



SANTA YNEZ VALLEY TRANSIT

ADA Paratransit Plan

SEPTEMBER 2015



1.1 Agency Information

The Americans with Disabilities Act (ADA) Paratransit Plan for Santa Ynez Valley Transit has been developed in accordance with the Code of Federal Regulations, Title 49, Volume 1, from the U.S. Government Printing Office via GPO Access, cite 49CFR37.

Submitting Entity

City of Solvang
1644 Oak Street
Solvang, CA 93463

Contact person: Matt van der Linden, Public Works Director/City Engineer
Telephone: (805) 688-5575

1.2 Administration and Oversight

In September 1992, the City of Solvang assumed administrative and management responsibility for Santa Ynez Valley Transit (SYVT) under terms of a Memorandum of Understanding between the County of Santa Barbara and the Cities of Buellton and Solvang. Prior to this time, administrative and management activities for SYVT were performed by the County of Santa Barbara. The daily operation of SYVT is performed under contract by a private company, Storer Transit Systems.

1.3 Existing Fixed-Route

The fixed-route service links the cities of Buellton and Solvang with adjacent unincorporated areas of Santa Ynez and Los Olivos within Santa Barbara County along two alignments. Two vehicles are used to operate the service providing bi-directional service Monday through Saturday, from 7:00 a.m. to 7:00 p.m. Based on Census 2010 data, the service area encompasses a population of approximately 22,600.

1.4 Existing Paratransit Service

SYVT operates a Dial-A-Ride service open to seniors age 60 and above (proof of age required) and ADA-certified patrons. Service is reflective of the ADA regulations, which requires complimentary paratransit service within a ¾-mile corridor of existing fixed-route service. In some instances/neighborhoods, the Dial-A-Ride service may go beyond the mandated ¾-mile corridor. Service hours mirror the fixed-route service (Monday through Saturday from 7:00 a.m. to 7:00 p.m.) as well as Sunday (8:30 a.m. to 12:30 p.m. and 1:00 p.m. to 4:00 p.m.) Exhibit 1 illustrates the fixed-route alignment as well as the Dial-A-Ride service area.

In fiscal year 2014/2015 the Dial-A-Ride service provided 6,195 unlinked trips.

Capacity Constraints

SYVT works diligently to prevent delays to ADA customers due to capacity constraints. SYVT does not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:

1. Restrictions on the number of trips an individual will be provided.
2. Waiting lists for access to the service.
3. Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.
 - a. Such patterns or practices include, but are not limited to, the following:
 - i. Substantial numbers of significantly untimely pickups for initial or return trips.
 - ii. Substantial numbers of trip denials or missed trips.
 - iii. Substantial numbers of trips with excessive trip lengths.
 - b. Operational problems attributable to causes beyond the control of agency (including, but not limited to, weather or traffic conditions affecting all vehicular traffic that were not anticipated at the time a trip was scheduled) shall not be a basis for determining that such a pattern or practice exists.

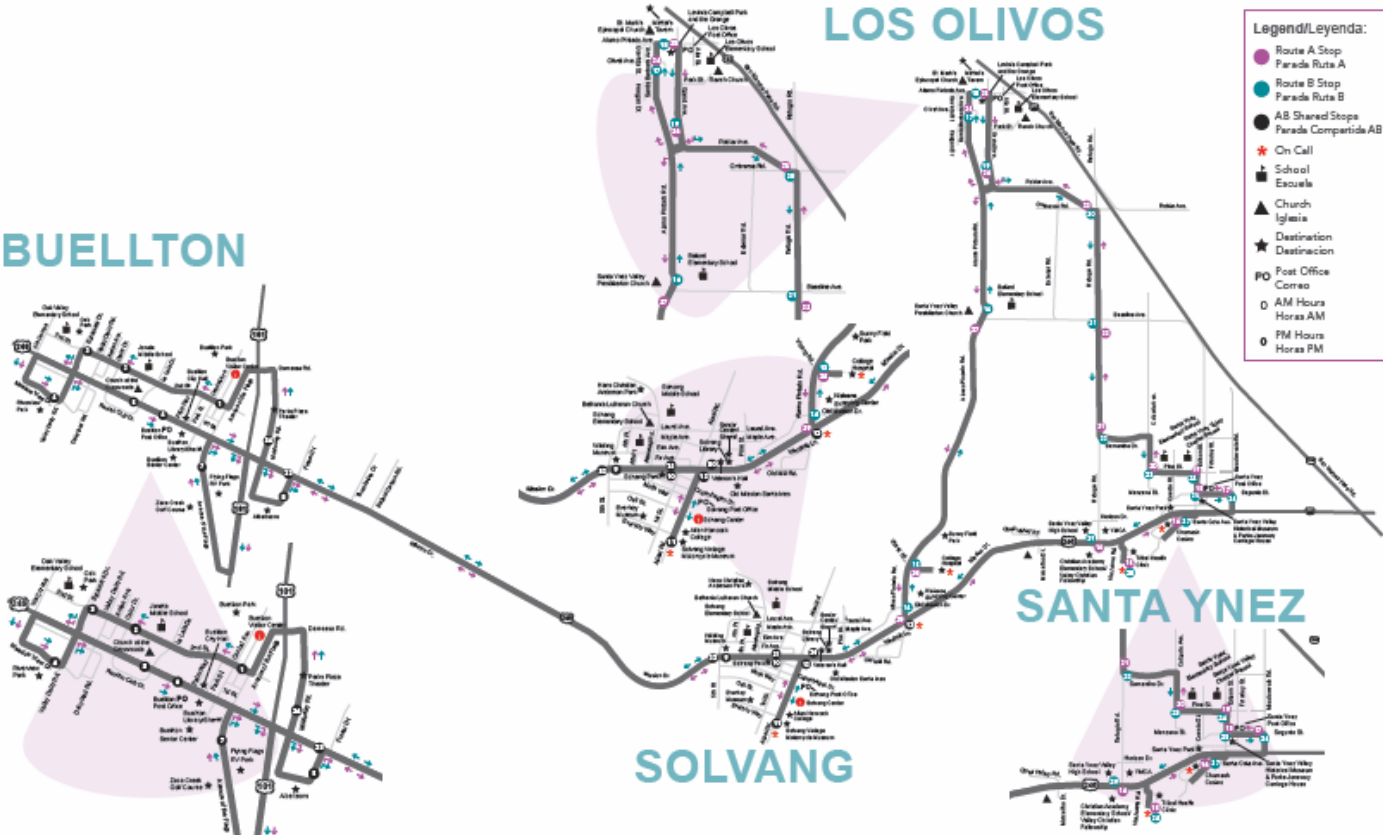
No Dial-A-Ride customer shall be denied a trip reservation due solely to wheelchair capacity constraints. SYVT staff may negotiate with customers a different trip pick-up or drop-off time to alleviate capacity constraints. The SYVT supervisor is also authorized to dispatch additional vehicles (as warranted) to accommodate ADA customers who would otherwise be denied a trip due to capacity constraints. Customers seeking service on SYVT fixed-routes who face capacity constraints (such as fully occupied wheelchair tie-down locations) should notify the dispatch office at 805-688-5452 at the time of capacity concern. A Dial-A-Ride vehicle may be dispatched to accommodate the customer to their desired bus stop location and the customer will be charged their applicable fixed-route rate.

Santa Ynez Valley Transit

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September 2015

Exhibit 1: Local Fixed-Route and Dial-A-Ride Service Area Map



1.5 Fares

The current fare structure was adopted in June of 2011 and is portrayed in Exhibit 2. The Dial-A-Ride service remains compliant with ADA regulations, which states the fare for a complementary paratransit service cannot exceed twice that of the general fare of the corresponding fixed-route service. As of July 1, 2011 the Dial-A-Ride fare for seniors and ADA-certified customers was reduced from \$2.25 to \$1.75 per trip through a JPA operating subsidy.

Exhibit 2: Current Fare Structure – Dial-A-Ride

Service Mode	Classification	Fare
Fixed-route	General Public	\$1.50
	Senior	\$1.25
	ADA-Certified	\$0.75
	Children under 5 (w/paying adult)	Free
	Multi-Trip Pass (General)	\$15.00
	Senior Multi-Trip Pass	\$12.50
	ADA-certified Multi-Trip Pass	\$7.50
Dial-A-Ride	General Public (Sunday only)	\$2.25
	Senior/ADA-certified	\$1.75
	Senior/ADA-certified Multi-Trip Pass	\$17.50

1.6 Paratransit Fleet Composition

Given the relatively small size as well as the rural nature of the SYVT service area, the fixed-route and Dial-A-Ride service share common vehicles. The pull-out requirement for the fixed-route service is two vehicles, while the Dial-A-Ride service fleet requirement varies based on demand (i.e., the number of booked trips). All SYVT vehicles feature space for up to two (2) wheelchairs and are gasoline-powered. The following exhibit outlines the current fleet (as of July 2015) for SYVT.

Exhibit 3: Fleet Composition

Vehicle #	Year	Vehicle Make	Vehicle Model	Seating
971	2010	Starcraft	Allstar	16+2
972	2010	Starcraft	Allstar	16+2
973	2012	Starcraft	Allstar	16+2
974	2014	Ford	Starcraft	16+2
975	2014	Ford	Starcraft	16+2

1.7 SYVT ADA Certification Process

Visitors

ADA-certified persons visiting the Santa Ynez Valley may use the Dial-A-Ride service for a period of up to one month without proof of residency or completion of a SYVT ADA-certification application.

Persons with disabilities (All ages)

Individuals with disabilities desiring use of the demand-response service must submit a completed application including a physician's signature. A photocopy of a government-issued identification card is also required.

As outlined within the ADA, there are three categories under which a person may be eligible for complementary ADA paratransit service:

1. An individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device) to board, ride, or disembark from any vehicle on the system which is readily accessible to, and usable by, individuals with disabilities.
2. An individual with a disability who needs the assistance of a wheelchair lift or boarding assistance device is able, with such assistance, to board, ride, and disembark from any vehicle which is readily accessible to, and usable by, individuals with disabilities, if the individual wants to travel on a route on the system during the hours of operation of the system, at a time when such a vehicle is not being used, to provide designated public transportation on the route.
3. An individual with a disability who has a specific impairment-related condition, which prevents the individual from traveling to a boarding location or from a disembarking location on the regular system.

Application

Eligibility will be based primarily on the information presented within the application. Therefore, it is important to complete the form completely and accurately. The completed application along with a photocopy of a government-issued identification card should be submitted to:

ADA Coordinator
Santa Ynez Valley Transit
431 Second Street, #9
Solvang, CA 93463

[Application Review](#)

Once an application is received, it will be reviewed by City of Solvang staff. Eligibility determination will be made within 21 calendar days.

[Approval/Denial Determination](#)

Once a determination has been made, a written notification, or an alternate accessible format upon request, will be mailed regarding ADA certification. If the applicant is determined eligible for ADA certification, the letter will contain information on how to schedule a SYVT Dial-A-Ride trip. If it is determined the applicant is not eligible for ADA certification, the letter will explain the basis for denial.

[Appeals Process](#)

Applicants that are denied certification and disagree with the eligibility decision have the right to an appeal. The applicant must request an appeal within 60 days of receipt of the initial eligibility decision. Individuals will have an opportunity to be heard in-person and/or present additional information regarding their disability.

An Appeals Panel will review the case and make a final decision. The Appeals Panel will include persons not involved in the application approval/denial process. Once the appeal process is completed, the applicant will be notified within 30 calendar days. The final decision will be made available in writing or an alternate accessible format if so requested. If the appeal is denied, the reason(s) for denial will be included.

[Recertification](#)

Any applicant categorized as having a permanent disability must undergo recertification every three (3) years. This allows Santa Ynez Valley Transit to update its records to ensure correct information regarding an applicant's disability, and ensure accurate emergency contact information is on file.

All applicants categorized as having a temporary disability will be given a specific date when eligibility to use Dial-A-Ride expires. Such determinations will be made on a case-by-case basis. If the disability persists beyond the expiration date given, a new application must be submitted.

[Trip Reservation Procedure](#)

Santa Ynez Valley Transit is in compliance with the ADA and its reservation process adheres to the following:

“Response time. The entity shall schedule and provide paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day. Reservations may be taken by reservation agents or by mechanical means.

- (1) The entity shall make reservation service available during at least all normal business hours of the entity's administrative offices, as well as during times, comparable to normal business hours, on a day when the entity's offices are not open before a service day.
- (2) The entity may negotiate pickup times with the individual, but the entity shall not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.
- (3) The entity may use real-time scheduling in providing complementary paratransit service.
- (4) The entity may permit advance reservations to be made up to 14 days in advance of an ADA paratransit eligible individuals desired trips. When an entity proposes to change its reservations system, it shall comply with the public participation requirements equivalent to those of § 37.137 (b) and (c)”

Once an individual has been certified to ride Santa Ynez Valley Transit’s Dial-A-Ride service, he/she may schedule a trip for any purpose. To schedule a trip call (805) 688-5452. Upon reaching the dispatcher, the patron should be prepared to provide the following information:

- Rider’s first and last name.
- If an attendant, child, companion, or service animal will also be riding.
- Rider’s exact address, including an apartment number, building, or business name if appropriate.
- Exact pick-up address (if location differs from rider’s address).
- The exact address of rider’s destination, including suite number, building, or business name.
- Rider’s requested pick-up time and appointment time (if applicable).
- If the rider is traveling with a wheelchair or other mobility device (scooter, crutches, etc.).

Reservations can be made Monday - Saturday between the hours of 7:00 a.m. and 7:00p.m. After hours, customers should leave a detailed message (providing all information listed above). If the requested time is available, the trip will be scheduled the following service day. If the desired time is unavailable the customer will receive a return phone call to the number provided on the message and our dispatcher will suggest alternative times. To help accommodate rider travel needs, trip reservations must be made at least 24 hours in advance. Same-day trip requests will

be honored on an as-received basis, space permitting, and must be requested a minimum of two hours in advance. Rides for Monday should be scheduled the prior Friday.

Dial-A-Ride is a shared-ride service. Patrons are asked to allow at least a 30-minute travel time to your destination given the vehicle may make additional pick-ups and drop-offs enroute.

No-Show Policy

Santa Ynez Valley Transit depends on efficient scheduling to accommodate as many customers as possible. Therefore, it is important once a customer schedules a trip, the trip either be taken or cancelled within a reasonable amount of time. To ensure service efficiency and effectiveness, Santa Ynez Valley Transit has established a no-show and late cancellation policy. This policy allows SYVT to provide the most efficient service as possible to each of its customers.

Failing to appear for a scheduled trip, or canceling a trip without proper notice, is considered a no-show. A no-show is defined as:

- A passenger who fails to cancel an unneeded or unwanted scheduled trip.
- A passenger who is not at the designated pick-up location within two (2) minutes of the scheduled time or service window.
- A passenger who cancels a scheduled ride less than two (2) hours in advance of their scheduled pick-up time.

To encourage policy compliance, the following limitations may be implemented:

- Two (2) no-shows within a four-month period will result in a verbal reprimand.
- Three (3) no-shows within a four-month period will result in a written reprimand.
- Four (4) no-shows within a four-month period will result in a written notice of a monetary fine or a seven- (7)-day restriction on using the service. A monetary fine, equal to the cost of the four (4) missed one-way trips (currently \$7.00 for senior and ADA-certified patrons), may be imposed. A customer may not schedule another trip until the fine is paid in full.
- Five (5) no-shows within a four-month period will result in a written notice of a 14-day service restriction.

Santa Ynez Valley Transit will notify all customers subject to service restrictions in writing. Upon request, such notification will be made available in alternate format.

Santa Ynez Valley Transit has an appeal process that allows customers to appeal any monetary fine or restriction in service. A customer may submit a written appeal within seven (7) calendar days of receiving notification and should submit a letter to Santa Ynez Valley Transit specifically outlining why the monetary fine or service restriction should not be implemented.