

SERVICE DAYS & HOURS

Monday to Friday: 6:00am – 7:00pm
Saturday: 7:30am – 5:00pm
Sunday: No Service
New Year's Day: No Service
Independence Day: No Service
Thanksgiving Day: No Service
Christmas Day: No Service

TICKET SALE LOCATIONS

Humboldt Transit Authority
133 V Street, Eureka, CA 95501

Eureka City Hall
531 K Street, Eureka, CA 95501

Senior Resource Center
1910 California Street, Eureka, CA 95501

Arcata Transit Center
925 E Street, Arcata, CA 95521

McKinleyville Senior Center
1620 Pickett Road, McKinleyville, CA 95521

TICKETS

\$18.00 per strip, 6 tickets per strip

- *Prices are subject to change*
- *No Refunds*



Buy passes online
with your credit card

Find more information:

(707) 443-0826

www.hta.org



Upon request this brochure is available in alternate formats.

Dial-a-Ride RIDER'S GUIDE



AREA'S OF SERVICE

**Eureka · Arcata · McKinleyville
Old Arcata Road · Manila Samoa
Humboldt Hill
King Salmon · Fields Landing
College of the Redwoods**

RESERVATIONS

Humboldt Dial-a-Ride: (707) 442-4555

Find more information:

(707) 443-0826

www.hta.org

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WHAT IS DIAL-A-RIDE?

Under the ADA regulation, 49 CFR §37.129(a), Dial-a-Ride Service is an origin-to-destination *shared-ride* transportation for individuals who are unable to use public transportation, either all of the time or some of the time, because of a disabling condition. It is a shared-ride service that compliments fixed route bus services. This guide is designed to help you understand the service and your responsibilities while using it.

GENERAL INFORMATION

The Americans with Disabilities Act (ADA) of 1990 requires that all public transportation agencies like Humboldt Transit Authority (HTA) to provide specialized transportation that is comparable to the public transit bus service for individuals who are unable, due to a disability, to ride public transit. HTA follows the guidelines defined by the U.S. Department of Transportation and the U.S. Department of Justice to determine eligibility. [Section §37.123(e)(1,2,3) of the ADA regulations]

The ADA Paratransit service provider is Humboldt Dial-a-Ride. Services are available on a prearranged basis for any trip purpose within the designated service areas. If you feel you may be eligible for ADA paratransit service, you must apply through Humboldt Transit Authority Accessible Services Department, and be found eligible for the service according to ADA guidelines.

HOW DO I REGISTER FOR DIAL-A-RIDE?

Individuals interested in utilizing Dial-A-Ride must be registered and certified eligible by Humboldt Transit Authority before using the services.

The ADA Dial-a-Ride application requires healthcare verification. Please choose a healthcare professional that can best document your abilities (medical doctor, physical therapist, occupational therapist, social worker, nurse, etc.) To register for these services, call HTA office at (707) 443-0826 or download the application online at www.hta.org. At

OTHER FORMS OF TRANSPORTATION

Humboldt Transit Authority Services:

Redwood Transit (RTS):

The Redwood Transit System operates between the cities of Scotia and Trinidad, Monday through Sunday. Destinations served include Scotia, Rio Dell, Fortuna, Fernbridge, Loleta, College of the Redwoods, Fields Landing, King Salmon, Eureka, Arcata, Humboldt State University, Mckinleyville, Arcata-Eureka Airport, Westhaven, and Trinidad.

Tish-Non Service:

The Tish-Non services 6 remote areas between Eureka and Fortuna. College of the Redwoods, Loleta, Tish-Non Village, Fernbridge, and Fortuna.

Eureka Transit Service (ETS)

The Eureka Transit Service operates four routes Monday thru Friday and three routes on Saturdays. Routes are designated by a color and cover specific areas of Eureka. Routes start and end at the corner of H & 3rd Streets in downtown Eureka except for the Green Route. All routes run every hour on the hour.

Willow Creek System:

The Willow Creek Transit System operates Monday through Saturday and connects from the Arcata Transit Center to the community of Willow Creek, including stops at Valley West Boulevard and Mckinleyville High School.

Southern Humboldt Intercity:

The Southern Humboldt Intercity provides service during peak travel times in the morning and afternoon, connecting the communities of Garberville and Eureka with stops at Redway Drive, Dean Creek, Phillipsville, Miranda, Benbow, Myers Flat, Weott, Fortuna, and College of the Redwoods.

Southern Humboldt Local:

The Southern Humboldt Local Transit System serves areas between Benbow, Miranda, Phillipsville, Redway, and Garberville providing deviated fixed route.

Humboldt Transit Authority
(707) 443-0826
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CUSTOMER SERVICE



Our goal is to provide you with reliable, quality transportation, and effective response.

If passengers have a complaint or recommendation, we would like to know. Passengers can send a customer service request directly from our website by clicking the "Customer Complaint" category, and submitting the complaint by mail or email. We will carefully research your request and respond within 30 days (often much sooner).

Passengers can also communicate through e-mail by emailing: paratransit@hta.org

Passengers may find the answers to their questions or concerns by visiting our website, emailing us, or calling our operator. If preferred, US Postal Mail is also accepted.

CONTACT INFORMATION

Humboldt Transit Authority
133 V Street
Eureka, CA 95501
Phone: (707) 443-0826
Fax: (707) 443-2032
paratransit@hta.org
www.hta.org

CUSTOMER SERVICE REPRESENTATIVES

Consuelo Espinosa
Humboldt Transit Authority
ADA Specialist
Title VI Coordinator
(707) 443-0826 ex: 105

Brandon McMillin
Humboldt Transit Authority
Administrative Assistant
(707) 443-0826 ex: 100

DIAL-A-RIDE RESERVATIONS

Humboldt Dial-a-Ride
(707) 442-4555

your request, an application will be mailed explaining registration and eligibility certification process.

Upon receiving a completed eligibility application, HTA staff will evaluate the application and obtain further information from your healthcare or social services provider to determine your eligibility status. Eligibility may be granted on a temporary, conditional, or unconditional basis. Conditional and temporary applications will be granted for up to one (1) year and unconditional for five (5) years. HTA recertifies registered clients every 5 years.

Note: A rider is only certified to use Dial-A-Ride for a certain period of time, typically one or five years, unless it is a temporary approval. Please note the expiration date you are given. You will be notified by mail 60 days prior to your eligibility expiration date. Dial-A-Ride tickets must be purchased in advance.

If you do not meet the ADA eligibility criteria, you will be informed of the decision in writing or by telephone. You have the right to appeal the denial of eligibility, the level of eligibility granted, or for those with conditional eligibility, a specific condition. You must initiate an appeal by contacting the Humboldt Transit Authority in writing within 30 days of the date of the denial letter or telephone call. A letter will then be sent explaining your appeal options including appearing in person with additional information or sending in additional written materials.

An Appeals Committee will review the original decision made and make a final decision as to your eligibility. You have the right to be present at an appeal hearing in front of the Appeals Committee. The decision of the Appeals Committee shall be communicated in writing within 30 business days after the appeal record is complete. If a final decision is not made in writing within this period,

Dial-A-Ride service will be available until such time as the final decision is made. If you are a visitor, and eligible for Dial-A-Ride service in another area, you can use Dial-A-Ride for up to 21 days. If you expect you will need more than 21 days of service you are encouraged to submit an application.

FIXED-ROUTE TRANSIT SERVICE

Fixed-route provides fully accessible transit service in the greater Eureka and Arcata areas. Fixed-route encourages seniors and individuals with disabilities to take advantage of the independence and flexibility that is provided by its bus system, which offers the following services and accessible features:

- Reduced fare for seniors and individuals with disabilities
- Trip planning
- Automated stop announcements that include transfer points and major intersections, as well as announcements by vehicle operators of any requested stops announced to help orient passengers to their destinations
- Priority seating for riders who have difficulty standing while the vehicle is moving
- Buses with ramps or kneeling features to assist riders who use wheelchairs and other mobility devices or have difficulty getting up and down the bus steps



All requested pick-up must be made before 6:30pm Monday thru Friday, and 5:00pm on Saturday. Drivers will only be able to make one stop. Each time you get into the cab, it will count as a separate trip and require new tickets. Reservations can be made up to 14 days in advance, 7 days a week, 8:00am to 5:00pm. You **MUST** schedule your ride 24 hours in advance, and be ready to go when the vehicle arrives.

For example: If your negotiated "ready time" is 8:00 a.m., your 30-minute "Pickup Window" is 8:00 a.m. to 8:30 a.m. You will need to be ready to board at 8:00 a.m. By being ready when the vehicle arrives, you help keep everyone's trips on schedule.

FTA COMPLIANCE

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Humboldt Transit Authority grants all citizens equal access to its transportation services and is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin. Humboldt Transit Authority will not discriminate against qualified individuals on the basis of disability in its services, programs, or activities.

*Title VI, Civil Rights Act (1964);
Title II, Americans with Disability Act (1990)*

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need the lift to board but are not a wheelchair user you may use the lift in standing position.

All riders are required to use the shoulder belts and lap belts provided in the vehicle.

WHAT IS THE FARE FOR RIDING?

One ticket is required for each zone. There are four (4) zones and the cost per ticket is \$3.00. If you cross the corridor and outlining areas to accomplish one single trip, you will be required to use one (1) additional ticket. You will only be required to use three (3) tickets maximum, regardless of the number of zones it takes for a single trip.

Zone 1 McKinleyville

Zone 1 Corridor (Hwy 101& Outlining Areas)

Zone 2 Arcata

Zone 3 Eureka

Zone 4 Supplemental Areas (Samoa, Manila, Old Arcata Road, Humboldt Hill, King Salmon, Fields Landing, College of the Redwoods)



The average trip length is about 45 minutes, and a trip may exceed or fall below that average depending upon the circumstances. All eligible riders, regardless of age must pay a full fare. **All fares must be paid upon boarding the vehicle and tickets must be purchased in advance.**

THE DRIVER'S RESPONSIBILITIES

Vehicle operators will treat you with courtesy and dignity as they escort you to and from the main door of your pick-up locations and help you get on and off the vehicle. They can stow small personal belongings, push a manual wheelchair, provide directions or act as a sighted guide.

OPERATORS ARE NOT PERMITTED TO

- Operate, push or lift your electric mobility device
- Transfer passengers from wheelchairs to vehicle seats
- Lift or carry riders
- Cross residential thresholds
- Carry packages and other items
- Secure child safety systems in the vehicle or children into such systems

RIDER RULES OF COURTESY

Common-sense rules ensure safety and comfort for all passengers and the driver. We ask that riders observe the Rules and Conduct which include, but are not limited to:

- Smoking is prohibited
- Vehicle operators do not make change, or accept checks or credit card
- Do not distract the vehicle operator while the vehicle is in motion
- Shirts and shoes are required on the vehicle
- Bring a personal care attendant, if needed
- No eating or drinking is allowed on the vehicle
- No physical abuse of another rider or the vehicle operator
- Mobility devices and wheelchairs must be clean and in good working order

Depending on the severity of the violation, the following penalties will generally be enforced for riders who violate any Rules of Conduct:

1. One (1) violation: Verbal Warning
2. Two (2) violations: Written Warning
3. Three (3) or more violations: Suspension of service for a minimum of 30 days.

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

There is an appeals process that allows riders the opportunity to appeal warnings or suspensions for violations of the Rules of Conduct. Appeals must be made in writing within 30 days. For more information please contact Humboldt Transit Authority, 133 V Street, Eureka CA 95501.

MAKE A RESERVATION

Once you call in to schedule your ride, you will need to give the following information:

- Your first and last name
- The date of your requested trip
- Your preferred pick-up and return times
- Your origin and destination addresses and phone numbers at those locations (including building name and specific drop-off and pick-up information). If a medical appointment, include the name of the doctor and the suite number. Phone number and address will be provided to personnel, as needed.
- If you'll be traveling with an attendant, companion, or service animal.
- If you or anyone accompanying you will be traveling using a wheelchair, scooter, or other equipment.
- Any other information the driver should know to help you travel.
- Buses with ramps or kneeling features to assist riders who use wheelchairs and other mobility devices or have difficulty getting up and down the bus steps

Passengers that are suspended according to the no-show/late cancellation policy and continue to violate this policy will be subject to longer suspension periods.

The following suspension periods shall apply:

- 1st suspension: 2-week period
- 2nd suspension: 1-month period
- 3rd suspension: 3-month period
- 4th suspension: 6-month period

Passengers who appeal a proposed suspension may continue to ride pending a decision on the appeal. If the appeal is denied, the suspension shall be imposed effective the date the appeal is denied, pending final notification to the passenger.

WHAT IS SUBSCRIPTION SERVICE?

Subscription service is when the vehicle automatically picks you up at the same time on the same days of the week on a prescheduled basis. However, Federal ADA requirements mandate that no more than 50% of trips made in any one hour are subscription trips. Therefore, we cannot guarantee request for subscription service will be accommodated.

WHAT IF I HAVE A WHEELCHAIR?

Each time you schedule a trip, the dispatcher must be informed of the type of mobility device you will be using for your trip. Humboldt Dial-a-Ride will accommodate standard wheelchairs, scooters and other mobility devices that meet the ADA definitions. Mobility devices larger than those specifications and unable to be secured properly, may be denied service. Wheelchairs must be secured at all times during boarding, disembarking and transport operations. For safety reasons, you are strongly encouraged to have working brakes on your mobility device. If you use a scooter-type wheelchair and are capable of transferring to a vehicle seat, you are strongly urged to do so during transport. It is your choice to transfer or remain in your mobility device. If you

percentage of No Shows for that customer's scheduled trips for the preceding six (6) months. Because No Shows and Late Cancellations prevent other passengers from obtaining rides, an accumulation of No Shows and/or Late Cancellations may result in suspension of service.

The following situations will be considered a violation of the No-Show/Late Cancellation Policy and service will be suspended if:

- Over a rolling period of up to 45 days, a customer schedules 10 or more rides and no-shows or late cancels more than 20% of scheduled rides
- Over a rolling period of up to 45 days, a customer schedules between 3 and 9 rides and no-shows or late cancels at least 3 AND more than 30% of scheduled rides

In accordance with U.S. DOT ADA Regulations Part 49 CFR §37.131 (b), when a passenger “no-shows” for the first leg of a trip, all later scheduled rides for the day will not be automatically canceled. A round trip return ride, for example, may result in an additional no-show if not canceled according to the cancellation policy. It is the passenger’s responsibility to cancel rides they no longer need by calling the Reservations office at least one hour prior to the ride.

Within any 60-day rolling period, the following penalties shall be assessed for No Shows or Late Cancellations:

- Passengers that are suspended will receive a notice identifying each trip that was considered a no-show or late cancellation. The notice will also advise the customers of the dates when the suspension will take effect, as well as the date that the customers may resume using paratransit service.
- Passengers will be notified throughout the suspension process and are welcome to contest any individual missed trips once they have received a notice documenting that trip. Any contested missed trips must be contested before a suspension takes place.

ASSISTANCE DRIVER WILL PROVIDE

Dial-A-Ride drivers will escort passengers to and from the main door of their pick-up location and help passengers get on and off the vehicle.

PERSONAL CARE ATTENDANTS (PCA's)

A personal care attendant (PCA) assists the passenger with daily life functions, and may provide assistance during the ride or at the destination. If you need assistance to travel, riding with a personal care attendant is strongly encouraged. A personal care attendant is not required to pay a fare and must be picked up and dropped off at the same location as the passenger.

HOW LONG WILL MY RIDE WAIT?

When the vehicle arrives, the vehicle operator will wait no more than five minutes. If the vehicle arrives before your pick-up time starts, you may leave if you are ready. If you are not ready, the vehicle operator will wait until your "pick-up window" starts and only wait 5 minutes.

WHAT IF MY RIDE IS LATE?

If your ride has not arrived within **30 minutes** after your “*ready time*,” call **(707) 442-4555** and a dispatcher will update you on the status of your ride.

WHAT IF I NEED TO CANCEL A TRIP?

The Humboldt Dial-a-Ride Line is open 24 hours, **(707) 442-4555**. The minimum cancellation notice required for trips that are not needed, is 2 hours in advance of the scheduled pick-up time.

CAN I TRANSPORT MY SERVICE ANIMAL?

The use of a service animal must be identified at the time of your eligibility assessment. Please tell the reservationist when you book trips that you will be traveling with a service animal.

WHAT IF THE VEHICLE BREAKS DOWN?

Dial-A-Ride vehicles occasionally experience mechanical problems. If your vehicle breaks down, the driver will notify the dispatcher or the situation and another vehicle will be sent immediately.

When the vehicle arrives, all passengers will be transferred and transported to their destinations. Please remember that you must remain in the vehicle until the driver instructs you to exit.

KEEPING INFORMATION UP-TO-DATE

Please call the Humboldt Transit Authority at if there is a change in the following:

- Your address or telephone number
- Your emergency contact's name or telephone number
- Your need for a personal care attendant
- Your need for subscription service

When a person is registered as eligible for ADA Paratransit service and does not use the service for 12 consecutive months, he or she is considered an "inactive" customer and the file is "archived." If a reservationist informs you that you are an inactive customer, you will be asked to contact the HTA office for further information and you will also be informed of any current fare or ticket price changes.

Humboldt Transit Authority: (707) 443-0826

NO-SHOW/CANCELTION POLICY

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 15 minutes within the pickup window.

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

Humboldt Transit Authority does not count as no-shows or late cancelations any trips due to 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 5 minutes
- Long hold times at Humboldt Dial-a-Ride operations center that prevent callers from canceling trips by telephone in a timely manner

The Humboldt Transit Authority does not count as no-shows or late cancelations situations beyond 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 Humboldt Dial-a-Ride operations center when experiencing no-shows or late cancellations due to circumstances beyond their control.

Policy for Subsequent Trips Following No-Shows:

The Dial-a-Ride computer system keeps track of each trip a customer has requested, scheduled, taken, canceled and/or "no showed." When a No Show occurs, the computer will calculate the percentage of No Shows for that customer's scheduled trips for the preceding six (6) months. Because No Shows and Late Cancelations prevent other passengers from obtaining rides, an accumulation of No Shows and/or Late Cancelations may result in suspension of service.

