

Do current ADA registered users with disabilities have to register for ADA level service? Yes, but only if they require ADA level service. Others do not have to register to keep using non registered ADA service. ADA complementary taxi service will be available only to those who go through the ADA certification process. If an individual applies for ADA priority service and is denied eligibility, he/she can call the TART office for information on the appeal process.

Will services still be available for seniors and persons with disabilities who are not ADA eligible? YES! TART will maintain existing levels of service for non-ADA eligible riders subject to availability. However, ADA eligible riders will receive priority over non-ADA eligible riders.

If a person can't arrange a complementary taxi ride, how can he/she access public transportation? Travel training is available for disabled individuals of all ages and elderly individuals without disabilities. This special training can give people the skills and experience to feel comfortable riding the fixed route bus system. Please call TART for information on travel training.

## Tahoe Area Regional Transit





TART is a service of the Placer County Department of Public Works

This brochure is designed to introduce you to the ADA and to explain the impact it will have on service provided by Placer County Transit. If you have any unanswered questions or need an ADA registration form, please contact TART

Tahoe Area Regional Transit (530) 550-1212 Email: tart@placer.ca.gov Website: www.placer.ca.gov/tart

## The Americans With Disabilities Act

**ADA** 

What is the ADA? Does it affect me?



Answers to your questions about ADA and how it impacts public transit services

Prepared by Tahoe Area Regional Transit



(530) 550-1212 TDD (530) 550-9223 What is the Americans with Disabilities Act (ADA)? ADA is a Federal Law that guarantees specially certified disabled Americans full and equal access to the same services and accommodations that are available to people without disabilities.

## What is Tahoe Area Regional Transit (TART) required to do under ADA?

TART must make its fixed route bus system completely accessible for use by people with disabilities. This includes maintaining wheelchair lifts on buses and adding features for people with hearing and vision impairments.

TART currently operates a 100% wheel-chair accessible service.

If a person is unable to use TART's fixed route bus system because of his/her disability, TART must provide complementary taxi service that is comparable to the fixed route service. For information regarding ADA complementary taxi services, call TART.





## What is ADA complementary

taxi service? ADA complementary taxi service is comparable to the level of fixed route bus service provided by TART. This means that ADA complementary taxi service is provided during the hours of 6 am to 6 pm 7 days a week in the same areas served by the TART fixed route buses. In addition, for those who are eligible:

- A person must call the day before a ride is needed to request a trip.
- Trips can be requested up to 14 days in advance.
- Subscription service is available, but restrictions may apply.
- Fares can be no more than twice the TART fixed route base fare for the same trip.
- Trips can be requested for any purpose.
- An eligible person's access to complementary taxi service cannot be limited by patterns of refusals, unusually long trips, late pick ups, or other such factors.

Who is eligible for ADA complementary taxi service? The intent of ADA is to insure that persons with specific disabilities have equal access to public transportation. TART expects that many disabled individuals will be able to use the fixed route bus service. However, ADA complementary taxi service will act as a "safety net" for individuals whose disabilities prevent them from using the buses. Examples of individuals who can use the complementary taxi service under ADA are as follows:

- Certified individuals who cannot use the TART fixed route bus service because of their inability to get around on their own.
- A personal assistant accompanying an ADA eligible individual.
- One traveling companion may accompany an ADA eligible rider. Additional companions are permitted only if space is available without displacing a disabled rider. Companions pay the same fare and must have the same pick up point and destination point as the ADA eligible rider.
- ADA eligible riders from anywhere in the U.S. may ride the service when they are visiting in the TART area.

