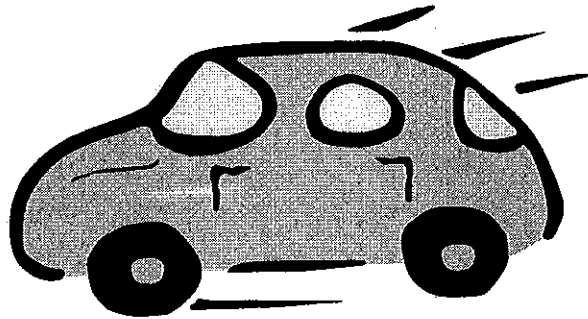


**City of Hayward**  
**Paratransit Program**



***Riders' Guide***

(Revised February 3, 2009)

**City of Hayward  
Paratransit Program  
Hayward City Hall  
777 B. Street  
Hayward, CA 94541-5007  
Phone: (510) 583-4230  
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Program Coordinator  
(510) 583-4230

Secretary  
(510) 583-4248

Program Manager  
(510) 583-4250

Upon request, this document can be made available in alternative accessible formats (i.e. large print, audio tape, computer diskette, etc.)

Please contact the Paratransit Program Coordinator's office at (510) 583-4230 to request the Riders' Guide in an alternative accessible format.

# Table of Contents

<b>I. Important Telephone Numbers</b>	1
<b>II. General Information</b>	1
A. Service Description	1
B. Eligibility Requirements	2
C. Applying for Services	3
D. Voucher Allocations	3
E. Fares	4
F. Service Area	5
G. Hours Of Operation	5
<b>III. Scheduling Ride</b>	5
A. How Far Ahead Can You Call?	6
B. Same Day Trip Request	6
C. How Do You Schedule A Ride?	6
D. Return Reservations	7
E. Multiple Stops	8
F. Canceling or Changing A Ride	9

G. Late Cancel And “No-Show” Policies	9
<b>IV. Riding Hayward’s Paratransit Service</b>	<b>10</b>
A. Pick-up And Drop-off Procedures	10
B. What Do You Do If A Ride Is Late?	10
C. How Long Will Each Trip Take?	11
D. Attendants And Companions	11
E. Boarding With A Mobility Device	12
F. Transporting Packages	12
G. Transporting Life Support Equipment	12
H. Transporting Animals	12
<b>V. Responsibilities</b>	<b>13</b>
A. Program Participant Responsibilities	13
B. Driver Responsibilities	14
C. What Can A Driver Provide?	15

<b>VI. Suspension Of Service</b>	16
A. Suspension for No Shows	16
B. Suspension for Abusive or Disruptive Behavior	16
C. Suspension For Misuse Of Vouchers	17
D. Steps Of The Suspension Process	17
E. Appealing Your Service Suspension	17
<b>VII. Customer Service</b>	18
A. Service Expectations	18
B. Compliments	19
C. Complaints	19
<b>VIII. Group Trips: General Information</b>	20
<b>IX. Other Transportation Resources</b>	20
<b>X. Using Regular Public Transit Services</b>	21
<b>XI. Paratransit Advisory Committee</b>	21

## **I. Important Telephone Numbers**

Keep these phone numbers handy to help you with your transportation needs:

**City of Hayward Paratransit Program (510) 583-4230:** For information, applications, voucher requests, service complaints and commendations.

**MV Transportation, Hayward's Paratransit Provider (510) 895-9911, press "4":** To schedule rides using your City of Hayward Trip Vouchers.

**East Bay Paratransit (EBP) 1-800-555-8085:** EBP provides transportation to Alameda County residents who are unable to use buses or BART trains because of a disability or disabling health condition. Rides are provided in sedans or lift-equipped vans. Service is available during the hours when AC Transit buses or BART trains are operating (based on route schedules in each geographic area). All program participants must be certified as eligible to use the EBP program before using the service. Please call EBP for applications or more information.

**For life-threatening or medical emergencies, always call 911.**

## **II. General Information**

Paratransit services are available to eligible Hayward residents through one or both of the following programs:

- City of Hayward's Paratransit Program
- East Bay Paratransit

You are encouraged to enroll in both programs in order to maximize your transportation options.

### **A. Service Description**

The City of Hayward's Paratransit Program provides door-to-door, shared-ride transportation for eligible individuals (see page 4). The City contracts with MV Transportation, a private company, to provide rides in sedans or lift-equipped vans.

Trip vouchers, which are issued to you at no cost, are used to subsidize the cost of trips. Trip vouchers can be used for a variety of transportation needs. However, priority is currently given to medical appointments. Trips for other purposes can be scheduled as space and time allow. The amount of fare you pay will depend on the length of the trip taken. For an estimate of what the passenger fare will be for a particular trip, call MV Transportation at 510-895-9911 extension 4.

Hayward's Paratransit Program is designed to supplement and complement the services provided by East Bay Paratransit (see page 1 for more information on East Bay Paratransit). The City's program provides back-up services when East Bay Paratransit is unable to serve you.

For example, you could use the City's Paratransit Program instead of East Bay Paratransit when you:

- Are not able to pre-schedule a ride with East Bay Paratransit when needed.
- Live outside of the East Bay Paratransit service area.
- Want to travel outside of the East Bay Paratransit service hours.
- Need transportation before your East Bay Paratransit application can be processed.
- Need a back-up service when same day trip needs arise.
- Need a back-up service when an East Bay Paratransit (EBP) ride is missed, and there is a long wait for another EBP vehicle to pick you up.
- Are not eligible for East Bay Paratransit services, but still meet City of Hayward Paratransit Program eligibility requirements (see below).

#### **B. City Of Hayward Paratransit Program Eligibility Requirements**

In order to be eligible for door-to-door transportation services through the Hayward Paratransit Program, an applicant must be:

1. A resident of the City of Hayward, Castro Valley, San Lorenzo or the unincorporated areas of San Leandro; and

2. Eighteen (18) years of age or older; and,
3. Be unable to drive and unable to use public transportation (AC Transit buses or BART trains) *independently* due to a medical or disabling condition.

### **C. Applying For Hayward Paratransit Services**

Application packets are available from the City of Hayward's Library and Neighborhood Services Department. To request a packet call 510-583-4230, Monday – Friday, 9:00 am – 5:00 pm.

Interested persons must submit a completed City of Hayward Paratransit Application to obtain service. Additionally, applicants under 80 years old must have a physician, social worker, or other health care professional complete the Hayward Paratransit Medical Statement Form.

Submitted applications are reviewed by program staff; applicants who meet the eligibility criteria are enrolled in the program.

### **D. Voucher Allocations**

The number of vouchers you are able to receive will be determined at the time of program enrollment. Generally, you will be issued ten (10) one-way trip vouchers per month. Additional vouchers may be allocated in special situations.

**Vouchers are non-transferable; vouchers may not be used by anyone other than the person to whom they are issued.** Failure to comply with this rule may be grounds for termination from the program.

When additional vouchers are needed, please tear off the front cover of your voucher book. Then add your return address and a stamp to the back side of the cover and mail it to the City, at the address provided.

Your voucher book cover will indicate the date when you can mail your request for your next allotment of vouchers. New vouchers should arrive within 10 working days from receipt of your order request. You are encouraged to request new vouchers before they are actually needed.

## E. Fares

You must pay for each ride with cash, plus at least one voucher for each one-way trip taken. Cash fare and the number of vouchers needed depends on the length of each trip:

Trip Distance	Enrolled Participant	Additional Adult Companion	Personal Care Attendant
0 - 10 miles	1 Voucher and \$2.00	\$2.00/per person	No charge
10.1 - 20 miles	2 Vouchers and \$4.00	\$4.00/per person	No charge
20.1 - 30 miles	3 Vouchers and \$6.00	\$6.00/per person	No charge
30+ miles	3 Vouchers and \$6.00 plus an additional \$2.00 per mile for each mile over 30 miles	\$6.00 plus an additional \$2.00 per mile for each mile over 30 miles/per person	No charge
Bridge toll	Paid by rider	-	-

*You must provide the driver with a completed trip voucher and exact cash fare at the beginning of each trip.*

Only one attendant may travel with you at no charge. Adult companions pay the same fare as the paratransit program participant.

Children under 18 years of age traveling as companions must pay half of the adult companion fare listed above.

If you plan to travel on our service with a child who is under 6 years of age or who weighs less than 60 pounds, *you must provide a car seat for the child that meets the standards set by state law.* You should be prepared to secure the car seat in the vehicle, although the driver will assist you if needed.

## **F. Service Area**

The City of Hayward's Paratransit Program will transport program participants to and from destinations within Alameda County.

*A limited number of trips outside of Alameda County are available. Out-of-county trips must be pre-approved by city staff before they are scheduled with MV Transportation; priority approval will be given for participants who have medical appointments outside of Alameda County. Please contact the City's Paratransit Program office, Monday through Friday between 9:00 and 5:00 at 583-4230 for pre-approval of out-of-county trips.*

## **G. Hours of Operation**

### **When Can You Take A Trip?**

Rides are provided during the following hours:

Monday – Sunday, 5:00 am – 10:00 pm.

### **When Can You Call To Request A Trip?**

You may call to schedule a trip during the following reservation hours:

Monday – Friday, 8:00 am – 5:00 pm

## **III. Scheduling A Ride**

**To schedule rides, call MV  
Transportation  
at: (510) 895-9911, when the telephone  
is answered press "4"**

### **A. How Far Ahead Can You Call?**

*Reservations should be made 7 days to 24 hours before the trip is to be taken. Reservations will be accepted up to 7 days in advance. The chances of getting the trip you want increase with the more advance notice given.*

All out-of-county trips must be pre-approved by the Paratransit Program office. *You should call at least seven (7) days before you need service to make an out of county trip request.*

## **B. Same Day Trips Requests**

**Can You Always Get A Ride That You Want?** The Hayward Paratransit Program offers a limited number of same day rides within Hayward, Castro Valley, San Lorenzo and San Leandro. These rides will be accommodated subject to availability. Please call MV Transportation at 510-895-9911 extension 4.

If your trip cannot be scheduled for the time you requested, the reservation agent will offer you alternative times to travel. It is to your advantage to be flexible in scheduling your trips whenever you can.

## **C. How Do You Schedule A Ride?**

1. Call MV Transportation (see page 8) and tell the reservation agent that you will be using City of Hayward trip vouchers.
2. Give the reservation agent the following information:
  - Your name and phone number;
  - The date you want to travel;
  - Your pick-up address: number, street, suite number, city, zip and entry code for any security entrances (if applicable);
  - Your requested pick-up time and the time of your appointment, (if applicable);
  - Your destination telephone number and address: number, street, suite number, city, zip and entry code for any security entrances (if applicable);
  - Your requested return pick-up time, if you want a round-trip;
  - Whether you are using a cane, walker, wheelchair scooter or another assistive device.
  - Whether you will have a personal care attendant, companion(s) or a service animal accompanying you on the ride;

- Whether you need any special assistance from the driver (example: assistance carrying bags, help to push your wheelchair to and from the vehicle, etc.);
- Any other information the paratransit driver should know to help you travel.

Please be specific about the address where you are to be picked up. Apartment buildings, office complexes, medical facilities and shopping centers often have multiple buildings, office suites, and/or entrances.

Be sure to provide the reservation agent with instructions regarding entry codes for pick-up locations that are located within a gated community or other places requiring special access.

*If you are traveling to an appointment, be sure to tell the reservation agent what time you must arrive at your destination (This is especially important for medical appointments!)*

Remember, this is a shared-ride service, so your total travel time may have to allow time for others to board and ride in the same vehicle.

When you schedule a trip, you will be given an approximate time when the vehicle can be expected to arrive. Because a number of situations can affect service, paratransit programs give a window for the pick-up, rather than a specific time. This is called the "pick-up window". If the vehicle arrives at any time during the window, the trip is considered to be "on-time" ***Please be sure that you are ready to leave at the beginning of your 20-minute pick-up window.***

#### **D. Return Reservations**

Most individuals who reserve trips usually ask for a round-trip reservation. You may find it difficult to schedule your return trip in certain situations (ex. medical appointments) because you are unsure how long you will take.

If an appointment runs past the scheduled return time, a program participant may have to wait a long time for another vehicle to be

available. While some same day space may be available, it is always a good idea to schedule your return trip late enough to ensure that you will be ready when the vehicle arrives.

Here are some helpful tips for scheduling your return trips from medical appointments:

- Call the doctor's office - inform the staff that you are using paratransit services and that you need to have a realistic estimate of how long the appointment will take in order to schedule your return ride.
- Schedule the return ride based on your past experiences of how long you have had to wait for a particular doctor or medical procedure.
- When you arrive for your medical appointment, you will again want to inform the staff that you are using paratransit services and let them know the time you are scheduled to be picked up after the appointment. When informed of a patient's transportation circumstances, many medical facilities will try to accommodate you so that you will not miss the return ride and be left stranded after an appointment.

### **E. Multiple Stops**

Please note that if you wish to make multiple stops, you will need to schedule and pay for each segment (stop) of your trip. Rides are scheduled on a point-to-point basis. The driver cannot schedule rides or make unscheduled stops. It is your responsibility to schedule all rides ahead of time by calling 510-895-9911 extension 4 (see page 9 for instructions on scheduling rides).

### **F. Canceling Or Changing A Ride**

You should call MV Transportation as soon as you know of a cancellation or a change to your reservation. Please remember to cancel trips you cannot use **at least two hours** before the scheduled pick-up time. This

will help to free up space for others to ride, and keep program costs down (the City must pay for all late cancels and No Shows).

If you wish to make a change to an existing reservation, you must request that change at least 24 hours prior to your trip.

Requested changes to reservations with less than a 24-hour advance notice will be accommodated on a space available basis only.

### **G. Late Cancellation and “No-Show” Policies**

Drivers cannot wait more than 5 minutes for you. If the driver arrives on time at the agreed upon pick-up point and does not see you, he or she will attempt to locate you (ex. knock on the door, look in the lobby, have dispatcher telephone, etc.). If a driver cannot locate you or if you are not ready to board the vehicle *within 5 minutes of the vehicle’s arrival*, the driver will leave and you will be charged with a “no-show” penalty.

You may be considered a “No-Show” if you:

- Call to cancel a trip less than 2 hours before the scheduled pick-up time;
- Reserve a ride but do not meet the vehicle upon its arrival;
- Are not ready to board the vehicle within 5 minutes of its arrival;

If you fail to meet a vehicle within the scheduled pick-up window and MV Transportation is unable to contact you, *any subsequent return trips scheduled for the same day will be automatically cancelled* unless you contact MV Transportation.

#### Important Note:

“No-Shows” delay vehicles and service to other program participants, are costly to the City, and use up space that other program participants could use. If you have excessive “No-Shows” you may be subject to suspension (see page 25).

## **IV Riding on Hayward's Paratransit Service**

### **A. Pick-up and Drop-off Procedures**

You must be waiting outside the designated pick-up point or in a sheltered location (inside home, front lobby of a building, etc.) where you can see the paratransit vehicle when it arrives.

Sometimes the vehicle may arrive early or late due to traffic, or other unforeseen circumstances. You are not required to board the vehicle if it arrives before the beginning of your 20-minute pickup window.

If you have difficulty climbing the steps to board the paratransit van, you may request to board the vehicle using the passenger lift.

Remember to complete the required information (name, scheduled pick-up time, pick-up address and destination address) on your trip vouchers prior to boarding the vehicle. Please present a completed voucher and the required cash fare to the driver *at the beginning of your trip*. (It is recommended that you ask the reservation agent for the amount you must pay when making your arrangements).

Please note that drivers frequently have other program participants to pick up immediately after your scheduled ride, and hence, cannot wait for you while you attend an appointment, shop, run an errand, etc. If you have reserved a roundtrip ride, a driver will return to pick you up at the scheduled time.

### **B. What Do You Do If Your Ride Is Late?**

If the vehicle has not arrived by the end of your pick-up window, please call MV Transportation at (510) 895-9911, extension 4, to report the late ride and request further assistance.

You will not be considered a "No-Show" if you refuse a ride that arrived later than the established 20-minute pick-up window. If MV Transportation arrives over 10 minutes late for your ride, program participants are eligible for an Oops Pass, which is good for a future free one-way trip (up to 10 miles). You can request an Oops Pass by contacting the City of Hayward's Paratransit Program office.

### **C. How Long Will Each Trip Take?**

With the exception of approved out of county trips, your individual paratransit trip should take no longer than 60 minutes. The length of your trip will depend on the distance of the trip and if other passengers are grouped in your vehicle. Remember, the City of Hayward's Paratransit Program is a shared-ride service; other program participants may be riding on your vehicle.

### **D. Attendants and Companions**

A *Personal Care Attendant* is someone whose service or presence is required by the paratransit program participant to meet his or her personal needs or to assist in traveling. Program participants can bring along **ONE** Personal Care Attendant at no extra charge.

**Additional passengers (*companions*) may also ride if space is available;** additional adult passengers must pay the same fare as the program participant but are not required to have a voucher of their own. Children under 18 years of age traveling as companions must pay half of the adult companion fare (see page 4 for fare rates).

If you plan to travel on our service with a child who is under 6 years of age or who weighs less than 60 pounds, *you must provide a car seat for the child that meets the standards established by state law.* You should be prepared to secure the car seat in the vehicle, although the driver will assist you, if needed.

Personal care attendants and companions must be picked up and dropped off at the same location as the paratransit program participant. When scheduling your ride, you must inform MV Transportation if you plan to have an attendant or companion(s) traveling with you.

### **E. Boarding with a Mobility Device**

All wheelchair accessible vehicles used in this service are equipped with passenger lifts that meet the requirements of the Americans with Disabilities Act. Drivers are trained to operate the lift and to secure mobility devices on the vehicles. The vehicles will accommodate mobility

devices such as wheelchairs and three-wheel scooters up to 48" by 30" and with a gross weight of up to 600 lbs. Mobility devices, which exceed these standards, may not be transportable. Please check with the reservation agent when you call to schedule your ride if you have questions as to whether your mobility device is transportable.

If you use a walker or cane and have difficulty boarding the vehicle because of its steps, you may request to use the passenger lift instead. The driver will assist you in using the passenger lift to board a vehicle safely.

In some cases, the driver will suggest that a passenger traveling in a scooter transfer to a fixed seat during travel to enhance safety.

#### **F. Transporting Packages**

Because the vehicle will be shared, you should limit your parcels to a reasonable number. If traveling with more than 3 grocery bags (or similar sized packages) arrangements must be approved at the time the reservation is made. For the safety of all program participants, you may not transport flammable liquids, explosives or acids, or other hazardous materials.

#### **G. Transporting Life-Support Equipment**

You may bring a respirator, portable oxygen, and/or other life-support equipment as long as it does not violate laws or rules related to transportation of hazardous materials. Equipment must be small enough to fit in paratransit vehicles.

#### **H. Transporting Animals**

You may travel with a service animal such as a guide dog or canine companion. If you are planning to travel with a service animal, please inform the reservations agent when you book your trip. For safety reasons, pets and other non-service animals must be properly transported in a secured cage or container.

#### **V. Responsibilities**

The City of Hayward has a short list of common-sense responsibilities designed to ensure safety and comfort for all program participants as well as the driver.

**A. Program Participants have a responsibility to:**

- Read all sections of the Riders' Guide carefully, and ask for clarification when needed.
- Make reservations for trips 7 days to 24 hours in advance whenever possible.
- Be at pick-up locations on time.
- Provide entry if the pick-up location is located within a gated community or other place with special access. If a vehicle is unable to enter the pick-up area and you fail to meet the vehicle, you will be considered a "No-Show" for the trip.
- Call to inquire if the vehicle has not arrived by the end of your pick-up window.
- Call at least 2 hours in advance to cancel unneeded rides; avoid "no-shows".
- Present the driver with a completed voucher and pay the required fare in cash.
- Wear seat belts.
- Treat drivers with courtesy.
- Avoid distracting the driver or annoying other passengers with inappropriate behavior.
- Make sure that attendants and companions are on time for rides and are picked up/dropped off at the same location as the program participant.

- Maintain wheelchairs and other mobility aids in safe condition according to manufacturer’s specifications.
- Expect “shared-ride” service; others may be picked up after, or dropped off before, you reach your destination.
- Maintain acceptable standards of personal hygiene.
- Follow these common rules of courtesy:
  1. No eating, drinking or smoking aboard the vehicle.
  2. No littering aboard the vehicle.
  3. No riding under the influence of alcohol or illegal drugs.
  4. Unless earphones are used, no radios, cassette tape players, compact disc players or other sound generating equipment are to be played aboard the vehicle.

Drivers retain the right to deny transportation to any program participant who fails to follow the policies outlined in the Riders’ Guide.

### **B. Driver Responsibilities**

**Drivers have a responsibility to:**

- Adhere to the same standards of common courtesy and personal hygiene as those required of program participants
- Treat program participants with courtesy.
- Be in uniform with a visible ID badge.
- Stay within the “line-of-sight” of their vehicle.

- Maintain the assigned service schedule for the convenience of all program participants.
- If requested, assist program participants when entering and leaving the vehicle. Drivers may also assist passengers to and from the main door of their origin or destination.
- Ensure that all mobility devices are safely secured.

Passengers have the right to report drivers who do not adhere to the driver responsibilities outlined above without fear of negative consequences. To report complaints or compliments call the City Paratransit Program office at 510-583-4230.

**C. What Assistance Can A Driver Provide?** “Driver Assistance” includes, but is not limited to:

- Offering ambulatory passengers a steadying arm, or other appropriate guidance or assistance when walking or using stairs.
- Helping persons in wheelchairs to maneuver to and from the main door of their origin or destination to and from the vehicle.
- Assisting with packages. However, if traveling with more than 3 grocery bags (or similar sized packages) arrangements must be approved at the time the reservation is made.

**Drivers are not permitted to:**

- Schedule rides or make unscheduled stops.
- Enter program participant residences.
- Perform any personal care assistance to program participants, including but not limited to assisting program participants to dress.
- Lift program participants or carry program participants or wheelchairs up or down steps, unless pre-approved by the City of Hayward.

- Escort program participants beyond the ground floor lobby of a public building or front door of a residence.
- Accept tips or gratuities.

## **VI. Suspension of Service**

Misusing the system can result in a suspension of your Hayward Paratransit service. The following are misuses of paratransit service, which could lead to suspension:

### **A. Suspension for No-Shows**

If you “No-Show” three (3) times within any calendar quarter your service may be suspended for 30 days. Calendar quarters are as follows:

January – March,  
April – June,  
July – September,  
October – December

A total of four (4) suspensions in a calendar year may result in your being removed from the program. You will be notified when you are at risk of being suspended due to No Shows.

### **B. Suspension for Abusive or Disruptive Behavior**

Disruptive or abusive behavior can annoy or endanger passengers, drivers, and other paratransit service staff. Disruptive and abusive behavior includes but is not limited to:

- Intimidation or threats of physical harm to driver or other program participants;
- Verbal abuse of drivers, other program participants or Paratransit staff;
- Unlawful harassment, including unwelcome verbal, non-verbal or physical behavior having sexual or racial connotations;
- Unauthorized use of vehicle equipment;
- Voluntarily and repeatedly violating riding rules, including:
  1. smoking on vehicles

2. refusing to remain seated and belted in,
3. eating or drinking on the vehicle without medical indication,
4. defacing equipment, or
5. refusing to comply with other requirements specified in other policies stated in this guide.

If an investigation reveals your disruptive behavior is due to a disability and beyond your control, your service may not be suspended. However, Hayward Paratransit may require you to travel with a Personal Care Attendant to help control your behavior and prevent harm to you, other passengers, or the driver.

If your Personal Care Attendant cannot help you control your behavior, and a safety problem continues to exist, your service may be discontinued.

### **C. Suspension For Misuse Of Vouchers**

Misusing trip vouchers can result in suspension of your paratransit service. Your service may be suspended if:

- You have made false or misleading statements on your eligibility application, or
- You allow other non-eligible individuals such as friends or family members to ride using your name

### **D. Steps of The Suspension Process**

If you are reported or observed to be abusing the service in any way, including but not limited to those ways mentioned above, Hayward Paratransit will contact you to investigate. If your behavior or use of the service is determined to be inappropriate, you will receive a written notice of service suspension, which explains the reasons for the suspension. You will also receive written instructions for appealing your suspension, should you wish to appeal the decision to suspend you.

### **E. Appealing Your Service Suspension**

If you wish to appeal a suspension call the City of Hayward Paratransit Program Manager at 510-583-4250.

**Note:** If you are appealing a suspension based on seriously disruptive or violent behavior, you **may not** ride unless and until the suspension is overturned.

**Suspensions will not be proposed for circumstances, which are beyond your control.**

Examples of situations not within the passenger's control are:

- A sudden personal emergency;
- Sudden or worsening illness;
- Late arrival of the paratransit vehicle;
- A driver who does not provide appropriate assistance; or
- Disruptive behavior caused by a disability

## **VII. Customer Service**

The City of Hayward's Paratransit Program welcomes your compliments, complaints, and suggestions. We are committed to using customer feedback as a tool to improve service quality.

### **A. Service Expectations**

Customers should expect the following service from the Hayward Paratransit program:

- All staff and drivers are professional and courteous.
- Vehicles will arrive within the designated pick-up window.
- Drivers will assist passengers, when needed, with securing seat belts and mobility devices, operating lifts, escorting program participants to and from the vehicle, and carrying packages.
- Lifts shall be operational.
- Paratransit vehicles shall be clean.
- Drivers will be in uniform and will wear photo identification badges.

## **B. Compliments**

If any staff associated with providing paratransit service has been particularly helpful, or has gone out of their way to provide assistance, please contact the Hayward Paratransit Program office so a notice of commendation can be issued.

## **C. Complaints**

Passengers should file a complaint any time that the service is not satisfactory, safe or secure.

**To assist us in investigating your service concerns, please inform us of the complaint as soon as possible.**

When filing a complaint, please provide us with the following information:

- Your name, address and telephone number
- Date and time of incident
- Details of the incident

All complaints are taken seriously and every effort is made to resolve complaints in a timely manner.

**Please direct your service compliments or complaints to:**

City of Hayward Paratransit Program  
Hayward City Hall  
777 B. Street  
Hayward, CA 94541-5007  
(510) 583-4230

## **VIII. Group Trips: General Information**

In addition to its door-to-door transportation service, the City of Hayward Paratransit Program also provides a limited number of group transportation services for shopping and social/recreational activities

when time and space permit. Currently, however, priority is given to medical trips.

Group Trip destinations have included:

- Local Restaurants
- Supermarkets
- Senior/Community Centers
- Libraries
- Shopping Malls
- Parks
- Performance Events
- Local Places of Interest

## **IX. Other Transportation Resources**

### **City of Oakland Paratransit Information**

Oakland residents may call (510) 238-3036 for information on Oakland's paratransit program.

### **Union City Paratransit Information**

Union City residents may call (510) 675-5373 for information on Union City's paratransit program.

### **City of Fremont Paratransit Information**

Fremont residents may call (510) 574-2053 for information on Fremont's paratransit program.

### **Emergency Wheelchair Transportation Program**

Alameda County offers an emergency transportation service to wheelchair users who experience a wheelchair breakdown or other kind of emergency requiring transport of the individual and/or a wheelchair. To access this service call 1-877-50 WHEEL (1-877-509-4335).

### **Alameda County Network of Care**

The Alameda County Network of Care is a comprehensive, Internet-based resource for the elderly and people with disabilities, as well as their caregivers and service providers. The website offers information on

social service programs, including transportation. The website address is: [www.alameda.networkofcare.org](http://www.alameda.networkofcare.org)

#### **X. Using Regular Public Transit Service**

There are many benefits of using regular public transit services. AC Transit and BART's service offers:

- More than 100 regular routes operating throughout the East Bay and connecting with transit systems in at least six Bay Area counties.
- Wheelchair accessible buses, and accessible BART stations and trains, operating on timed schedules and requiring no advance reservations.
- Fares are significantly less than those charged for Paratransit service. Additionally, senior citizens and people with disabilities may also be eligible for reduced fares on AC Transit and BART through the Regional Transit Discount Card Program.

For information on regular public transit services (bus/train routes and schedules), or reduced fare programs, call:

AC Transit: 511                      TTY: 1-800-448-9790

BART: (510) 441-2278      TTY: 1-800-448-9790

#### **XI. City of Hayward**

##### **Paratransit Advisory Committee**

The City of Hayward Paratransit Program holds quarterly meetings with paratransit consumers and representatives from community service organizations to discuss paratransit services for seniors and individuals with disabilities in Hayward. These meetings are open to the public. Information about these meetings can be obtained by calling the City of Hayward's Paratransit Program at (510) 583-4230.

*The City of Hayward Paratransit Program is supported entirely by funds from Measure B, a voter-approved ballot measure that set aside a portion of Alameda County sales tax revenue to fund transportation projects.*