

Roseville Transit

ADA Paratransit Bus Services Guide

Updated February 2022

About Roseville Americans with Disabilities Act (ADA) Paratransit Service

Roseville ADA Paratransit service operates as a complement to Local fixed-route service and is available to individuals with disabilities preventing them from using Local buses.

Roseville Paratransit Service is an origin-to-destination, advanced request, shared-ride transit service operating within the city limits of Roseville. Several riders may ride in the same vehicle and travel in the same general direction. Travel time will be similar to a Local bus trip, rather than a car or taxi. The service may be used for any purpose.

Additional Roseville Transit Services

Dial-A-Ride

Curb-to-curb shared appointment-based bus service within Roseville city limits, seven days a week

Local

Fixed-route public bus service, operating Monday – Saturday throughout Roseville, with connections to Placer County Transit and Regional Transit

Commuter

Express routes between Roseville and downtown Sacramento, weekdays, during peak commute times

Paratransit Service Hours

Monday – Friday: 5:45 a.m. – 10 p.m.

Saturday – Sunday: 8 a.m. – 5 p.m.

Service Area

The service area is within the city limits of Roseville.

Holidays

No Service –

- New Year's Day
- Thanksgiving Day
- Christmas Day

Limited Service 8 a.m. - 5 p.m. –

- Memorial Day
- Independence Day
- Labor Day

Paratransit Certification Process

The City of Roseville's certification process follows the Federal Transit Administration's ADA guidelines. Eligibility is determined by an individual's ability to get to/from the bus stop, board/exit the bus, and the ability to navigate the Local service.

ADA Paratransit provides eligible passengers:

- Origin-to-destination service
- Assistance beyond the curb, when necessary and feasible to provide
- ADA Paratransit fare
- Discounted fare for one companion for an individual traveling with the passenger
- If approved, a personal care attendant to accompany you on your trips free of charge.

To apply, request an application from the Alternative Transportation office or download one at roseville.ca.us/transit. Once a request is made, applicants may begin riding with Paratransit benefits while eligibility is determined.

Applicants have 60 calendar days in which to return a completed, signed, original application to the Alternative Transportation office by mail or in person. All information is kept confidential and will be used to determine if the applicant can ride the Local bus system or if the applicant is eligible for Paratransit services. A determination will be made in 21 days.

If approved, applicants will be notified by letter, of their Roseville Paratransit certification status. A Roseville Transit Paratransit photo ID card must be obtained within 6 months of approval. The ID confirms ADA eligibility and must be shown each time upon boarding. There is no charge for new and recertification Roseville Transit Paratransit photo ID cards. However, a replacement ID is available for a fee.

If Paratransit eligibility is denied, a letter indicating the reason(s) for the denial and how to appeal the decision will be mailed. Denial of eligibility applies only to Roseville Paratransit service.

Types of Eligibility

Temporary

Eligibility may be granted to an individual if the disability or incapacity is expected to last more than 90 days and is long-term but not permanent.

Visitor

Roseville will honor Paratransit certifications from other transit agencies. An individual from out-of-town requesting ADA Paratransit Service must present verification of their ADA Paratransit certification to the Alternative Transportation office prior to the first reservation. Visitors using the service more than 21 days will be required to submit a Roseville Transit ADA Paratransit application.

Recertification

To continue Paratransit eligibility, a recertification application, must be mailed at least 30 days prior to the eligibility expiration date indicated on the Roseville ADA Paratransit ID card. At any time, individuals have the right

to request a new determination if there have been changes in their situation.

Roseville Paratransit Fares

Passengers must present their Roseville Transit ADA Paratransit ID card or an ADA Paratransit ID card issued by any transit agency to receive the Paratransit fare.

Single Cash Fare	\$2.50 Paratransit Purchase on bus with cash only
10-ride	\$25 Paratransit Good for 10 single rides anytime Purchase at pass retail locations

Paying Your Fare

Bus drivers do not carry change, so you'll need exact fare. 10-Ride Passes are a convenient way to avoid carrying change. Simply insert your pass into the fare box each

time you board. Passes can be purchased at the following retail locations.

In person, by phone or mail

Alternative Transportation office

Phone: (916) 774-5293 • TDD: (916) 774-5220

316 Vernon St., Suite 150 • Roseville, CA 95678

Monday: 9 a.m. - noon and 1 - 3 p.m.

Tuesday - Thursday: 9 a.m. - noon and 1 - 5 p.m.

Friday: 8 a.m. - noon.

In person only

These are pass retail sites only, staff cannot answer any transit questions.

Maidu Community Center

1550 Maidu Drive • Roseville

Monday – Thursday, 9 a.m. – 6 p.m.

Friday, 9 a.m. – 5 p.m.

Roseville Sports Center

1545 Pleasant Grove Blvd. • Roseville

Monday – Friday, 5:30 a.m. – 9 p.m.

Saturday – Sunday, 8 a.m. – 3 p.m.

Carry-On Baggage

Shopping bags and other carry-ons are limited to items passengers can safely carry on the bus in one boarding, and without blocking the aisle. Passengers must have control over carry-ons at all times.

Accessibility

Roseville Transit can transport passengers with mobility devices provided they can be loaded and secured safely. To make boarding easier, buses are equipped with ramps and the ability to “kneel” by lowering the front steps. Assistance with passenger lifts, mobility device securement and fare payment is available upon request. Call 916-745-7560 for a mobility consultation.

Reserving a Ride

Rides are reserved at least one day in advance, and up to 14 days in advance. Rides reservations are accepted 7 days a week from 8 a.m. to 5 p.m. To make your reservation, call 916-745-7560 or TDD (888) 745-7885.

Provide:

- Your name.
- The day and date you want to travel.
- The time of your appointment.
- Your pick-up address.
- Your destination address.
- The time of your return trip.
- A phone number where you can be reached on the day of your trip.

- How many will be traveling, plus any specific information such as needing assistance beyond the curb, using a mobility device, traveling with an attendant, or gate access code.
- At the end of your call, the reservationist will give you a pick-up time.

Pick-up Procedures

The bus may arrive 15 minutes before or 15 minutes after your scheduled pick-up time. For example: The pick-up time is 9:45, the bus may arrive between 9:30 a.m. and 10 a.m. Passengers are expected to be ready to board at any time during the 30 minute pick-up window.

Canceling a Ride

If you need to cancel your ride, call 916-745-7560 or TDD (888) 745-7885 more than 2 hours before the confirmed pick-up time. Otherwise, a No-Show or Late Cancellation

will be recorded. Please provide to a reservationist or by leaving a message:

- Your name.
- The day and date of your reservation.
- Your reservation time.
- If you are canceling your trip one or both ways.
- A phone number where you can be reached on the day of your trip.

No Show/Late Cancellation

A No-Show occurs when a customer does not cancel any portion of a round trip or multi-trip ride trip or is absent from their pick-up location during their scheduled 30-minute pick-up window.

A Late Cancellation occurs when an unwanted ride is not canceled at least 2 hours before the beginning of the 30-minute pick-up window or the ride is canceled at the door. Each trip that is a No-Show or Late Cancellation and within the passenger's control is assessed independently. Customers have the opportunity to appeal a No-Show or Late Cancellation.

Excessive No-Shows or Late Cancellations

Excessive No-Shows or Excessive Late Cancellations are defined as a pattern or practice of missing or late cancelling a disproportionate number of scheduled reservations for reasons within the passenger's control. A pattern or practice involves intentional, repeated or regular actions that are not isolated, accidental or singular incidents. Frequency of use, or proportion of trips missed will be considered when determining a pattern or practice of abuse.

Suspension

Customers who are deemed to have Excessive No-Shows or Late Cancellations are subject to suspension.

Alternatively, an optional in-lieu fee can be paid instead of being suspended. Customers have the right to appeal a suspension as per the appeal process described in the Roseville Transit Service Policies, viewable online or at the Alternative Transportation office.

Code of Conduct

Your cooperation in making Roseville Transit a pleasant and safe environment is appreciated. We are committed to providing a safe, secure, and comfortable transit environment for all passengers. By riding transit, you agree to follow the Code of Conduct, viewable online or the Alternative Transportation office.

Requesting Reasonable Modification

Individuals with disabilities may submit requests for modifications of Roseville Transit services or facilities by

e-mail, written mail, or by phone. Please provide the requestors name, date, contact information and specific modification being requested, and staff will acknowledge receipt of the request within three business days of receipt, and provide a written response within 15 business days of receipt of the request.

Mobility Training

Free Mobility Training is available for seniors, or passengers of any age with special needs. A professional mobility trainer will teach you how to safely and independently use transit.

Contact Us

Roseville Transit

Trip planning and Paratransit reservations

Phone: 916-745-7560 • **TDD:** (888) 745-7885

Contact us 7 days a week, 8 a.m.–5 p.m.

roseville.ca.us/transit

Alternative Transportation

Administration, transit pass sales, and discount IDs

Address: 316 Vernon Street, Suite 150,
Roseville, CA 95678

Open Monday: 9 a.m. - noon and 1 - 3 p.m.

Tuesday - Thursday: 9 a.m. - noon and 1 - 5 p.m.

Friday: 8 a.m. – noon

Phone: 916-774-5293 • **TDD:** 916-774-5220

Fax: 916-746-1333 transportation@roseville.ca.us

roseville.ca.us/transportation

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