Valley Metro

ADA Paratransit

RIDE GUIDE

VALLEY METRO

Accessible Transit Services for All

Valley Metro is committed to providing passengers with safe, convenient and comfortable service that is accessible to and usable by all. This includes accessible bus and rail services as well as door-to-door and curb-to-curb van and taxi services (ADA Paratransit) for riders who, because of a disability, are unable to use the bus and rail service for some or all of their trips. This ADA Paratransit Ride Guide describes the Valley Metro programs and services that are available to riders with disabilities.

Accessible Fixed-Route Bus and Light Rail Services

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

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

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

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

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

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

Valley Metro's online trip planner and other travel tools are designed to be accessible to and usable by people with disabilities, including people who use screen magnification and/or screen reading software, as well as Braille devices. Valley Metro also provides live customer service support through the Valley Metro Customer Service Center during most system operating hours and voice activated fixed-route trip planning assistance 24 hours per day, seven days per week. Customer Service can be reached at (602) 253-5000.

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

Reduced Fares and Platinum Passes

Valley Metro offers a 50% fare discount for all qualified seniors and people with disabilities. These reduced fares are available on all local Valley Metro buses and trains during all service hours. Note: individuals must meet all program rules to receive this benefit and must show proof of program eligibility at the time of boarding.

Some Valley Metro member communities also offer the ADA Platinum Pass program for their residents who are eligible for ADA paratransit. The ADA Platinum Pass can be used to pay for unlimited service on all buses and light rail. To find out if your community participates in this free program, call Valley Metro at (602) 253-5000.

Travel Training for Seniors and People with Disabilities

One-on-one instruction on how to ride buses and light rail is provided at no cost to seniors and persons with disabilities. A qualified travel trainer works one-on-one with you to instruct you on how to ride buses and light rail. This includes learning to plan a trip, navigating the route to the bus stop or rail station, using fare machines, using the bus lifts and ramps, recognizing where to get off and navigating the route to your destination. As part of this instruction, the travel trainer will accompany you until you are confident, safe and successful in using the service independently. Travel training provides travel freedom, flexibility and independence. To learn more about this free training opportunity, call (602) 716-2100.

For more information on accessible fixed-route bus and rail services, visit *valleymetro.org/accessibility.*

ADA Paratransit Service

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

What Is ADA Paratransit Service?

ADA Paratransit is shared-ride, door-to-door transportation (provided in vans and taxicabs) that is provided to people with disabilities who are unable, or have limited ability because of their disability, to use fixed-route buses or trains. All public transit agencies that provide fixed-route bus and rail service are required by the ADA to provide this service.

In the Phoenix metropolitan area, two types of ADA paratransit service are provided:

Local ADA Paratransit Service
This service is provided by each of five Dial-a-Ride programs operating in the Phoenix area. This includes East Valley Dial-a-Ride, Phoenix Dial-a-Ride, Glendale Dial-a-Ride, Peoria Dial-a-Ride and Northwest Valley Dial-a-Ride. For travel within each of these Dial-a-Ride areas, riders call the local Dial-a-Ride service provider. Note that several of these Dial-a-Ride providers offer other types of service as well (called Non-ADA service) and that ADA Paratransit service is typically provided in only certain parts of each Dial-a-Ride area. Information on other types of services provided by each Dial-a-Ride is provided at *valleymetro.org/dial_a_ride.*

Regional ADA Paratransit Service
Valley Metro provides Regional ADA Paratransit Service for travel between Dial-a-Ride areas.

Who Is Eligible for ADA Paratransit Service?

To be eligible for ADA Paratransit, you must be unable because of a disability or disabling health condition to independently use Valley Metro buses and light rail for at least some trips. The process for applying and being certified as ADA Paratransit eligible is explained below.

Personal Care Attendants
Persons who are certified as ADA Paratransit eligible may also travel with Personal Care Attendants (PCAs). A PCA is an individual who provides assistance to a passenger during the trip or at the destination. For an individual to qualify as an attendant, the eligible rider must have established the need for a PCA during the ADA eligibility process. If a PCA is not identified during the ADA certification process and the passenger requests a trip to be accompanied by a PCA, the PCA will be allowed. The passenger will be advised to contact the ADA Certification office to request a review of their PCA status.

PCAs are not charged a fare. PCAs must travel to and from the same locations and at the same times as the eligible rider.

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

How to Apply

Valley Metro's process for determining ADA Paratransit eligibility includes a short paper application and an in-person eligibility assessment at the Valley Metro Mobility Center, located at 4600 E. Washington St. in Phoenix. The application is available in English and Spanish, as well as in alternative formats including braille, large print and electronic formats. Other alternative formats can be requested by calling the Valley Metro Mobility Center at (602) 716-2100, option 1. Valley Metro staff can also assist you with the application upon request.

Once you have completed the application, contact the Mobility Center at (602) 716-2100, option 2, to schedule your in-person assessment. ADA Paratransit eligibility assessments are scheduled on non-holiday weekdays between 8 a.m. and 4 p.m., and free door-to-door transportation is provided upon request.

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

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

Once your eligibility assessment is complete, Valley Metro will provide you with an eligibility decision within 21 calendar days. If a decision takes longer than 21 days, you will be provided service until a decision is made. You may appeal an eligibility determination with which you disagree. Details about Valley Metro's appeals process will be included with your eligibility determination letter.

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

ADA Paratransit Eligibility for Visitors

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

If visitors have not been determined eligible by another transit agency and their disability is not apparent, they must provide some form of documentation of their disability. If the visitor's disability is apparent, no special documentation is needed. Visitor eligibility is provided for up to 30 days of service within a 365-day period. If more service is needed, visitors should apply for eligibility through the regular Valley Metro process.

To request visitor eligibility, call the Valley Metro Mobility Center at (602) 716-2100, option 1.

Where Is ADA Paratransit Service Provided?

ADA Paratransit is provided, at a minimum, in all areas that are within 3/4 of a mile of local fixed-route bus routes or light rail stations. Some cities in the East Valley also provide ADA Paratransit service to all parts of their city. Phoenix provides ADA paratransit service to all areas of the city south of Jomax Road.

Local ADA Paratransit Service Areas

The map on the next page shows each of the Dial-a-Ride service areas. It also shows the parts of each Dial-a-Ride service area where ADA Paratransit service is provided.

An interactive map that may assist you in determining whether your specific trip falls within the ADA Paratransit service area is available online at *valleymetro.org/dial_a_ride.*

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

East Valley Dial-a-Ride
Local ADA Paratransit is provided to parts of Scottsdale and Tempe that are within 3/4 of a mile of bus routes or rail stations. ADA Paratransit service is provided city-wide or town-wide in Chandler, Gilbert and Mesa. Eligible riders can travel between any origin and destination within these parts of the East Valley Dial-a-Ride area.

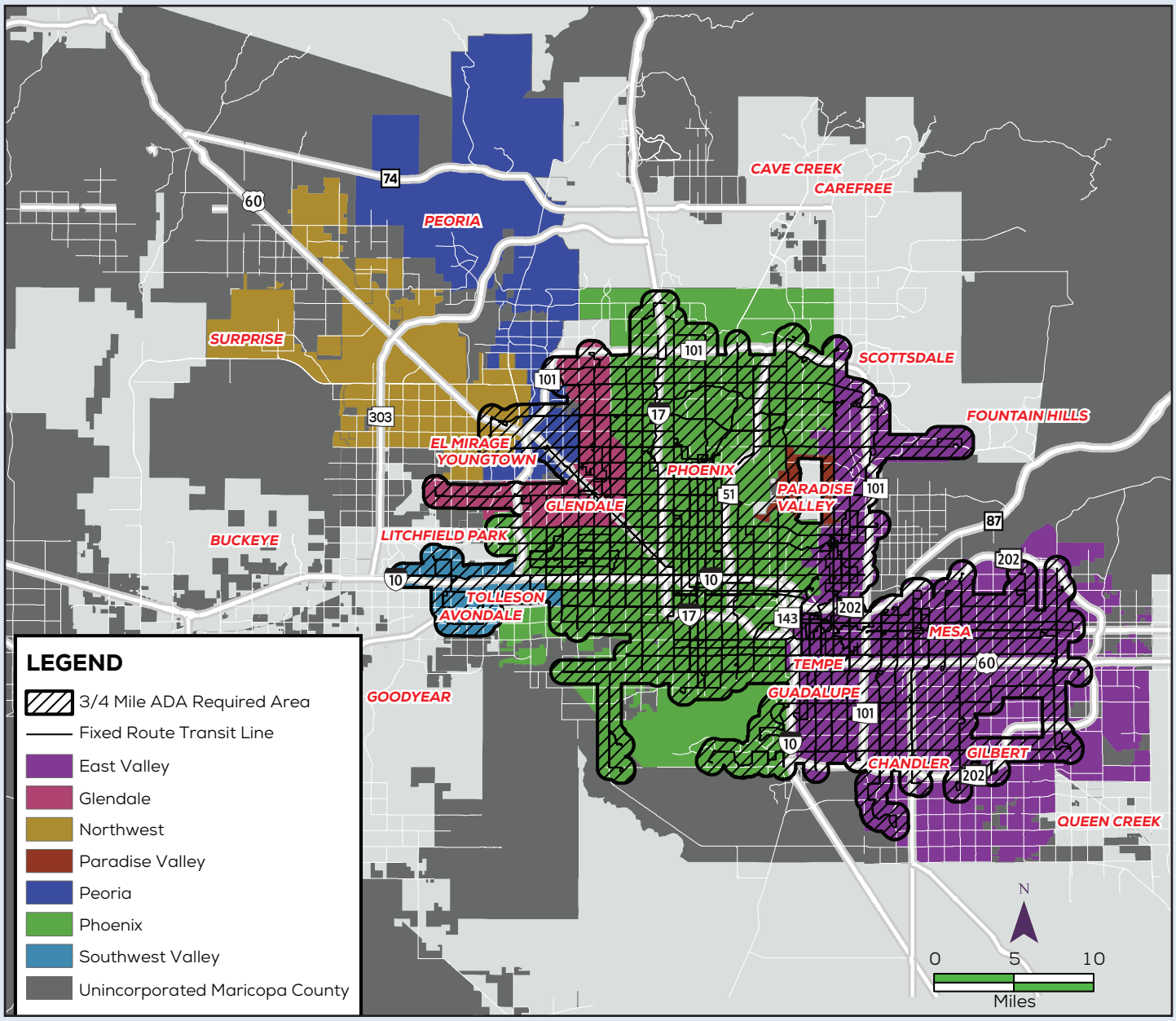
Phoenix Dial-a-Ride
Local ADA Paratransit is provided by Phoenix Dial-a-Ride to all parts of the city of Phoenix south of Jomax Road. Local ADA Paratransit is also provided by Phoenix Dial-a-Ride to those portions of Avondale, Goodyear, Litchfield Park, Paradise Valley and Tolleson that are within 3/4 of a mile of bus routes or rail stations.

Glendale Dial-a-Ride
Local ADA Paratransit is provided by Glendale Dial-a-Ride to parts of Glendale that are within 3/4 of a mile of bus routes or rail stations.

Peoria Dial-a-Ride
Local ADA Paratransit is provided by Peoria Dial-a-Ride to parts of Peoria that are within 3/4 of a mile of bus routes or rail stations.

Northwest Valley Dial-a-Ride
Local ADA Paratransit is provided by Northwest Valley Dial-a-Ride to those portions of the Northwest Valley that are within 3/4 of a mile of bus routes or rail stations. Northwest Valley Dial-a-Ride also serves areas of these communities which are beyond the Valley Metro ADA paratransit service area. Local non-ADA service is provided under different policies and procedures which are determined locally by each community. For more information on local non-ADA Dial-a-Ride services provided in the Northwest Valley, call Valley Metro at (602) 716-2100.

DIAL-A-RIDE SERVICE AREAS



Regional ADA Paratransit Service

Regional ADA Paratransit service is provided for trips that cross the boundaries from one Dial-a-Ride area to another. A rider's trip may begin anywhere within his/her community's locally designated ADA service area, but his/her destination must be within the federally mandated ADA service area. For example, eligible riders from Phoenix can make a regional ADA Paratransit trip that begins anywhere in Phoenix south of Jomax Road to anywhere in the East Valley that is within 3/4 of a mile of fixed bus routes or rail stations. The table below summarizes origins and destinations that are eligible for regional ADA Paratransit service, by city of origin. To be sure that the areas where you want to travel are served, call the regional ADA Paratransit service provider at (602) 716-2200.

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

* Includes Sun City and Sun City West

What Are the Days and Hours of ADA Paratransit Service?

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

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

How Much Does ADA Paratransit Service Cost?

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

SERVICE	ONE-WAY FARE AND PAYMENT TYPES
East Valley Local ADA Paratransit	**$4.00** Exact fare required; cash, Regional Dial-a-Ride tickets or East Valley/Northwest Valley Dial-a-Ride tickets
Phoenix Local ADA Paratransit	**$4.00** $31.50 for book of 10 tickets $50 for book of 20 tickets $65 for monthly pass (Phoenix residents) Exact fare required; cash, Regional Dial-a-Ride tickets, or monthly pass
Glendale Local ADA Paratransit	**$2.00** Exact fare required; cash only
Peoria Local ADA Paratransit	**$1.00** Exact fare required; cash only Peoria Dial-a-Ride passes
Northwest Valley Local ADA Paratransit	**$4.00** Exact fare required; cash, Regional Dial-a-Ride tickets or East Valley/Northwest Valley Dial-a-Ride tickets.
Regional ADA Paratransit	**$4.00** Exact fare required; cash, Dial-a-Ride tickets or pass (Phoenix only)

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

Personal care attendants ride free. Companions pay the same fare as eligible riders. Children under the age of 6 will ride free when traveling with a fare-paying adult.

Purchasing Passes and Tickets

You can purchase your East Valley/Northwest Valley Dial-a-Ride tickets by contacting Valley Metro at (602) 716-2100, option 1. You can purchase Regional Dial-a-Ride tickets, Phoenix Dial-a-Ride ticket books and monthly passes by contacting the City of Phoenix at (602) 495-5795.

What Types of Trips Can I Make on ADA Paratransit?

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

How Many Trips Can I Make on ADA Paratransit?

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

How Do I Book My Trips?

ADA Paratransit trips can be booked from one to 14 days in advance by calling the service you want to use during the hours that the reservations office is open. The reservation hours and phone number for each service are shown below.

SERVICE	RESERVATION HOURS	PHONE NUMBER
East Valley Local ADA Paratransit	Monday-Sunday 6 a.m. to 7:30 p.m.	(480) 633-0101 TTY available via relay service
Phoenix Local ADA Paratransit	Monday-Sunday 8 a.m. to 9 p.m.	(602) 253-4000 (800) 775-7295 Toll-free (602) 258-9980 TTY
Glendale Local ADA Paratransit	Monday-Sunday 8 a.m. to 5 p.m.	(623) 930-3515 TTY available via relay service
Peoria Local ADA Paratransit	Monday-Sunday 8 a.m. to 5 p.m.	(623) 773-7435 TTY available via relay service
Northwest Valley Local ADA Paratransit	Monday-Sunday 6 a.m. to 7:30 p.m.	(602) 266-8723 TTY available via relay service
Regional ADA Paratransit	Monday-Sunday 6 a.m. to 7:30 p.m.	(602) 716-2200 TTY available via relay service

To reserve a ride, call the Local ADA Paratransit provider that serves the area where you will be traveling, or the Regional ADA Paratransit provider if you will be traveling across Dial-a-Ride area boundaries. When you call, be prepared to answer the following questions:

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

How Long Will My Ride Take?

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

On-Time Arrivals

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

Negotiation of Requested Trip Times

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

Subscription Service
If you plan to make the same trip at the same time on the same day or days of the week for at least one month, you may request to use ADA Paratransit subscription service. This service allows you to make regular trips without having to call to schedule each ride. Subscription riders only need to call to cancel their ride. Note that not all requests for subscription service are accommodated. The schedulers at the Dial-a-Ride services will review your request. It will be accommodated if it can efficiently be scheduled with other trips on those days and at those times. If your request cannot be accommodated immediately, you may be added to a subscription trip waiting list. A change in your subscription trip times, origin or destination may have to be reviewed again by the Dial-a-Ride schedulers.

When Do I Need to be Ready for My Ride?

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

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

How Long Will the Driver Wait?

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

What Assistance Will the Driver Provide?

In Phoenix, the East Valley and the Northwest Valley, ADA paratransit service is "door-to-door." This means that drivers will assist riders to and from the first exterior door of origins and destinations if needed. In Glendale and Peoria, service is curb-to-curb. Assistance beyond the curb will be provided as long as the driver can maintain effective continuing control of the vehicle. This includes not losing sight of the vehicle or being gone from the vehicle for an extended period of time.

Riders who cannot be left unattended will receive hand-to-hand (HTH) service. Drivers will make sure there is a responsible party at the destination to accept the rider before leaving. The need for HTH service will be included in the rider's file and recorded in trip records transmitted to drivers. If a responsible party is not at a destination to accept a rider, drivers will contact dispatch for instructions. Repeat instances of not having someone at the destination to accept the rider may be considered seriously disruptive to the service and may result in a suspension of service.

Assistance with Packages

Riders may bring packages that take up no more than two cubic feet of space (e.g., 3 brown paper grocery bags or 6 plastic grocery bags). Total weight of all packages may not exceed 50 pounds. One piece of luggage and one carry-on bag will be accommodated. Drivers will assist with packages on and off the vehicle and to and from the door upon request. Drivers will not enter a passenger's residence. Drivers will assist carrying an unoccupied child car seat, but will not carry a child in a car seat.

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

Unaccompanied Children

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

How Do I Cancel a Trip If My Plans Change?

Please notify your Dial-a-Ride provider as soon as you know you will be unable to make a scheduled trip and at least two hours before the trip. Cancellations can be made throughout the day. When calling to cancel, please provide the following information: name, address, date and time of pick-up. Cancellations made with less than two hours advance notice will be considered a no-show.

What Is a No-Show?

A no-show is defined in one of two ways:

- A trip that is not cancelled, where the driver arrives within the on-time window and waits at least five minutes for the rider.
- A cancellation that is made either at the door or in less than two hours before the scheduled pick up time (also called a late cancellation).

What If I Am a No-Show?

No-shows that could have been avoided by a timely cancellation reduce the efficiency of the service and cause delays for other riders. You are responsible for calling at least 2 hours in advance to cancel trips.

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

If a rider has three or more unexcused no-shows or late cancels in a 30-day period, a review of their travel record for that period of time will be conducted. This will involve calculating the percentage of trips they schedule that ended as unexcused no-shows or late cancels. A warning (reminder of the no-show suspension policy) will be sent to a rider who accumulates three or more no-shows or late cancels in a 30-day period and also no-showed/late cancelled more than 10% of scheduled trips during that period. The letter will detail each recorded no-show. Riders will be encouraged to call and explain any of the recorded no-shows if they were beyond their control.

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

of riding privileges. A fourth occurrence within the same calendar year will result in a 30-day suspension of riding privileges.

Suspension letters will be sent out at least 14 days before suspensions are to begin and riders will be informed of their right to appeal and how to request an appeal. If appeals are requested, suspensions will be stayed until the appeals are heard and decided.

Service Animals and Pets

A person with a disability may board the vehicle with a trained service animal that performs a specific function or functions for the passenger. You must keep the animal under control and it must not pose a threat to other passengers. Only domesticated pets are allowed on ADA Paratransit vehicles and they must be carried in closed containers. For safety reasons, drivers are not permitted to carry pet containers. The ADA Paratransit provider will not be responsible or liable for loss, damage or injury caused to or by pets. You may review Valley Metro's complete Service Animal Policy by visiting *valleymetro.org/serviceanimals.*

Obstacles

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

Destinations

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

Boarding Wheelchairs and Other Mobility Devices

Drivers will make every attempt to accommodate wheelchairs, scooters and other mobility devices up to the maximum capacity of the vehicle lifts, ramps and securement areas. Reasonable efforts will be made to transport persons in oversized mobility devices, however, transportation cannot always be guaranteed. Larger wheelchairs and other mobility devices cannot be transported if they exceed the design capacity of lifts or ramps. Wheelchairs and other mobility devices must also fit in the securement area on vehicles. You are encouraged to inform the call center should you need accommodations for a wheelchair or other mobility device.

Customer Rights

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

Request a Copy of This Guide

To request a copy of this guide in an alternate format, call (602) 253-5000 or TTY (602) 251-2039.

How to File a Complaint

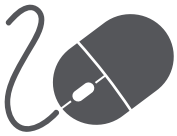
Customers wishing to file a complaint, including discrimination due to disability, race, color or national origin, may file a complaint by contacting Customer Service. In accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1A), all regional transit providers are trained in the correct processing, investigation and documentation of passenger complaints involving discrimination based on disability, race, color or national origin.

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

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

PHONE
Customer Service:
(602) 253-5000
TTY: (602) 251-2039

MAILING ADDRESS
Attn: Customer Service,
Valley Metro
4600 E. Washington St., Suite 101
Phoenix, AZ 85034



EMAIL/ONLINE
csr@valleymetro.org
valleymetro.org

Quick Reference Guide: Telephone Numbers

Local ADA Paratransit Service

East Valley (Chandler, Gilbert, Mesa, Scottsdale, Tempe)	(480) 633-0101 TTY available via relay service
Glendale	(623) 930-3515 TTY available via relay service
Northwest Valley (El Mirage, Surprise, Youngtown, Unincorporated County areas, including Sun City and Sun City West)	(602) 266-8723 TTY available via relay service
Peoria	(623) 773-7435 TTY available via relay service
Phoenix, Paradise Valley, Southwest Valley (Avondale, Goodyear, Litchfield Park, Tolleson)	(602) 253-4000 (800) 775-7295 Toll-free (602) 258-9980 TTY (use only if calling from a TTY machine)

Regional ADA Paratransit Service (602) 716-2200

Valley Metro Customer Service (602) 253-5000

Mobility Center (602) 716-2100 (ADA Paratransit Certification and Travel Training)

Glossary of Terms

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

ADA Paratransit Service: A type of public transit service required to be provided according to ADA federal regulations. The service complements available local accessible bus and light rail (fixed-route) transit service in that it must be provided as an alternative form of transit when and where local-fixed route service is running. ADA paratransit service is provided within 3/4 of a mile of bus or light rail service and is intended to be used as a "safety net" by people with disabilities who are unable to use fixed-route service or limited in their use of fixed-route due to the nature of their disability.

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

ADA Paratransit Eligibility Certification Process: A process adopted by the Phoenix Metro area pursuant to ADA requirements for determining eligibility for ADA paratransit. ADA regulations require each region to establish a process specifically to determine eligibility for ADA paratransit. The eligibility determination process must consider the individual's disability and functional ability to perform all tasks required to independently access, board, ride and deboard from the local fixed-route system. The combined interaction of disability with architectural and environmental conditions is also taken into account.

Disability: As defined by the ADA, a physical or mental impairment that significantly limits one or more major life activities such as walking, speaking, hearing, breathing or caring for one's self.

Lifts and Ramps: Devices on vehicles that enable a person or mobility aid to board and deboard the bus without having to negotiate steps.

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

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

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

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

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

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

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

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

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

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