification of age and/or disability are required for use of Dial-A-Ride services.

Following the brief registration process, a customer identification number will be issued to you, after which you can begin scheduling reservations.

Note: A rider is only certified to use Dial-A-Ride for a certain period of time. Please note the expiration date you are given. It is the rider's responsibility to call Customer Service at (661) 294-9327 (TDD/TTY 1-800-827-1359) to renew their eligibility 30 days prior to the expiration date.

Once an individual has been certified as eligible to use Dial-A-Ride services, a rider may schedule a trip for any purpose.



Service Area

Dial-A-Ride serves all areas within the City of Santa Clarita. In unincorporated territory, Dial-A-Ride serves destinations within 3/4 of a mile from any Santa Clarita Transit local route bus stop.

Holiday Service

There is no service on the following holidays:

- Thanksgiving Day
- Christmas Day

Service operates on a Sunday schedule on New Year's Day, Memorial Day, Independence Day and Labor Day.

Disabled Services (all ages)

Individuals with disabilities who are interested in using Dial-A-Ride must be registered and certified Americans with Disabilities Act (ADA) eligible by Access Services Inc. (ASI) or possess a LACTOA Disabled Identification Card before using the service. To register for Access Services, call ASI Customer Service toll-free at 1-800-827-0829, (TTY 1-800-827-1359) or visit AccessLA.org.



For a LACTOA application, call (661) 294-9327 or visit TapToGo.net.



At your request, an application and information packet will be mailed to you explaining registration and eligibility certification procedures.

General Public

Dial-A-Ride service is available to the general public after 6:00 p.m., seven days a week, on a space available basis. There are no eligibility requirements. Following the brief registration process, a customer identification number will be issued to you.

Scheduling a Trip

When calling to schedule a trip, be prepared to give the Customer Service Agent the following information:

- Rider's ID number.
- Rider's first and last name.
- If an attendant, child or companion will be riding with you.
- Rider's exact address, including an apartment number, building or business name if appropriate.
- Exact pick-up location if different from rider's address.
- The exact address of rider's destination, including suite number, building, or business name and phone number if appropriate.
- Rider's requested pick-up time and appointment time (if applicable).
- Be sure to advise the Customer Service Agent if the rider will be traveling with a wheelchair or other mobility device (such as a walker, crutches or cane).

There are no daily limits on the number of reservations that can be requested.

Only four one-way trip reservations can be made per telephone call. Callers may request transportation for more than one client during each call, as long as they do not exceed the maximum of four, one-way trips.

Reservations can be made between the hours of 6:00 a.m. and 8:00 p.m., seven

days a week by calling (661) 294-9327. Rides can be reserved one to seven days in advance. Rides for Sunday and/or Monday must be scheduled no later than the previous Friday. Due to the popularity of service, we will be unable to provide same day trip requests.

Dial-A-Ride is a shared ride service. Remember to allow at least one-and-a half hours travel time to your destination since the vehicle may have additional customer pick-ups or drop-offs along the way.

The Customer Service Agents are required to ask for complete information and will repeat the information along with the fare to the caller to ensure that everything is correct.

Pick-Up Window

The pick-up window begins 15 minutes before your scheduled pick-up time and extends to 15 minutes after. Please be prepared to travel at least 15 minutes prior to your **scheduled** pick-up time.

A driver will wait five minutes for a rider after arriving at the pick-up location. If the rider does not appear during the five minute wait time, the driver will mark the individual as a no-show and depart. If a driver arrives before the start of the pick-up window, the driver will wait for five minutes after the start of the window time.

Dial-A-Ride makes every effort to be reliable and on time. If the vehicle has not arrived within 30 minutes after the scheduled pick-up time, please call Customer Service at (661) 294-9327.



Pick-up and Drop-off Procedures

To ensure that a rider's trip goes smoothly, we have developed the following pick-up and drop-off procedures for the rider's convenience.

City of Santa Clarita Transit provides curb-to-curb service. Therefore, the driver will wait for an individual at the curb of a public street, in front of or as close to the rider's house, building or other designated pick-up location, as possible.

For passenger drop-offs, the driver will drop the rider off at the sidewalk, or another safe waiting area next to the curb of a public street, in front of or as close to the designated drop-off location as possible.

Riders must be waiting at the sidewalk or at another safe waiting area in front of or as close to the entrance of the pick-up location as possible. The driver cannot enter the building or come to the door to assist riders. If a rider needs assistance exiting the pick-up location, please make sure that a companion or personal care attendant is available to assist.

Apartments/Office Complexes

When scheduling a trip, please provide the Customer Service Agent with the specific building name and number within the complex where the rider would like to be picked up.

Nursing Homes/Adult Daycare

Riders picked up at nursing homes should meet the driver in front of the main lobby unless otherwise specified. If an individual other than the rider is responsible for the rider's fare, please notify the Customer Service Agent so the fare can be collected from staff personnel or a personal care attendant at the time of boarding. Drivers cannot assist riders into or out of nursing homes, so please have staff personnel ready to assist the individual out of the nursing home, if necessary. Riders will be dropped off in front of the main lobby of the nursing home and staff will be notified.

Gated Communities

If the rider's pick-up location is located within a gated community and requires special entry, notify the security office to arrange entry for the vehicle before pick-up time. If a rider does not arrange for entry and the vehicle is unable to enter the pick-up area, the rider will be considered a no-show.

Major Activity Centers

Designated pick-up and drop-off sites have been established at major activity centers and certain destinations such as large medical centers, parks, malls and colleges. If a rider schedules a trip at one of these destinations, the Customer Service Agent will tell the rider where the pick-up point is located, and the rider will need to wait at that location for the vehicle.



Driver Assistance

Drivers are only allowed to assist riders getting on and off the vehicle. The driver may also escort a rider to and from the sidewalk or other safe waiting area located next to the street where the vehicle is parked.

Drivers cannot assist a rider to the door or into an individual's house. If assistance is needed to and from a pick-up or drop-off location, please have a companion or personal care attendant to provide assistance. City of Santa Clarita Transit and its drivers are not responsible for a rider before the individual boards or after he or she has left the vehicle.

Wheelchair Lift

If a rider needs a wheelchair lift to board a vehicle, the driver will assist the individual. For safety reasons, all wheelchair passengers are required to board the vehicle lift facing outward. Riders are also allowed to board while standing on the lift, if requested.



The City of Santa Clarita Transit fleet of vehicles are designed to accommodate, “standard” wheelchairs, scooters and other mobility devices. These devices are defined as not to exceed 48” in length, 30” in width and 600 pounds in total weight. Mobility devices larger than these standards may be denied service.

Securement on Board

City of Santa Clarita Transit will make all attempts to secure standard wheelchairs and scooters. However, if a wheelchair or scooter exceeds the normal size, the driver may ask the rider to transfer to a seat, as it may be difficult to safely secure the passenger within the mobility device. The rider will not be required to transfer out of his or her mobility aid, but it is strongly recommended.

Santa Clarita Transit requires that all riders use seat belts. Drivers may assist riders with their seat belts, if requested. Drivers will also secure the tie-downs for wheelchair

passengers. Children under 2 years of age shall ride in a rear-facing car seat unless the child weighs 40 or more pounds OR is 40 or more inches tall. The child shall be secured in a manner that complies with the height and weight limits specified by the manufacturer or the car seat. (California Vehicle Code Section 27360.) Children under the age of 8 must be secured in a car seat or booster in the backseat. Children who are 8 years of age OR have reached 4'9" in height may be secured by a booster seat, but at a minimum must be secured by a safety belt. (California Vehicle Code Section 27363) Adult attendants or adult riders will need to provide and secure the safety seat, as City of Santa Clarita Transit does not provide safety seats for children.



Personal Care Attendants

A personal care attendant is a qualified person who is providing true personal care assistance to an eligible rider. At the time of certification, it will be determined

if a rider is eligible for a personal care attendant. Personal care attendants do not need to be certified to ride, as long as they are traveling with an eligible rider. All attendants must be at least 16 years of age and in good physical condition. Care attendants ride free.

If any individual is in need of door-to-door service, then a personal care attendant will be required. It is the responsibility of the individual user to notify City of Santa Clarita Transit when scheduling the trip, that an attendant will accompany the rider.

Companions

Eligible riders may travel with companions, subject to space availability. Companions will be charged the same cash fare. Please be sure to notify the Customer Service Agent that an additional passenger will be traveling with you during your trip.

Transporting Children

Adult attendants traveling with eligible disabled child riders are considered personal care attendants and are allowed to ride free. All eligible riders five years of age or younger must have an adult attendant. Please be sure to inform the Customer Service Agent when scheduling a trip that the child rider will be traveling with an attendant.

Children age five or under ride free while traveling with an eligible rider. Children under 2 years of age shall ride in a rear-facing car seat unless the child weighs 40



or more pounds OR is 40 or more inches tall. The child shall be secured in a manner that complies with the height and weight limits specified by the manufacturer or the car seat. (California Vehicle Code Section 27360.) Children under the age of 8 must be secured in a car seat or booster in the the backseat. Children who are 8 years of age OR have reached 4'9' in height may be secured by a booster seat, but at a minimum must be secured by a safety belt. (California Vehicle Code Section 27363) Adult attendants or adult riders will need to provide safety seats and secure the safety seat, as City of Santa Clarita Transit does not provide not provide safety seats for children.

Service Animals

Riders may travel with a service animal, defined as a guide dog, signal dog, or other animals trained to work or perform tasks for persons with disabilities. Please inform the Customer Service Agent when scheduling a trip if the rider plans to travel with a service animal.

Animals other than service animals may travel on City of Santa Clarita Transit only if the animal is in a properly secured cage. The rider or rider's companion must be able to carry the cage or container on board the vehicle without hindering the safety of the rider and/or other passengers. For safety reasons, drivers are not permitted to carry cages or containers.





Reasonable Modification

In compliance with the Americans with Disabilities Act, Santa Clarita Transit may allow the reasonable modification of our policies to accommodate the special needs of persons with disabilities who wish to use any of our services.

If you require special accommodations while riding Santa Clarita Transit, please call (661) 295-6300. A request may also be made by mail at 28250 Constellation Road, Santa Clarita, CA 91355 or via email at SantaClaritaTransit.com

Examples of accommodations that can be made for customers with disabilities include:

- Customers requiring medication while in transit or at an event; this includes administering insulin or conducting a finger stick blood test
- Customers requiring food related to medical conditions, such as a person with diabetes needing a high-sugar snack or covered drink to control low blood sugar

- Customer request to stop ahead of or behind a bus stop due to an obstruction (such as a parked car) or construction, when it is safe to do so, for either boarding or exiting a bus
- Customer request to board before other passengers who are non-disabled
- Customer request for a convenience stop due to lack of curbs cuts or accessible path of travel

Requests for reasonable modifications or accommodations will not be approved if the request would fundamentally alter the nature of the service or program, create a direct threat to the health or safety of others, result in an undue financial and administrative burden, or the individual would still be able to fully use the services provided by Santa Clarita Transit without the modification. Examples of accommodations that will be denied include:

- Customer flagging a bus to pick up in-between bus stops
- Customer request for bus operator to perform personal care attendant functions
- Customer request for partial wheelchair securement
- Customer request to use lap and shoulder belt without wheelchair securement
- Boarding a customer whose service animal is not under control
- Boarding a customer whose wheelchair is being used to transport only possessions

Requests can be made to bus operators if you are unable to make requests in advance. However, this will delay service as your request is considered. Please indicate if you have already made a request in advance. The bus operator may need to contact a supervisor or dispatch regarding your request.

Packages

Riders may bring up to five grocery bags or similarly-sized packages on board the vehicle. Drivers may help a rider carry three packages on and off the vehicle to the sidewalk or waiting area. The driver cannot carry any packages to the door. Packages should weigh no more than 20 pounds each.

Rider Etiquette

- Please be courteous to people on board.
- Avoid using the seat next to you as storage for your belongings when other passengers need a seat.
- No eating, drinking or smoking on board.
- Abuse, threats or obscene language/ actions will not be tolerated.

No operating or tampering with any equipment while on board the vehicle. This rule includes operating a hydraulic lift and attempting to remove wheelchair "tie-downs."

Riders who engage in physical abuse or cause physical injury to another rider or driver may be subject to immediate and permanent suspension and possible criminal prosecution.

Passengers who violate rider etiquette may face the following:

- One violation will result in a verbal warning.
- Two violations will result in a written warning.
- Three or more violations will result in suspension of service for a minimum of 30 days.

There is an appeals process that allows riders the opportunity to appeal warnings or suspensions for violations of the Rules of Conduct. Appeals must be made in writing within 30 days.

Title VI – Civil Rights Policy

The City of Santa Clarita operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Santa Clarita.

If you believe you have been discriminated against, you may file a signed, written complaint within one hundred and eighty (180) days of the date of alleged discrimination. The complaint should include the following information:

- Your name, address and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- The complaint may be filed in writing with the City of Santa Clarita at:

City of Santa Clarita
28250 Constellation Road
Santa Clarita, CA 91355

The “Title VI Complaint Form” (Title VI Formulario De Reclamación) may be used to detail the complaint, but is not mandatory. Complaint forms may also be obtained by calling (661) 295-6300. The City of Santa Clarita will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

In addition to the Title VI complaint process at the City of Santa Clarita, a complainant may file a Title VI complaint with the Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue, SE Washington, DC 20590. The FTA’s complaint procedure is contained in the FTA Circular C4702.1A.

Cancellations

If you need to cancel a scheduled ride, please call (661) 295-6398 at least two hours in advance of your ready time.

Passengers who consistently fail to cancel reserved trips may face penalties, such as restricted use of service.

No-Show Policy

City of Santa Clarita Transit depends on efficient scheduling to accommodate as many customers as possible. Therefore, it is important that once a rider has scheduled a trip, the trip be used or canceled within two hours of scheduled pick-up time. Failing to appear for a scheduled trip, or canceling a trip without proper notice is considered a "no-show." No-Shows are defined as follows:

- When a rider cancels a trip less than two hours before the scheduled pick-up time.
- When a rider cancels a trip at the time the driver arrives at the pick-up site.
- When a rider does not show for a scheduled ride within five minutes after the driver has arrived at the pick-up location.

Any passenger who "no-shows" for a ride will automatically have his or her return ride canceled for that day. Repeated no-shows will be documented and will affect a rider's ability to use City of Santa Clarita Transit on a regular basis.

Riders who accumulate six no-shows in any 60 day period are subject to suspension of their riding privileges.

- First suspension: Loss of Dial-A-Ride privileges for 10 days.
- Second suspension: Loss of Dial-A-Ride privileges for 30 days.
- Third suspension: Loss of Dial-A-Ride privileges for 60 days.
- Fourth and subsequent suspensions: Loss of Dial-A-Ride privileges for 90 days.

City of Santa Clarita Transit has an appeal process that allows riders the opportunity to appeal a no-show decision. Appeals must be made in writing within 30 days.

Lost and Found Policy

Any article left behind on a vehicle will be forwarded to Customer Service. To claim a lost article, please call the Customer Service Center at (661) 295-6328. Articles are held for 30 days before being donated to a charitable organization.



Comments and Concerns

As a valued customer, the City of Santa Clarita Transit welcomes your feedback. If you wish to express your comments or concerns, please contact us:

- Call (661) 294-1BUS (1287)
- Submit an online request on our Resident Service Center at santa-clarita.com/RSC
- Visit us at the Transit Maintenance Facility (TMF): 28250 Constellation Rd. Santa Clarita, CA 91355

Please include the following information with your feedback:

- Date and time of the incident
- Vehicle number or name of the driver involved
- Name(s) of any other person involved (Customer Service Agent, passenger, etc.), if known

Notes:







Transit Maintenance Facility (TMF)
28250 Constellation Rd.
Santa Clarita, CA 91355

The City of Santa Clarita Transit is committed to providing Santa Clarita Valley residents and visitors with valued transportation services, and our services extend to customers with special needs due to age or disabilities.

(661) 294-9327
SantaClaritaTransit.com