

BlueGO OnCall Rider's Guide

Effective November 23, 2008

Telephone Information and Reservations: (530) 541-7149

TDD/TTY: 711 through the Relay Service

www.bluego.org

BlueGO OnCall is the provider of Americans with Disabilities Act (ADA) paratransit door-to-door public transportation service within the City of South Lake Tahoe and surrounding unincorporated El Dorado and Douglas County areas within the Tahoe Basin. Service is provided to residents and visitors of the south shore, who have qualified through an application process in accordance with the ADA.

BlueGO OnCall is available to passengers that have been certified by El Dorado County Department of Human Services Special Needs Program. This program is available to seniors age 60 years old or older that are low income, persons with disabilities and ADA certified passengers.

BlueGO OnCall service is also available to other members of the general public if boarding or deboarding in areas that is $\frac{3}{4}$ of a mile away from either side of a BlueGO non commuter fixed route bus within the City of South Lake Tahoe or in the unincorporated El Dorado and Douglas County areas within the Tahoe Basin areas (outside the City limits).

The boundaries for this service includes Cave Rock, upper Kingsbury and The Ridge Resorts to the northeast, bottom of Echo Summit and Christmas Valley to the west, and Tahoma to the northwest.

ADA complementary paratransit service is provided within $\frac{3}{4}$ of a mile of either side of a BlueGO non commuter fixed route bus within the city limits of South Lake Tahoe and unincorporated El Dorado and Douglas County areas, during the service hours of BlueGO fixed route buses, which is generally between 5:30 am and 1:30 am – seven days a week. Passengers must be certified through an application process in accordance with the ADA in order to take advantage of this service. Travel to destinations beyond our service area will require a transfer to Tahoe Area Regional Transit (TART) and Alpine Mountain Transit buses.

BlueGO OnCall may be used for work, medical, appointments, school, meetings, shopping, recreation, senior services, events and much more. Vehicles are wheelchair accessible for two wheelchairs and bicycle accessible for two bicycles. The service is a three-tiered service, which means other passengers utilize BlueGO OnCall.

Important things to know about BlueGO OnCall Service:

- BlueGO OnCall is a door to door demand responsive service and complements the non commuter fixed route service of BlueGO buses. **This service is not structured to accommodate your transportation needs in case of an emergency. If you have an emergency of any nature, call 911.**
- Same day scheduling is not a requirement under the ADA.

- Subscription service is not a requirement of the ADA. Subscription service is a premium service and may be offered at the discretion of BlueGO.
- BlueGO OnCall is a shared-ride service. In all instances, traveling outside the BlueGO OnCall service area will require you to transfer to fixed route buses and other ADA paratransit services operated by other transit providers to complete your trip.
- ADA paratransit services may include feeder service to and from an accessible bus stop for individuals who are unable to access a fixed route bus stop only.
- Distance from regular BlueGO non commuter fixed route buses route does not itself make a person eligible for BlueGO OnCall ADA service.
- BlueGO OnCall ADA eligible rides may only be provided service within an area that is 3/4 of a mile on either side or 3/4 of a mile of the end of a non-commuter bus route.
- BlueGO does not allow a child under the age of nine (9) to ride unaccompanied on any regular fixed route or demand responsive vehicle. These individuals, unescorted are not considered a "public transit user".
- BlueGO revises regular bus service at least twice a year. Any changes to the fixed route transit system can result in changes to the ADA paratransit service.
- ADA passengers requiring assistance should bring a personal care attendant (PCA) or companion with them. One PCA can ride for free on BlueGO OnCall.

BlueGO OnCall Rules and Regulations

<p>Passenger Eligibility</p>	<p>ADA certified passengers, special needs passengers, seniors (age 60 years old and older), Medicare card holders and persons with disabilities may travel anywhere within the City of South Lake Tahoe or in the unincorporated El Dorado and Douglas County areas within the Tahoe Basin areas.</p> <p>General fare riders may only ride when traveling outside the 3/4 of a mile boundary of BlueGO non commuter fixed routes when the routes are in operation within the City of South Lake Tahoe or in the unincorporated El Dorado and Douglas County areas within the Tahoe Basin areas when the non commuter fixed route is in operation. When the routes in your area are not operating, general fare passengers can ride throughout the service area.</p>
<p>ADA Certification</p>	<p>Passengers that believe that they may be eligible for ADA certification may request an application by calling (775) 589-5284, visit www.bluego.org or email jandoh@trpa.org. Once the application has been filled out, return the application to South Tahoe Area Transit Authority, PO BOX 5310, Stateline, NV 89449. The application will be reviewed by the BlueGO Transit Administrator. You will be notified within 21 days of your eligibility. Conditional eligibility may be granted on a case-by-case basis.</p> <p>ADA certification is for passengers who are unable to ride BlueGO non commuter fixed route buses or access a BlueGO non commuter fixed route buses bus stop due to their disability. Persons with ADA certification receive priority on all reservations on BlueGO OnCall.</p>

Special Needs Transportation Program and Certification	<p>El Dorado County Department of Human Services offers a Special Needs Transportation Program for El Dorado County residents that are seniors age 60 years old and older that are low income, persons with disabilities and ADA certified passengers. This program offers discounted fares on BlueGO OnCall 24 hours per day, seven days a week. Reservations for this service must be made 60 minutes in advance. Passengers using this program must show a BlueGO Special Needs ID Card to be eligible for the discounted fares during the service hours. In order to apply for this program, contact Paula Lambdin at the El Dorado County Department of Human Services at (530) 573-3490 or email plambdin@co.el-dorado.ca.us</p>														
Door to Door Service	<p>BlueGO OnCall is a door-to-door demand responsive service. Passengers will not be assisted inside their home or building. Passengers needing mobility assistance must provide their own Personal Care Attendant (PCA). Bus operators may only assist passengers to the door of a home, building or entrance of a facility as long as they are within the line of sight of their vehicle. BlueGO OnCall vehicles cannot be left unattended.</p>														
ADA Certified Passenger Priority	<p>ADA passengers are <u>given first priority</u> over all other trips. ADA eligibility is determined by completing an ADA application form. Every attempt must be made to accommodate ADA passengers no matter what the trip purpose is.</p>														
Service Area	<p>The boundaries for BlueGO OnCall includes Cave Rock, upper Kingsbury and The Ridge Resorts to the northeast, bottom of Echo Summit and Christmas Valley to the west, and Tahoma to the northwest. The entire City of South Lake Tahoe and unincorporated areas of El Dorado and Douglas Counties within the Tahoe Basin are served.</p>														
Transfers to Other Paratransit Providers	<p>BlueGO OnCall can make transfers to:</p> <ul style="list-style-type: none"> • Alpine Mountain Transit to Alpine County. • TART to North Lake Tahoe communities. <p>Passengers can coordinate transfer trips when making a reservation through BlueGO OnCall. Passengers are responsible for paying fares of the system that they are transferring to. There may be a layover when transferring between BlueGO OnCall and other regional transit operators.</p>														
Fares Effective November 23, 2008	<table border="1" data-bbox="418 1289 1146 1801"> <tr> <td>General fare (ages 5-59)</td> <td>\$6.00</td> </tr> <tr> <td>Senior (age 60 & older), Special Needs, Persons with Disabilities and ADA certified</td> <td>\$2.00</td> </tr> <tr> <td>ADA Paratransit Priority Service</td> <td>\$4.00</td> </tr> <tr> <td>Personal Care Attendant (PCA) for ADA certified passenger</td> <td>FREE</td> </tr> <tr> <td>Children under 5 with a fare paying passenger age 16 years old or older</td> <td>FREE</td> </tr> <tr> <td>Transfers to BlueGO Fixed Routes</td> <td>FREE</td> </tr> <tr> <td>Upgrade with Local and Express Pass</td> <td>\$4.00</td> </tr> </table> <p>Fares are paid for each one-way trip. Bus operators only accept cash.</p>	General fare (ages 5-59)	\$6.00	Senior (age 60 & older), Special Needs, Persons with Disabilities and ADA certified	\$2.00	ADA Paratransit Priority Service	\$4.00	Personal Care Attendant (PCA) for ADA certified passenger	FREE	Children under 5 with a fare paying passenger age 16 years old or older	FREE	Transfers to BlueGO Fixed Routes	FREE	Upgrade with Local and Express Pass	\$4.00
General fare (ages 5-59)	\$6.00														
Senior (age 60 & older), Special Needs, Persons with Disabilities and ADA certified	\$2.00														
ADA Paratransit Priority Service	\$4.00														
Personal Care Attendant (PCA) for ADA certified passenger	FREE														
Children under 5 with a fare paying passenger age 16 years old or older	FREE														
Transfers to BlueGO Fixed Routes	FREE														
Upgrade with Local and Express Pass	\$4.00														

	<p>Passengers must pay exact fare and no change is given. No round trip fares are allowed. Passengers who repeatedly do not pay the fare may be subject to suspension of service that may range from 30 days to 1 year, depending on the severity. Fares are subject to change.</p>				
Service Hours	<p>24 hours per day – seven days per week for all passengers riding BlueGO OnCall.</p> <p>ADA Paratransit service on BlueGO OnCall is available generally between 5:30 am to 12:30 am, Sunday through Thursday and from 5:30 am to 1:30 am on Friday & Saturday within ¾ of a mile on either side of a BlueGO non commuter fixed route operating.</p> <p>Special Needs fares on BlueGO OnCall are only offered for certified Special Needs passengers Monday-Friday from 8:00 am to 7:00 pm and on Saturday & Sunday from 8:00 am to 5:00 pm.</p>				
10-Ride GOPasses	<p>10-Ride GOPasses for BlueGO OnCall are on sale at the following locations:</p> <ul style="list-style-type: none"> • Explore Tahoe/Stateline Transit Center – 4114 Lake Tahoe Blvd, South Lake Tahoe, CA • LTVA Visitor Center – 3066 Lake Tahoe Blvd, South Lake Tahoe, CA • LTVA Visitor Center – 169 Highway 50, Stateline, NV <p>10-Ride GOPasses can be purchased through the mail, by mailing a check or money order (payable to the South Tahoe Area Transit Authority) and the 10-Ride GOPass requested to: South Tahoe Area Transit Authority, PO BOX 5310, Stateline, NV, 89449.</p> <p>BlueGO OnCall 10-Ride GOPass Prices – Effective November 23, 2008</p> <table border="1" data-bbox="418 1129 1287 1308"> <tr> <td data-bbox="418 1129 1081 1182">General fare (ages 5-59) (\$6 value per ride)</td> <td data-bbox="1081 1129 1287 1182">\$60.00</td> </tr> <tr> <td data-bbox="418 1182 1081 1308">Senior (age 60 & older), Special Needs, Persons with Disabilities and ADA certified (\$1.50 value per ride)</td> <td data-bbox="1081 1182 1287 1308">\$15.00</td> </tr> </table> <p>GOPasses prices are subject to change.</p>	General fare (ages 5-59) (\$6 value per ride)	\$60.00	Senior (age 60 & older), Special Needs, Persons with Disabilities and ADA certified (\$1.50 value per ride)	\$15.00
General fare (ages 5-59) (\$6 value per ride)	\$60.00				
Senior (age 60 & older), Special Needs, Persons with Disabilities and ADA certified (\$1.50 value per ride)	\$15.00				
Reservations and Scheduling a Trip	<ul style="list-style-type: none"> • Reservations and changes to existing trips scheduled for all general fare passengers may be scheduled at least 60 minutes in advance, 24 hours per day, seven days a week. • For non-ADA passengers we recommend having an alternative trip request due to demand from ADA certified and Special Needs passengers. Reservations are required for all trips. • ADA certified passengers must reserve their trip at least 24 hours in advance for ADA priority service between the hours of 8:00 am and 6:00 pm, seven days a week. • Same day reservations are allowed on a space available basis. Please call at least one hour in advance to reserve a trip. <p>To schedule a trip, please call (530) 541-7149 option 1 for Special Needs and ADA certified passengers and press option 2 for general fare passengers. TDD/TTY: 711 through the Relay Service.</p> <p>Please have the following information ready when you call:</p> <ul style="list-style-type: none"> • Date and time for pick-up or appointment 				

	<ul style="list-style-type: none"> • Time for return pick-up • Complete street address, including apartment or suite number • Telephone number of destination • Whether you will travel with a Personal Care Attendant (PCA) and/or a companion <p>Bus operators are not able to accept or change reservations. If you need to make changes to your reservation, please call BlueGO at (530) 541-7149, option 2 to request a change.</p>
Immediate Response	Same day service is available on a space available basis. Please call at least one hour in advance for same day trips by calling (530) 541-7149, option 2, TDD/TTY: 711 through the Relay Service at least one hour in advance.
Advance Scheduling	Passengers may schedule a trip 1 to 7 days in advance. Certain hours of the day on weekdays may already be heavily booked, so the dispatcher may suggest a substitute time. We recommend flexibility if your trip does not require a specific time. <i>Reservations are required for all trips.</i>
Canceling a Trip/Late Cancels	Canceling a trip without notice deprives others a trip. Passengers are asked to cancel as soon as possible. You may cancel anytime during the reservations hours or call after hours to leave a cancellation message, be sure to leave your name, address and the scheduled date & time of the trip that you are canceling. <u><i>If you cancel within two hours of your scheduled trip, you are a Late Cancellation.</i></u> Passengers who receive five (5) late cancels within a 90-day period will be suspended for seven (7) days. Passengers who make more than five late cancels on a continuous basis may be suspended from service for up to one year.
No Shows	If you do not present yourself when the bus arrives (within the five (5) minute wait time) or if you cancel your trip after the bus has arrived, you are a no-show. This deprives others a trip and wastes the time of passengers already on the bus. Passengers who receive three (3) no-shows within a 30-day period will be suspended for 14 days. Passengers who make more than three no-shows on a continuous basis may be suspended from service for up to one year.
Trip Changes	Passengers may change an existing trip during reservation hours on the day before travel. Same day passenger changes will only be made on a space available basis and must be made by calling (530) 541-7149, option 2, TDD/TTY: 711 through the Relay Service .
Mobility Training	BlueGO offers Mobility Training for passengers who would like to learn how to ride a fixed route bus. Training includes visiting a bus stop, riding a bus, reading transit schedules and materials and identifying bus stop locations and where the route travels. The service is free and upon successful completion of the program, the passenger will receive a 10-Ride GOPass for use on BlueGO fixed route buses. For more information, please contact the BlueGO Transit Administrator at (775) 589-5284 or email jandoh@trpa.org
Five (5) Minute Wait Time	The bus will wait five (5) minutes maximum upon arrival for a pickup. The bus operator will attempt to locate you and will notify dispatch. The bus operator will not search the interior of your home, a business or medical facility. Passengers must be conspicuously located at the pickup location. The wait time will not take effect before the Be Ready Window. If the bus is late it will wait five (5) minutes maximum.
30 Minute “Be Ready”	BlueGO OnCall is a shared ride service, so we remind you, the passenger is to be ready 15 minutes before or after your scheduled pickup time. This applies to

Window	return trips as well. The bus is considered on time when it arrives within the “Be Ready” Window.
Mobility Devices	Passengers that need a mobility aid to travel must notify dispatch when scheduling a trip. The wheelchair or scooter must have locking brakes or motors. Passengers using a scooter may be asked to transfer to a seat on the bus. All mobility aids must be able to fit within the allocated space, have working brakes and cannot exceed 600 pounds (total passenger and mobility aid). If the mobility aid cannot fit the lift platform, the passenger will not be able to ride. Mobility devices with leaking batteries or fluids, faulty brakes, flat or bent wheels will not be allowed to ride. If a concern is expressed by BlueGO, the passenger may be required to be weighed or transfer from the mobility device to a regular passenger seat by climbing the stairs of the bus and/or riding the lift. All wheeled mobility devices must be secured with the vehicle tie down straps. If the passenger refuses to be tied down, BlueGO may refuse providing transportation to the passenger.
Securing Mobility Devices	Passengers that need a mobility device to travel must notify dispatch when scheduling a trip. Passengers using a wheelchair or scooter must allow the bus operator to secure their mobility device to the vehicle. Passengers using a scooter may be asked to transfer to a seat on the bus. If the passenger refuses to be tied down, BlueGO may refuse providing transportation to the passenger. All mobility devices must be able to fit within the allotted space on the bus and have working brakes.
Subscription Service	Subscription service refers to regular, repetitive trips. Subscription trips may take up to 50% of the overall service capacity. Reservations for subscription service can be made by calling (530) 541-7149, option 2 during reservation hours. Should there not be any space for subscription service, passengers will be placed on a waiting list. Passengers must notify dispatch of any exception to their ongoing subscription service. Passengers who repeatedly no show (more three (3) times) may be subject to suspension of service of up to one year depending on the severity and permanently lose their subscription service.
Personal Care Attendants & Physical Barriers	Some passengers are unable to get around without the help of another person. BlueGO OnCall bus operators will assist passengers from their door to the door of their destination. Bus operators will not assist the passenger inside a home or building. Bus operators are not permitted to help riders using a wheelchair up stairs, over curbs or over any other physical barrier. Passengers who need assistance to get in or out of buildings, up stairs; elevators or other obstacles must provide their own Personal Care Attendant (PCA). The bus operator at his/her discretion may determine that a rider requires assistance beyond what the passenger is able to provide. If this determination is made, all future trips will require the passenger use the services of a PCA. The PCA ride free. However, the PCA must travel with the passenger from the start to the end of the trip.
Companions	Companions that ride with an ADA certified or non-ADA passengers must pay the same fare as the passenger that they are traveling with. Companions are carried on a space available basis. Passengers must notify the dispatcher when making a reservation that a companion will be riding along.
Child Safety Seats	All children under the age of five (5) or less than 60 pounds are required by State law, to travel in a child safety or booster seat provided by the parent or guardian

	as. An adult attendant at least 16 years old or older must accompany all children. BlueGO OnCall does not provide child safety seats.
Seat Belts	Passengers are encouraged to wear seatbelts when riding in BlueGO OnCall vehicles.
Service Animals	Service animals are welcome at all times. Please advise the dispatcher when making your reservation that you will be bringing a service animal.
Passenger Baggage & Large Items	Passengers are advised to limit their carry-on bags or packages to five (5). Each package must be no heavier than 25 pounds. Bus operators may provide assistance upon request. No large objects that cannot be held by the passenger, placed under seat or of the aisle way is allowed on board the bus. Bicycles, surfboards, skis, snowboards and strollers are permitted inside all BlueGO OnCall vehicles provided that they do not constitute as a hazard towards other passengers.
Bus Operator Assistance	Bus operators may not physically assist a passenger without first asking permission. If a passenger appears to need assistance or guidance into or out of a vehicle, the bus operator will ask the rider for permission to touch his or her arm or hand for assistance. Passenger must give active permission before being touched by a bus operator. If the passenger is not capable of giving the person permission, a PCA must ride with that passenger.
On Board Rules	Passengers may eat or drink on board, provided that they do not spill or make a mess inside the bus. No smoking, loud or profane language, loud electronic devices, flammable or hazardous materials (except oxygen), weapons, refuse, vandalism, graffiti or littering on the buses. Shoes and shirts must be worn in order to ride buses. Only caged or muzzled animals are allowed to board buses. Passengers must observe and follow the BlueGO Rules of the Road while riding BlueGO OnCall. Physical contact with other passengers or the Bus Operator is not allowed.
Passenger Personal Hygiene	Passengers who cannot regularly contain their bodily fluids are asked not to use BlueGO OnCall until they can insure that they contain their fluids. Passengers who accidentally lose bodily fluids will be required to clean up the fluids. BlueGO OnCall bus operators will provide the passenger or PCA with a clean up kit and the passenger or PCA will be given the waste to dispose of properly. BlueGO OnCall is not responsible for disposing of medical wastes and bodily fluids.
Passenger Weight Limit	If a passenger uses a wheelchair or scooter, the combined weight of the mobility device and the rider may not exceed 600 pounds.
Children on BlueGO	Children under the age of 9 must be accompanied by a fare paying passenger age 16 years or older. BlueGO fixed and flex routes and BlueGO OnCall will not transport any child under the age of 9.
Comments	Comment cards are available on board all vehicles. We look forward to hearing from you. You may also submit comments in person, via mail, telephone, email or fax to: John Andoh, BlueGO Transit Administrator, South Tahoe Area Transit Authority, 128 Market Street, PO BOX 5310, Stateline, NV 89449, telephone: (775) 589-5284, fax: (775) 588-4527, email: jandoh@trpa.org
	Up to two bicycles are allowed on the front of all BlueGO OnCall vehicles. If there is no bicycle rack available, a bicycle may be brought inside the bus at the

Bicycles	discretion of the bus operator. Please advise dispatch when reserving your BlueGO OnCall trip. South Tahoe Area Transit Authority, its member agencies and contractors are not responsible for lost or stolen bicycles.
Service to Schools	Because BlueGO OnCall is not certified as a General Public Paratransit Vehicle operation, BlueGO OnCall is unable to drop off or pick up on school property. Passengers traveling to schools will be dropped off or picked up at a bus stop located near the school on the public street.
Bus Operator Tips and Gifts	Bus operators are not allowed to solicit tips or gifts, but may be accepted if given or offered. Your verbal or written thanks are always appreciated by contacting the BlueGO Transit Administrator by calling (775) 589-5284 or emailing jandoh@trpa.org
Seat Belts	Passengers are encouraged to wear seatbelts when riding in BlueGO OnCall vehicles and remain seated while the bus is in motion.
Appeals for Late Cancels, No-Shows, Fare Evasion and ADA Certification	<p>An appeal can be heard if a passenger has been notified that their service that has been suspended due to late cancels, fare evasion or no-shows. An appeal can also be heard for passengers who were denied ADA certification. Appeals must be in writing or by telephone if a disability prevents a written appeal and sent to the BlueGO Transit Administrator at the address above. The appeal will be reviewed by the BlueGO Transit Advisory Committee. All decisions made by the BlueGO Transit Advisory Committee will be final.</p> <p>Appeal forms can be requested from the BlueGO Transit Administrator by calling (775) 589-5284 or emailing jandoh@trpa.org</p>

This information is available in large print, bilingual language and other alternative formats by contacting the BlueGO Transit Administrator by calling (775) 589-5284 or emailing jandoh@trpa.org

For additional information call (530) 541-7149 or visit www.bluego.org

BlueGO OnCall services are provided by MV Transportation, Inc under contract to the South Tahoe Area Transit Authority and its member agencies.