

AGENDA ITEM 1 D
Consent Item

MEMORANDUM

DATE: August 6, 2026

TO: El Dorado County Transit Authority

FROM: Erik Bergren, Planning and Marketing Manager

SUBJECT: El Dorado Transit Americans with Disabilities Act Paratransit Compliance Plan

REQUESTED ACTION:

BY MOTION,

Approve the Updated 2026 El Dorado Transit Americans with Disabilities Act Paratransit Compliance Plan

BACKGROUND

As a public operator of transit services, the El Dorado County Transit Authority (El Dorado Transit) is required by the Americans with Disabilities Act (ADA) to provide complementary paratransit services for people who, due to a disability, are unable to use El Dorado Transit's regular fixed route bus services for some or all of their trips. Since 1994 El Dorado Transit has met its ADA paratransit obligation through a combination of ADA deviation on regular bus fixed routes and separate ADA complementary paratransit services.

El Dorado Transit submitted the first El Dorado Transit Americans with Disabilities Act Paratransit Compliance Plan (Plan) in 1994, as required by ADA regulations. The Plan has been updated several times since 1994, with the most recent revision occurring in 2019.

Per CFR 49 Part 37.137 (c) Ongoing Requirement, agencies are mandated to create an ongoing mechanism for the participation of individuals to assess El Dorado Transit ADA services. All major service changes are presented at one (1) or more public hearings and are reviewed by the Board and the Transit Advisory Committee.

DISCUSSION

Since the last update, El Dorado Transit has implemented changes to the Dial-a-Ride fare structure, revised or discontinued local fixed routes and revised commuter and reverse commuter services. The attached 2026 El Dorado Transit Americans with Disabilities Act Paratransit Compliance Plan was revised to reflect these changes in addition to other minor updates illustrated in the attachment.

Staff is requesting approval of the 2026 El Dorado Transit Americans with Disabilities Act Paratransit Compliance Plan.

FISCAL IMPACT

None



EL DORADO TRANSIT

AMERICANS WITH DISABILITIES ACT PARATRANSIT COMPLIANCE PLAN

ADOPTED: FEBRUARY 3, 1994

ADOPTED: JUNE 2, 2011

ADOPTED: JUNE 28, 2012

ADOPTED: JUNE 5, 2014

ADOPTED: AUGUST 6, 2015

ADOPTED: SEPTEMBER 1, 2016

ADOPTED: DECEMBER 5, 2019

[DRAFT: AUGUST 6, 2026](#)

Submitted by:

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- B. Demographic Breakdown of Population Served
- C. El Dorado Transit Eligibility Application
- D. Sample Notification Letters for Acknowledgement, Eligibility, and Denials
- E. Local Route Brochure
- F. Sacramento Commuter Route Brochure
- G. Dial-A-Ride Brochure
- H. SAC-MED Non-Emergency Medical Transportation Brochure
- I. ADA Complementary Paratransit Services Brochure

SECTION 1

INTRODUCTION

El Dorado County is located in the Gold Country of California, stretching from the Central Valley east of Sacramento up to the peaks of the Sierra Nevada. This plan encompasses the western slope of El Dorado County (west of the Sierra Crest) including Placerville, Cameron Park, El Dorado Hills, Pollock Pines, and Diamond Springs, as well as smaller communities. The City of Placerville is the County seat and is the only incorporated town within the service area.

The Western Slope of El Dorado County (excluding the Tahoe Basin) is approximately 1.1 million acres in size with a population of approximately 148,614 (2010-2020 US Census). A service area map is presented in Appendix A. Part rural community, part suburban bedroom community and also an agri-tourism destination, El Dorado County is a desirable location in which to live and visit, and has experienced residential and tourism growth in recent years. In particular, the area's proximity to employment opportunities in Sacramento County has generated substantial suburban growth in the western portion of the County.

The major east/west access is provided by US Highway 50 (US 50), connecting the area with Sacramento to the west and South Lake Tahoe and Carson City, Nevada to the east. North/south highway access to the area is provided by Highway 49, connecting the area with Auburn to the northwest and Sonora to the southeast. State Route 193 provides northern access to Georgetown.

BACKGROUND

1.1 Background of Paratransit Compliance Plan

On July 26, 1990, President George H.W. Bush signed into law the Americans with Disabilities Act (ADA), a major piece of legislation to guarantee civil rights and non-discrimination to persons with disabilities. As a "public entity which provides fixed-route transit service", the El Dorado County Transit Authority (El Dorado Transit) must:

- a) Purchase only wheelchair accessible vehicles which meet certain technical specifications (similar to California Law);
- b) Adjust the route deviation transit services to include route deviations up to $\frac{3}{4}$ of a mile for persons with disabilities and/or;
- c) Develop and implement a plan for "complementary paratransit service" for people who, because of their disability, cannot use the fixed-route bus system.

Complementary paratransit service is defined according to six (6) "service-criteria", under which the service is to be "comparable" (as defined in regulations issued by the U.S. Department of Transportation), to fixed-route:

1. Same service area;
2. Service must be provided “the next day”;
3. Fares cannot be more than twice the regular bus fare for same time of day;
4. There can be no restrictions or priorities on trip purpose;
5. Hours and days of service must be the same, and;
6. There can be no “capacity constraints” (all trips requested must be served).

The statute defines three (3) “categories” of eligibility for complementary paratransit service, based on inability to use the fixed-route system. Only eligible individuals must be provided with service that meets the above criteria.

1.2 El Dorado Transit Adopted ADA Compliance Action Plan (Original)

On February 3, 1994, the El Dorado Transit Board of Directors adopted the ADA Compliance Action Plan (Plan). The Plan detailed a timeline which specified that El Dorado Transit would be in full compliance with Section 37.139 of the ADA by June 1994. El Dorado Transit met this requirement establishing full compliance as of June 1994.

Initially, accommodations for ADA eligible individuals were met on the Placerville Shuttle route with off-route deviation service; however, due to significant delays caused by off-route service during “peak hours”, it was proposed that ADA Dial-A-Ride would provide complementary paratransit service within $\frac{3}{4}$ of a mile between 9:00 A.M. and 4:00 P.M.

During “off-peak” hours on weekdays from 7:00 A.M. until 9:00 A.M. and 4:00 P.M. and 6:00 P.M. Saturday service would operate off-route deviation service on the Saturday Express. All other fixed-route service would accommodate ADA eligible passengers with off-route deviation service.

The Plan projected that all El Dorado Transit revenue service vehicles would be 100% accessible in fiscal year 1994/95. El Dorado Transit met the target date.

Originally, the Plan identified that El Dorado Transit substantially complied with the service criteria for ADA paratransit through route-deviation service on the fixed-route and Dial-A-Ride services. Minor modifications were needed to bring the service into full compliance. It was recommended that the necessary modification be phased in during the 1994 calendar year.

The following table reflects the 1994 schedule of compliance and adjustments to El Dorado Transit service:

Criteria	Modification	Schedule
Same Service Area	Dial-A-Ride and Route-Deviation service currently in compliance	N/A
Next Day Service	Implement 24 hour ADA Dial-A-Ride answering machine	2/94
Fares not more than twice regular bus fare	Dial-A-Ride and Route-Deviation service currently in compliance	N/A
No Priorities	Dial-A-Ride currently in compliance	N/A
Same Service Hours and Days	Expand ADA Dial-A-Ride weekday hours and operate Route-Deviation service on the “off-peak” Placerville Shuttle and Pollock Pines route on Saturdays	4/94
Visitor Services	Implement ADA registration process	2/94
No Capacity Constraints	Monitor for ADA Dial-A-Ride and proposed service alternatives for non-disabled passengers if necessary	6/94

1.3 El Dorado Transit Current ADA Compliance Action Plan Update

The El Dorado Transit ADA Compliance Plan update ensures future compliance with the Department of Transportation final rule for Transportation for Individuals with Disabilities; Reasonable Modification of Policies and Practices issued March 13, 2015 as stated in 80 FR 13253.

SECTION 2

IDENTIFICATION AND CONTACT INFORMATION

2.1 Identification and Contact Information

In accordance with Section 37.139 of the U.S. Department of Transportation's regulations to implement the ADA, El Dorado Transit submits the following required information for its fixed route and complementary paratransit service plan.

The ADA Compliance Plan is submitted by:

Name: El Dorado Transit
Address: 6565 Commerce Way
Diamond Springs, CA 95619

Contact: ~~Matthew Mauk~~ [Brian James](#),

Executive Director Telephone: (530) 642-5383
ext. 210

Email: ~~mmauk~~bjames@eldoradotransit.com

Fax: (530) 622-2877

SECTION 3

FIXED-ROUTE SERVICES

3.1 Service Area

El Dorado Transit operates from an administrative/operations base located in Diamond Springs, California, about 44 miles east of Sacramento and 60 miles west of South Lake Tahoe, California. El Dorado Transit serves the portion of El Dorado County west of the Sierra Crest, called the Western Slope. The Western Slope is a mix of rural, agricultural and suburban areas. The single incorporated city in the service area is Placerville (**pop. 10,389** ~~671~~), a historic community situated at an elevation of approximately 2,000 feet above the sea level. The largest unincorporated community within the service area is that of El Dorado Hills, located at the western edge of El Dorado County, with a population of 42,108. Refer to Appendix A for a map of the service area.

3.2 Fixed-Route Structure

Fixed-route transit service started in 1980 and currently operates in Placerville, Camino, Pollock Pines, Diamond Springs, Cameron Park, El Dorado Hills, Shingle Springs and El Dorado. El Dorado Transit operations are funded via farebox revenues, California State Transit Development Act (TDA) and State Transit Assistance (STA) funds, as well as FTA grant funds.

The fare is \$1.50 for general passengers and \$0.75 for students, seniors and disabled passengers. Refer to Appendix E for current local fixed route schedules.

The existing fixed-route services provided by El Dorado Transit are summarized as the following:

Local Fixed Routes

3.2.1 Route 20 - Placerville

The Placerville route provides fixed-route services mainly along the U.S. Highway 50 corridor between Point View Drive, ~~and Placerville Station on Mosquito Road in Placerville.. Placerville and the Missouri Flat Transfer Center on Missouri Flat Road.~~ Service is provided Monday through Friday between ~~6:00~~6:30 A.M. and ~~6:55~~7:25 P.M. on ~~one (1)~~1 1/2 hour headways.

3.2.2 Route 60 - Pollock Pines

The Pollock Pines route provides fixed-route service along the U.S. Highway 50 corridor between Pollock Pines and ~~the Missouri Flat Transfer Center~~Placerville Station. Service is provided Monday through Friday between 7:00 A.M. and 6:55 P.M. on one (1) hour headways.

3.2.3 Route 30 - Diamond Springs/El Dorado

(+) The Diamond Springs route provides fixed-route service for the communities of Diamond Springs and El Dorado Monday through Friday between ~~6:00~~ 7:00 A.M. and 6:55 P.M. on one 1/2 hour headways.

3.2.4 Route 40 - Cameron Park / Shingle Springs

The Cameron Park route provides fixed-route service within the community of Cameron Park. The Cameron Park route operates Monday through Friday between 6:30 A.M. and 7:20 P.M. on one (1) hour headways. The Cameron Park route connects with the 50 Express at the Cambridge Rd. Park and Ride for passengers wishing to travel east or west along the Highway 50 corridor.

3.2.5 Route 50X - 50 Express

The 50 Express provides local fixed-route service along the U.S. Highway 50 corridor between Placerville and the Sacramento County line, and commuter service between the Sacramento County Line and the Iron Point Light Rail Station in Folsom, Monday through Friday between ~~5:53~~6:00 A.M. and ~~7:55~~7:25 P.M. on one (1) hour headways. The 50 Express provides service to the El Dorado Campus of Folsom Lake College, Missouri Flat Transfer Center, Tribal Health, Red Hawk Casino, Cameron Park, El Dorado Hills Park and Ride, Kaiser and Intel and the Folsom campus of Folsom Lake College.

3.2.6 Route 25 - Saturday Express

The Saturday Express route provides express service along the U.S. Highway 50 corridor between Pollock Pines and the ~~Missouri Flat Transfer Center~~Iron Point Light Rail Station in Folsom, providing limited access to stops in Placerville and Diamond Springs. The service operates between 9:00 A.M. and ~~4:55~~5:00 P.M. on one (1) hour headways.

~~3.2.7 Route 35 - Diamond Springs - Saturday~~

~~The Diamond Springs - Saturday route provides fixed-route service for the communities of Diamond Springs and El Dorado. The service operates between 9:00 A.M. and 4:55 P.M. on one (1) hour headways.~~

Commuter Services

~~3.2.8~~3.2.7 Sacramento Commuter Service

The Sacramento Commuter provides service along the U.S. Highway 50 corridor between ~~seven (7)~~ six (6) park and ride locations and downtown Sacramento Monday through Friday 5:10 A.M. to 7:30 P.M. The Sacramento Commuter service makes connections with public bus and light rail service (Sacramento Regional Transit) in downtown El Dorado County Transit Authority
~~December 5, 2019~~August 6, 2026

Sacramento. The fare is \$5.00 for general passengers and ~~\$4.00~~ Free for Sacramento State University and Los Rios Community College District (CRC) students with proper identification. No senior or disabled reduced fare is offered for this service. Refer to Appendix F for Commuter route brochure.

3.2.93.2.8 Reverse Commuter Service

~~Four (4) Sacramento Commuter routes (two in the morning and two in the afternoon).~~
The Sacramento Reverse Commuter Service provides ~~provide~~ reverse service between downtown Sacramento and ~~five (5)~~ six (6) locations within El Dorado County Monday through Friday. These commuter routes make connections with the local fixed-route buses. The fare is \$5.00 for general passengers and ~~\$4.00~~ Free for Sacramento State University and Los Rios Community College District (CRC) students with proper identification. No senior or disabled reduced fare is offered for this service. Refer to Appendix F for commuter route brochure.

3.3 Fixed-Route Operating Days, Hours and Fares

Service	Days of Service	Hours of Operation	Fare
LOCAL FIXED ROUTE			
Route 20 - Placerville	Monday – Friday	6:00 <u>6:30</u> A.M. – 6:55 <u>7:25</u> P.M.	\$1.50 – General \$0.75 Senior & Disabled
Route 60 - Pollock Pines / Camino	Monday – Friday	7:00 A.M – 6:55 <u>7:00</u> P.M	\$1.50 – General \$0.75 Senior & Disabled
Route 30 - Diamond Springs / El Dorado	Monday – Friday	6:00 <u>7:00</u> A.M. – 6:55 P.M.	\$1.50 – General \$0.75 Senior & Disabled
Route 40 - Cameron Park / Shingle Springs	Monday – Friday	6:30 A.M. – 7:20 P.M.	\$1.50 – General \$0.75 Senior & Disabled
Route 50X - 50 Express	Monday-Friday	5:53 <u>6:00</u> AM – 7:55 <u>8:00</u> PM	\$1.50 – General \$0.75 Senior & Disabled
Route 25 - Saturday Express	Saturdays Only	9:00 A.M. – 4:55 <u>5:00</u> P.M.	\$1.50 – General \$0.75 Senior & Disabled
Route 35 – Diamond Springs – Saturday	Saturdays Only	9:00 A.M. – 4:55 P.M	\$1.50 – General \$0.75 Senior & Disabled
COMMUTER			
Sacramento Commuter	Monday – Friday	5:10 A.M. – 7:30 P.M.	\$5.00 - General / \$4.00 <u>Free</u> - Sac State/ CRC Students

3.4 **El Dorado Transit Observed Holidays**

El Dorado Transit does not operate services on the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Eve
- Christmas Day

3.5 **Adverse Weather Conditions**

It is the goal of El Dorado Transit to provide safe, reliable, courteous, attractive and comfortable public transit service in all types of weather. However; there may be times when snow or icy road conditions will necessitate a decision based on safety concerns to temporarily reduce or cancel transit services until weather conditions improve. The decision to make any service reductions will be made by the Executive Director or designee after evaluating reports of road conditions in the transit service area.

3.6 **Population Served**

Per [2010-2020](#) U.S Census data, the population of Placerville is 10,[389-671](#) and the population of the Western Slope of El Dorado County is approximately [148,614](#)[163,469](#). Refer to Appendix B for the demographics of population served.

SECTION 4

EL DORADO TRANSIT FIXED-ROUTE VEHICLE INVENTORY

4.1 Vehicle Inventory

El Dorado Transit currently operates ~~40~~39 buses and 10 vans.

BUS	YEAR/MAKE/MODEL	CAP. AMB/WC	LIFT/ RAMP
0602	06-BLUEBIRD	45/2	YES
0606	06-BLUEBIRD	37/2	YES
0607	06-BLUEBIRD	37/2	YES
0608	06-BLUEBIRD	37/2	YES
0609	06-BLUEBIRD	37/2	YES
0610	06-BLUEBIRD	37/2	YES
0703	07-CHEVY-KODIAK	26/2	YES
0704	07-CHEVY-KODIAK	26/2	YES
0707	07-CHEVY-KODIAK	26/2	YES
0901	08-CHEVY-KODIAK	26/2	YES
0902	08-CHEVY-KODIAK	26/2	YES
0903	08-CHEVY-KODIAK	26/2	YES
1201	11-INTERNATIONAL	26/2	YES
1001	10-MCI 4500	57/2	YES
1002	10-MCI 4500	57/2	YES
1003	10-MCI 4500	57/2	YES
1004	10-MCI 4500	57/2	YES
1005	10-MCI 4500	57/2	YES
1006	10-MCI 4500	57/2	YES
1007	10-MCI 4500	57/2	YES
1008	10-MCI 4500	57/2	YES
1009	10-MCI 4500	57/2	YES
1202	12-MCI 4500	57/2	YES
1401	14-MCI 4500	57/2	YES
1801	18-MCI 4500	57/2	YES
1802	18-MCI 4500	57/2	YES
1803	18-MCI 4500	57/2	YES
1804	18-MCI 4500	57/2	YES
1805	18-MCI 4500	57/2	YES
1601	16-FORD CUTAWAY	26/2	YES
1602	16-FORD CUTAWAY	26/2	YES
1603	16-FORD CUTAWAY	26/2	YES
1604	16-FORD CUTAWAY	26/2	YES
1605	16-FORD CUTAWAY	26/2	YES
1606	16-FORD CUTAWAY	26/2	YES
1607	16-FORD CUTAWAY	26/2	YES
1701	17-GILLIG	31/2	YES
1702	17-GILLIG	31/2	YES
1703	17-GILLIG	31/2	YES
1704	17-GILLIG	31/2	YES
1705	17-GILLIG	31/2	YES
1706	17-GILLIG	31/2	YES
<u>2001</u>	<u>20-GILLIG</u>	<u>31/2</u>	<u>YES</u>
<u>2002</u>	<u>20-GILLIG</u>	<u>31/2</u>	<u>YES</u>
<u>2003</u>	<u>20-GILLIG</u>	<u>31/2</u>	<u>YES</u>
<u>2004</u>	<u>20-GILLIG</u>	<u>31/2</u>	<u>YES</u>
<u>1901</u>	<u>19-FORD CUTAWAY</u>	<u>220/2</u>	<u>YES</u>
<u>1902</u>	<u>19-FORD CUTAWAY</u>	<u>220/2</u>	<u>YES</u>
<u>1903</u>	<u>19-FORD CUTAWAY</u>	<u>220/2</u>	<u>YES</u>
<u>1904</u>	<u>19-FORD CUTAWAY</u>	<u>220/2</u>	<u>YES</u>

<u>1905</u>	<u>19-FORD CUTAWAY</u>	<u>220/2</u>	<u>YES</u>
<u>1906</u>	<u>19-FORD CUTAWAY</u>	<u>220/2</u>	<u>YES</u>
<u>2201</u>	<u>22- FORD TRANSIT</u> <u>VAN</u>	<u>220/2</u>	<u>YES</u>

4.2 Vehicle and Fixed-Route Accessibility

All El Dorado Transit fixed route, commuter and paratransit vehicles are 100% accessible.

SECTION 5

EL DORADO TRANSIT PARATRANSIT SERVICES

El Dorado Transit provides the following paratransit services:

5.1 ADA Complementary Paratransit

Complementary Paratransit is a ~~curb-to-curb~~door to door transportation service operating during the same hours as the local fixed route services. The ADA Paratransit service operates within $\frac{3}{4}$ of a mile of the Local Fixed Route services provided within the Placerville, Pollock Pines, Cameron Park and Diamond Springs service areas for ADA eligible passengers. Service hours are as follows:

- Placerville: ~~6:00~~6:30 A.M. to ~~6:55~~7:25 P.M. Monday through Friday
- Pollock Pines: 7:00 A.M. to ~~6:55~~7:00 P.M. Monday through Friday
- Cameron Park: 6:30 A.M. to 7:20 P.M. Monday through Friday
- Diamond Springs: 6:00 A.M. to ~~6:55~~7:00 P.M. Monday through Friday
- 50 Express: ~~5:53~~6:00 A.M. to 7:55 P.M. Monday through Friday
- Saturday Express: 9:00 A.M. to ~~4:55~~5:00 P.M.
- Diamond Springs Saturday: 9:00 A.M. to 4:55 P.M.

ADA eligible passengers may schedule a complementary paratransit trip during regular business hours, 8:00 A.M. to 5:00 P.M. seven (7) days a week, a maximum of three days in advance and up to 5:00 P.M. the day prior to the trip request. The Complementary Paratransit fare is \$3.00 one-way.

5.1.1 Dial-A-Ride

Dial-A-Ride is a seven (7) day a week, curb-to-curb, demand response service designed for seniors and disabled persons. The service is available Monday through Friday 7:30 A.M. and 5:00 P.M. and on Saturday and Sunday from 8:00 A.M. to 5:00 P.M.

The Dial-A-Ride service area covers the areas of El Dorado Hills, Cameron Park, Shingle Springs, Rescue, Coloma, El Dorado, Diamond Springs, Placerville, Camino and Pollock Pines. ~~Each one-way ride fare is based on the length of the trip. Up to four (4) miles is \$2.00 and each additional mile is \$0.50~~Fares are a flat rate of \$3.00 per one way trip. Refer to Appendix G for Dial-a-Ride brochure.

Dial-A-Ride is a first-come-first-serve, shared-ride public transportation service. Reservations can be made up to three (3) days in advance between 9:00 A.M. and 5:00 P.M. Monday through Friday. Rides are confirmed at the time of the reservation request.

5.1.2 Sac-Med Non-Emergency Medical Transportation

The Sac-Med Non-Emergency Medical Transportation (SAC-MED) is a shared ride, non-emergency transportation service for seniors and disabled passengers to medical appointments outside El Dorado County.

The service operates two (2) days per week (Tuesdays and Thursdays), between the hours of 8:00 A.M. and 6:10 P.M. Passengers are encouraged to make medical appointments between the hours of 10:00 A.M. and 2:00 P.M. Passengers call between the hours of 9:00 A.M. and 5:00 P.M. to make reservations. Reservations can be no later than four (4) business days in advance and can be scheduled as much as fourteen (14) days in advance. Passengers may make multiple destination requests in Sacramento for a \$10.00 fare per boarding. Refer to Appendix H for brochure.

5.2 Summary of Paratransit Services

El Dorado Transit meets all requirements for complementary paratransit under the guidelines of the ADA. El Dorado Transit does not contract any paratransit services.

SECTION 6

ADA ELIGIBILITY INFORMATION

6.1 Principles for ADA Eligibility

All elements of the eligibility program were developed with the participation of the disabled community.

1. El Dorado Transit is responsible for determining ADA eligibility.
2. The criteria and certification process used for determining ADA eligibility, a policy for visitors and an appeals process shall be applied.
3. To determine eligibility, the applicant will fill out the application form. Functional or medical verification of an applicant's disability may be required.
4. Some persons will be ADA eligible for some trips and not for others. The system must be able to ascertain trip-by-trip eligibility.
5. In order to maximize use of fixed-route services by disabled persons, travel training could be a component of El Dorado Transit's eligibility program.
6. El Dorado Transit will provide ADA eligible trips per ADA guidelines as allowed, such as off-route deviations or complementary paratransit service.
7. Current users of ADA eligibility will not be automatically assumed ADA eligible.
8. The appeals process will consist of a tiered approach, including agency, committee and/or peer review.
9. El Dorado Transit is required only to service ADA eligible persons on ADA eligible trips.
10. The eligibility criteria are subject to change based upon possible revisions to the Department of Transportation's Final Rule and upon evaluation of actual service delivery.
11. There will be an identification card issued.

6.2 Overview of the ADA Applications Process

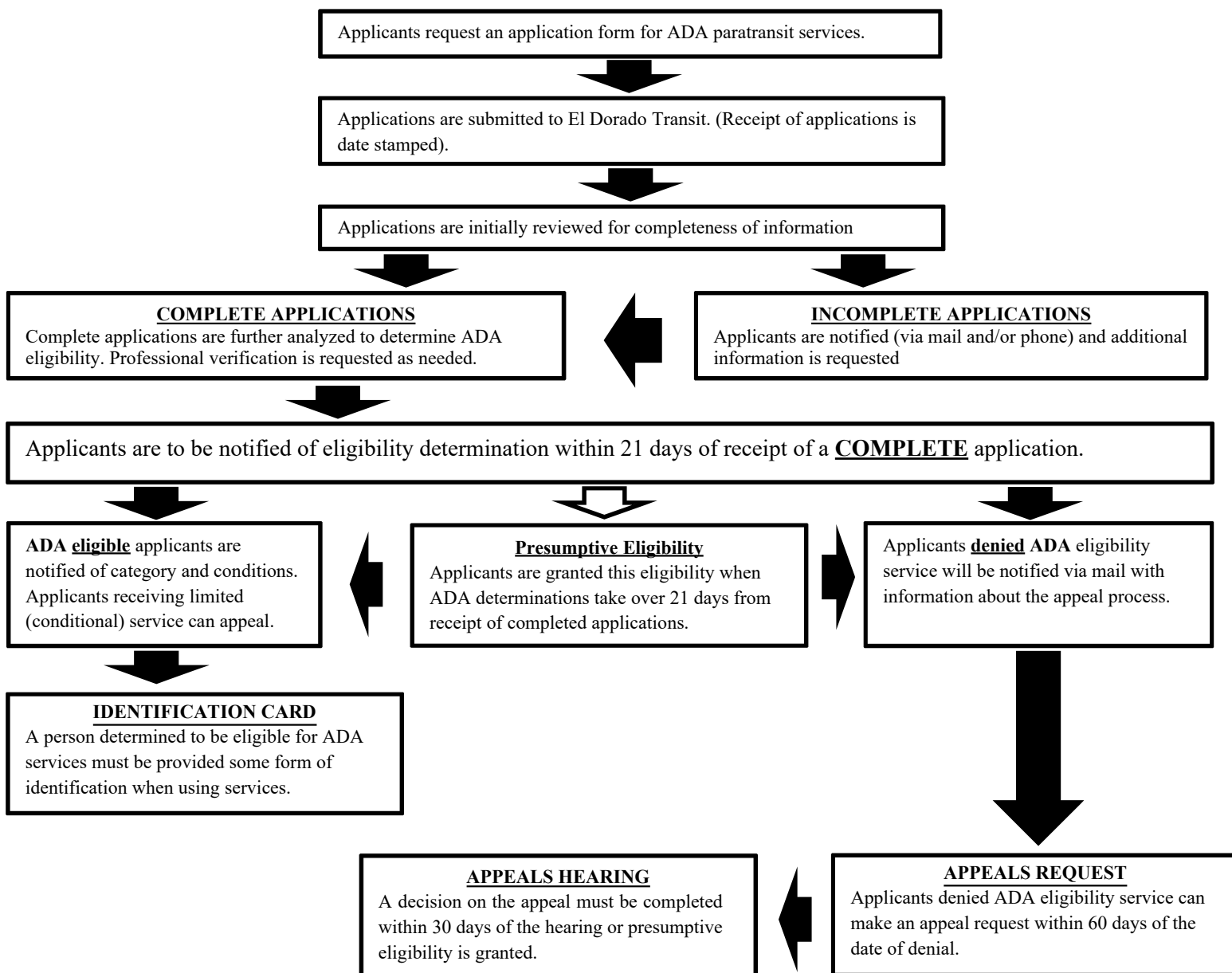
The application process adopted by El Dorado Transit is outlined on the chart in figure 1. The eligibility process used is that of self-assessment with professional verification as needed.

The application process for ADA eligibility begins when an individual requests a form from El Dorado Transit.

The work of the ADA certifying staff* begins when the application is received and initially reviewed for completeness of information. This process continues with a review and analysis of all response to question on the application.

*Operations Manager or Designee

Figure 1 – Steps in the ADA Eligibility Application Process



6.3 Determining ADA Eligibility

Once an applicant is determined to have a qualifying disability that prevents his or her use of fixed-route services, the ADA certifying staff must make additional decisions related to eligibility. The certifying staff must determine the ADA category, the condition and duration of an applicant's eligibility.

Every applicant found eligible for ADA is classified under one (1) of three (3) categories. The categories determine why the individual cannot use the fixed-route system. When making eligibility determinations, certification analysts have to consider and answer the following three questions about each ADA eligible applicant:

- **Eligibility Categories**
Under which of the three (3) ADA categories is the applicant eligible?
- **Conditions of Service**
What is the range of ADA services the applicant is eligible to receive; limited (conditional) or full (unconditional) services?
- **Duration**
How long is the applicant eligible to receive ADA services; permanently or temporarily?

6.4 Three (3) ADA Eligibility Categories

Every applicant found **eligible** for ADA is classified under one of three (3) ADA categories. The categories describe the reasons an individual is prevented from using the fixed-route system.

Category 1

An individual who because of a physical or cognitive disability is prevented from:

- Boarding an accessible fixed-route vehicle.
- Riding on the accessible fixed-route vehicle.
- Disembarking from the accessible vehicle.

Category 2

An individual who because of a physical or cognitive disability is prevented from:

- Boarding, riding and disembarking because vehicles on the route are not accessible.

Category 3

To be a basis for eligibility, the condition must **prevent** the individual from:

- Traveling to a boarding location.
- Traveling to and from a disembarking location.

6.5 Identification Card and Notification Letter

A person determined to be eligible for ADA services must be provided some form of documentation that can be used as identification when using the services, as well as when the person travels to another transit system service area. A simple identification card stating eligibility is used by El Dorado Transit. In addition, a notification letter is provided that includes:

- The name of the eligible individual
- The name of the transit agency issuing the documentation
- The telephone number of the transit agency's paratransit coordinator
- An expiration date of the eligibility (if applicable)
- Any limitations or conditions placed on the individual's eligibility

Refer to Appendix D for a sample notification letter.

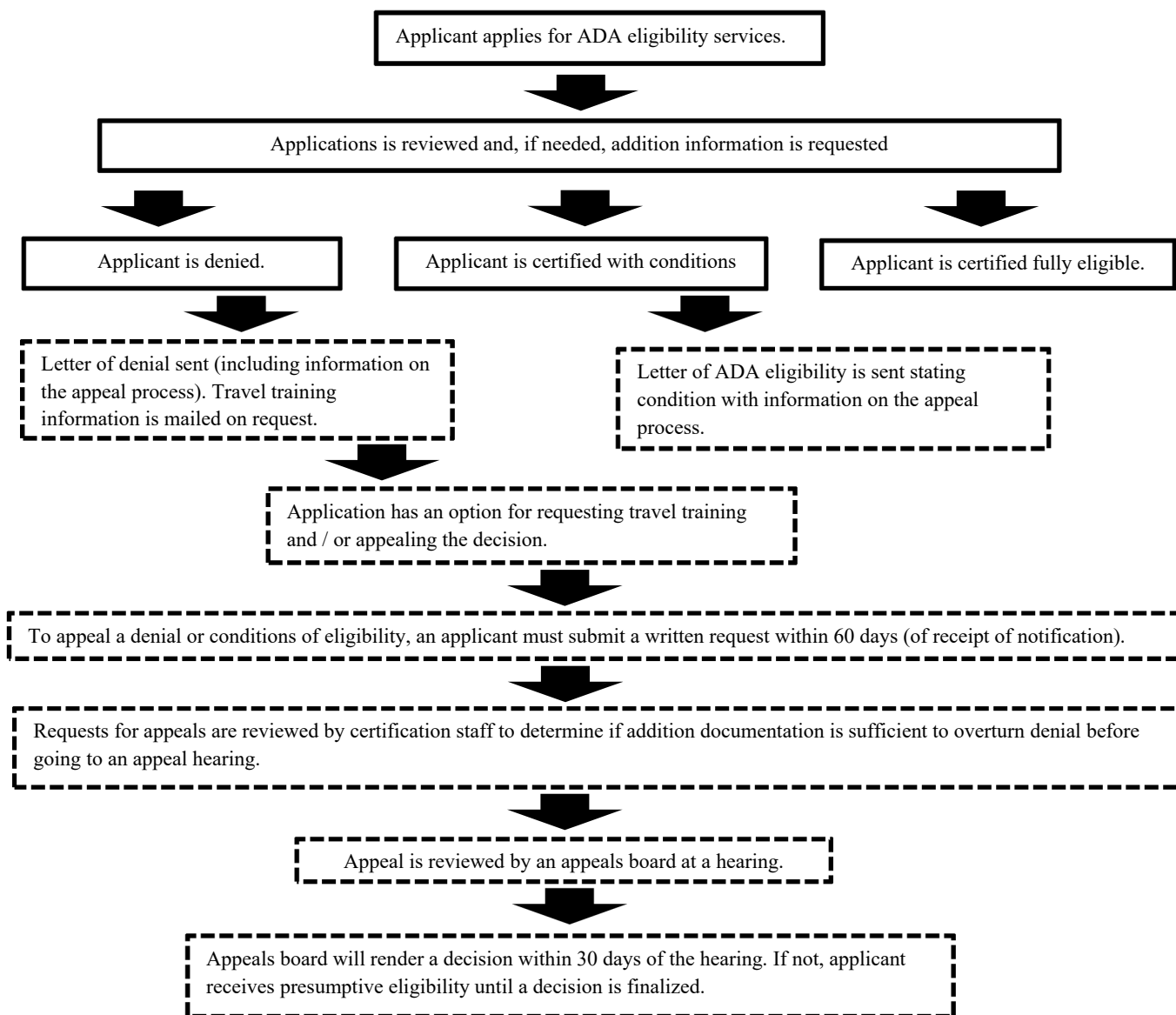
6.6 Denials and Appeals

There are options available to an applicant once ADA eligibility has been denied or a conditional eligibility determination is made. Earlier non-ADA eligibility was often based on the presence of a disability, a letter from a medical practitioner or the presentation of a birth certificate verifying that a certain age had been reached. Often, these eligibility criteria did not establish a link between the reported disability and the individual's ability to use fixed-route. The ADA eligibility process with its limited eligibility criteria must deny services to individuals not meeting the criteria.

6.7 Appealing ADA Eligibility Determinations

An individual receiving a notification of denial of ADA eligibility service has the right under the ADA legislation to appeal the decision. The applicant may appeal the entire eligibility decision or only the condition under which he or she has been certified. An appeal process may also be used by consumers who have received a suspension of service. Figure 2 reviews the application process and appeals procedures.

Figure 2 - ADA Eligibility Appeals Process



6.8 Travel Training for Denied ADA Eligibility

Transit operators throughout the region offer travel training or instruction in the use of the fixed-route system to persons requesting this service. Although there are variations in the travel training methods, the overall goal is to assist and instruct persons on how to utilize the fixed-route system.

The idea of “travel training” may be intimidating to some people. ADA eligibility analysts know from screening applicants that many people applying for ADA eligibility are unfamiliar with fixed-route services or the accessibility of a local system.

There are applicants who have never taken public transportation during their lifetimes. Many applicants are unfamiliar with the term “travel training.” The application approaches this issue by asking applicants about any instruction training they have had on using public transit. The application does not use the term “travel training.”

Persons denied ADA eligibility service or categorized as conditionally eligible are all candidates for training. Travel training focuses on the skills and knowledge a person needs to use the fixed-route system in the city and / or region in which the applicant resides.

What might a transit operator or passenger expect from its travel trainer?

- First-hand knowledge about the local fixed-routes system.
- Familiarity with ADA eligibility criteria and knowledge of range of services.
- The techniques and skills for correctly handling wheelchairs and other mobility devices.
- Knowledge and effective strategies for travel training persons with disabilities and / or older adults, including information about the disabilities of those being trained.
- Sensitivities to persons with disabilities.
- An understanding of the ADA and how travel training corresponds to the overall goals of this civil rights law.
- Knowledge and skills to handle emergency situations.
- An organized approach to “trips” conducted during training.

Experienced travel trainers often emphasize the importance of understanding both the **physical and psychological barriers** that prevent individuals with disabilities from accessing fixed-route transportation.

6.9 ADA Paratransit Services for Visitors

An individual with disabilities who can present documentation that he/she is ADA paratransit eligible from the jurisdiction in which he/she resides, and who does not reside in the jurisdiction of El Dorado Transit, shall be treated as eligible for ADA paratransit services.

Individuals with disabilities without the appropriate documentation will be required to provide El Dorado Transit with a place of residence and, if the individual’s disability is not apparent, of his or her disability.

See Appendix C for the El Dorado Transit ADA Eligibility Application.

Section 7

Americans with Disabilities Act (ADA) Reasonable Modification

7.1 Background of Reasonable Modification Regulations

On March 13, 2015 as part of the Federal Register Vol. 80, No. 49 (80FR13253), the Federal Department of Transportation issued a Final Rule effecting 49 CFR Parts 27 and 37: Transportation for Individuals With Disabilities; Reasonable Modification of Policies and Practices. This final rule stemmed from a prior Notice of Proposed Rule Making (NPRM) issued February 27, 2006 (71 FR 9761).

The purpose behind this final rule is,

“...specifically to provide that transportation entities are required to make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.”

7.2 Requirements

1. Federal funding recipients must ***make reasonable accommodations*** in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability unless recipients can demonstrate that making the accommodations would fundamentally alter the nature of the service, program, or activity or result in an undue financial and administrative burden.
 - a. This requirement applies to both fixed-route and paratransit services.
2. When considering changes to facilities or transportation services, entities must consider the most integrated setting appropriate for individuals with disabilities.
 - a. However, entities can refuse to provide service to an individual that engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.
 - b. Entities cannot refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.
3. Transportation agencies must provide "Origin-to-destination service" for paratransit. ***Origin-to-destination service*** means providing service from a passenger's origin to the passenger's destination. Under this new definition, ***a provider may provide ADA complementary paratransit in a curb-to-curb or door-to-door mode***; however,

- a. For **curb-to-curb** service: a provider must provide assistance to those passengers who need assistance beyond the curb in order to use the service unless such assistance would result in a fundamental alteration of the service, or present a direct threat to the driver, other riders/individuals, or the paratransit vehicle.

7.3 Agency Procedures for Accommodating Reasonable Modification

All requests for reasonable modification (fixed route, paratransit or facilities) will be processed in the following manner.

1. Requests may be submitted via the website at www.eldoradotransit.com, by email, written mail to 6565 Commerce Way, Diamond Springs CA 95619 or by phone at (530) 642-5383. All requests will be logged into a Reasonable Modification/Accommodation spreadsheet noting the requestors name, date, contact information and specific modification request being made.
2. Information regarding requesting reasonable modifications will be available on the El Dorado Transit website (www.eldoradotransit.com) as well as within the various printed materials normally provided by the agency (i.e. riders guides, notices).
3. Individuals requesting modifications will be asked to supply sufficient detail within the request so that agency staff may effectively evaluate the request. Individuals are not required to use the term “reasonable modification” when requesting modifications or accommodations.
4. Whenever feasible, requests for modifications shall be made in advance, before the requested modification is expected to be provided in service. El Dorado Transit acknowledges that, due to the unpredictable nature of transportation, some requests for reasonable modification may be made while in transit. As such, operating personnel shall make a determination of whether the modification should be provided at that time.
5. All requests for modifications (reasonable or otherwise) will be assigned to the agency Point of Contact (POC) for review and evaluation. Prior to determination, the POC will consult with agency operations staff regarding requests for reasonable modification.
6. Note that some requests for reasonable accommodations may be submitted during the paratransit eligibility process or through other customer service inquiries, and as such, operating personnel are trained and are empowered to determine whether the request should be granted at the time of the request or whether the request needs to be escalated to operations/agency management before making a determination to grant or deny the request.
7. Training regarding these procedures will be provided to agency staff who interact with the public; specifically, office assistants, dispatchers, schedulers and supervisors.
8. All reasonable modification requests will be acknowledged within 3 business days of receipt. The resolution and response to the person who submitted a request will be

made timely, within 15 business days, and the response must explain the reasons for the resolution. The response must be documented in the Reasonable Modification/Accommodation log. Any requests requiring more than 15 business days to resolve must be reviewed at Executive Director level and documented as to why the resolution requires additional time for full resolution.

7.4 Complaint Response Procedures

1. Complaints may be submitted via the website at www.eldoradotransit.com, by email, written mail to 6565 Commerce Way, Diamond Springs CA 95619 or by phone at (530) 642-5383. All complaints will be logged into a Reasonable Modification/Accommodation spreadsheet noting the complainant name, date, contact information and specific complaint being made as well as the original request for modification associated with the complaint.
2. All complaints will be reviewed by the Operations Manager and the Planning and Marketing Manager.
3. All complaints will be acknowledged within 3 business days of receipt. The resolution and response will be made timely, within 15 business days, and the response must explain the reasons for the determination. The response must be documented in the Reasonable Modification/Accommodation log, referencing the original request for modification. Any complaint responses requiring more than 15 business days for resolution must be reviewed by the Executive Director and documented as to why the resolution requires additional time for full resolution.

7.5 Reasonable Modification Request Point of Contact

1. The El Dorado Transit Reasonable Modification Request Point of Contact shall be assigned to the position of Planning and Marketing Manager.

Name: ~~Brian James Erik Bergren~~

Phone: (530) 642-5383 x 201

Email: ~~bjam es@eldoradotransit.com~~ ebergren@eldoradotransit.com

2. Requests may be reviewed by the following agency staff, Operations Manager, Transit Supervisor, Scheduler and Executive Director.

7.6 Denying Request for Modification

1. Requests for modification of El Dorado Transit's policies and practices may be denied only on one or more of the following grounds:
 - a. Granting the request would fundamentally alter the nature of El Dorado Transit's services, programs, or activities;
 - b. Granting the request would create a direct threat to the health or safety of others (including drivers and other passengers, but not including the requesting party);

- c. Without the requested modification, the individual with a disability is able to fully use El Dorado Transit’s services, programs, or activities for their intended purpose; or
 - d. In the case of recipients of federal financial assistance, granting the request would cause an undue financial and administrative burden.
2. If El Dorado Transit denies a request for a reasonable modification, El Dorado Transit shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by El Dorado Transit.

Examples

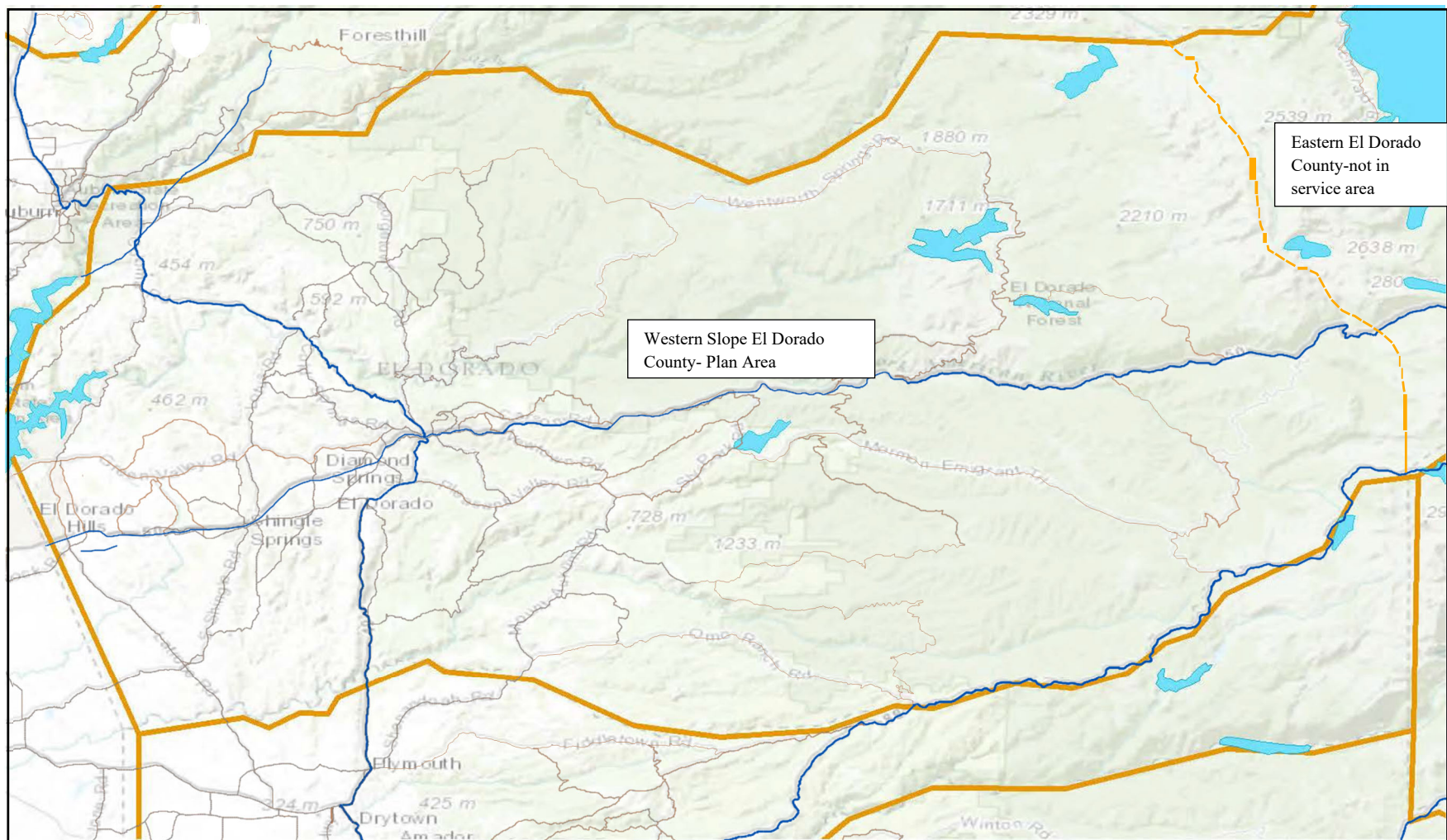
The DOT has provided a helpful summary of examples of reasonable modification requests and which requests may/may not be denied because they would result in a fundamental alteration of service or direct threat. For more details regarding examples summarized below, please refer to Part 37 (80 FR 13253).

AM I REQUIRED TO GRANT THIS REQUEST?	
YES, UNLESS <i>Granting the request (a) poses a direct threat (including resulting in a vehicle being left unattended or out of visual observation for a lengthy period of time), or (b) is a fundamental alteration of service</i>	NO, YOU HAVE THE OPTION TO DENY
<i>Getting On and Off the Vehicle & to the Door: Paratransit</i>	
Request to be picked up at the front door of their home.	
Request for the driver to open an exterior entry door to a building to provide boarding and/or alighting assistance.	Request for “door-through-door” service (i.e., assisting the passenger past the door to the building).
Request for a driver to help navigate an incline (e.g., a driveway or sidewalk) with the passenger’s wheeled mobility device.	
Assistance in traversing a difficult sidewalk (e.g., one where tree roots have made the sidewalk impassible for a wheelchair).	
Assistance around obstacles (e.g., construction areas) between the vehicle and the door of a passenger’s origin or destination.	
Request to be assisted between an origin/destination and vehicle during extreme weather conditions.	

A passenger's request for assistance means that the driver will need to leave passengers aboard a vehicle unattended (other than for an extended period of time or resulting in loss of the driver's visual contact with the vehicle).	
<i>Getting On and Off the Vehicle & to the Door: Paratransit & Fixed Route</i>	
Wheelchair user requests to board a vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle lift.	
	Request for a driver to assist with luggage or packages may be denied in those instances where it is not the normal policy or practice of the transportation agency to assist with luggage or packages.
	Except in emergency situations, a passenger's request for a driver to lift the passenger out of his or her mobility device should generally be denied.
<i>Positioning the Vehicle: Fixed Route</i>	
Position the vehicle to avoid obstructions to the passenger's ability to enter or leave the vehicle at a designated stop location, such as parked cars, snow banks, and construction.	Establish flag stop or route-deviation policies to avoid obstructions.
<i>Positioning the Vehicle: Paratransit</i>	
Pick up and drop off at the entrance requested by the passenger, rather than at a location that has been predetermined by the transportation agency.	
Pick up on private property with a security barrier. Yes, and operator should work with passenger to get permission of the property owner to access the private property.	Violate the law or lawful access restrictions to meet the passenger's requests to pick them up on private property with a security barrier.
Request that a paratransit vehicle navigate to a pick-up point to which it is difficult to maneuver a vehicle, but not impossible or impracticable to access (e.g., it is unsafe for the vehicle and its occupants to get to the pick-up point without getting stuck or running off the road).	Request exposes the vehicle and its occupants to hazards, such as running off the road, getting stuck, striking overhead objects, or reversing the vehicle down a narrow alley.

<i>Fares: Paratransit and Fixed Route</i>	
Handle fare media when the passenger with a disability cannot pay the fare by the generally established means (e.g., in a situation where a bus passenger cannot reach or insert a fare into the farebox).	Reach into pockets or backpacks in order to extract the fare media.
	Pay the fare for the passenger when the passenger cannot or refuses to pay the fare.
<i>Food, Medicine & Special Requests: Paratransit and Fixed Route</i>	
A passenger with diabetes or another medical condition requests to eat or drink aboard a vehicle or in a transit facility in order to avoid adverse health consequences.	
Allow individuals to take medicine including administering insulin injections and conducting finger stick blood glucose testing.	Provide medical assistance.
	Request for service outside the service area or operating hours.
Request for Personal Care Attendant to travel with a passenger.	Request that a transportation agency provide a Personal Care Attendant.
	Care for a service animal.
	Request for a specific driver.
Provide otherwise-allowed assistance for a return trip regardless of whether the passenger needed it on the initial trip (e.g., reasonable modifications for a dialysis patient who just received treatment).	
Passenger requests a telephone call 5 minutes (or another reasonable interval) in advance or at time of vehicle arrival.	
	Request for special equipment (e.g., the installation of specific hand rails or a front seat in a vehicle for the passenger to avoid nausea or back pain) can be denied so long as the requested equipment is not required by the ADA or DOT rules
	Request for a dedicated vehicle (e.g., to avoid residual chemical odors) or a specific type or appearance of vehicle (e.g., a sedan rather than a van, in order to provide more comfortable service).
	Request for an exclusive paratransit trip.
	Request for a driver to make an intermediate stop that would disrupt schedules and inconvenience other passengers.

El Dorado Transit Service Area



El Dorado County 201_0 Demographic Characteristics by Census Tract

		Youth (5-15 Yrs)			Senior (65 & Over)		Mobility Limited ^{1,2}		Low Income		Zero Vehicle		
Census Tract	Description	Total Population	#	% of Census Tract	#	% of Census Tract	#	% of Census Tract	#	% of Census Tract	Total Households	#	% of Census Tract
306.01	Pilot Hill / Cool	5,113	752	14.7%	690	13.5%	97	1.9%	238	4.7%	2,000	10	0.5%
306.02	Greenwood / Garden Valley	6,492	935	14.4%	1,013	15.6%	130	2.0%	432	6.7%	2,500	14	0.6%
306.03	North Central County	2,971	392	13.2%	514	17.3%	51	1.7%	177	6.0%	1,302	49	3.8%
307.01	Lakeridge Oaks	6,629	1,306	19.7%	696	10.5%	13	0.2%	199	3.0%	2,208	50	2.3%
307.04	South El Dorado Hills/ Latrobe	5,674	885	15.6%	749	13.2%	57	1.0%	220	3.9%	2,197	43	2.0%
307.06	West El Dorado Hills	6,118	1,095	17.9%	716	11.7%	98	1.6%	56	0.9%	2,250	0	0.0%
307.09	Green Springs Ranch	5,039	1,129	22.4%	343	6.8%	40	0.8%	28	0.6%	1,566	25	1.6%
307.10	Northeast El Dorado Hills	4,831	966	20.0%	440	9.1%	39	0.8%	136	2.8%	1,676	8	0.5%
308.01	Deer Valley / Rescue	3,989	674	16.9%	586	14.7%	176	4.4%	79	2.0%	1,396	25	1.8%
308.03	East Cameron Park	7,089	1,333	18.8%	1,120	15.8%	206	2.9%	383	5.4%	2,614	57	2.2%
308.04	Shingle Springs / Frenchtown	6,201	713	11.5%	1,005	16.2%	143	2.3%	583	9.4%	2,252	52	2.3%
308.07	Southwest Cameron Park	4,097	406	9.9%	459	11.2%	107	2.6%	176	4.3%	1,573	42	2.7%
308.08	Northwest Cameron Park	7,248	1,435	19.8%	674	9.3%	188	2.6%	297	4.1%	2,513	27	1.1%
308.09	South Central Cameron Park	2,430	321	13.2%	372	15.3%	22	0.9%	221	9.1%	987	17	1.7%
308.10	North Central Cameron Park	3,001	384	12.8%	537	17.9%	27	0.9%	214	7.1%	1,406	83	5.9%
309.01	Coloma / Lotus Area	2,927	416	14.2%	386	13.2%	9	0.3%	83	2.8%	1,082	17	1.6%
309.02	N.Greenstone / Missouri Flat Area	4,974	567	11.4%	836	16.8%	104	2.1%	80	1.6%	1,853	41	2.2%
310	Northwest Placerville	5,629	507	9.0%	816	14.5%	253	4.5%	711	12.6%	2,233	142	6.4%
311	North Placerville	5,673	703	12.4%	964	17.0%	23	0.4%	954	16.8%	2,302	157	6.8%
312	South Placerville	5,207	708	13.6%	901	17.3%	187	3.6%	570	10.9%	1,794	115	6.4%
313.01	Smith Flat / Camino	3,221	306	9.5%	844	26.2%	71	2.2%	385	12.0%	1,304	12	0.9%
313.02	N. Pollock Pines / Cedar Grove	5,046	666	13.2%	817	16.2%	146	2.9%	618	12.2%	2,035	53	2.6%
314.02	Somerseset / Mt. Aukum	5,098	867	17.0%	627	12.3%	189	3.7%	225	4.4%	2,155	82	3.8%
314.04	Newton / Old Fort Jim	2,453	334	13.6%	348	14.2%	71	2.9%	60	2.4%	886	0	0.0%
314.05	Rancho del Sol / Gold Ridge	2,378	262	11.0%	361	15.2%	45	1.9%	146	6.1%	990	20	2.0%
314.06	Fresh Pond / Pleasant Valley	5,698	627	11.0%	883	15.5%	131	2.3%	539	9.5%	2,066	39	1.9%
315.02	South Missori Flat Area	6,149	984	16.0%	1,156	18.8%	184	3.0%	739	12.0%	2,474	213	8.6%
315.03	Kingsville / Nashville	2,679	271	10.1%	798	29.8%	83	3.1%	171	6.4%	1,171	36	3.1%
315.04	Deer Park Area	5,211	813	15.6%	1,011	19.4%	130	2.5%	187	3.6%	2,156	76	3.5%
317	Northwest El Dorado Hills	2,655	738	27.8%	244	9.2%	42	1.6%	82	3.1%	892	18	2.0%
318	Southeast El Dorado Hills	6,637	1,374	20.7%	405	6.1%	53	0.8%	300	4.5%	2,071	13	0.6%
319	Southeast County	57	0	0.0%	4	7.0%	0	0.0%	0	0.0%	34	0	0.0%
Total Western El Dorado County		148,614	22,866	15.4%	21,316	14.3%	3,115	2.1%	9,289	6.3%	55,938	1,536	2.7%
Total El Dorado County in Tahoe Basin		30,439	3,686	12.1%	3,200	10.5%	--	--	4,714	15.5%	12,456	732	5.9%
Total Study Area		179,053	26,552	14.8%	24,516	13.7%	--	--	14,003	7.8%	68,394	2,268	3.3%

Note 1: The number of Mobility Limited Persons is estimated based on data from the 2000 census, which are the most recent data available. Note 2: The Mobility Limited Population statistics are not provided for the census tracts in the Lake Tahoe Basin.

Source: US Census 2006 - 2010 American Community Survey
Information developed as part of 2013/14 Western El Dorado County Short- and Long-Range Transit Plan, Technical Memorandum 1
LSC Transportation Consulting, Inc.



ADA Paratransit Eligibility Application

El Dorado Transit provides two types of paratransit service, ADA Paratransit and Dial-a-Ride. The following explains the two services and the required applications:

ADA Complementary Paratransit provides curb-to-curb transportation service in accordance with the Americans with Disabilities Act of 1990 (ADA). This service is provided to individuals who, because of a physical or mental disability, are unable to use regular, fixed route bus service in El Dorado County. This application provides you an opportunity to describe how your disability prevents you from riding the fixed route bus system, in order for El Dorado Transit to determine eligibility for ADA Complementary Paratransit services. Age or inability to drive are factors which are not taken into consideration in making an eligibility determination.

Dial-a-Ride service available to seniors age 60+, people with disabilities that do not necessarily prevent them from utilizing the fixed route bus system and the general public. Seniors and those with disabilities will be given priority when scheduling trips on Dial-a-Ride. If you are interested in applying for Dial-a-Ride without ADA certification, a one page Dial-a-Ride application can be obtained from the El Dorado Transit office or on our website at www.eldoradotransit.com.

If you are interested in receiving free travel training to learn how to use our regular fixed route buses, please call 530-642-5383 for information.

Each application will be reviewed for eligibility. The more complete and accurate your application information, the better El Dorado Transit staff will understand your abilities and travel challenges. ***In order to be eligible for ADA Paratransit service you must submit the complete ADA Paratransit eligibility application including the Healthcare/Social Service verification portion.*** After we receive both completed parts, you may be required to participate in an interview with El Dorado Transit staff.

ATTN: HEALTHCARE/SOCIAL SERVICE PROFESSIONALS – PLEASE SEE PAGE 7 TO COMPLETE YOUR PORTION OF THIS APPLICATION.

In accordance with ADA regulations, a determination of eligibility will be made within 21 calendar days after receipt of your complete application.

APPENDIX C

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APPENDIX C

Section 1 – Applicant Information

Personal/Contact Information

New Applicant ☐	Renewal ☐	Last Name 	First Name 	MI
Street Address: 			Apt/Bldg # 	
City: 			State: 	Zip Code:
Home Phone: 		Work or Cell Phone: 		Date of Birth
Email Address: 			Gender: ☐ Male ☐ Female	
Do you need a Personal Care Attendant? ☐ Yes ☐ No ☐ For Certain Trips Checking Yes on Personal Care Attendant means you need someone to travel with you in order to successfully complete a trip. A PCA is not provided to you; it is your responsibility to bring one and they travel free of charge.				

Did you require assistance with this paratransit application process or will you need assistance with future correspondence/recertification?		Yes ☐ No ☐
If yes, to whom should important correspondence be mailed?		
Last Name 	First Name 	Contact Phone:
Secondary Contact Mailing Address: 		Relationship to Applicant:

Please provide the name and telephone number of someone we can call in case of an emergency:		
Last Name 	First Name 	Contact Phone:

Office Use Only (Do Not Write in this Box)	
ID # _____	Expiration Date: _____
Date Received: _____	Date Issued: _____
Certifier: _____	Eligibility Category: _____
Comments:	

APPENDIX C

Disability/Health– Related Information

Please answer the following questions in detail. Your answers will help us in determining your eligibility.

1. What is your medical condition(s)/disability and *how does it specifically prevent you from using the El Dorado Transit fixed route buses?*

2. Date of onset/when your disability first began: _____

3. Please read the following statements and check the one that best describes your disability:

- | | | |
|--|---|---|
| ☐ I have a temporary disability and will only need paratransit service until I recover. | ☐ I have difficulty remembering all of the things I have to do to use the fixed route bus. | ☐ I am able to ride the fixed route bus independently. |
| ☐ I have a visual disability which prevents me from using the fixed route bus. | ☐ I have a disability that causes me to have Good Days/Bad Days. | ☐ I can never use the fixed route bus by myself. |
| ☐ I can use the fixed route bus for some trips but not others. | ☐ I believe I can learn to ride the fixed route bus if someone taught me. | |

4. Please indicate if you use any of the following mobility aids/equipment:

- | | | |
|---|--|---|
| ☐ I do not require any assistive devices | ☐ Service Animal | ☐ Communication Board |
| ☐ Manual Wheelchair | ☐ White Cane | ☐ Picture/Alphabet Board |
| ☐ Power/Electric Wheelchair | ☐ Cane | ☐ Prosthesis |
| ☐ Sport Wheelchair | ☐ Walker | ☐ Leg Braces |
| ☐ Scooter | ☐ Crutches | ☐ Other (describe) |
| ☐ Segway | ☐ Portable Oxygen | _____ |

- ☐ I understand that if my mobility device is longer than 48" or wider than 30", or if the combined weight of the applicant and the device is more than 600 pounds, I will not be able to ride El Dorado Transit vehicles/equipment.

APPENDIX C

Ability to Use Fixed Route El Dorado Transit Buses

All regular fixed route buses have ramps or wheelchair lifts, handrails and will kneel (steps that lower to curb level) for ease in boarding.

5. Do you use the fixed route bus INDEPENDENTLY?

☐ Yes/Sometimes ☐ No

6. When is the last time you independently used the fixed route bus?

☐ In the past month ☐ In the past five years ☐ Never
☐ In the past year ☐ In the past ten years

7. Are there certain days/times you can use the fixed route bus but not others?

☐ Yes ☐ No ☐ Sometimes ☐ Don't know

If you have chosen Yes/Sometimes, please explain:

8. Have you ever successfully completed transit related travel training?

☐ Yes ☐ No

If you have chosen Yes, please elaborate with time frames & dates:

9. Are you interested in receiving free travel training to learn to use the local bus (this will not impact your paratransit eligibility determination)? ☐ Yes ☐ No

10. How would you describe the terrain where you live (e.g. flat, hilly, dirt roads, lack of sidewalks, etc.)?

11. How far from your home is the nearest public bus stop?

☐ Less than 1 block ☐ 1-2 blocks ☐ 3-4 Blocks
☐ 5 or more blocks ☐ I don't know

12. Do you have hearing problems that would prevent you from using a fixed route bus?

☐ Yes ☐ No

If you have chosen Yes, please explain:

13. Do you have a breathing problem that would prevent you from using a fixed route bus?

☐ Yes ☐ No

If you have chosen Yes, please explain:

APPENDIX C

14. Do you have a memory problem that would prevent you from using a fixed route bus?

☐ Yes ☐ No

If you have chosen Yes, please explain:

15. Do you have a balance problem that would prevent you from using a fixed route bus?

☐ Yes ☐ No

If you have chosen Yes, please explain:

16. Do you have a visual problem that would prevent you from using a fixed route bus?

☐ Yes ☐ No

If you have chosen Yes, please explain:

17. Do you have a problem independently crossing the street?

☐ Yes ☐ No

If you have chosen Yes, please explain:

18. How far can you travel on your own or when using a mobility aid?

- ☐ I can get to the curb in front of my home
- ☐ I can travel up to $\frac{1}{4}$ mile (3 blocks)
- ☐ I can travel up to $\frac{1}{2}$ mile (6 blocks)
- ☐ I can travel up to $\frac{3}{4}$ mile (9 blocks)
- ☐ I can travel further than $\frac{3}{4}$ mile

19. Do any of the following barriers prevent you from using the fixed route bus?

- | | | |
|---|---|---|
| ☐ Cold | ☐ Heat | ☐ Rain |
| ☐ Snow | ☐ Night Blindness | ☐ Hills |
| ☐ Lack of Sidewalks | ☐ Lack of curb cuts | ☐ Bus stop not accessible |
| ☐ Good/Bad Day | ☐ Unable to transfer buses | ☐ Light sensitivity (sunny, overcast, etc.) |
| ☐ Unable to walk/wheel 50 feet (1 block) | ☐ Unable to walk/wheel $\frac{1}{4}$ mile (3 blocks) | ☐ Unable to walk/wheel $\frac{1}{2}$ mile (6 blocks) |
| ☐ Unable to walk/wheel $\frac{3}{4}$ mile (9 blocks) | ☐ Lack of strength and endurance (hyperfatigue) | ☐ Uneven travel path (dirt road, potholes, etc.) |
| ☐ Air Pollution (pollen – allergies) | ☐ None | |

APPENDIX C

Applicant's Certification and Release of Information

I certify that the information in this application is true and correct. I understand that knowingly falsifying any information may result in the denial of service by El Dorado Transit. I understand that all information will be kept confidential and only the information required to provide the services I request will be disclosed to those who perform the services.

AUTHORIZATION TO RELEASE PERSONAL MEDICAL INFORMATION

I hereby authorize _____, my health care or social service provider, to release my personal medical information, including the information requested in Section 2, Healthcare Information, to El Dorado Transit as necessary to verify my disability or health related condition. I understand that El Dorado Transit will only use this information to determine my eligibility for ADA Paratransit services.

By signing below, I understand that I am giving my consent for El Dorado Transit to use and disclose my protected health information only for the purposes of providing ADA Paratransit services.

I understand that El Dorado Transit may directly contact my health care/social service provider to verify information stated in my application and in Section 2, Healthcare Information, for purposes of ADA Paratransit eligibility. I understand that it is my responsibility to notify El Dorado Transit if my condition changes and that if my condition changes after I have been determined eligible, I may be asked to reapply. I understand that I may revoke this consent at any time by notifying El Dorado Transit in writing of my intent to revoke this consent form.

I understand I have rights over my health information, including the right to restrict the use of my health information, to examine and obtain a copy of this application and to request corrections.

Applicant's signature

Date

Section 2 – Healthcare Information

Healthcare/Social Service Professional Verification for ADA Paratransit Eligibility – To be completed by professional who can best document applicant's abilities (a license is not required)

Your client or patient is applying for El Dorado Transit's Americans with Disabilities Act (ADA) Paratransit service. To be eligible for this service, an individual must be unable, due to a mental or physical disability, to independently use accessible fixed route buses. Please note that all fixed route buses are equipped with ramps or lifts, thus eliminating the need to negotiate stairs. The buses offer accessibility features like priority seating for seniors and individuals with disabilities, driver assistance on and off the bus, etc. This section must be completed by a healthcare or social service professional. **Your participation is vital, as incomplete applications will not be considered and your client will not be able to use the ADA Paratransit service. Please keep in mind, the more complete information you provide regarding your client's abilities and travel challenges, the better El Dorado Transit staff can determine which travel service is appropriate for your client.**

The information shared will be protected per the Health Insurance Portability and Accountability Act requirements, and your client or patient has agreed to allow El Dorado Transit contact you to verify the information in this application. Your cooperation and assistance is greatly appreciated. If you have any questions or comments please do not hesitate to contact us at (530) 642-5383.

Please return the completed form to client or submit ENTIRE application package (including client portion) to: El Dorado Transit, 6565 Commerce Way, Diamond Springs CA 95619 marked "ADA Paratransit Application-Confidential."

CLIENT NAME: _____

1. Which statement best describes your client's condition?

☐ Being treated and is expected to improve

☐ Permanent condition that is not expected to change

☐ Disease is advanced and considered terminal

2. Will condition interfere with independent local fixed route bus usage?

☐ Yes

☐ No

☐ Sometimes (explain) _____

3. If condition will improve, please provide anticipated date client can begin/resume normal travel: _____

4. Have you ever prescribed or are you aware of a device your client currently uses?

☐ None

☐ Cane

☐ Picture/Alphabet Board

☐ Crutches

☐ Walker

☐ Communication Board

☐ Scooter

☐ Manual Wheelchair

☐ Portable Oxygen

☐ Leg Braces

☐ Sport Wheelchair

☐ Prosthesis

☐ Service Animal

☐ Power/Electric Wheelchair

☐ Other: _____

☐ White Cane

☐ Segway

APPENDIX C

5. Are your client's symptoms episodic?

☐ Yes ☐ No ☐ Sometimes

If you have chosen Yes/Sometimes, please elaborate:

6. Are you aware of any challenges your client has with balance or strength/endurance?

☐ Yes ☐ No ☐ Sometimes

If you have chosen Yes/Sometimes, please describe how they will impact travel:

7. Do you think your client could independently ambulate/wheel $\frac{3}{4}$ mile (with a mobility device and brief rest periods if needed)?

☐ Yes ☐ No ☐ Sometimes

If you have chosen Yes/Sometimes, please elaborate:

8. Are you aware of any challenges your client has with memory?

☐ Yes ☐ No ☐ Sometimes

If you have chosen Yes/Sometimes, please describe how it will impact travel:

9. Are you aware of any challenges your client has with breathing?

☐ Yes ☐ No ☐ Sometimes

If you have chosen Yes/Sometimes, please describe how it will impact travel:

10. Are you aware of any challenges your client has with ambulating on hills?

☐ Yes ☐ No ☐ Sometimes

If you have chosen Yes/Sometimes, please elaborate:

11. Do you have any safety concerns for your client/patient in using a local fixed route bus by themselves (e.g. compromised immune system, panic attacks, cognitive deficits, risk of falling, etc.)?

☐ Yes ☐ No ☐ Sometimes

If you have chosen Yes/Sometimes, please elaborate:

12. Will inclement or extreme hot/cold weather have an impact on your client's abilities to use a local fixed route bus?

☐ Yes ☐ No ☐ Sometimes

If you have chosen Yes/Sometimes, please elaborate:

APPENDIX C

13. Are you aware of any visual impairment that may challenge your client in using a local fixed route bus?

☐ Yes ☐ No ☐ Sometimes

If you have chosen Yes/Sometimes, please elaborate:

14. Are you aware of any hearing impairment that may challenge your client in using a local fixed route bus?

☐ Yes ☐ No ☐ Sometimes

If you have chosen Yes/Sometimes, please elaborate:

15. Are you aware of any inappropriate social behavior exhibited by your client?

☐ Yes ☐ No ☐ Sometimes

If you have chosen Yes/Sometimes, please describe how it will impact travel:

16. Do you have any additional comments that may help document your client's abilities/challenges in getting to, using, and commuting on a bus?

17. Please provide your professional contact information:

Name: _____

Profession/Agency: _____

License # (if applicable): _____

Address : _____

Phone #: _____ Email : _____

18. I certify that all statements made herein are true and accurate to the best of my knowledge.

Professional Signature _____ Date _____

Please return completed form to client or submit ENTIRE application package (including client portion) to:

**El Dorado Transit
6565 Commerce Way,
Diamond Springs CA 95619**



~~December 5, 2019~~ August 6, 2026

Dianna Smith
2741 Smith Road
Pollock Pines, CA 95726

Dear Ms. Smith:

El Dorado Transit has received your Americans with Disabilities Act eligibility application. We are currently processing your application. We will notify you of your eligibility status by mail within twenty-one (21) business days.

Sincerely,

Haley Fortin

~~Breana Berry~~ Haley Fortin

El Dorado County Transit Authority

~~Office Assistant~~ Administrative
Assistant

Phone: 530-642-5383 ext. ~~222~~223

~~December 5, 2019~~August 6, 2026

Dianna Smith
2741 Smith Road
Pollock Pines, CA 95726

Dear Ms. Smith:

Upon reviewing your application, El Dorado Transit Authority has determined that you are eligible for **Americans with Disabilities Act** services on an **Unconditional** basis. Based on criteria defined in the ADA regulations, you qualify for ADA services under **Category 3**, due to your disability preventing you from traveling to a boarding location, and from a disembarking location. Category 3 eligibility entitles you to use **ADA Complementary Paratransit** services. ADA paratransit eligibility is effective for five (5) years, after which time you will be required to renew your ADA eligibility certification.

Please be sure to notify El Dorado Transit if you change your name, address, or phone number. If you would like to schedule fixed route travel training, please contact ~~Breana Berry~~Haley Fortin at (530) 642-5383, extension ~~222~~223.

IMPORTANT PLEASE READ: To begin using the ADA service, you must come in to the El Dorado Transit offices, have your photo taken and at that time an ADA eligibility card will be issued to you. If you do not have transportation to get to the El Dorado Transit offices, you may use our Dial-A-Ride services. I have enclosed the brochure explaining how Dial-A-Ride service works.

Please feel free to give us a call with any questions you may have.

Sincerely,

Haley Fortin

~~Breana Berry~~
Haley Fortin
~~Office Assistant~~
#Administrative
Assistant

Phone: 530-642-5383 ext. ~~222~~223



~~December 5, 2019~~August 6, 2026

Dianna Smith
2741 Smith Road
Pollock Pines, CA 95726

Dear Ms. Smith:

El Dorado Transit regrets to inform you that you have not been approved for ADA eligibility based on your application responses. It has been determined that you are currently able to use the fixed route system. If you have questions or comments regarding this decision please call ~~Scott Ousley~~Kristin Halverson at (530) 642-5383 ext. ~~21944~~.

If you feel this determination has been made in error you have the right to appeal this decision. Appeal requests must be made in writing, within sixty (60) days to El Dorado County Transit Authority. All appeals should be mailed to the following address:

Attn: ~~Scott Ousley~~Kristin Halverson
ADA Paratransit Service Appeal
6565 Commerce Way
Diamond Springs, CA 95619

Sincerely,

Haley

Fortin

~~Breana~~
~~Berry~~Haley
Fortin ~~Office~~
~~Assistant~~
~~#~~Administrative
Assistant
Phone: 530-642-5383 ext. ~~222~~223

COMMUTER



SACRAMENTO

AM

PM

Monday - Friday

Route Number

1 2 3 4 5 6 7 8 1 2 3 4 5 6 7 8

Central Park & Ride	5:10	5:30	5:50	6:10	6:30	6:50	7:10	—	1:30	1:50	2:10	2:30	2:50	3:10	3:30	—
Ray Lawyer Dr. Park & Ride	5:20	5:40	6:00	6:20	6:40	7:00	7:20	8:00	R	R	R	R	R	R	R	—
Ponderosa Rd. Park & Ride	5:30	5:50	6:10	6:30	6:50	7:10	7:30	8:10	R	R	R	R	R	R	R	—
Bass Lake Rd. Park & Ride	5:40	6:00	6:20	6:40	7:00	7:20	7:40	8:20	R	R	R	R	R	R	R	—
El Dorado Hills Park & Ride	5:50	6:10	6:30	6:50	7:10	7:30	7:50	8:30	R	R	R	R	R	R	R	—
S Street at 65th Street (West)	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	—
P Street at 30th Street	6:25	6:45	7:05	7:25	7:45	8:05	8:25	9:05	R	R	R	R	R	R	R	—
P Street at 21st Street	6:27	6:47	7:07	7:27	7:47	8:07	8:27	9:07	R	R	R	R	R	R	R	—
P Street at 16th Street	6:29	6:49	7:09	7:29	7:49	8:09	8:29	9:09	R	R	R	R	R	R	R	—
P Street at 13th Street	6:31	6:51	7:11	7:31	7:51	8:11	8:31	9:11	3:00	3:20	3:40	4:00	4:20	4:40	5:00	5:40
P Street at 9th Street	6:33	6:53	7:13	7:33	7:53	8:13	8:33	9:13	3:02	3:22	3:42	4:02	4:22	4:42	5:02	5:42
5th Street at P Street	6:35	6:55	7:15	7:35	7:55	8:15	8:35	9:15	3:04	3:24	3:44	4:04	4:24	4:44	5:04	5:44
5th Street at N Street	6:36	6:56	7:16	7:36	7:56	8:16	8:36	9:16	3:05	3:25	3:45	4:05	4:25	4:45	5:05	5:45
8th Street at Capitol Mall	6:39	6:59	7:19	7:39	7:59	8:19	8:39	9:19	3:08	3:28	3:48	4:08	4:28	4:48	5:08	5:48
8th Street at I Street	6:42	7:02	7:22	7:42	8:02	8:22	8:42	9:22	3:11	3:31	3:51	4:11	4:31	4:51	5:11	5:51
Richards Blvd at North 7th Street	6:47	7:07	7:27	7:47	8:07	8:27	8:47	9:27	3:16	3:36	3:56	4:16	4:36	4:56	5:16	5:56
H Street at 11th Street	6:52	7:12	7:32	7:52	8:12	8:32	8:52	9:32	3:21	3:41	4:01	4:21	4:41	5:01	5:21	6:01
H Street at 14th Street	6:54	7:14	7:34	7:54	8:14	8:34	8:54	9:34	3:23	3:43	4:03	4:23	4:43	5:03	5:23	6:03
15th Street at K Street	6:56	7:16	7:36	7:56	8:16	8:36	8:56	9:36	3:25	3:45	4:05	4:25	4:45	5:05	5:25	6:05
15th Street at N Street	6:58	7:18	7:38	7:58	8:18	8:38	8:58	9:38	3:27	3:47	4:07	4:27	4:47	5:07	5:27	6:07
Q Street at 16th Street	R	R	R	R	R	R	R	—	3:30	3:50	4:10	4:30	4:50	5:10	5:30	6:10
Q Street at 21st Street	R	R	R	R	R	R	R	—	3:32	3:52	4:12	4:32	4:52	5:12	5:32	6:12
Q Street at 28th Street	R	R	R	R	R	R	R	—	3:34	3:54	4:14	4:34	4:54	5:14	5:34	6:14
S Street at 65th Street (East)	R	R	R	R	R	R	R	—	R	R	R	R	R	R	R	R
El Dorado Hills Park & Ride	R	R	R	R	R	R	R	—	R	R	R	R	R	R	R	R
Bass Lake Rd. Park & Ride	R	R	R	R	R	R	R	—	R	R	R	R	R	R	R	R
Ponderosa Rd. Park & Ride	R	R	R	R	R	R	R	—	R	R	R	R	R	R	R	R
Ray Lawyer Dr. Park & Ride	R	R	R	R	R	R	R	—	R	R	R	R	R	R	R	R
Central Park & Ride	R	R	R	R	R	R	R	—	R	R	R	R	R	R	R	R

For reverse service, a.m. downtown arrival times are approximate so arrive at least 10 minutes early to avoid missing the bus

R = Request Stop - ask bus operator for drop off at these bus stops or call for pickup (530) 642-5383

Times are approximate and may vary due to traffic and weather conditions

Schedules are subject to change without notice

AM times are shown in light typeface - PM times are shown in bold typeface

Single Ride **\$5.00**

EFFECTIVE 2/7/2026

How to get a Dial-A-Ride?

1. **Register.** Complete and return the Dial-A-Ride application to the El Dorado Transit office. Once processed, staff will schedule a photo session and issue a Dial-A-Ride photo ID card.
2. **Make the right call!!!** Call the reservation number at (530) 642-3696 or (916) 933-7766 between 9:00AM and 5:00PM, Monday through Friday. To make scheduling the ride quick and easy, passengers need to have the exact address of the pickup location and destination as well as the desired pickup or appointment time ready when calling.
3. **Be ready to ride!** The van or bus will arrive at the designated pickup location up to 15 minutes before or 15 minutes after the scheduled pickup time. Drivers will not honk the horn to notify passengers of their arrival, or leave their vehicle to locate passengers. Exact change is required.

Other services

Sac-Med

Each Tuesday and Thursday, El Dorado Transit provides non-emergency medical transportation from El Dorado County to medical facilities in the Greater Sacramento area. Please call for details. This is a “by reservation” service.

Title VI

El Dorado County Transit Authority (El Dorado Transit) operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with El Dorado Transit.

Please Remember...

- To ensure the safety of our passengers, wheelchairs should be fitted with working brakes, and motorized wheelchairs must be turned off while on board. Wheelchairs must be secured in the vehicle with tie downs.
- To cancel a scheduled ride, passengers must call at least 1 hour in advance. Non-canceled rides or missed pickups will be declared a “no-show”. Accumulating “no-shows” will result in suspension from using the Dial-A-Ride system.
- No smoking, eating, or drinking in the vehicle.
- Service animals only.
- Drivers may assist passengers with boarding or disembarking the vehicle. They are not allowed to assist with convenience tasks such as carrying and loading groceries or packages, locking doors or penning up pets.
- Disabled passengers needing assistance must provide a Personal Care Attendant (PCA) and include that information when requesting their ride. One (1) PCA may ride for free with a paying passenger.
- Children under the age of 8 years old or less than 4’9” in height must be in a child safety seat and it must be secured by the adult passenger in the van. El Dorado Transit does not provide the child safety seat.
- Passengers must limit their carry-ons to only those items the passenger can safely carry on the vehicle in one boarding.

El Dorado Transit
6565 Commerce Way
Diamond Springs, CA 95619
Or visit our website at
eldoradotransit.com



**EL DORADO
TRANSIT**

THE GUIDE TO DIAL-A-RIDE



**Everything You Need to Know
to Use the Dial-A-Ride Service**

For Reservations Call

(530) 642-3696

(916) 933-7766



eldoradotransit.com

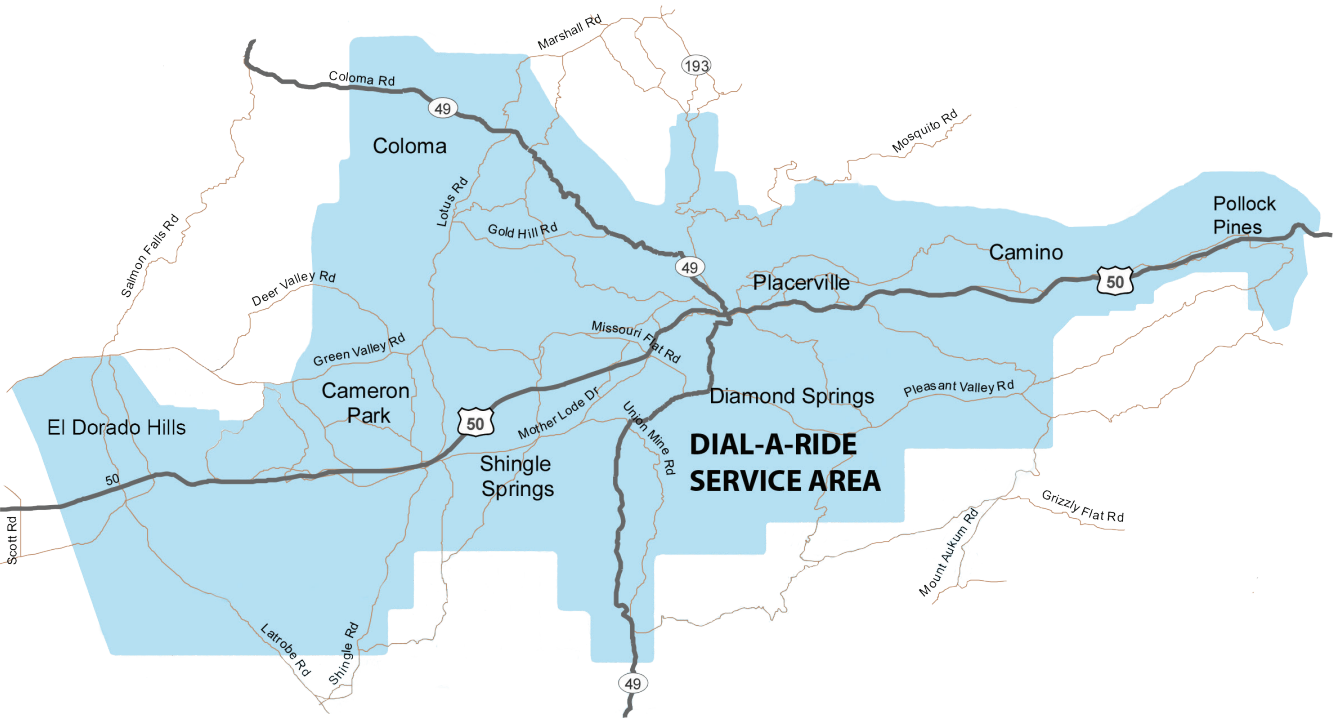
— EFFECTIVE September 2, 2024 —

What is Dial-A-Ride?

Dial-A-Ride is El Dorado Transit’s curb-to-curb transportation service, available by advance reservation. Curb-to-Curb means that the Dial-A-Ride van or bus will pick up a passenger at a designated location at a pre-scheduled time and take them to a pre-scheduled destination. Sometimes passengers will share a ride with other passengers; this is to ensure that El Dorado Transit can provide service for the largest number of passengers possible. Ride requests are accepted and scheduled on a first come/first served basis. Dial-A-Ride is available to seniors (60 and older) and persons with disabilities who are registered in the El Dorado Transit Dial-A-Ride system.

Where does Dial-A-Ride go?

The following map shows the Dial-A-Ride service area. Call El Dorado Transit to verify if addresses are in the service area.



When does Dial-A-Ride operate?

Rides are available 7 days a week, excluding holidays (Call (530) 642-5383 for the holiday schedule).

Dial-A-Ride pickup times are available from:

Monday - Friday 7:30AM to 5:00PM
Saturday - Sunday 8:00AM to 5:00PM

Note: Scheduled pickup times must be within the above window, however, drop off time may extend beyond these times.

How much does it cost?

Each one-way ride fare is \$3.00.

When can I make a ride reservation?

Dial-A-Ride requests are accepted on a first come/first served basis by calling (530) 642-3696 or (916) 933-7766 between 9:00AM and 5:00PM, Monday through Friday. Reservations can be scheduled up to 3 business days in advance, excluding holidays.

For example; for a ride on a Thursday, passengers can call on the preceding Monday, Tuesday or Wednesday between 9:00AM and 5:00PM to request that ride. The table below may be helpful.

For a ride ...	Call on the preceding ...
on Monday	Wednesday, Thursday or Friday
on Tuesday	Thursday, Friday or Monday
on Wednesday	Friday, Monday or Tuesday
on Thursday	Monday, Tuesday or Wednesday
on Friday	Tuesday, Wednesday or Thursday
on Saturday or Sunday	Wednesday, Thursday or Friday

Cancellations may be phoned in at any time and must be phoned in at least 1 hour before the scheduled pickup time. Requests cannot be left on the voicemail.

Accessibility

All El Dorado Transit buses and vans are wheelchair accessible. Passenger information is available in alternate formats upon request.



Need to get to a doctor's appointment in the greater Sacramento Area?

SAC-MED

It's a shared-ride, non-emergency medical appointment transportation service for seniors (60 or older) or disabled persons. SAC-MED operates on Tuesdays and Thursdays for medical appointments in the greater Sacramento area made between 10:00 AM and 2:00 PM.

Fare

Passengers pay \$10.00 per boarding.

About Us

Established in 1975, The El Dorado County Transit Authority (El Dorado Transit) provides public transportation for the western slope of El Dorado County with a combination of fixed-route and demand response services.

Notifying the Public of Rights Under Title VI

El Dorado Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with El Dorado Transit.

If information is needed in another language, contact (530) 642-5383 or visit eldoradotransit.com for assistance. Si require información en español, vaya a eldoradotransit.com y seleccione en el menú de español.



6565 Commerce Way
Diamond Springs, CA 95619
(530) 642-5383
(888) 246-2877
www.eldoradotransit.com



SAC-MED

**Non-Emergency
Medical Appointment Transportation**

**(530) 642-3696
For Reservations and Cancellations**

- Effective February 2025 -

Reservations

To make a reservation call (530) 642-3696 between 9:00 AM and 5:00 PM. Reservations for a SAC-MED ride must be made at least 4 but not more than 14 business days in advance.

You will receive a call back by 5:00 PM the day before your scheduled trip to specify the exact pick-up location and time. If you have not received a confirmation call by 5:00 PM the day before the scheduled ride, please call our office at (530) 642-3696 to confirm your pick-up and drop-off.

Assistance

If passengers need assistance, they must provide a Personal Care Attendant (PCA) and include that information when they make their reservation. PCA's travel at no charge.

Pick-up and Drop Off Locations and Times

SAC-MED is a flexible service that brings you directly to the curb at your destination in the greater Sacramento area. The pick-up and drop-off locations in El Dorado County can be chosen from the following:

- Placerville Station
- Ray Lawyer Dr. Park and Ride
- Missouri Flat Transfer Center
- Central Transit Center
- Ponderosa Rd. Park and Ride
- Cambridge Rd. Park and Ride
- Bass Lake Rd. Park and Ride
- El Dorado Hills Park and Ride

If you need a ride to one of the above locations, you will need to schedule a separate Dial-a-Ride.

Passengers must be ready 15 minutes early. The driver will wait 5 minutes before going to the next stop.

Guidelines

Passengers who need to cancel a SAC-MED trip must call at least 24 hours in advance to cancel their ride. Non-canceled rides will be considered a "no-show". Any morning no-show will result in an automatic cancellation of the return ride unless El Dorado Transit is contacted.

Passengers accumulating 3 no-shows in a 30-day period will be suspended from using the shared ride service for 14 days. Passenger accumulating 6 no-shows in a 90-day period will be suspended from using the shared ride service for a period of 30 days.

Prior to any suspension, a written warning of the proposed suspension period and the reasons for it will be provided to the passenger. Appeals will be directed to the Operations Manager.

What is ADA Complementary Paratransit

Per the Americans with Disabilities Act (ADA) of 1990, transit agencies that provide fixed route bus service are mandated to provide complementary paratransit service for those persons who, due to a disability, are unable to independently use the regular fixed route buses.

ADA paratransit service complements fixed routes with curb-to-curb shared ride bus and van service within a ¾ of a mile radius of the regular fixed bus routes and operating the same days and hours. Reservations may be made up to 3 days in advance and no later than 5:00 PM the day prior to the desired trip date.

Fare

The ADA paratransit fare is \$3.00 per one way trip.

Ride Limits

There are no limits on the number of trips provided. You may ride anywhere within the defined ADA service area.

About Us

Established in 1975, The El Dorado County Transit Authority (El Dorado Transit) provides public transportation for the western slope of El Dorado County with a combination of fixed-route and demand response services.

Notifying the Public of Rights Under Title VI

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6565 Commerce Way
Diamond Springs, CA 95619
(530) 642-5383
(888) 246-2877
www.eldoradotransit.com



ADA Paratransit

**Americans with Disabilities Act
Complementary Paratransit Services**

**(530) 642-5383
Option 4**

- Effective November 2019 -

ADA Paratransit Eligibility

In order to utilize ADA paratransit services, customers must complete and submit an ADA paratransit eligibility application to El Dorado Transit. There are two types of eligibility; unconditional, which means that the customer is unable to ride regular fixed route bus at all times based on the nature of their disability; or conditional, which means that the customer is unable to ride regular fixed route bus under certain conditions (i.e., when it is very hot/cold outside, uneven terrain, etc.). Once eligible, customers will be issued an ADA paratransit photo ID card. This card must be presented to the driver upon boarding.

If I currently have a handicapped parking placard do I qualify under the ADA?

Not necessarily. The criteria for the parking placard are broader than the ADA requirements. ADA requires certification that a person has a disability which prevents that person from using fixed route service.

Eligibility for ADA service in other counties?

When you travel outside El Dorado County, your ADA identification card entitles you to use any other system's ADA paratransit service. You will be considered a visitor and may use the service for only 21 days. If you plan to be in another county for more than 21 days, you may be required to apply for certification in that county.

Reservations

Reservations will be taken between 8:00 AM and 5:00 PM, seven days per week. Scheduling a trip is easy; just call (530) 642-5383 **option 4** up to 3 days prior, and no later than 5:00 PM the day before the desired trip date.

When scheduling a trip, reservationists may offer pick-up times up to 1 hour before or after the requested pick-up time. Once a trip is scheduled, the reservationist will provide a "30-minute ready window" 15 minutes prior to and after the requested pick-up time. This ready window is the time when passengers should be ready to board the vehicle. Upon arriving within the ready window, the driver will wait 5 minutes for the passenger(s) to board. Should the passenger fail to be ready and not board within the allotted 5 minutes, the trip will be noted as a no-show.

No-Shows

Passengers must call to cancel their rides at least one (1) hour prior to their scheduled trip. Passengers may call (530) 642-5383 **option 4** 24 hours a day to cancel a requested trip. Failure to cancel a requested trip may result in a "no-show". Passengers accumulating a minimum of 3 no-shows in 10 scheduled trips in a 30-day period may be suspended from the service for 7 days. Prior to any suspension, a written warning of the proposed suspension period and the reasons will be provided to the passenger.

ADA Paratransit Service Hours

ADA paratransit service is provided the same days and hours as the regular local fixed routes.

Monday - Friday	
Route	Hours
20 - Placerville	6:30 AM - 7:25 PM
30 - Diamond Springs	7:00 AM - 6:55 PM
40 - Cameron Park	6:30 AM - 7:20 PM
50 - 50 Express	6:00 AM - 7:25 PM
60 - Pollock Pines	7:00 AM - 6:55 PM

Saturday	
Route	Hours
25 - Saturday Express	9:00 AM - 4:55 PM
35 - Diamond Springs	9:00 AM - 4:55 PM

Appeal Process

If an applicant is denied, suspended, or feels the category they have been issued is incorrect, they may file an appeal. Those wishing to file an appeal may do so by writing a letter to El Dorado Transit within 60 days of receipt of notification. The appeal is then reviewed by an appeals board at a hearing. The appeals board will make a decision within 30 days of the hearing. For a complete description of the Appeals Process, please call El Dorado Transit at (530) 642-5383 or visit www.eldoradotransit.com.