

Welcome Aboard!

Welcome to BlueGO OnCall The South Tahoe Area Transit Authority operates this door to door demand responsive transportation within throughout the entire south shore of Lake Tahoe, including destinations in the unincorporated areas of El Dorado and Douglas Counties within the Tahoe Basin and the City of South Lake Tahoe for everyone and in accordance with the Americans for Disabilities Act (ADA). BlueGO OnCall can be used for work, medical, appointments, school, meetings, senior services, events and much more. Vehicles are wheelchair accessible for two wheelchairs and bicycle accessible for two bicycles. **Service is available 24 hours per day, seven days a week.**

We hope you enjoy your ride on Tahoe's Smooth Movin Shuttle!

If you are a general fare passenger riding in areas where there is no BlueGO fixed or flex route service or when there is no BlueGO fixed or flex route service operating, you may schedule a ride, 60 minutes in advance, up to seven days in advance.

If you are a student senior age 60 years old or older, persons with disability, ADA certified or a special needs passenger, you may ride anywhere BlueGO OnCall serves by scheduling a ride 60 minutes in advance, up to seven days in advance.

If you are ADA certified and request priority service, you must make your reservation at least 24 hours up to seven days in advance during the same service hours as BlueGO fixed route generally between 5:45 am and 1:15 am, seven days a week.

Call (530) 541-7149, option 1 or TDD/TTY 711 through the Relay Service for reservations.

ADA paratransit service is available the same service hours as BlueGO fixed route service, generally between 5:45 am and 1:15 am, seven days a week. In order to use ADA paratransit, you must be ADA certified and be traveling within 3/4 mile of an operating fixed bus route. ADA paratransit service parallels the fixed route service. As the fixed route goes out of service for the and at various times of the day, so does ADA paratransit service in that area.

Fares—Effective September 6, 2009

Fares are paid for each one-way trip. Bus operators only accept cash. **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.**

Exact fare is required — No change is given!

**Two children under 5 ride free with a fare paying passenger age 16 or older.*

Category	One Way	10-Ride
General fare (ages 19-59)	\$6.00	\$60.00
Students (ages 5-18), Senior (age 60 & older), Special Needs, Persons with Disabilities and ADA certified fare	\$2.00	\$15.00
ADA Paratransit Priority Service	\$4.00	N/A
Personal Care Attendant (PCA) for ADA certified passenger	FREE	N/A
Children under 5 with a fare paying passenger age 16 years old or older	FREE	N/A
Transfers to BlueGO Fixed Routes	FREE	N/A
Upgrade with Local and Express Pass	\$4.00	N/A

10-Ride GOPasses for BlueGO OnCall are on sale at the following locations: CVS/pharmacy in South Lake Tahoe, South Y Transit Station, 1000 Emerald Bay Road, 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. 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 10600, Zephyr Cove, NV, 89448. Passes can be purchased online at www.bluego.org.

Call Us..We'll Be Around!

For comments, concerns, questions or suggestions regarding BlueGO services please contact John Andoh, BlueGO Transit Administrator by calling: (775) 589-5284, writing to: South Tahoe Area Transit Authority, PO BOX 10600, Zephyr Cove, NV, 89448. or emailing: jandoh@bluego.org.

Wheelchairs

All BlueGO vehicles are fully equipped with wheelchair lifts* and a wheelchair securement area with space for up to two wheelchairs. The bus operator will provide assistance with normal boarding or exiting, wheelchair securement and operation of the lift. *Wheelchair means a 3 or 4 wheeled mobility aid that does not exceed 30 inches in width and 48 inches in length and does not weigh more than 600 pounds when occupied.

Flex Route Services

BlueGO offers flex route service on BlueGO Routes 22, 23, 40, 52, 53 and 55. A flex route is a bus that travels on a route and with a reservation 60 minutes in advance or by asking the bus operator, the bus will travel 3/4 of a mile off the route to take the passenger to their direct destination. This service is available for an additional \$1.00. on top of the regular fare. Deviations are limited to the first five passengers and may not be available if the route is running late.

Visitors on BlueGO OnCall

If you are visiting the south shore of Lake Tahoe and use ADA paratransit where you live, you may also enjoy the benefits of ADA paratransit service on BlueGO OnCall. Simply call (530) 541-7149 or TDD/TTY: 711 though the Relay Service to be added to our client list. After 21 days, you will need to certify with BlueGO OnCall.

Mobility Training

You can learn how to ride fixed route transit buses for free! Mobility Training is available for anyone wanting independence, a lower cost transit trip. Mobility Training will teach you how to board and deboard a bus, access a bus stop and read a bus schedule. To request this **FREE** service, call (775) 589-5284. All passengers participating in mobility training will get a free pack of 10 tokens for use on BlueGO fixed routes.

Service to All Passengers

BlueGO OnCall is available to general fare passengers (ages 19-59) when there is no fixed or flex route service in the boarding or destination location or if fixed or flex route service has ended for the day. Please call 60 minutes in advance for a reservation anytime, seven days a week.



BlueGO OnCall Informational Brochure

Tahoe Smooth Movin Shuttle!



General Public Demand Responsive Service and ADA Complementary Paratransit Service throughout the South Shore of Lake Tahoe

Telephone: (530) 541-7149
TDD/TTY: 711
www.bluego.org



Effective Sunday, September 6, 2009

Tips for Riding

- BlueGO OnCall is a door-to-door demand responsive service. 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.
- Any other additional assistance will require the use of a personal care attendant (PCA). A PCA can accompany a person with disability at no additional charge.
- Space is limited, so limit yourself to five packages, that you can carry. That will leave room for more people on the vehicle.
- Just like the bus, BlueGO OnCall operate on a schedule. **Your pick up window is 15 minutes before or after the time requested.** We can't delay other passengers by waiting for anyone. Our drivers will only wait five minutes and drive on if the passenger has not arrived at the pick-up location.
- ADA priority service is only available to locations served by BlueGO fixed route buses when the route is operating with a reservation made 24 hours in advance at a fare of \$4.00.
- Subscription Service**—For passengers that have a regular travel pattern (for the same trip on multiple days), subscription service is available on a limited basis. This puts passengers on a regular schedule, so you do not need to request every trip individually. BlueGO OnCall must be able to accommodate all trips, so we can only accommodate a very limited number of subscription requests. Please call us for more details.
- Passengers with service animals or traveling with a respirator or portable oxygen supply are welcome on BlueGO OnCall.
- Two bicycles can be brought on BlueGO OnCall. Please state in your reservation that you will be bringing a bicycle.
- All passengers are strongly encouraged to wear seatbelts. Wheelchair passengers will wear a lap belt. Child car seats are not provided, passengers must provide their own child car seats.

Remember—BlueGO OnCall is a shared ride experience. You may have other riders on the same bus as you.

Trip Cancellations

If your travel plans change, we request that you call in to cancel within two hours of your arranged pick up time. If we don't receive a cancellation call, you will receive a no-show for the missed trip.

If we receive your cancellation call less than two hours, it will be noted as a "late cancellation". Because the service is so important to so many people, we must enforce a suspension for abuse of our service. Any passenger who has three no-show or five late cancellations within a 90-day period will be suspended from using BlueGO OnCall for up to 30 days. Please review the BlueGO OnCall Rider's Guide for more details.

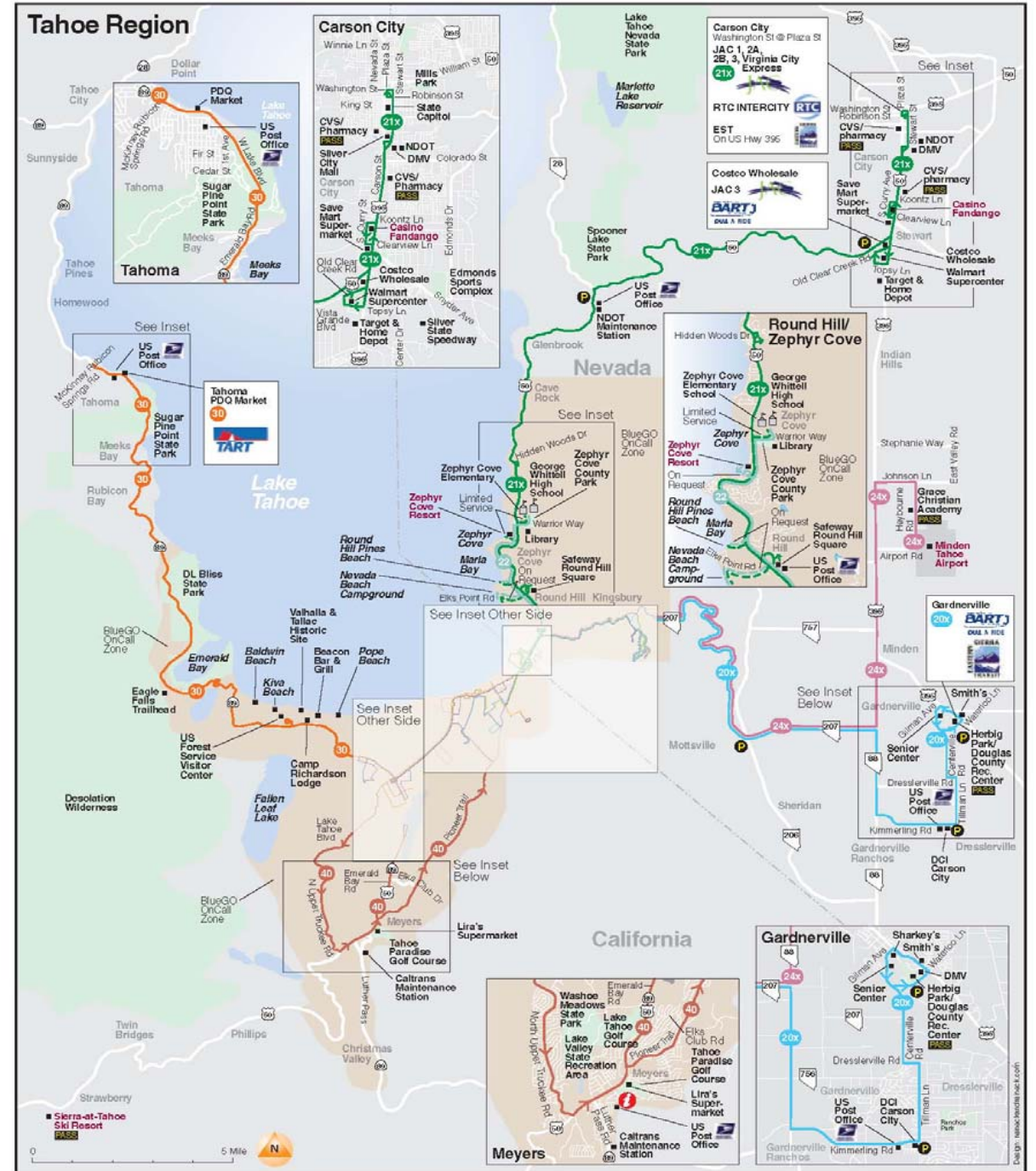
ADA Certification is Your Ticket to Ride

BlueGO OnCall ADA priority service is reserved for those who need us—qualifying persons with disabilities unable to board BlueGO buses or access a bus stop due to their disability. To become ADA certified, you need to fill out an ADA Certification Application, which is available by calling **(775) 589-5284 (TDD/TTY: 711 through the Relay Service)** or downloading from www.bluego.org. Once you fill out the application, mail the application to South Tahoe Area Transit Authority. As part of the application process, you may be called to verify information on the application or you may be asked to attend an in-person assessment of your disability. Once the application process has been completed, you will receive a decision by mail in 21 days. Your decision may indicate:

- Unconditional certification**—You may call BlueGO OnCall to schedule transportation right away.
- Conditional certification**—You are eligible to ride BlueGO OnCall under the conditions outlined in the letter. You may reapply at any time should you feel that your circumstances change.
- Denial of certification**—Our staff has reviewed your application and determined that you possess the skills and abilities to use regular transit service. You may reapply at any time should you feel that your circumstances change.

A denial of certification or a conditional certification decision may be appealed. The appeal process is outlined in the letter, or a copy of the policy is available by calling South Tahoe Area Transit Authority or visiting www.bluego.org

BlueGO OnCall Service Area Map



General fare passengers can only ride when BlueGO fixed or flex routes are NOT operating or to locations where BlueGO fixed or flex routes do not operate.



A service of the South Tahoe Area Transit Authority operated under contract to MV Transportation, Inc