

Eligibility and Registration



If you are 65 years of age or older, you are eligible for senior paratransit transportation.

To request an application:

- Visit our website at www.trideltatransit.com
- Visit Tri Delta Transit's administrative office at 801 Wilbur Avenue in Antioch.
- Call 1-925-706-4398 to get an application by mail.
- Email AccessibleServices@eccta.org

You must fully complete the application form and return it to Tri Delta Transit by:

- Scan all pages (both sides) **and include copy of proof of age (Photo ID or Passport)**. Email to: AccessibleServices@eccta.org
- Mail to Tri Delta Transit 801 Wilbur Avenue, Antioch, CA 94509; or
- Fax all pages (both sides) to: 1-925-754-9631

Once your completed application is received and processed, Accessible Services will notify you by mail within 21 days.

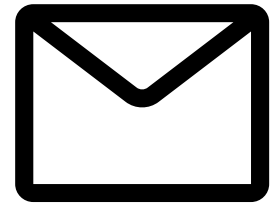
Please be aware that senior paratransit transportation is limited to Tri Delta Transit's service area in eastern Contra Costa County: Antioch, Bay Point, Brentwood, Byron, Discovery Bay, Oakley, Pittsburg, Bethel Island and Knightsen.

Important Contact Information

- Request an application or ask questions call: 1-925-706-4398 or email: AccessibleServices@eccta.org
- Ride reservations: Only call 1-925-754-3060 or reserve via Easy Book www.7543060.com
- Ride cancellations: 1-925-706-4382
- Leave a comment, commendation or complaint: 1-925-754-6622 Customer Service
- Purchase ticket books: 1-925-754-6622 or online at www.trideltatransit.com
- Lost & Found: 1-925-754-6622
- TTY: 1-925-754-3695

Mailing address or in-person visits:

Tri Delta Transit
801 Wilbur Avenue
Antioch, CA 94509



Language Assistance

If information is needed in another language, please call 1-925-754-4040.

Si necesita información en español, llame al 1-925-754-4040.

如果需要中文信息，請致電 1-925-754-4040

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-925-754-4040.

Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-4040.

Senior Paratransit Passenger Guide

Ride Booking Times

Senior paratransit trips can be booked by phone from 8:00 a.m. - 5:00 p.m. daily, including holidays.

Senior Paratransit Transportation Hours

Monday - Friday	6:30 a.m. to 5:30 p.m.
Saturday	10:00 a.m. to 5:30 p.m.
Sunday/Holidays	No service available

Rides are shared and subject to availability.

Holidays

Senior paratransit transportation is not available on the following holidays:

- New Year's Day (actual & observed)
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day (actual & observed)
- Labor Day
- Veterans Day (actual & observed)
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day



Scheduling a Ride

Once you have been notified that you are eligible to use Tri Delta Transit's senior paratransit transportation, call 1-925-754-3060 to schedule a ride. Ride requests may be made one to three days in advance.

When requesting a ride, please give the reservationist the following information:

1. Your name, date of birth, and pick-up address
2. The date and time of the appointment or your preferred pick-up time*
3. The destination address and phone number
4. The preferred return time*
5. The return address
6. If you will be using a cane, walker, service animal or mobility device

*** Remember this is shared ride transportation.** To accommodate as many ride requests as possible, a senior paratransit confirmed pick-up time may be up to two hours before or after the requested pick-up time.

Please also note:

- If your arrival time is important (e.g., doctor appointment), please give the reservationist your appointment time.
- If your arrival time is not an appointment time (e.g., shopping), please give the reservationist the time you prefer to be picked up from your starting location.

The day before your scheduled ride, an automated call, with a confirmed pick-up time, will be made to the preferred number you indicated on your senior paratransit application.

If the message is not clear or is incomplete, please contact the Tri Delta Transit scheduling line at 1-925-754-3060 to confirm your pick-up time.

Senior Paratransit Passenger Guide

Ride Cancellation

For all ride cancellations, call the cancellation line at **1-925-706-4382** at least **60 minutes** in advance of your ride time so that we can accommodate other ride requests.

The cancellation line is available 24 hours a day, 7 days a week to record your message.

Please leave the following information:

1. Your name, date of birth, and pick-up address
2. Time and date of all rides to be cancelled including return ride if applicable

Late Cancellation/No Show

If you cancel less than 60 minutes in advance of your ride, you will be marked as a no-show.



Attendants/Companions

Unfortunately, attendants are not allowed on senior paratransit. Anyone riding with the registered para client is considered a companion and is required to pay the same fare as the client.

Being on Time

Once your pick-up time has been confirmed, your bus could arrive anytime within a 30-minute window (either 15 minutes before or 15 minutes after time given).

For example, if your pick-up time is confirmed for 12:30 p.m., you should be ready, and if possible in view of the vehicle, for pick-up from 12:15 p.m. to 12:45 p.m.



Please meet the paratransit driver within **FIVE (5) minutes** of his/her arrival during the 30-minute window.

For example, if your scheduled pick-up time is 7:00 a.m. and the driver arrives at 6:45 a.m., the driver will wait until 6:50 a.m. If you are not ready, you will be marked as a no show.

You will receive an automated call with your confirmed pick-up time the day before your scheduled ride. It is important to listen to the message because, due to rides being shared, your schedule may have changed from the time given to you on the original phone call.

If the message is not clear or is incomplete, please contact the Tri Delta Transit scheduling line at **1-925-754-3060** to confirm your pick-up time.

MAKE SURE YOUR PHONE IS NEAR YOU AND YOUR VOICEMAIL IS EMPTY. Robo-calls for verifying estimated pick up time, imminent arrival, and late arrival notices will come from **925-329-6624**.

Please pick up calls from this number.

Senior Paratransit Passenger Guide

Helpful Booking Tip:

If your trip is on:

MONDAY
Book the FRIDAY BEFORE

THURSDAY
Book the MONDAY BEFORE

TUESDAY
Book the SATURDAY BEFORE

FRIDAY
Book the TUESDAY BEFORE

WEDNESDAY
Book the SUNDAY BEFORE

SATURDAY
Book the WEDNESDAY BEFORE

Fares and Tickets

Senior paratransit drivers must collect fares upon boarding, so please have the exact fare ready prior to boarding. The driver cannot give change.

One-way trip starting and ending in Tri Delta Transit's service area	\$2.75
One-way trip starting and/or ending outside Tri Delta Transit's service area	\$5.50
10 ride tickets valued at \$2.75 each (sold in book of 10)	\$27.50

You can purchase 10-ride coupon books with 10 ride tickets valued at \$2.75 each by:

- Calling 1-925-754-6622 to order over the phone or to request a mail order form be sent to you. Tickets will be mailed to you by USPS. Customer Service will ask if you would like tickets sent by certified mail for ticket purchases over \$100. This means you need to be home to sign for the package. Tri Delta Transit is not responsible for lost or stolen tickets delivered by mail.
- Purchasing in person at Tri Delta Transit's administrative office: 801 Wilbur Avenue, Antioch. Credit, debit or cash accepted.
- Ordering online at TriDeltaTransit.com for tickets to be mailed to you by USPS. Same as above for certified mail.
- For refunds, a passenger must have a complete intact ticket book with no blemishes, and a receipt of purchase. A check will be send to passenger in the amount of the refund approved.

No single paratransit tickets are sold. Paratransit tickets are only available in a book of 10. Since tickets do not expire, paratransit clients can keep them until their next planned trip.

Rules and Safety Procedures

Senior Paratransit Drivers WILL

- Help you board and exit the vehicle.
- Secure your mobility device to the vehicle (walkers, canes and carts are not secured).
- Escort you to and from the front door of the primary building upon arrival at both origin and destination.
- Assist with loading shopping bags upon request. You are permitted to carry **four shopping bags on the vehicle**. The shopping bags cannot weigh more than twenty pounds each. The shopping bags must remain out of the aisle.

Senior Paratransit Drivers WILL NOT

- Enter your private residence or private property.
- Enter a location that has been reviewed by operator safety department or deemed not safe by an operator for a paratransit vehicle to enter or exit.
- Push your wheelchair up or down any stairs, steep ramps or inclines over 8% or 4.5 degrees.
- Push any buttons or levers on your electric wheelchair. Electric wheelchairs must be operated by the owner, attendant or companion.
- Lose sight of their vehicle.
- Carry more than four shopping bags. Flats of bottled water are counted as a bag.

Size of Carry Ons

Shall not permit any greater quantity of freight, express, or baggage in vehicles than can be safely and conveniently carried without causing discomfort or unreasonable annoyance to passengers. In no event shall aisles, doors, steps, or emergency exits be blocked.

- Carts brought onboard should be no more than: 37" from floor to top of handle. Approximate size 15x15x2 base. Passenger must keep out of aisle and keep hold of cart at all times.
- Luggage or item cannot be larger than 22" x 9" x 14"

Passenger Responsibilities

- For your safety, please refrain from eating, drinking, and smoking while on the bus.
- There is no reserving of seats, fighting, yelling or obscene language allowed.
- You are also requested to not wear scented personal care products while using the service. This is to ensure that vehicles are accessible for passengers with multiple chemical sensitivity.

Seat Belts & Safety Belts Required



Passengers must wear a seat belt at all times. Safety belts are required for ambulatory passengers sitting in seats. Safety lap belts are required for those using a mobility device such as a wheelchair or electric scooter.

Rules and Safety Procedures

Mobility Devices and Securement

All Tri Delta Transit vehicles are equipped with a mobility device ramp or lift.

- Passengers using a wheelchair are encouraged to remain in their chairs and wear a lap belt during boarding and exiting and while riding in the paratransit vehicle.
- Passengers using a scooter are encouraged to transfer to a seat during travel and wear a lap belt.
- During boarding and exiting, electric mobility devices are required to be set on the lowest speed or turned off.
- Mobility devices are required to be in good working order and must adhere to ADA requirements/limitations. Maximum size for a mobility device is 30 inches wide and 48 inches long. The maximum combined weight of a passenger and their mobility device is 600 pounds.
- All mobility devices except walkers, canes, and carts must be secured to the bus. All other items must be kept clear of the aisles.

Shared Transportation

Senior Paratransit is shared transportation. This means that other passengers may be onboard during any part of a ride and that scheduled pick up times or routes of travel may be altered so another passenger can be accommodated. It is likely that the vehicle will stop and pick up other passengers as it proceeds.

Shared rides lower the cost of senior paratransit transportation.

Reasonable Modifications

Tri Delta Transit reasonable modification services is fully compliant with the Paratransit requirements of the ADA.

We are committed to making reasonable modifications to policies, practices, and procedures to ensure Tri Delta Transit paratransit services are accessible to everyone who is eligible.

To make a request for a reasonable modification, you may contact:

Tri Delta Transit

Accessible Services Department

By phone: 1-925-706-4398

Email: AccessibleServices@eccta.org

or Fax: 1-925-754-9631

or dial 711 for the California Relay Services.

You can also visit our website at

www.trideltatransit.com to download the form and submit via email.

Please note, a request for a reasonable modification will not be considered if it would:

- Fundamentally alter Tri Delta Transit's services or programs.
- Create a direct threat to the health or safety of others.
- Not be necessary to use Tri Delta Transit services.
- Cause an undue financial or administrative burden for Tri Delta Transit.

Rules and Safety Procedures

Service Animals and Pets

Service Animals

A service animal is an animal specifically trained to assist you with necessary duties.

If you travel with a service animal, you must include this information on your eligibility application. Please let the reservationist know if you will be bringing a service animal when scheduling your ride.



- Animals meeting service animal criteria may board the bus with you at any time.
- While riding in a vehicle, the service animal is required to stay on the floor of the bus and must not block the aisle.
- If your service animal misbehaves, you will be asked to remove the animal from the vehicle. If there are multiple occurrences of misbehavior, the animal's riding privileges may be revoked. Examples of misbehavior include unprovoked growling or attacking passengers, the driver, or other service animals.

Pets

Pets may board the bus with you if your pet is in a pet carrier. For safety reasons, the driver is unable to assist with carrying the pet carrier. Please let the reservationist know if you will be bringing a pet carrier when scheduling your ride.



Lost & Found

When exiting a vehicle, please check around you for all your belongings.

While Tri Delta Transit is not responsible for items left on the bus, we do our best to help passengers relocate lost items. This is done through our Lost & Found Department.

If you lose an item on a Tri Delta Transit bus, please call 1-925-754-6622 to report the item lost. Lost items found on a bus are turned in when the bus returns at the end of its daily scheduled runs.

The Lost & Found receptacle is checked the following morning. All items turned into Lost & Found are kept for a period of 30 days. Perishable items and those of safety concern will not be stored.

To retrieve an item from Lost & Found, you must come to Tri Delta Transit's administrative office located at 801 Wilbur Avenue, Antioch. Found items will not be returned by mail.

Office hours are Monday - Friday 8:00 a.m.-5:00 p.m. (Closed weekends and holidays.)

During an Emergency

During an earthquake, flood or other disaster, most, if not all, paratransit providers will look to the county or governing agencies for guidelines regarding the emergency, before picking up passengers for regular service. In addition, inventory of buses and resources would need to be completed.

Sometimes, Tri Delta Transit may have to limit trips to essential functions or life sustaining trips only. Emergency services are not often available for the first 72 hours after the emergency. Regular service may not resume for some time.

This will include, but may not be limited to, trips to and from:

- Medical appointments such as: dialysis and chemotherapy appointments
- Trips to necessary other medical facilities
- Essential job locations
- Grocery stores

During an emergency, if transported, you can bring your respirator, portable oxygen or other life support equipment as long as it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the paratransit vehicle and be managed by you or your personal care attendant on file.

During an On-board Emergency

All drivers are familiar with basic first aid but are not medical professionals. If there is a medical or health emergency on board such as a rider having a seizure or experiencing excessive bleeding after a dialysis treatment, the driver will pull over, call 911 and wait for trained help. Operators may also notify Dispatch and other important transit personnel.

Depending on the emergency, the operator may be advised to evacuate the other passengers aboard the vehicle.

Frequently Asked Questions

If you have questions after reading this information, please call Tri Delta Transit Accessible Services Department at 1-925-706-4398 or TTY: 1-925-754-3695.

Where is the service area?

Tri Delta Transit provides senior paratransit transportation to seniors (age 65+) within Tri Delta Transit's service area in eastern Contra Costa County. Transportation is subject to ride availability.

What must I do to be able to use senior paratransit transportation services?

Fully complete and submit the Senior Paratransit Application to Tri Delta Transit.

How long does it take to process my application for senior paratransit transportation?

Once we receive your fully completed application, your application will be processed within 21 days. You will receive notice of your registration confirmation by mail. If on the 22nd day you have not received notification, please contact Tri Delta Transit Accessible Services Department at the number listed at the top of this page.

How far in advance should I schedule my ride?

Ride requests can be made one to three days in advance. Helpful booking tips are provided in this guide.

Do you allow animals and pets on the bus?

Yes. Service animals and pets are allowed. The pet must be in a pet carrier. For safety reasons, the driver is unable to assist in carrying the pet carrier. Please notify the reservationist when scheduling your ride if you plan to bring a service animal or pet carrier on the bus.

What do I do if I want to thank someone for a job well done, send in a comment, or a complaint?

Customer service is of the utmost importance to Tri Delta Transit. To send us your comments:

- Visit our website www.trideltatransit.com, select About Us/Contact, and scroll to the bottom for the selection. Click on the appropriate link, and complete the form.
- Call us at 1-925-754-6622 and ask for our customer service department.
- Visit our administrative office at 801 Wilbur Ave, Antioch.
- Email us at comments@eccta.org.

If you selected that you would like a response, a customer service representative will contact you within 7-12 business days from the day after the comment is received. You may also be contacted if we have questions or need more information.