

return pick-up, and if you will need door-to-door service. All passengers will be called the day before their scheduled trip to receive their assigned 30-minute pick-up window. Passengers are required to be available to board the vehicle upon its arrival anytime during the 30-minute window provided.

### **Fares:**

ADA-certified passengers are required to pay a fare of \$2.00 for each one-way trip. Non-ADA-certified passengers are required to pay a \$2.00 for each one-way trip. Books of ten tear-out passes may be purchased for \$20.00. Please call 583-6464 for more information. Drivers do not have the ability to make change or accept personal checks for one-way fares. Please bring the appropriate fare with you.

### **Missed Trip/No Show Policy:**

Simi Valley Transit (SVT) passengers who engage in a pattern or practice of missing scheduled trips (no-shows) can be suspended from ADA/DAR services for a reasonable period of time. A pattern and practice does not result from isolated, accidental, or singular incidents. If an ADA/DAR passenger has repetitive no-shows due to unanticipated circumstances beyond his/her control, the passenger may be requested to provide documentation to support the repeated unanticipated nature related to the pattern or practice. All passengers are requested to make every attempt to notify Transit staff prior to their assigned pick-up windows of any changes or cancellation as soon as possible. A cancellation received less than two hours prior to the assigned pick-up window or a passenger who is not present or is unable to board the vehicle within the allotted time may be counted as a no-show if it has an adverse operational impact to the

ability to provide timely trips to other passengers. Simi Valley Transit may temporarily suspend passengers due to missed trips or no shows.

### **Americans with Disabilities Act Paratransit Advisory Committee:**

Seven individuals, as approved by the City Council, serve on the ADA Paratransit Advisory Committee to represent individuals with disabilities regarding their public transportation needs and concerns. Should you desire to talk to a Committee member regarding transportation related issues, please call Simi Valley Transit at (805) 583-6464.

### **Customer Service:**

Simi Valley Transit welcomes your compliments, complaints and suggestions. The goal among Transit staff is to provide efficient and professional complementary paratransit and dial-a-ride services to Simi Valley Transit's individuals with disabilities and senior passengers. We encourage you to communicate with us about your experiences with our services.

### **Compliments/Complaints:**

It is important to the City that all ADA/DAR customers have a positive experience on Simi Valley Transit's complementary paratransit and dial-a-ride service. Your input on these vital services is welcomed and encouraged. Your comments may be submitted by calling (805) 583-6464 or in writing to: City of Simi Valley, Attn: ADA/DAR Comments, 2929 Tapo Canyon Road, Simi Valley, CA 93063.

# Simi Valley Transit

## ADA and Senior Transportation Service Brochure

A City of Simi Valley  
service provided for individuals  
certified as eligible under the  
Americans With Disabilities Act  
and senior citizens  
age 65 years and over.

For more information, please call  
**(805) 583-6464**

TDD (800) 735-2929  
ask for (805) 583-6464

Effective January 1, 2016



Simi Valley Transit

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### **Simi Valley Transit IntraCity Service:**

Simi Valley Transit's ADA/DAR is a shared ride, complementary paratransit transportation service designed for those certified under the Americans with Disabilities Act and seniors, age 65 years and older. ADA/DAR transportation services are provided on an origin to destination basis within the Simi Valley Transit service area. Complementary paratransit services are designed to mirror the travel time on the City's fixed route buses to destinations within the service area. The service area is comprised of origins and destinations within a 3/4 mile corridor along any Simi Valley Transit fixed-route bus line. Door-to-door service is also available to ADA-certified passengers. However, this level of assistance must be requested at the time the trip is booked.

### **Schedule and Days of Operation:**

ADA/DAR service operates Monday through Saturday 5:00 a.m. - 8:00 p.m. No service is provided on Sundays or the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

### **Connect InterCity Service:**

Trips to Thousand Oaks, Moorpark, Camarillo, Unincorporated Ventura County, and connection points for Gold Coast Transit and Los Angeles County's ADA/DAR services are available through the East County Transit Alliance Connect InterCity service at a cost of \$5.00 per trip. Connect InterCity services are available to ADA-certified passengers and seniors age 65 and older. Detailed information about Connect InterCity services, including service days and hours are available by calling (805) 375-5467.

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### **Eligibility:**

Eligibility requirements for ADA/DAR service: Individuals with disabilities, of any age, must be certified by Mobility Management Partners (MMP) as meeting ADA requirements. Those individuals wishing to pursue certification may call MMP at (888) 667-7001. Qualified individuals will be issued a certification number and card; or,

- Individuals, age 65 years and over, qualify for DAR transportation service as senior citizens.

### **Accessibility:**

Simi Valley Transit's ADA/DAR fleet includes a combination of vehicles providing fullaccessibility and carry a combination of ambulatory and wheelchair bound passengers. All passengers are encouraged to communicate any special requirements, such as door-to-door assistance, at the time the reservation is made. This will allow us to be able to meet your transportation needs and the needs of other passengers. Individuals with disabilities who require a Personal Care Attendant (PCA) may have the attendant accompany them at no additional cost. However, the need for a PCA must be identified during the certification process. Passengers traveling with PCAs or companions must inform Transit staff at the time of reservation in order to be accommodated. ADA/DAR origin to destination service is provided within the Simi Valley City limits. Door-to-door service is also available to ADA-certified passengers. However, this level of assistance must be requested at the time the trip is booked.

### **Service Priorities:**

When requests for service exceed capacity, ADA-certified passengers will be given priority as required by Federal regulations. Non ADA-certified passengers may be asked to

reschedule trips. However, Transit staff will attempt to minimize the inconvenience to all our passengers whenever possible.

### **Scheduling Information:**

ADA/DAR transportation service information may be requested by calling Simi Valley Transit at (805) 583-6464, and speaking with the Transit Dispatcher or by leaving a voice-mail message. Requests for ADA/DAR service are accepted between the hours of 8:00 a.m. - 5:00 p.m., Monday through Saturday and working holidays for next-day service. ADA/DAR transportation requests are accepted up to 14 days in advance. When scheduling your transportation request, the Transit Dispatcher will need the following information: your name, ADA certification number (if applicable), the date of your planned trip, the appointment time, pick-up and destination address, the number of passengers, the time of your return pick-up, and if you will need door-to-door service. All passengers will receive a call the day before their scheduled trip to receive their assigned 30-minute pick-up window. Passengers are required to be available to board the vehicle upon its arrival anytime during the 30-minute provided. ADA/DAR transportation service information may be requested by calling Simi Valley Transit at (805) 583-6464, and speaking with the Transit Dispatcher or by leaving a voice-mail message. Requests for ADA/DAR service are accepted between the hours of 8:00 a.m. - 5:00 p.m., Monday through Saturday and working holidays for next-day service. ADA/DAR transportation requests are accepted up to 14 days in advance. When scheduling your transportation request, the Transit Dispatcher will need the following information: your name, ADA certification number (if applicable), the date of your planned trip, the appointment time, pick-up and destination address, the number of passengers, the time of your