

RIDER'S GUIDE



(916) 683-8726



www.e-tran.org



TDD/TTY: 711



Sacramento
Regional Travel Info:
511



e-tran.org



This guide provides an overview of **e-van** services, policies, and procedures for use by our riders and others. Because the guide contains information from several sources in a summarized and condensed form, it may contain omissions or errors. All efforts have been made to provide accurate information. The guide is not legal advice and does not create any legal obligation. In the event of any conflict between the guide and any law, policy or contractual obligation of the City of Elk Grove or its contractors, the law, policy or contract will prevail.

Throughout the Rider's Guide, the term **ADA** means Americans with Disabilities.

Accessible Formats

This Rider's Guide is available in large print, Braille, on disk and audio tape, by calling **(916) 683-8726** or **TDD/TTY: 711** for hearing impaired. It is also available online at: **www.e-tran.org**

If you need translation services for languages other than English, please call 916.687.3009 for assistance.

Spanish: Si necesita servicios de traducción para otro lenguaje, aparte de Ingles, Por favor llamar al 916.687.3009 para asistencia.

Vietnamese: Neu btn can djch vl,J thông djch cho các ngôn ngữ khác ngoài tiếng Anh, xin vui lòng gQi 916.687.3009 để đưQc trQ giúp.

Tagalog: Kung nangangailangan po ng tulong o interpretasyon sa ibang wika liban sa inglés, tumawag lang po sa 916.687.3009.

Chinese: 若你需要中文翻譯服務,請來電 916.687.3009 接受協助

Important:

e-van is not for life threatening emergencies. For life threatening emergencies, always call 911 – not **e-van**!

Please note:

Information may be modified at any time.

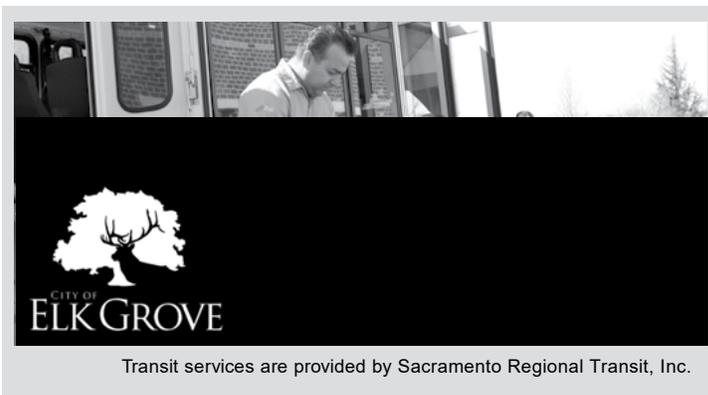


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Introduction

A Paratransit Service

The Americans with Disabilities Act (ADA) of 1990 requires all public transportation agencies like **e-tran** to provide specialized transportation that is comparable to the public transit bus service for individuals who do not have the functional ability to ride public transit.

ADA paratransit service in Elk Grove and to medical facilities in South Sacramento is provided by **e-van** (operated by Sacramento Regional Transit, Inc. under contract to the City of Elk Grove). **e-van** service is available on a prearranged basis for any trip purpose within the designated service area.

To make a trip reservation, cancel a trip, or receive general and certification information contact **e-van** at **(916) 683-8726** or **TDD/TTY: 711**

Shared Rides

e-van is a “shared ride” service. This means that other riders with different destinations will be picked up and dropped off along the way. Your trip will take longer than if you took a taxi or drove yourself. Your ride will take a similar amount of time as the same trip would take on **e-tran**, including transfer and wait times.

Eligibility

e-van ADA Paratransit Service

e-van origin-to-destination paratransit service is provided for individuals who meet the ADA requirements.

If you are interested in using **e-van** you need to apply and be found eligible according to ADA guidelines.

How does e-van determine if applicants are eligible for ADA paratransit service?

The (ADA) regulations are quite specific in defining who is eligible for paratransit service. A person must have an actual physical, visual, or mental functional limitation which causes him or her to be unable to use accessible fixed-route transportation. The diagnosis of a potentially

limiting illness or condition is not sufficient for paratransit eligibility.

The ADA law states that the following factors must be considered in determining ADA paratransit eligibility:

- A person's disability and functional abilities.
- Accessibility of the fixed-route system.
- Architectural barriers.*
- Environmental conditions. *

* A person's age, the distance to bus stops, weather and environmental barriers do not, alone, establish eligibility.

What constitutes a disability?

The ADA defines a disability as a physical, visual, or mental impairment that substantially limits one or more of the major life activities of an individual. Major life activities include caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working

Who can use e-van ADA paratransit service?

You may be eligible for **e-van** ADA paratransit service if, as a result of your specific disability or health-related condition:

- You are unable to travel to or from transit stops or stations within the service area;
- You are unable to independently board, ride or exit an accessible bus;
- You cannot independently "navigate the system" even if you are able to get to a bus stop and can get on and off the vehicle. (Example: A person who can't ride the bus independently, recognize bus stops, understand how to complete bus trips, determine the fare, etc.).

How do I apply?

If you think you are eligible, you can call **e-van** at **(916) 627-3555** or **711 TDD/TTY** and ask to be mailed an **e-van** ADA Paratransit Application. Let us know if you need the application in an alternative format (such as large print, audio tape, Braille, etc.).

You may also download the application from our website at www.e-tran.org.

If you have questions about the application form, or need help filling it out, call (916) 627-3555 for assistance.

e-van ADA Paratransit Eligibility Certification

You are required to fill out an application and describe your disability or condition that prevents you from using fixed-route service. Your disability or condition must meet ADA requirements for certification. You will need to mail or fax your application to:

City of Elk Grove
Attn: ADA Certification
8401 Laguna Palms Way
Elk Grove, California 95758

Or fax to (916) 627-4804

When the City receives your completed application, it will be evaluated, and eligibility will be determined based on your functional ability to use **e-tran's** fixed-route transit system. The reviewer may request additional information, such as a phone or in-person interview with you or written medical/professional verification.

Within 21 days of the City's receipt of your completed application, you will be notified by letter as to your eligibility status, which will be one of the following:

- **Unconditional** – This level of eligibility allows you to use **e-van** for any trip in the defined service area.
- **Temporary** – You have a health condition or disability that temporarily prevents you from using the fixed route.
- **Ineligible** for **e-van** ADA paratransit service.

If you are found eligible for **e-van** ADA paratransit services, you will receive an **e-van** eligibility card and an **e-van** rider's guide in the mail.

If it is determined that you are not eligible for service, you will be notified in writing of the exact reasons for this decision and given information on the appeals process.

If you do not get written notice of your eligibility determination within 21 days of the City receiving your completed application, you may request and receive paratransit service until a decision is made, by calling (916) 627-3555 or (TDD/TTY) 711.

Appeal Process for ADA Paratransit Eligibility Determinations

The City of Elk Grove (City) will hear appeals from determinations of paratransit eligibility. Individuals may appeal denial of eligibility for paratransit services, and/or trip denials.

Following are the steps in the Appeals Process. Please contact the City of Elk Grove Customer Service Specialist at 916-627-3337 for further details on Appeals Process for Eligibility Determinations.

Filing an Appeal

A. All appeals must be filed at City Clerk's office and directed to the Transit System Manager: by telephone at (916) 687-3009, or fax at (916) 627-4804; or in person at 8401 Laguna Palms Way, Elk Grove, CA 95758. City will assist appellants in completing City's Appeal Form (See Appendix B), as necessary. Please contact the City's Customer Service Specialist at 916-627-3337 to request an Appeals Form or download the form from our website www.e-tran.org under Paratransit Service.

B. Appeals of eligibility determinations must be filed within sixty-five (65) calendar days after receipt of the original determination ineligibility or denial of a specific trip request.

Receipt of Appeal Letter/Scheduling the Hearing

A. After City receives the Appeal Form and supporting documents, the City will 1) determine that appellant is entitled to the disputed service(s), or 2) schedule the matter for a hearing on the appeal. Initial review of appeal requests by the City will be completed within five (5) business days after receipt of the Appeal Form and supporting documents. City will inform the appellant of the decision within three (3) business days of the determination. Notifications shall be provided directly to the appellant and shall include a written statement describing the decision.

B. If the City determines not to grant the requested service(s), the City will schedule an appeal hearing date and time. The City will provide the appellant written notice of the date, time and place of the hearing at least fifteen (15) calendar days prior to the hearing date (in an accessible format if appropriate). The hearing shall be scheduled no more than thirty (30) days from the notification of determination by the City.

If the appellant needs to postpone the hearing date, they should submit a request in

writing to City, except in the case where an appellant is prohibited from doing so due to a disability. If the appellant is unable to submit a request in writing due to a disability, he or she may submit the request via telephone to City at (916) 627-3337.

Each appellant may request one (1) postponement. The hearing will be rescheduled for no later than 15 days from the determination of the postponement and a new notice issued. If the postponement request is denied, the hearing will proceed as scheduled.

City will arrange transportation, for the appellant only (in accordance with the ADA appellant's transportation shall also be made available to a personal care attendant and companion boarding at the same time and location as the appellant), to and from the hearing, if necessary. Transportation will be provided at no cost from any location within the current **e-van** service area.

C. Appeals will be heard and decided by an Appeal Panel. The Appeal Panel consists of four (4) individuals with interest and experience in disability matters.

Hearing Procedures

A. The Appeal Panel shall consider the relevant facts and shall weigh evidence in relation to its reliability. Only evidence presented during the hearing may be considered in the findings and decision.

B. The City shall provide the written decision to the appellant within thirty (30) calendar days after the hearing. If a decision has not been made within 30 days of the completion of the appeal process, e-van will provide service until it issues a decision to deny the appeal.

Interim Service

During the period between the receipt of an appeal of an initial determination of eligibility and the determination of the Appeal Panel, disputed ADA paratransit service may not be provided to the appellant.

Length of Eligibility

Your eligibility to use **e-van** is assigned for a period of three years. You must reapply every three years for continuous service; even when your disability is permanent and unchanging. A professional verification statement may be required.

Visitors Eligibility

- All public transit operators in the United States offer paratransit service to meet the needs of the ADA. If you travel outside the City of Elk Grove, your eligibility would allow you to use the ADA paratransit system of any public transit operator in the United States for up to 21 days per year.
- Individuals that other transit agencies have determined to be ADA paratransit eligible can present documentation of eligibility from agency and receive e-van service up to 21 days per calendar year.
- Individuals with disabilities that do not have documentation of ADA paratransit eligibility may contact the City of Elk Grove Administrative Office at (916) 687-3009 to determine eligibility for the e-van service.

Bringing Other People

e-van eligible riders, their personal care attendants, and their companions are allowed to use **e-van**. Both personal care attendants and companions must travel to and from the same locations as the eligible rider they are traveling with. You must make reservations for them when you make the reservation for yourself.

Personal Care Attendants (PCA)

A personal care attendant is someone you need to help you perform daily activities, such as dressing, traveling with a mobility aid, or finding your way. When you ask for **e-van** service, you will be asked about your use of personal care attendants.

If approved, a personal care attendant pays no fare when they ride with you. You will be notified if you are eligible for a PCA in your eligibility letter.

Companions

A companion is a friend, relative, or other person who is traveling with you, but is not coming along primarily to help you. You must make a reservation for your companion when you make your own reservation. You can always take one companion, but additional companions can only be added on the day of service if there is room. Companions pay the same fare as you to ride **e-van**.

Service Area

e-van service is only available within the City of Elk Grove with the exception of service to and from South Sacramento medical facilities. All Sacramento residents must utilize the Sacramento Paratransit Service.

Hours

e-van operates Monday-Sunday and does not operate on Holidays.

Monday -Friday
5:30 a.m. - 10:30 p.m.

Saturday and Sunday
7:00 a.m. - 6:00 p.m.

e-van Fares

You must pay your fare as soon as you board the vehicle. You may pay in cash or with a 10-Ride or Monthly Pass. **If you are paying in cash, please bring exact change because the bus operators cannot make change.**

All passes are good for trips within the City of Elk Grove and to Medical Facilities in South Sacramento.

Passes, tickets or transfers for **e-tran**, Paratransit, Inc. or other transit operators are not valid on **e-van**.

Single Ride	\$3.50
10-Ride Pass	\$35.00
Monthly (Capped at 44 rides)	\$150.00

Purchasing 10-Ride and Monthly Passes

You can purchase 10-Ride and Monthly passes for **e-van** in the following ways:

- **In person at**
 Elk Grove City Hall
 Accounting Department
 8401 Laguna Palms Way Elk Grove, CA 95758
 Monday-Friday (excluding Holidays) 8:00 a.m. to 5:00 p.m.
- **Through the mail, by mailing a personal check or money order to the address listed above.**
- **Via fax, by faxing your credit card information and pass request to (916) 684-0912.**
- **Online at www.e-tran.org**

Reservations: (916) 683-8726 TDD/TTY: 711

Reservations

Travel on **e-van** is by advance reservation only. Reservations are made by calling the **e-van** Customer Service Center and can be made two days in advance.

Reservation calls are accepted from 8:00 am to 5:00 pm. daily (excluding Holidays) and can be booked two days in advance. Call (916) 683-8726 TDD/TTY: 711 to book your reservation.

To request a trip during holidays, leave a message on the voicemail and your trip will be booked for you. A Customer Service Professional will call the next morning to confirm.

e-van does not accept same day reservations. All trip requests must be made in advance.

Should your trip time be changed, you will be contacted to negotiate your new travel time.

Information You Must Provide

When you or your caregiver calls to make a reservation for your trip please have the following information ready:

- Your name.
- Your home address and telephone number.
- The address where we will pick you up.
- The address where we will drop you off.
- Any special instructions that the driver may need, such as gate codes, directions to a hard-to-find door, request for door to door service, etc.
- The date you want to travel.
- The time you want to be picked up or dropped off at your destination.
- The time of your appointment, if you have one.
- Whether you are traveling with a personal care attendant or a companion. Whether you are traveling with a service animal.
- Whether you will be using a mobility aid such as a wheelchair, walker or scooter.

Your Reservation Request

The Customer Service Professional will offer you the best reservation time possible. When you call the Customer Service Professional will “negotiate your trip” by searching for available space up to one hour on either side of the pick-up time you request. The Customer Service Professional is only allowed to check a limited number of different times for your reservation if you are not happy with the times initially offered.

Calling with Questions

The Customer Service Center at **e-van** is open 7 days a week by calling **(916) 683-8726, TDD/TTY: 711** through the California Relay Service.

You can call the Customer Service Center to check the status of your ride seven days a week, excluding holidays.

Changing Your Reservation

Reservations can only be made between 8:00 am and 5:00 pm, Monday through Sunday.

You must call the reservation number at least one day prior to your trip to make changes. Requests for changes on the day of your trip cannot be guaranteed. Please do not plan on the ability to change your trip on the same day.

Do not ask the bus operator to make changes to your trip, such as dropping you off at a different address. Bus operators are not allowed to make changes to the trips they are assigned.

Canceling a Trip

Cancel a trip you do not plan to take as soon as you are aware that you do not need it. You can call to cancel at any time of the day or night. If it is not during business hours, your message will be recorded on the voice mail system. You must cancel your trip at least one hour prior to your pick-up time by calling **(916) 683-8726, TDD/TTY: 711**.

Subscription Service

If you need to go to the same place once a week for at least one month, you can request

Subscription Service. Once Subscription Service has been established, **e-van** will continue to pick you up without the need for you to make an individual reservation for each trip.

Subscription Service must be placed for one month at minimum. When placing a Subscription Service, specify the dates when the service will stop (e.g., the end of a semester, therapy, etc.) Permanent changes to a Subscription Service should be made at least one week in advance.

We may **not** be able to **immediately** accommodate requests for Subscription Service for certain heavily-traveled times of the day. If there is no immediate space for your Subscription Service, you may be put on a waiting list. While you are on the waiting list, you can make individual reservations for each day's trip in the normal fashion.

Call the Customer Service Center to request Subscription Service. Late cancels and no-show policies also apply towards Subscription Service. Too many late cancels and no shows will cause you to lose Subscription Service and may cause a suspension from **e-van** service.

Taking Your e-van Trip

Pick-Up Window

When you make your reservation, you will be given a 30-minute range of time during which you can expect the **e-van** vehicle to arrive to pick you up. The pick-up window begins 15 minutes prior to your pick-up time and closes 15 minutes after the schedule pick-up time.

For example:

- Pick-up scheduled at 9:00 a.m.
- Vehicle can arrive between 8:45 a.m. and 9:15 a.m. without being considered late or early.
- Passengers would need to be ready for pick-up during the 8:45-9:15 pick-up window.

5-“Minute Ready Time”

Be ready! The bus operator is allowed to wait only five (5) minutes for you! It is your responsibility to be ready to take your trip. If you do not meet the vehicle when it arrives, your bus operator will attempt to find you and **e-van** will attempt to telephone you. If you cannot be located or choose not to start boarding within five minutes, the bus operator may leave and continue to their next pick-up. If you miss your pick-up, there may be a substantial wait for a replacement pick-up from **e-van**. In addition, you may be penalized for failing to take the trip.

Early Pick-Ups

Sometimes your vehicle will arrive before the beginning of the 30-minute window because of a cancellation or light traffic. If your vehicle arrives before the pick-up window you may wait to get on the vehicle until the start time of your confirmed pick-up window, or you may get into the vehicle and leave right away.

Late Pick-Ups

Sometimes your vehicle may be late picking you up. If your vehicle has not arrived by the end of the pick-up window, you may telephone **e-van** at **(916) 687- 3088, TDD/TTY: 711 through the California Relay Service**, to find out the estimated arrival time. If your ride arrives late, you may decline to take the trip and you will not be penalized.

SUSPENSION OF SERVICE

No-Show and Late Cancels

e-van understands that because trips are required to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. **e-van** also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of service. The following defines **e-van**'s No-show policy.

No-Show

A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location and the driver waits at least 5 minutes within the pickup window.

Late Cancellation

A late cancellation is defined as either: a cancellation made less than one hour before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

No-Shows Due to Error or to Circumstances Beyond a Rider's Control

e-van does not count as no-shows or late cancellations any trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required five minutes
- Long hold times at the Customer Service center that prevent callers from canceling trips by telephone in a timely manner

e-van does not count as no-shows or late cancellations situations beyond a rider's control, such as:

- Medical emergency
- Family emergency
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact the **e-van** Customer Service center when experiencing no-shows or late cancellations due to circumstances beyond their control.

Policy for Handling Subsequent Trips Following No-Shows

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

Suspension Policies for a Pattern or Practice of Excessive No-Shows and Late Cancellations

e-van reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider's account.

Each verified no-show or late cancellation consistent with the above definitions counts as one penalty point. Riders will be subject to suspension after they:

- Accumulate four penalty points in one calendar month

- Have booked at least ten trips that month, and
- Have “no-showed” or “late canceled” at least 40 percent of those trips

e-van will notify riders by telephone after they have accumulated one penalty point and would be subject to suspension should they accumulate three additional penalty points that month consistent with the criteria listed in this section of the policy above.

All suspension notices include a copy of this policy, information on disputing no-shows or late cancellations, and how to appeal suspensions.

Suspensions begin on Mondays. The first violation in a calendar year triggers a warning letter but no suspension. Subsequent violations result in the following suspensions:

- Second violation: 3-day suspension
- Third violation: 5-day suspension
- Fourth violation: 10-day suspension
- Fifth and subsequent violations: 15-day suspension

In addition, subscription service will be canceled for any customer who is suspended under **e-tran**'s No-Show policy. Suspended subscription service riders must reapply to be considered for a new subscription. The subscription service application will not be considered until four (4) months after the end of the suspension period.

Service Suspension for Abusive or Disruptive Behavior

Service will immediately be denied on a long-term basis or indefinitely to passengers who engage in violent, seriously disruptive, or illegal conduct directed at other riders or operations staff. Such conduct includes but is not limited to: threats or fear of physical or verbal abuse, unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotation; unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating vehicle-riding rules, including smoking in the vehicle, eating or drinking without medical indication, or defacing equipment.

Policy for Disputing No-shows, Late Cancellations or Service Suspensions

Riders wishing to dispute specific no-shows, late cancellations, or service suspensions for abusive or disruptive behavior must do so within 10 business days of receiving suspension letters. Riders should contact the Customer Service Specialist at 916-627-3337.

Policy for Appealing Proposed Suspensions

Riders wishing to appeal suspensions under this policy have the right to file an appeal, which must be in writing by letter or via email. Riders must submit written appeal requests within 10 business days of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from **e-van** on the date listed on the suspension notice.

All suspension appeals follow **e-van**'s appeal policy.

Accommodations and Other Important Information

Reasonable Modification

CITY OF ELK GROVE AMERICANS WITH DISABILITIES ACT (ADA)
REASONABLE MODIFICATION POLICY

In compliance with the Federal Department of Transportation (DOT) the City of Elk Grove has developed a Reasonable Modification Policy. This Policy provides for reasonable modifications/accommodations to practices and procedures to avoid discrimination and ensure that programs are accessible to individuals with disabilities. To view the Full Reasonable Modification Policy please see Appendix A.

Using the Lift

If you can walk and would find using the stairs difficult, you can be brought aboard the vehicle via the lift. The bus operator will have you stand on the lift or stay seated in your mobility device while going up the lift. Once on board, you may transfer to a regular seat, if appropriate.

Children on e-van

Children may travel on **e-van** as eligible riders and as companions. Children pay the same fares as adults. All children who are under six years old, or weigh less than 60 pounds, must travel with a safety seat in order to comply with California State Law. Parents or guardians must provide their own child safety seat and take it with them when they exit the vehicle. **e-van** will not carry a child without a safety seat. Bus operators are not permitted to lift or

carry children.

The eligible rider must be able to manage the child by themselves or with the help of their personal care attendant.

Children as Eligible Riders

Children whose disability (as opposed to their age) would prevent them from using regular **e-tran** buses by themselves may be eligible for **e-van**. Very few children under the age of 5 meet this requirement. However, children under the age of 5 who are eligible must travel with a parent or a personal care attendant. If the child is seriously disruptive or presents a safety hazard to themselves or others, **e-van** service may be suspended unless a personal care attendant can ride with the child.

Package Limitations

You may only travel with the number of packages that will fit on your lap or at your feet. Your bus operator can help you by carrying up to two packages to and from the vehicle that are no larger than grocery bags. You must carry any other packages either by yourself or with the help of an attendant or companion.

Life Support Equipment

You can bring your respirator, portable oxygen, or other life support equipment as long as it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the **e-van** vehicle and be managed by you or your personal care attendant.

Assistance on e-van

e-van bus operators are available to offer the following assistance:

- Provide ambulatory passengers with a steadying arm or appropriate guidance when walking or using stairs.
- Help persons in mobility aids to maneuver on standard ramps and help persons to and from the main door of their origin or destination.
- Carry no more than two grocery bags or similar-sized packages.

Traveling with Animals

Service Animals – You may bring along your guide dog or other service animal that has been trained to help you with your disability. The service animal must be under your direct physical control and must be well-behaved. It must not soil or damage the vehicle, bark, growl, or act in an aggressive or threatening manner.

You must tell the Customer Service Professional that you are bringing an animal when you make your reservation.

Bus Operator Responsibilities and Behavior

e-van bus operators have many responsibilities. Bus operators are required to:

- Get out of the vehicle and let you know that they have arrived;
- Offer assistance, such as pushing your wheelchair or offering their arm to help you walk safely to the vehicle and assisting you in and out of the vehicle;
- Wear a uniform, name tag and/or I.D. badge;
- Carry a single small load of packages to the vehicle (such as two grocery bags);
- Keep their vehicle and lift in a secure manner and safely secure mobility aids on the vehicle;
- Keep their vehicle in sight when parked if riders are aboard;
- Be courteous at all times;
- Collect riders fare;
- Carry only the rider assigned to them along with attendants and companions who have reservations; and
- Go only to the destinations listed on the manifest or as notified by their dispatcher.

Bus operators are NOT ALLOWED to:

- Enter the rider's residence or go past the lobby of a public building;
- Operate, push or lift your powered mobility device;
- Leave passengers in the vehicle unattended;
- Perform any personal care assistance, such as assisting riders to dress;

- Smoke in the vehicle;
 - Eat or drink while driving the vehicle;
 - Use a cell phone for personal calls, play loud music, or wear headphones;
 - Secure child safety systems in the vehicle or children into such systems;
 - Take information from the rider about cancellations or changes in reservations; nor
 - Accept tips, lift or carry riders, or carry mobility aids up and down steps.
- Bus operators are not medical technicians. If there is a medical or health emergency on-board, such as a rider having a seizure or a dialysis patient bleeding, the bus operator will pull over, call 911, and wait for trained help.

Rider's Responsibilities and Behavior

Riders, their companions, and their personal care attendants must be responsible in their use of **e-van** and follow rules of conduct to ensure the safety and comfort of all riders and the bus operator. Riders are to:

- Read all sections of the Rider's Guide carefully;
- Make reservations up to two days in advance;
- Be at pick-up locations on time, during the 30-minute window;
- Provide entry if the pick-up address is located inside a gated community or other place with special access. (If a vehicle is unable to enter the pick-up area and the rider fails to meet the vehicle, the rider will be considered a No-Show for the trip);
- Call to inquire if the vehicle has not arrived at the end of the 30-minute window;
- Maintain mobility aids in a safe condition according to manufacturer's specifications; and
- Expect a shared ride service; others may be picked up or dropped off before the rider reaches their destination.

Caregiver Responsibility

Some riders are mentally or cognitively impaired or have severe memory problems, such that they cannot be safely left on their own at either the pick-up point or the drop-off point. It is the responsibility of the rider's caregivers or family to clearly identify these riders to **e-van** so that **e-van** can inform the bus operator and take appropriate precautions.

However, the bus operator cannot act as an attendant for these riders. Cognitively-impaired riders will be allowed to travel without an attendant only as long as they exhibit safe behavior in the vehicle.

An attendant or caregiver must be present at the pick-up point and at the drop-off point for riders who cannot be left alone. If a responsible attendant or caregiver is not present when the bus operator attempts to pick-up or drop-off these riders, it can seriously disrupt the bus operator's schedule. If **e-van** encounters absence of an attendant or caregiver, service to the rider may be suspended and the situation reported to Adult Protective Services.

Rider Behavior

Riders, companions, and personal care attendants must:

- Avoid No-Shows and late or repeated cancellation of reservations;
- Get aboard the vehicle promptly, remain seated once on board, wear the seat belt, and keep arms, legs, and head inside the vehicle;
- Always pay the fare; and
- Dispose of their trash if eating or drinking on board the vehicle.

Riders, companions, and personal care attendants must not:

- Play radios or CDs aloud, or leave litter aboard the vehicles;
- Soil the vehicle with bodily fluids or waste, or fail to maintain acceptable standards of personal hygiene;
- Distract the bus operator or interfere with the vehicle or equipment;
- Carry fireworks, flammable liquids, or weapons aboard the vehicle;
- Use abusive, threatening, or obscene language to other riders or any **e-van** staff;
- Commit violent or illegal actions;
- Fraudulently obtain **e-van** service for themselves or for others;
- Behave in ways that disrupt the service or delay the vehicle;
- Dispose of any food or drink in areas other than the trash can when eating or drinking in the vehicle; nor
- Harass other riders or **e-van**, City of Elk Grove, Paratransit, Inc. or MV Public Transportation, Inc. staff, including racial, sexual, gender, or age-related harassment.
- Engage in violent, seriously disruptive, or illegal conduct directed at other riders or operations staff.

Feedback

ADA Complaint Process

Americans with Disabilities Act of 1990 Complaint Process

E-tran grants all citizens equal access to its transportation services.

This complaint process is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by e-tran.

Filing a Complaint

The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident. The preferred method is to submit the complaint in writing using the [ADA Complaint Form](#).

[Please see Appendix C](#)

Mail to:

**Transit Administrative Assistant
City of Elk Grove, Transit Services
8401 Laguna Palms Way
Elk Grove, CA 95758.**

Call: Customer Service Specialist at (916) 627-3337

**Fax to: City of Elk Grove Transits Services at (916) 627-4337
Attn: Transit Administrative Assistant**

**Email: The City of Elk Grove Transit Services at adacertification@elkgrovecity.org
The City of Elk Grove Customer Service Specialist will confirm receipt of your complaint.**

Verbal complaints will be accepted and transcribed by contacting the City of Elk Grove Customer Service Specialist at (916) 627-3337. Complaints may also be filed with external entities such as the [Federal Transit Administration](#), the [Equal Employment Opportunity Commission](#), or the [Department of Fair Employment and Housing](#). Please review information on the respective agency websites for details on filing ADA complaints.

Should a complaint be filed with e-tran and an external entity simultaneously, the external complaint shall supersede the e-tran complaint. However, e-tran will continue its own investigation of the complaint and make the findings available.

Investigations

Within 10 working days of receipt of the formal complaint, the Transit Administrative Assistant or his/her designee will notify the complainant and begin an investigation. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. The complainant will receive a letter stating the final decision by the end of the 60 day time limit.

Decision Appeal

If the complainant wishes to appeal e-tran's decision, the complainant shall make a request for a hearing in writing or other format (such as audio tape) within 30 days from receipt of the response. The complainant shall submit the request for a hearing to the Transit System Manager.

Mail to:

**Transit System Manager
City of Elk Grove, Transit Services
8401 Laguna Palms Way
Elk Grove, CA 95758.**

In Person:

**Elk Grove City Hall
Transit System Manager
8401 Laguna Palms Way
Elk Grove, CA 95758.**

Within 15 days from receipt of the request for hearing, the Transit System Manager or his/her designee (who has not previously been involved in the investigation of the original complaint) shall schedule a meeting to hear the complaint. The meeting shall be held at an accessible location within 30 days from receipt of the request for hearing. If desired, the complainant may be represented by a person of his/her choice. The Transit System Manager or his/her designee shall issue a final determination in writing within 21 days after the meeting. Please be aware the parties may extend any time limit set out above by written agreement.

Filing a Title VI Complaint

Any person who believes they have been denied the benefits of or excluded from participation in the City's Transit services due to discrimination on the grounds of, race, color, or national origin can file a complaint by contacting the Title VI Coordinator by phone, e-mail, or in writing.

Title VI Coordinator

Transit System Manager
8401 Laguna Palms Way, Elk Grove, CA 95758
(916) 687-3030
jfoletta@elkgrovecity.org

The Title VI Complaint form can be found online via the following website:
www.elkgrovecity.org/titlevi

Praise

It's important to let staff know when things go well. Use any of the above methods to communicate your positive experiences. Your praise will be forwarded to the bus operators, or other staff, if you so desire.

Disability Advisory Committee and ADA Coordinator

The City of Elk Grove has a Disability Advisory Committee that meets on an as- needed basis at Elk Grove City Hall, 8380 Laguna Palms Way, Elk Grove, CA 95728. The public is welcome to attend the meetings.

The ADA Coordinator also works to ensure that the City is in compliance with the ADA. Should you have a suggestion, complaint or concern regarding ADA issues that affect the City of Elk Grove services or facilities.

Call the City of Elk Grove ADA Coordinator at (916) 478-2250.

Lost and Found

Riders and their attendants and companions are responsible for keeping track of their personal possessions while traveling on **e-van**. If you discover you have left something on a vehicle, call our Customer Service Center at 916-683-8726 to report it. If the item is found, you will be contacted and told where the item is being stored. You will have up to 30 days to retrieve it, before it is donated to charity. If you take an **e-van** ride to pick up your possessions, you will be charged the normal fare.

e-tran Fixed Route Bus Service

In accordance with the Americans with Disabilities Act of 1990 (ADA), **e-tran** provides fully accessible fixed-route service in the City of Elk Grove and to Downtown Sacramento.

Seniors age 62 and older and individuals with disabilities can ride **e-tran** at a reduced fare. **e-tran** encourages individuals with disabilities to take advantage of the independence and flexibility that is provided by our bus system, which offers the following accessible features:

Stop announcements.

- Priority seating for riders who have difficulty standing while the vehicle is moving.
- Lift-equipped buses to assist riders who use mobility aids or have difficulty getting up and down the bus steps.
- One or two reserved mobility aid securement spaces on buses.

For **e-tran** transit information, please call (916) 683-8726, TDD/TTY users can call 711 or visit us online at www.e-tran.org

Other Demand Response Transit Services for Seniors and Persons with Disabilities

In addition to **e-van**, there are other demand responsive transit services for seniors and persons with disabilities available to you throughout Sacramento County

Contact the following transit providers for more details on their service.

Paratransit, Inc. (916) 429-2009
(www.paratransit.org)

Yolobus Special (800) 371-2877
(www.yolobus.com)

Folsom Dial-A-Ride (916) 355-8347
(www.folsom.ca.us)

SCT/LINK (800) 338-8676
(www.sctlink.com)

**Placer County Transit
Dial-A-Ride** (530) 885-2877
(www.placer.ca.gov)

**Roseville Transit
Dial-A-Ride** (916) 774-5757
(www.roseville.ca.us)

Contacting e-van

For more information about **e-van** or eligibility on **e-van**, to request an eligibility application, to receive a replacement **e-van** eligibility card call or come by the City of Elk Grove Administrative Office.

ADMINISTRATIVE OFFICE:

(916) 687-3009
Attn: ADA Certification
8401 Laguna Palms Way
Elk Grove, CA 95758

HOURS:

Monday-Friday (excluding holidays) 8:00 a.m. to 5:00 p.m.

To check on the status of your ride, to make a trip reservation or cancel a trip please contact the **e-van** customer service center at the telephone numbers listed below:

Reservations, Cancellations and Where's My Bus?

CUSTOMER SERVICE HOURS:

Monday - Friday
5:30 a.m. - 10:30 p.m.
Saturday and Sunday
7:00 a.m. - 6:00 p.m.
Cancellations (916) 68**E-tran** (916-683-8726)

Where is my Bus? (916) 683-8726
Toll Free Call to Customer Service Center: 511
TDD/TTY Call to Customer Service Center: 711

e-van Transit Services City of Elk Grove

10250 Iron Rock Way, Suite 200
Elk Grove, CA 95624
Fax: (916) 714-5726
TDD/TTY for Eligibility 711

HOURS:

Saturday - Sunday
8:00 a.m. - 2:00 p.m.



CITY OF ELK GROVE

AMERICANS WITH DISABILITIES ACT (ADA)

REASONABLE MODIFICATION POLICY

Background

On March 13, 2015, as part of the Federal Register Vol. 80, No. 49 (80FR13253), the Federal Department of Transportation (DOT) issued a Final Rule effecting 49 CFR Parts 27 and 37: Transportation for Individuals with Disabilities; Reasonable Modification of Policies and Practices. This final rule stemmed from a prior Notice of Proposed Rule Making (NPRM) issued February 27, 2006 (71 FR 9761).

The purpose behind this final rule is:

“...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.”

Requirements

1. Federal funding recipients must make reasonable accommodations in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability unless recipients can demonstrate that making the accommodations would fundamentally alter the nature of the service, program, activity, or result in an undue financial and administrative burden.
 - a. This requirement applies to both fixed-route and paratransit services.
2. When considering changes to facilities or transportation services, entities must consider the most integrated setting appropriate for individuals with disabilities.
 - a. However, entities can refuse to provide service to an individual that engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.

- b. Entities cannot refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.
3. Transportation agencies must provide "Origin-to-destination service" for paratransit operations. The City of Elk Grove offers origin-to-destination service for the e-van paratransit system.

Procedures for Accommodating Reasonable Modification

All requests for reasonable modification (fixed route, paratransit or facilities) will be processed in the following manner.

1. Requests may be submitted by email at transit@elkgrovecity.org, written mail to 8401 Laguna Palms Way, Elk Grove, CA 95758, Attn: Transit Division, or by phone at (916-627-3337). All requests will be logged into a Reasonable Modification/Accommodation spreadsheet noting the requestors name, date, contact information and specific modification request being made.
2. Information regarding requesting reasonable modifications will be available on the e-tran/e-van website (www.e-tran.org) as well as within the various printed materials normally provided by the City (i.e. riders guides, notices).
3. Individuals requesting modifications will be asked to supply sufficient detail within the request so that agency staff may effectively evaluate the request. Individuals are not required to use the term "reasonable modification" when requesting modifications or accommodations.
4. Whenever feasible, requests for modifications shall be made in advance, before the requested modification is expected to be provided in service. The City acknowledges that, due to the unpredictable nature of transportation, some requests for reasonable modification may be made while in transit. As such, operating personnel shall make a determination of whether the modification should be provided at that time.
5. All requests for modifications (reasonable or otherwise) will be assigned to the agency Point of Contact (POC) for review and evaluation. (The POC for these requests will be the City of Elk Grove's Transit System Manager.) Prior to determination, the POC will consult with operations staff regarding requests for reasonable modification.
6. Note that some requests for reasonable accommodations may be submitted during the paratransit eligibility process or through other customer service inquiries, and as such, operating personnel are trained and are empowered to determine whether the request should be granted at the time of the request or

whether the request needs to be escalated to operations/agency management before making a determination to grant or deny the request.

7. Training regarding these procedures will be provided to agency staff who interact with the public; specifically: office assistants, dispatchers, schedulers and supervisors.
8. All reasonable modification requests will be acknowledged within three business days of receipt. The resolution and response to the person who submitted a request will be made timely, within 15 business days, and the response must explain the reasons for the resolution. The response must be documented in the Reasonable Modification/Accommodation log. Any requests requiring more than 15 business days to resolve must be reviewed by the Transit System Manager and documented as to why the resolution requires additional time for full resolution.

Complaint Response Procedures

1. Complaints may be submitted by email at transit@elkgrovecity.org, written mail to 8401 Laguna Palms Way, Elk Grove, CA 95758, Attn: Transit Division, or by phone at (916-627-3337). All complaints will be logged into a Reasonable Modification/Accommodation spreadsheet noting the complainant name, date, contact information and specific complaint being made as well as the original request for modification associated with the complaint.
2. All complaints will be reviewed by the Transit System Manager and/or his/her designee.
3. All complaints will be acknowledged within three business days of receipt. The resolution and response will be made timely, within 15 business days, and the response must explain the reasons for the determination. The response must be documented in the Reasonable Modification/Accommodation log, referencing the original request for modification. Any complaint responses requiring more than 15 business days for resolution must be reviewed by the Transit System Manager and documented as to why the resolution requires additional time for full resolution.



**City of Elk Grove
Appeal Form for ADA Paratransit Eligibility Determinations**

If you have received a written notification from City of Elk Grove Transit Services notifying you that you do not qualify for ADA paratransit services or you qualify for ADA paratransit services only under certain circumstances. You have the right to appeal the determination of your eligibility for ADA paratransit services. Your request for an appeal must be made within **sixty-five (65) calendar days** from the date on the written notification.

Please carefully read the attached *Appeal Process for ADA Paratransit Eligibility Determinations* before completing this form.

Please explain why you are appealing the decision made by the City of Elk Grove concerning your paratransit eligibility. You may use additional sheets of paper if necessary:

You may submit any additional information regarding your disability and your functional ability to use the City of Elk Grove fixed-route bus and local light rail system as a part of your appeal request. Any written material you submit will become part of your Appeal file and will not be returned.

Check here if you have attached additional information:

Check here if you do not intend to appear in person at your hearing: _____

Signature

Date

Print Name

Address

City

State

Zip Code

Daytime Telephone

**ALL MATERIALS THAT ARE WRITTEN WILL BE PROVIDED IN ACCESSIBLE
FORMATS UPON REQUEST. TO REQUEST CORRESPONDENCE IN AN
ACCESSIBLE FORMAT, PLEASE
CALL (916) 687-3009 OR TDD/TTY: 711**

This completed form should be mailed to:

**Attention: ADA Office
City of Elk Grove – Transit Services
8401 Laguna Palms Way**

Elk Grove, CA 95758

Americans with Disabilities Act Complaint Form

E-tran is committed to ensuring that no person is denied access to its services, programs, or activities on the basis of their disabilities, as provided by Title II of the Americans with Disabilities Act of 1990 ("ADA"). ADA complaints must be filed within 180 days from the date of the alleged incident.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, or if you would like to make a verbal complaint, please contact the City of Elk Grove Customer Service Specialist at (916) 627-3337. The completed form must be returned to:

**Transit Administrative Assistant
City of Elk Grove, Transit Services
8401 Laguna Palms Way
Elk Grove, CA 95758.**

Complainant:
Phone:
Alt Phone:
Email:
Street Address:
City, State, Zip Code:
Person Preparing Complaint (if different from Complainant):
Street Address, City, State, Zip Code

Date of Incident: _____

Please describe the alleged discriminatory incident, including the location(s), if applicable. Provide the names and titles of e-tran employees involved, if available. Attach additional paper if needed.

Have you filed a complaint with any other federal, state, or local agencies? Yes/No (Circle One).

If so, list agency/agencies and contact information below:

Agency Contact Name

Street Address, City, State, Zip Code Phone

Agency Contact Name

Street Address, City, State, Zip Code Phone

I affirm that I have read the above charge and that it is true to the best of my knowledge, information, and belief.

Complainant's Signature Date

Print or Type Name of Complainant

Internal Use Only
Date Received: _____
Received By: _____