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## Our Service

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The City of Santa Rosa offers next-day ADA Paratransit transportation service seven days a week to those who are unable (temporarily or permanently) to independently use Santa Rosa *CityBus* due to a disability or health related condition. This service is provided within three-quarters ( $\frac{3}{4}$ ) of a mile from existing *CityBus* routes as part of the requirements of the Americans with Disabilities Act (ADA).

The service is shared-ride public transportation that is available for all trip purposes (including shopping, higher education, medical appointments, and work). The City of Santa Rosa takes pride in providing high quality, safe, reliable and courteous transportation service. Santa Rosa Paratransit is highly subsidized. The one-way paratransit fare of \$3.00 (which is double the adult fixed-route fare) covers a very small fraction of the overall cost of the trip, which is approximately \$30 per one-way trip.

The City of Santa Rosa has hired contractors to perform paratransit services on our behalf. C.A.R.E. Evaluators is the contractor that the public calls to schedule an in-person eligibility interview. Once you have received your paratransit eligibility card, contact MV Transportation (Santa Rosa's paratransit service contractor), to request your trips. The City of Santa Rosa monitors, manages, sells tickets and generally ensures a high-quality paratransit service.

## Contact Us

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- **To determine paratransit eligibility - (707) 541-7180, TTY:711**
- **To purchase paratransit tickets or general paratransit questions/concerns call City of Santa Rosa transit office- (707) 543-3333, TTY:711**
- **To schedule a paratransit trip - (707) 546-1999, TTY:711**

For all paratransit, related information go to [www.srcity.org/paratransit](http://www.srcity.org/paratransit).

## Eligibility for Santa Rosa Paratransit

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There are specific eligibility requirements to use Santa Rosa's ADA Paratransit service. Call the City of Santa Rosa's evaluation contractor, C.A.R.E Evaluators, an independent assessment organization, to schedule an in-person paratransit eligibility interview. Santa Rosa Paratransit will provide a no-cost ride to and from the in-person interview. Information you provide from your health care provider will be considered, but is not required. At your interview, you will be asked to assess your ability to use Santa Rosa *CityBus* fixed route service, then a functional assessment will be conducted.

A functional assessment is used to determine your physical ability and (or) cognitive ability to use Santa Rosa *CityBus* fixed route service and under what conditions you would be eligible to use Paratransit services. To be eligible for ADA paratransit, an individual must not be able to use or have limited ability to use regular fixed route public transit because of a physical or cognitive impairment. Eligibility is determined through an in-person interview and functional assessment. The assessment may include: a transit walk to assess negotiating a curb, a curb cut, street crossing and ability to follow simple directions. The assessment evaluates balance, strength, coordination, and range of motion to determine eligibility.

Your eligibility to use Santa Rosa Paratransit service is based on the information you provide; at the time of your interview and if necessary, during your functional assessment. Variables in the environment and their effect on your ability to use Santa Rosa *CityBus* will be considered. Optional, you may provide a list of medications and (or) doctors note from your treating physician who is familiar with your disability or functional ability. Your eligibility to use Santa Rosa Paratransit may be conditional, which means that you may be eligible to use the service only under specific conditions and/or for a limited time frame.

A written notice must be sent to you within 21 days of your interview concerning your eligibility. If you have not received a letter within this time frame, please call the City of Santa Rosa Transit office.

## **Eligible determination**

Within 21 days of the interview, you should receive a hard plastic photo registration cards, Paratransit Rider's Guide and CityBus Transit Brochure. Your photo card will indicate your eligibility, length of eligibility and if you can be attended by a PCA. Please let us know if you have any questions or concerns about the information on your card. If you are granted less than unconditional eligibility (i.e., conditional or temporary eligibility), the written determination will identify the reasons for less than unconditional eligibility and explain an applicant's right to appeal the decision and how to request an appeal.

The hard plastic photo registration cards will be required when riding Santa Rosa Paratransit and CityBus. Santa Rosa Paratransit Card holders that use CityBus fixed route can ride for no charge by showing a Santa Rosa Paratransit Card.

## **Appeals Process and Ineligible determination**

If the determination is that you are ineligible, the determination will state the reasons for the finding. You may file for an appeal. The City of Santa Rosa will decide on the appeal within 30

days. If you are not satisfied with your Santa Rosa Paratransit eligibility determination, appeal must be filled and return within 65 days to;

- City of Santa Rosa Transit, 45 Stony Point Rd, Santa Rosa, CA 95401, Phone: (707) 543-3333 or TTY Relay: 711, [ykoslen@srcity.org](mailto:ykoslen@srcity.org).

## Visitors Eligibility

The federal government requires paratransit providers around the country to honor paratransit eligibility for visitors. Before traveling to a new area, contact the areas provider and Santa Rosa Paratransit to ensure paratransit services are available to you in the new areas.

Paratransit service is available to anyone visiting the City of Santa Rosa. Eligibility will require identification showing that the individual resides outside of the Bay Area and documentation of paratransit service eligibility from the fixed route transit system providing service to the area in which you principally reside. Santa Rosa will give full faith and credit in honoring the identification card or eligibility documentation from another entity. If the visitor cannot present documentation from their home entity, but the visitors has an apparent disability, Santa Rosa Paratransit will provide the visitor temporary eligibly to ride Santa Rosa Paratransit. A visitor without an apparent disability (e.g. cardiac or cognitive conditions) will be asked for documentation of disability, such as a letter from a medical professional or eligibility for other services based on a determination of disability. Once this basic documentation is provided, services will be available based on the individual's statement that he or she is unable to use the fixed route transit system. Once a visitor has presented satisfactory documentation as described above, the visitor will be eligible for twenty-one (21) days of service within a 365-day period.

## Fares

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Passengers are expected to pay the full \$3.00 fare for every trip. The fare for a one-way trip within Santa Rosa Paratransit is typically double the current adult fixed-route fare. Individual trips and round-trips can be paid directly to the driver with exact cash fare only (keep in mind drivers do not carry change). Paratransit ticket booklets that have ten (10) one-way tickets and can be purchased:

- online at [www.srcity.org/paratransit](http://www.srcity.org/paratransit) with a credit card
- by phone at (707) 543-3333 or TTY Relay 711, with a credit card (we will then mail you your tickets)
- by visiting Transit Operations Building at 45 Stony Point Rd, Santa Rosa, CA 95401 with cash, credit or check.

## Area Map and Hours of Service

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Santa Rosa Paratransit provides curb to curb transportation services within three quarters ( $\frac{3}{4}$ ) of a mile of existing *CityBus* routes, see on-line [MAP](#). This meets the requirements set forth in the Americans with Disabilities Act. A passenger doesn't need to have a home address within the Santa Rosa Paratransit area, but Santa Rosa Paratransit can only schedule a pick-up/drop off within the area. If a passenger can navigate their own trip into the paratransit area Santa Rosa Paratransit will consider eligibility.

Santa Rosa's ADA Paratransit services operates Monday - Friday starting at 6:00 AM with the last trips departing at 8:00 PM. Saturday trips start at 7:00 AM with the last trips departing at 7:45 PM. Sunday service starts at 9:00 AM with the last trips departing at 5:00 PM. Service is provided every day except for the following holidays: Independence Day, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day, Easter Sunday, and Memorial Day.

## Scheduling a Trip

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**Call (707) 546-1999 or TTY Relay: 711 to schedule a ride** or e-mail your reservation request to one of our schedulers: Mohamed Hag Ali at [mhagali@mvtransit.com](mailto:mhagali@mvtransit.com) or Lourae Hart at [lourae.lemos@mvtransit.com](mailto:lourae.lemos@mvtransit.com). Reservations can be made from 8:00 AM until 5:00 PM Monday through Saturday, and from 9:00 AM until 3:00 PM on Sunday.

- Trips are scheduled on a "first come, first served" basis. An unlimited number of trips can be reserved from one day to seven days in advance.
- "Same day" trip request will be accommodated if possible, but due to high ridership, this is rarely feasible.
- Santa Rosa does not use a "waiting list". All trip requests made at least one day in advance are accommodated within the scheduling parameters of the Federal ADA regulations.
- If you require a transfer to another paratransit provider, please provide an additional day per transfer to allow for coordination between providers (see Trips with Transfers below).
- The ADA Paratransit service is a shared ride so you may have additional passengers with you.
- Trips planned during our peak service time, 7am-9am and 3pm-6pm, may be longer trips, due to high demand by all paratransit riders. If you plan your trip between 9:00 AM and 3:00 PM, there are fewer people traveling during these times so your trip will likely be shorter.

As the service is a shared service, Santa Rosa Paratransit, especially during peak times will need to negotiate your pickup times to most efficiently schedule your trip. The federal regulations allow for the “negotiation window” to be one (1) hour before plus one (1) hour after the individual’s desired departure time (total of two hours).

- **Flexible purpose Trips**: Santa Rosa negotiates discretionary trips (e.g. errands, shopping, recreation, visiting friends) within this 2-hour negotiation window.
- **Constrained trips**: For trips where the paratransit rider has a set appointment (e.g. class, work, or appointments), Santa Rosa Paratransit will schedule your trip so that you can arrive no more than 1 hour before your appointment. Conversely, on a return trip (i.e. end of work day) the pickup may be scheduled no more than 1 hour after your appointment ends.

## Helpful Hints for Scheduling a Trip

1. Before calling Santa Rosa Paratransit, write down the:
  - Date and time of your trip.
  - Name of person you are going to see.
  - Complete street address, including apartment or suite number of your destination.
  - Phone number at your destination.
  - Time you will be ready to return, if you want a round trip.
2. If your request is for a busy time of the day (7:00 AM to 9:00 AM or 3:00 PM to 5:00 PM), call to make your reservation as far in advance as possible.
3. Remember, a trip request may be made up to seven days in advance and all trips are scheduled on a first come, first served basis.
4. If you have time flexibility in your trip, please let the Santa Rosa Paratransit schedulers know this at the beginning of your call.

Demand for Paratransit service is very high and Santa Rosa Paratransit is always trying to maximize the number of trips provided each service day. If you are requesting a ride on a day that isn't busy, it will only take a few minutes to schedule your trip. However, if you need to travel on a busy day or at a busy time of day, it will take the scheduler a few minutes longer to include your trip in that day's schedule.

## Subscription Service

Subscription service is a method of efficient reservations and scheduling for trips with a repeated pattern—same origin and destination, same pickup or drop-off time, and same

day(s). Riders subscribe to the service once and then Santa Rosa Paratransit provides the repeated service. Typical uses for subscription service include:

- Traveling to work or school
- Traveling to medical appointments

After riders and transit agencies set up the subscription service, there is no need to make further arrangements until a rider's travel needs change.

Santa Rosa ADA Paratransit implemented a moratorium in 2013 on new subscription bookings during weekday peak hours from 8:00 AM to 9:00 AM and from 2:00 PM to 3:00 PM, to reserve capacity for non-subscription bookings. A "wait list" is maintained for these peak hour subscription requests so that if a trip become available you will be contacted. All subscription trip requests that cannot be accommodated, will be processed on an individual trip basis.

Repeated "no-shows" on a subscription service may result in the loose of subscription service.

## **Trips with Transfers**

When you are planning a trip that requires a transfer to a neighboring paratransit service, contact Santa Rosa Paratransit to arrange regional trips requiring a transfer. It is very important when scheduling a trip involving another provider that you advise Santa Rosa Paratransit of your complete travel needs at least **two days** or if making three transfers, at least **three days** prior to the date of travel. This enables coordination between agencies then communication back to the riders of the trip, transfer and fare details. Trips with less than two days of notice may require you to coordinate the transfer trip with each service provider separately. Santa Rosa Paratransit recommends you bring the phone number of the other provider(s) involved in your trip when traveling outside the Santa Rosa CityBus service area in case there are any issues with that portion of your trip.

The transfer location in Santa Rosa is at the YMCA at 111 College Avenue. Regional Paratransit providers are:

- **Sonoma County Transit's Volunteer Wheels - 1-800- 992-1006** or TTY Relay: 711 [www.sctransit.com/paratransit/](http://www.sctransit.com/paratransit/)
- **Golden Gate Transit's Whistlestop Wheels - 1-800-454-0964** or TTY Relay: 711, [www.marintransit.org/paratransit.html](http://www.marintransit.org/paratransit.html) for trips to Marin County, San Francisco, or the East Bay

## **Escorts, Aides and Guests**

Paratransit and CityBus drivers are not attendants/caregivers. Drivers are there to safely transport passengers from origin to destination. If a passenger need assistance they are highly recommended to bring a Personal Care Attendant (PCA) when riding CityBus. Paratransit clients are permitted to bring along one PCA to assist them during their trip and provide any necessary assistance beyond the driver assistance. Santa Rosa Paratransit eligible riders whose card identifies the need for a PCA can be joined by one PCA, on both paratransit and fixed route CityBus, for no charge for the PCA.

Clients may also bring along friends and family members on a space available basis. Children four years and younger ride free, limit to three children with each paratransit eligible rider. All others traveling with the registrant must pay the full fare.

Santa Rosa Paratransit schedulers must be informed of the total number of people taking the trip when the trip is scheduled. Everyone traveling with the Paratransit client is required to travel with the registrant from the same trip origin to the same trip destination. An ADA eligible individual may not schedule a trip then send an escort or aide on a trip alone. Santa Rosa Paratransit vehicles are required to transport ADA eligible individuals.

## **Child Safety Seats**

Children must be placed in an approved safety seat in accordance with state and federal laws. No child may ride on a passenger's lap. The client is responsible for bringing and setting up the child safety seat.

## **Driver Assistance**

Drivers are required to assist registrants on and off the bus and to safely secure mobility aids. If the registrant requests, drivers will escort registrants to and from the front door of the primary building upon arrival at both origin and destination with the following limitations:

- Paratransit drivers cannot enter any interior area of a home or apartment.
- Paratransit drivers can never lose sight of a Paratransit vehicle or leave a vehicle unsupervised with passengers aboard.
- Drivers cannot assist passengers in wheelchairs or other mobility devices up more than one step.

The ADA does not recognize a difference between door-to-door service and curb-to-curb service. The ADA recognizes origination to destination service only. Drivers are prohibited from doing any lifting, pushing or pulling to accommodate barriers. Any barriers that might risk the

health or safety of the passenger, or Santa Rosa Paratransit staff or volunteers must be removed. If safe access is not available, Santa Rosa Paratransit will provide curbside service ONLY.

## Late Cancellations/No-Shows

Call Santa Rosa Paratransit as soon as possible if you need to cancel your reservation. By cancelling well in advance, you help Santa Rosa Paratransit improve service to all customers. Cancellations made less than two hours in advance of a scheduled pickup time are considered a no-show.

A no-show happens when riders do not cancel a scheduled trip at **least two hours** in advance or are **not available to board within five minutes of the vehicle's arrival** within the pickup window. Santa Rosa Paratransit will attempt to contact the passenger when a no-show occurs. Riders can avoid no-show situations when they:

- Review times and dates with the schedulers to be sure the information is correct.
- Call Santa Rosa Paratransit and cancel rides as soon as the ride is no longer needed.
- Cancel at least 2 hours in advance of the scheduled pickup time.
- Are prepared to board at the starting time of the pickup window and within 5 minutes after the bus arrives.

## No-Show Policy

Santa Rosa Paratransit's late cancellations/no-show policy is modeled in accordance with the industry standard. Its purpose is to ensure quality paratransit service. Abuse of the paratransit system affects the ability to provide paratransit services to other eligible clients.

Every time a late cancellation/no-show occurs it is recorded in the rider's trip record. If you have more than two late cancellation/no-shows within any 30-day period, the rider's trip record will be reviewed. If a pattern or practice of missed trips (at least two 30 day periods with more than two late cancellation/no-shows), repeated or intentional, is determined, the client will be warned (verbally and written/email). Continued violations may result in suspension of Santa Rosa Paratransit service (at least three 30 day periods with more than two late cancellation/no-shows). If a rider is on subscription service, the above process may be followed, resulting in removal from subscription service, but the rider may retain the ability to schedule individual trips.

When there are circumstances outside the rider's control, it is not considered a no-show. If, for some reason, Santa Rosa Paratransit arrives after your 30-minute pickup window and you have made other arrangements or cancelled your ride, it is not considered a no-show.

## **Suspension Process**

Before suspending service, the City of Santa Rosa will:

- Notify the rider at least twice verbally regarding the rider's trip record.
- Mail the rider the Paratransit Rider Guide
- Notify the individual in writing detailing (start date, length of time, end date) the proposed suspended service and citing the basis of the proposed suspension.
- Provide the individual an opportunity to be heard and to present information and arguments;
- Provide the individual with written notification of the decision and the reasons for it, along with detailing the individual's opportunity to appeal the decision.
  - o The appeals must be filed within 60 days.

## **Wait Time**

Santa Rosa Paratransit will wait no more than five minutes for a passenger upon arriving at a scheduled pickup.

## **Pick-up Window**

All passengers are expected to be ready at their scheduled pickup time to prevent other passengers from facing avoidable delays. To account for traffic irregularities, Santa Rosa Paratransit is considered "on time" when the Paratransit vehicle arrives up to thirty minutes after the agreed upon scheduled pick-up time. Please plan your trip with this 30-minute flexibility in mind. If the Paratransit vehicle arrives more than 30 minutes late, there will be no charge for that trip if you choose to take the trip.

## **Mobility Aids and/or Devices**

Mobility aids and devices that cannot be safely secured with Santa Rosa Paratransit tie downs, or that are not safe to carry on the lift, will not be allowed on Santa Rosa Paratransit vehicles. If using a scooter, it is strongly encouraged that you transfer to a seat if possible. If a rider needs assistance with transferring from a scooter or wheelchair to a seat, it is strongly encouraged that he/she bring along an aide/escort to perform this service. Passengers using mobility devices are required to use the provided lap belts. It is strongly recommended that the shoulder belts be used as well.

## **How Big Can My Wheelchair or Scooter Be?**

When purchasing a new wheelchair or scooter, clients should be sure if it will fit on Santa Rosa Paratransit vehicles.

- Maximum Size: 48 inches long and 30 inches' wide
- Maximum Weight: 600 pounds (including passenger)

Any wheelchair larger than this is considered oversized. Under ADA guidelines, Paratransit vehicles and equipment are designed to carry common wheelchairs which fit within these dimensions. A common wheelchair is defined as any three or four wheeled mobility devices up to 48 inches long by 30 inches wide and weighing no more than 600 pounds (including passenger).

## **Seat Belts**

All passengers must properly secure their seat belts.

## **Service Animals**

A service animal is defined by the ADA as any guide dog, signal dog, or other animal individually trained to aid an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

When scheduling a trip, please advise the scheduler that a service animal will be riding. The service animal must stay on the floor of the vehicle and be under control and well behaved at all times. Any service animal will be removed if it shows signs of aggression or any other inappropriate behavior such as urinating or defecating on the Paratransit vehicle.

## **Renewal/Recertification**

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All paratransit riders will need to renew their eligibility at least every three years. The City of Santa Rosa will contact you to renew your paratransit eligibility if you currently have "permanent" status. If you have not been contacted, please feel free to call us at: (707) 543-3333 or TTY Relay: 711 or email [ykoslen@srcity.org](mailto:ykoslen@srcity.org).

All Santa Rosa Paratransit riders will need to complete at least one in-person interview. If a paratransit rider had become eligible for paratransit services before in-person interviews were conducted in Santa Rosa or is transferred from a jurisdiction that doesn't conduct interviews, then the rider will be scheduled for an in-person interview before renewal.

**Permanent Registrants:** The City of Santa Rosa will send out a renewal letter to all persons with “permanent” status that have completed an in-person interview in the past, whether their eligibility is for conditional, trip by trip or full/unrestricted trips. Permanent registrants can have their eligibility extended without a further in-person interview.

**Temporary Registrants:** All temporarily eligible paratransit users will need to attend an additional in-person interview to extend their paratransit eligibility. Temporarily eligible paratransit users will not be automatically contacted by the City of Santa Rosa to renew their eligibility.

## **Passenger Responsibilities**

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The City of Santa Rosa requires that all contractors, and specifically the paratransit contractor, complies with Part 37 – Transportation Service for Individual with Disabilities Regulations provided by the Federal Transportation Administration (FTA), Department of Transportation. This regulation guides the implementation of the Americans with Disabilities Act of 1990 (ADA) that prohibits discrimination and ensures equal opportunity and access for persons with disabilities.

It is the policy of the City of Santa Rosa to ensure safe and effective transportation for all passengers and staff along with the proper operation of all vehicles. The following list of Passenger Responsibilities has been established to ensure this policy; however, they are not meant to be all inclusive. Violation of any Passenger Responsibility can result in the passenger receiving a warning letter to temporary suspension from Santa Rosa Paratransit services.

### **1. Inappropriate Social Behavior**

- a. All passengers, including paratransit staff, have the right to participate without any threat or fear of physical or verbal abuse and with personal comfort. Passengers are therefore expected to exhibit appropriate social behavior while interacting with other passengers and with paratransit staff.

### **2. Disruptive Behavior**

- a. Sudden or loud verbal outbursts which could threaten the health of fragile riders or the driver's safe attention while driving.
- b. Soiling the vehicle with bodily fluids or waste, or thereby creating a hazard to others.
- c. Failing to maintain reasonable personal hygiene, resulting in excessive body odor.

### 3. Dangerous Behavior and Physical Abuse

- a. Dangerous behavior and physical abuse are defined as any threat or action that could cause any physical harm to the driver, other passengers, the individual or Santa Rosa Paratransit staff or equipment, including the vehicle.
- b. The penalty for a proven incident of dangerous or unsafe behavior or physical abuse will be determined by Santa Rosa Paratransit. Penalty can range from a warning letter to permanent suspension from Santa Rosa Paratransit service.

### 4. Verbal Abuse

- a. Verbal abuse is defined as any oral presentation that is offensive to a passenger, driver, or Santa Rosa Paratransit staff. The penalty for a proven incident of verbal abuse will be determined by Santa Rosa Paratransit. Penalties can range from a warning letter to temporary suspension from Santa Rosa Paratransit service.

### 5. Causes for Refusal of Service

- a. Dangerous behavior or physical or verbal abuse towards drivers or other passengers on the vehicle, are grounds for immediate refusal of Santa Rosa Paratransit service.

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## Get Involved; Complaints & Nondiscrimination

**Paratransit User Group (PUG)** –paratransit users and the City of Santa Rosa Transit Staff work to facilitate an efficient, safe and comfortable service. Group discusses City of Santa Rosa paratransit and CityBus issues. PUG meetings are open to the public and are held every 2-3 months. To receive PUG meeting agenda's email [ykoslen@srcity.org](mailto:ykoslen@srcity.org). For more information, call (707) 543-3335.

**Transit Paratransit Coordinating Committee (TPCC)** - managed by the Sonoma County Transportation Authority (SCTA). Serves as the coordinating and advocacy group to address issues relating to transportation services for persons with disabilities, seniors, and others who do not or cannot drive. Meetings are every two months. Agendas and minutes are posted at: <http://scta.ca.gov/meetings-and-events/advisory-committee-meetings/> or call 707-565-5373 or TTY Relay: 711.

## Complaints

Let us know how we are doing! Complaints regarding a vehicle operator's performance should be reported promptly to the Santa Rosa Paratransit Program Director for investigation and appropriate actions. Santa Rosa Paratransit can be reached at:

- **Santa Rosa Paratransit Contractor**, Phone: (707) 546-1999 or TTY Relay: 711, [mhagali@mvtransit.com](mailto:mhagali@mvtransit.com)

## Please Contact Us

Feedback from our riders is a valuable source of information. Please let us know if you have experienced any of the following:

1. If you did not receive your eligibility letter 21 days after your interview.
2. If you were denied a trip within the negotiation 1-2-hour window.
3. If you had a scheduled trip that the driver never showed up to pick you up within the 30-minute pick-up window.
4. If you had an excessively long trip or an untimely drop-off/pick-up.

Comments and suggestions can be delivered to us by mail, fax, in person or by telephone.

Contact information is on the next page. If you would like a response to your comment or suggestion, include your complete name and mailing address and a written response will be provided within 14 days. If you are unhappy with the service you received, please be specific and include the time, date, vehicle number, driver name or identification number, and nature of your concern.

- **City of Santa Rosa Transit**, 45 Stony Point Rd, Santa Rosa, CA 95401, Phone: (707) 543-3333 or TTY Relay: 711, [ykoslen@srcity.org](mailto:ykoslen@srcity.org)

## Reasonable Modification Policy

The Department of Transportation revised its rules under the Americans with Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 1973, as amended (section 504) specifically to provide that transportation entities are required to make reasonable modifications/ accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

CityBus will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all programs, services, and activities.

Exceptions would include modifications that:

- Cause a direct threat to the health or safety of others.
- Result in a fundamental alteration of the service.
- Are not actually necessary in order for the individual with a disability to access the entity's service.
- Result in undue financial or administrative burden.

All requests for reasonable modifications and/or complaints (e.g. fixed route, paratransit, or facilities) may be submitted to City of Santa Rosa Transit.

## **Title IV Nondiscrimination**

Santa Rosa *CityBus* operates its transit service subject to the **nondiscrimination** requirements under Section 601 of Title VI of the Civil Rights Act of 1964 (Title VI) and applicable regulations from the U.S. Department of Transportation, U.S. Department of Justice and other applicable Federal laws and regulations.

Pursuant to its Title VI Program, Santa Rosa *CityBus* ensures that no person in its service area shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its services and programs. For more information on our nondiscrimination obligations call (707) 543-3333 or TTY Relay: 711 or visit our web page for a copy of our current Title VI Plan ([www.srcity.org/transit](http://www.srcity.org/transit)).

You may file a signed, written complaint within 180 days from the date of alleged discrimination. A Title VI Complaint Form is available at [www.srcity.org/transit](http://www.srcity.org/transit), or you may call Customer Service at (707) 543-3333 or TTY Relay: 711 and ask for the form to be mailed to you.

## **Title II of the Americans with Disabilities Act**

The City of Santa Rosa does not discriminate based on disability in the admissions or access to, or treatment of, or employment, in its programs or activities. The City has adopted and published a formal grievance procedure providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by Title II of the Americans with Disabilities Act. For more information please go to: <https://srcity.org/222/Complaint-Process>. Complaints of alleged noncompliance and grievances should be directed to:

City of Santa Rosa  
100 Santa Rosa Avenue, Room 1  
Santa Rosa, CA 95404  
707-543-3024  
707-543-3063 TTY  
[ada@srcity.org](mailto:ada@srcity.org)