City of Santa Fe Transit
2931 Rufina St.
Santa Fe, NM 87507
(505)473-4444

Santa Fe Ride
ADA PARATRANSIT RIDER GUIDE

EFFECTIVE DATE
November 2024

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ADA SERVICE DESCRIPTION

- Shared-ride service for individuals whose disabling conditions prevent them from using the regular bus service.
- Must be certified as ADA paratransit eligible. The certification is valid for 3 years.
    - The disabling condition can be permanent or temporary but must prevent you from accessing or riding Santa Fe Buses.

APPLICATION PROCESS

1. Get application
    - Download the application from our website.
    - Pick up an application at our office
    - Call to obtain an application by mail

2. Complete *Request for Application*, *Certification of ADA Paratransit Eligibility* and *Release of Information forms* (see Appendix A)

    1) The *Request for Professional Verification* must be completed by a treating professional which may include

    - Social worker or case manager
    - Registered nurse (RN) or nurse practitioner (NP)
    - Vocational counselor, rehabilitation specialist or independent living skills trainer
    - Physical or occupational therapist
    - Psychiatrist, psychologist or mental health counselor
    - Optometrist
    - Physician (MD or DO), physician assistant (PA)

    2. Submit via email, website, or by mail.

3. After complete information submitted you will be notified of eligibility within 21 days.

    4. If you are approved for services, a photo ID will be issued at the Santa Fe Transit Office. We will call to schedule and can arrange free transport, please bring a photo ID.

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SERVICE HOURS

Monday through Sundays, depending on your location pickups start as early as 7:00 a.m. Trips must be completed by 8:00 p.m.

No service is provided on the following holidays:

New Year's Day
Memorial Day
4th of July
Labor Day
Thanksgiving Day
Christmas Day

FARES

The fare is $2 for each leg of a trip. Payment is required at the time of boarding.

Veterans and youth (18 and younger) who are certified as ADA eligible ride free.

Youth accompanying an ADA rider ride for free.

Transfers with Rail Runner Express ticket are free.

CURB-TO-CURB SERVICE

Passengers must be ready for pickup **at the curb**. If you need help getting to and from the van to the door, please let us know and driver will assist you. The path from the door to the van must be accessible. Drivers will NOT assist passengers using wheelchairs up or down steps.

PERSONAL CARE ATTENDANTS and COMPANIONS

If you require the assistance of a personal care attendant, the attendant travels with you for free. At the time of scheduling a ride, please indicate if you will have a personal care attendant with you. The attendant must get on and get off at the same locations as you do.

One or more companions may accompany you if space allows. Each companion will pay a fare. At the time of scheduling a ride, please indicate the number of companions who will accompany you. Companions must get on and get off at the same location as you do.

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SERVICE ANIMALS

Service animals are always welcome. The passenger must have the service animal fully under control at all times. Drivers cannot assume any responsibility for service animals. At the time of scheduling a ride, please indicate if a service animal will accompany you.

SCHEDULING RIDES

Rides can be booked anytime from the day before the trip up to 14 days in advance by calling City of Santa Fe Transit. Schedule as far in advance as possible for best results.

Customer service representatives are available Monday through Friday from 8:00 a.m. to 5:00 p.m.

NO SCHEDULING RIDES ON SATURDAYS OR SUNDAYS

Drivers cannot schedule rides or make schedule changes for you.

To help serve you better, we ask that you observe the following tips:

1. Prepare for your call
2. Make a note of the times of your trip
3. Schedule your return trip
4. Be ready to go at the scheduled time

Prepare for Your Call

Please have the following information ready when you call:

- Customer ID number
- Date of travel
- Origin address
- Destination address
- Desired pickup or arrival time
- Whether you use a wheelchair or walker

- Whether a personal care attendant, one or more companions, or a service animal will accompany you

Santa Fe Ride will make every effort to schedule your trip at the desired times. The ride may be scheduled up to 1 hour before or after the requested time.

Schedule Your Return Trip

Santa Fe Ride requires return trips to be scheduled. Please anticipate the latest possible time needed for their return and schedule a return trip for that time.

Be Ready to Go at the Scheduled Time

Please be ready to go 15 minutes before the scheduled pickup time, we may arrive up to 15 minutes before or 15 minutes after the scheduled pickup time.

> Example: If you schedule a 9:30 a.m. pickup, the vehicle may arrive between 9:15 a.m. and 9:45 a.m.

Drivers, after arriving within the pickup window, will wait up to 5 minutes. Any passenger who is not at the scheduled pickup point and ready to go by that time will be considered a no-show, and the driver will leave to pick up other riders. The driver will NOT return for a second attempt. To obtain a ride, call to schedule an on-demand ride.

ON-DEMAND RIDES

While not usually possible, you may request a ride on the same day. The timing will be based on Transit availability. You must be ready to leave at the time that you call to request your trip.

CANCELLATIONS

If you are unable to make your scheduled ride for any reason, please call no later than the day before to cancel your ride. Cancellations made after 2 hours before the scheduled trip will be considered a no-show.

NO-SHOW POLICY

A no-show occurs when:

- You fail to show up for your scheduled trip
- You fail to cancel 2 hours before your scheduled trip

- You are not ready within 5 minutes of the driver's arrival during the pickup window

Riders will be suspended for no-shows if the following criteria are met during a 3-month period:

1. 15 percent or more of scheduled trips are no show, AND
2. 3 or more no-shows.

Santa Fe Ride will notify you by registered mail of the date on which the suspension will begin. The date for the beginning of the suspension of service will be no less than 10 days from the date the letter is sent. The letter will indicate the times and dates of the no-shows that have occurred and your rights of appeal. Suspensions will be stayed during appeal.

WHEELCHAIRS

All vehicles are wheelchair accessible. However, if you and your wheelchair weigh more than the rating of our wheelchair lifts or the wheelchair is too big for the lift platform, we will be unable to transport you. .

All occupied wheelchairs and other mobility devices must secured to the vehicle floor. In the case where a mobility device is incapable of being properly secured, the driver will require the passenger to transfer to a seat. In those cases, it will be up to you to decide to continue with the ride.

DRIVER ASSISTANCE

Drivers are specially trained to serve you. Drivers will:

- Deploy lifts and ramps for persons using mobility devices and those without mobility devices who cannot navigate the bus steps upon request
- Secure your wheelchair
- Assist you to and from the van to the first door of the building

To ensure your safety and the safety of our drivers, drivers will NOT:

- Assist passengers using wheelchairs up or down steps or steep ramps
- Enter your home
- Clear pathways of ice, snow or other barriers

Please arrange with someone else to assist you.

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GENERAL RIDERSHIP POLICIES

- If a passenger uses oxygen, the tank must be portable, i.e., the passenger must be able to carry the tank into the vehicle themselves, even if the passenger is in a wheelchair. Once on board, the portable oxygen tank must ride in a secure location, for example, in the passenger's lap, strapped to the wheelchair, in front of the passenger on the floor between seats, or on the floor behind the modesty panel.

- All passengers must wear seatbelts.

- All passengers using a wheelchair or scooter must use the restraint system to secure the wheelchair or scooter to the floor of the vehicle.

- The number of packages a passenger can have along is limited to the number of packages that the passenger can carry.

- For safety reasons, Transit may request that passengers be accompanied by a personal care attendant or companion.

- Transit may suspend or refuse service to any individual whose behavior and/or actions are violent, seriously disruptive, or illegal; cause a service interruption; or raise safety concerns.

Please visit our website, Transit Division | City of Santa Fe (santafenm.gov), for additional rider policies.

APPEALS PROCESS

You may appeal your eligibility determination. An appeal of an eligibility determination must be submitted in writing within 60 days of the date of the denial letter.

In the request either describe why you disagree with the determination, or ask to present your case in person. You or a representative of your choosing may present on your behalf. A written decision will be made within 30 days the information for the appeal was received or the hearing was held.

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Put this on separate sheet for folks that get certified

Instructions for Paratransit Passengers/Customers

RECERTIFICATION

Once you are eligible, please keep address, phone number or disabling condition up to date with us.

For persons with a permanent disability, recertification will only require that indicate a desire to continue services.

Persons certified as temporarily eligible must complete a new application and submit a completed *Request for Professional Verification* at end of temporary eligibility period.