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Message from the NCTD Executive Director

Dear LIFT Customer:

North County Transit District (NCTD) is committed to providing all riders with convenient and reliable transportation service through its menu of fully accessible transportation options, including BREEZE fixed-route bus service, SPRINTER light rail service, COASTER commuter rail service, LIFT paratransit service, and FLEX demand response service. LIFT service is available for trips in which a disability prevents the use of an NCTD bus or train. Each year, NCTD provides approximately 100,000 trips for eligible riders on the LIFT service as well as more than 7 million trips to seniors and people with disabilities on the BREEZE, SPRINTER, COASTER, and FLEX.

LIFT service meets the guidelines of the Americans with Disabilities Act (ADA) of 1990. NCTD works closely with the community to seek ways to further improve our programs and services.

We are most successful in providing high quality services when NCTD and its customers work together. To meet the continuing need of providing more trips to more people, we must optimize NCTD’s limited resources. That’s where you can help.

You can make a difference when you:
- Use BREEZE, SPRINTER, COASTER, or FLEX whenever possible
- Apply for an NCTD Paratransit Reduced Fare ID card, which allows certified paratransit riders to travel on the BREEZE and SPRINTER for free
- Prepare to board the LIFT vehicle at the start of the pickup window
- Cancel un-needed LIFT rides well in advance

Each customer is important, and you can help us provide you with the best service possible. We look forward to serving you.

Matthew O. Tucker
Executive Director
Contact Information

General Questions
ADA Administrator: (760) 966-6665 or (866) 735-2922 (TTY)

Paratransit Certification and Eligibility/Personal Care Attendant Eligibility
ADARide: (877) 232-7433 or (310) 410-0985 (TTY) from 8 a.m. to 4 p.m. Monday through Friday or www.adaride.com

Eligibility Appeals
ADARide: (877) 232-7433 or (310) 410-0985 (TTY) from 8 a.m. to 4 p.m. Monday through Friday or www.adaride.com

Trip Reservations
LIFT Reservations Department; provided by First Transit
(760) 726-1111 from 8 a.m. to 5 p.m. seven days a week

Trip Transfers
For initial pickups in the NCTD San Diego North County service area:
LIFT at (760) 726-1111

For initial pickups in the San Diego Metropolitan Transit System (MTS) service area: MTS ACCESS at (877) 232-7433 or (310) 410-0985 (TTY/TDD)

For initial pickups in Orange County service area:
Orange County Transportation Authority (OCTA) ACCESS at (714) 560-5956

Questions Regarding the Size of the Mobility Device
LIFT: (760) 726-1111

Request Temporary Visitor Status
ADARide: (877) 232-7433 or TTY: (310) 410-0985

Accessible Fixed-Route Bus and Rail Service
NCTD Customer Service Department: (760) 966-6500

Lost Reduced Fare ID Card or Replacement
NCTD Customer Service Department: (760) 966-6500

Auxiliary Aids
NCTD ADA Administrator: 810 Mission Avenue, Oceanside, CA 92054
E-mail: adacoordinator@nctd.org; Phone: (760) 966-6665
Persons with hearing impairment: Dial 711 (866) 735-2929
Introduction

NCTD is committed to providing quality transportation that fully meets all ADA requirements. NCTD’s ADA paratransit service, LIFT, provides origin-to-destination public transportation to riders whose disabilities prevent them from using fixed-route bus and rail for some or all trips. The mode of LIFT service is curb-to-curb; however, assistance is available beyond the curb as necessitated by a rider’s disability. Customers who need assistance beyond the curb should notify the reservationist when scheduling their LIFT trip.

How does LIFT provide services?
ADA paratransit service is provided by NCTD through its contractors, ADARide and First Transit. ADARide determines eligibility and certification, and First Transit provides reservations and transportation. NCTD aims to provide customers with disabilities transportation that is safe and reliable. LIFT operators are not allowed to enter a building, receive tips, or leave the sight of their vehicle.

When and where does LIFT operate?
NCTD’s ADA paratransit service is provided within ¾ of a mile of a bus route or SPRINTER rail station, during the same hours and days of operation as the fixed-route bus and SPRINTER rail system. A LIFT reservationist advises customers when requested origins and destinations fall outside the NCTD paratransit service area.

NCTD encourages certified ADA paratransit customers to take full advantage of NCTD’s accessible fixed-route bus and rail service. Certified paratransit riders can apply for a paratransit reduced fare ID card, which allows free travel on BREEZE buses and SPRINTER trains, and a reduced fare on COASTER trains. If a paratransit customer is certified for a personal care attendant (PCA), the PCA can also ride free on the BREEZE and SPRINTER.

This Rider’s Guide provides information about NCTD’s LIFT service. Individuals with further questions may contact the ADA Administrator at (760) 966-6665. Persons with hearing impairment may dial 711 (866) 735-2929.

Accessible Formats Available
To request a copy of this Rider’s Guide in large print, Braille, audiotape, computer disk, or other alternative format, please call (760) 966-6665.

ADA Paratransit Eligibility

ADA requires public transit entities such as NCTD to provide complementary paratransit service, or equivalent public transportation, to individuals with disabilities who cannot board, ride, or navigate accessible fixed-route bus or train service because of their disabilities. Individuals whose disabilities prevent them
from using an NCTD lift-equipped bus or the accessible rail system may be eligible for the LIFT paratransit service.

The ADA and its implementing regulations define who is eligible for complementary paratransit service [49CFR, Part 37.123 (e)(1)(2)(3)]. An individual is eligible to use the LIFT if he/she has a disability and meets one of the following criteria:

1. He/she is unable to board, ride, or disembark from an accessible vehicle without the assistance of another person (except for the operator of a lift or other boarding device).
2. He/she has a specific impairment-related condition that prevents him/her from traveling to or from a boarding and disembarking location.

Under these criteria, NCTD has three categories of eligibility:

1. **Unconditional Eligibility**: This category of eligibility applies to those persons who are unable to use the fixed-route service under any circumstances due to his or her disability or medical condition. Included in this category is “[a]ny individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.” [CFR 37.123(e)(1)]

2. **Conditional Eligibility**: In this type of eligibility, the person can be reasonably expected to make some trips on the fixed-route services. For example, a person may be able to reach bus stops that are no more than three blocks away, or a person may need paratransit service if there are path of travel obstacles such as steep hills, deep snow, ice, or other obstacles. Another person may have a variable health condition; on some days, fixed route use is possible and others days, it is not. [CFR 37.123(e)(2)]

3. **Trip-by-Trip Eligibility**: This sub-category of eligibility applies where the physical conditions at certain origins and/or destinations make use of the fixed-route system unreasonable. Eligibility is determined each time the eligible customer calls. Included in this category is “[a]ny individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.” [CFR 37.123(e)(3)]

Eligibility is not based on age, economic condition, or inability to drive an automobile. Having a medical condition or a disability will not automatically qualify applicants for ADA paratransit eligibility. NCTD does not discriminate on
the basis of race, color, or national origin in the level and quality of transportation services and transit-related benefits, in accordance with Title VI of the Civil Rights Act of 1964. NCTD also does not discriminate on the basis of any other protected status under state or federal law in the level and quality of transportation services and transit-related benefits.

The paratransit certification process may take up to 21 days. If a determination has not been made within 21 days, the applicant will be treated as eligible until a determination is made. To apply for paratransit eligibility, individuals should contact:

ADARide
Telephone: (877) 232-7433 or TTY: (310) 410-0985
Website: www.adaride.com

Appealing an Eligibility Decision

If a passenger is denied paratransit eligibility or is suspended from the service, he or she may appeal. NCTD provides several ways to make an appeal. Passengers may appeal a determination by contacting the NCTD ADA Administrator at (760) 966-6665; visiting the NCTD headquarters located at 810 Mission Avenue, Oceanside, CA 92054; contacting ADARide; or submitting an appeal in writing to NCTD headquarters at the above address.

Once NCTD receives an appeal, NCTD will contact the appealing party within seven days to request additional information, schedule a meeting, or notify approval of the appeal. Appealing parties have 30 days to supply additional information as requested or appear in person to have the appeal heard. Once all information is gathered, NCTD will make a final decision and notify appealing parties within 30 days. If a decision is not made within 30 days, the appealing party will be provided services until a decision is made.

Re-Certifying after Paratransit Eligibility Expires

Prior to expiration of a customer’s eligibility certification (the typical term of certification is three years), customers must apply for re-certification with ADARide. Customers will be notified by letter from ADARide in advance of their individual expiration dates. For this reason, it is important that customers contact ADARide with any change of address. Since timely notice of expiration is offered, no extensions to eligibility certification will be granted.
Scheduling a Paratransit Trip

To reserve a trip, customers should call the LIFT Reservations Department at (760) 726-1111 from 8 a.m. to 5 p.m. Pacific Standard Time, seven days a week.

Paratransit trips may be reserved from one to two days in advance, between 8 a.m. and 5 p.m., but should be reserved by 5 p.m. the day before the desired trip. Trips requiring transfer to the paratransit services of either MTS or OCTA must be made by 4 p.m. the prior day to allow sufficient time to coordinate the transfer with the other agency. Additionally, individuals wishing to schedule a trip requiring a transfer may call in on Thursday to schedule LIFT for Friday through Monday, and may call Friday to schedule LIFT for Saturday through Tuesday. First Transit may negotiate pickup times with passengers up to one hour before or one hour after the requested pickup time. Drivers are required to transport customers to the scheduled destination on the driver’s trip schedule and are not allowed to make any trip destination changes.

Customers are required to provide the following information when making a reservation for a paratransit trip:

- Customer’s name
- Date of travel
- Pickup address (including apartment number, building or business name, or other specific information, or landmarks, security codes, if necessary, to enter fenced areas)
- Whether the trip is to a Medical provider
- Desired time of pickup OR the time required to arrive at destination
- Physical address of the destination (including building or business name or other specific information)
- Whether a PCA will travel with the customer
- Whether a companion other than a PCA (including children) will travel with the customer
- Whether the customer will be using a mobility device such as a wheelchair or scooter
- Whether assistance will be needed beyond the curb, as necessitated by the customer’s disability

Scheduling a Return Trip

When reserving a return trip, customers should allow ample time to meet the vehicle. Extra time should be allowed for travel, pickup and drop-off of other passengers, and traffic delays.
Making Same-Day Trip Requests

Passengers are required to reserve trips at least one day before the date of travel. However, a limited number of same-day trips may be accommodated each day to help meet unexpected needs. Such trips are not guaranteed.

Subscription Service (Standing Appointments)

Subscription service is available for customers who request routine trips to and from the same origin and destination on a regular schedule (i.e., for work or medical appointments). Customers need only call once to reserve a recurring trip. NCTD LIFT will reserve the trip on a continuing basis until the request is terminated. There may be a waiting list for subscriptions.

Customers who cancel and no-show equivalent to 50 percent or more of their trips in any given month shall be removed from subscription service. Upon request, NCTD will add them to the end of a waitlist should they wish to resume subscription service.

Many subscription trips are provided to sites that close on major holidays. Subscription trips will be cancelled automatically on the following: New Year’s Day, Memorial Day, Independence Day, Labor Day, and Christmas Day. Customers who need a ride on one of these holidays should call LIFT reservations to reschedule.

Customer may put their subscription service on hold for no more than 60 days by notifying LIFT scheduling at (760) 726-1111. After 60 days, any subscription that has not been reactivated shall be discontinued.

Customers are required to wear seatbelts while on paratransit vehicles. Drivers will assist with securing seatbelts.

Personal Care Attendant (PCA) and Companion Policy

A PCA is someone whose services or presence is required by the customer to meet his or her personal needs or to assist in traveling. The need for a PCA is documented during the eligibility certification process. Paratransit customers are responsible for providing their own PCAs, who are not required to pay a fare on LIFT.

Customers are required to inform the reservationist when they are traveling with a PCA to ensure that an extra seat is reserved on the LIFT vehicle. PCAs must have the same pickup and drop-off locations as the customer.

PCAs perform personal duties that drivers are not allowed to perform. Some of these duties may include, but are not limited to, the following:
- Assisting and directing a customer who is unable to travel independently
- Calming a customer who becomes upset in unexpected situations
- Preventing a customer from leaving her/his seat or opening a door when the vehicle is in motion
- Assisting a customer with managing her/his schedule and trip commitments
- Assisting a customer from the curb to the destination location and ensuring the customer’s safety at the destination location

NCTD suggests that applicants in need of a PCA should travel with a PCA. PCA eligibility is noted on each passenger’s NCTD reduced fare ID card and eligibility letter from ADARide (customers who are eligible to travel with a PCA will have “PCA: ‘Y’” on their card and letter). To request PCA eligibility, customers should contact ADARide at (310) 846-4507 or TTY: (310) 410-0985.

NOTE: The reduced fare ID card is not required to use LIFT services. It is an added benefit to receive free BREEZE and SPRINTER trips and reduced fare on COASTER and FLEX trips.

Companions
A companion or guest is a friend, relative, or other person who is not a PCA but who accompanies a LIFT customer on a trip. Customers shall inform the reservationist when wishing to travel with a companion or guest to ensure that an extra seat is reserved on the LIFT vehicle. Companions or guests must have the same pickup and drop-off as the customer. All companions or guests must pay the regular LIFT fare.

Traveling with a Child

Customers traveling with a child who needs a car seat must supply the child’s car seat and are responsible for its securement and removal. Customers may bring regular strollers onto the paratransit vehicle but must take the child out of the stroller and secure the child appropriately with seatbelts or in an appropriate car seat. The stroller must be folded, kept under the physical control of the customer, and not block aisles or cause safety concerns for other passengers or the operator.

California State Law (effective 1/1/2012) states the following:

- Children under the age of 8 must be secured in a car seat or booster seat in the back seat.
- Children under the age of 8 who are 4' 9" or taller may be secured by a safety belt in the back seat.
• Children who are 8 years and over shall be properly secured in an appropriate child passenger restraint system or safety belt.

• Passengers who are 16 years of age and over are subject to California’s Mandatory Seat Belt law.

All state requirements for child safety will be followed. NCTD will deny service to a customer on the basis of non-compliance with the law. For the most recent laws please see California Vehicle Code Section 27360 and 27363.

Service Hours

LIFT operates during the same hours of the day and days of the week that the BREEZE operates in that area. LIFT reservationists will advise customers regarding the service hour availability of requested trips.

Response Time

All trip pickups occur within a 20-minute pickup window that begins at the negotiated pickup time. A LIFT vehicle may arrive any time from the beginning to the end of the 20-minute window. All customers must be present and ready to board at any time from the beginning to the end of this window. Drivers are on time if they arrive any time during the pickup window, and drivers will wait five minutes once they arrive for passengers to appear. Drivers will depart after five minutes if the customer is not present.

Early Vehicles

If a vehicle arrives before the negotiated pickup time, customers may board or wait and board at the negotiated pickup time. Drivers who arrive early are required to wait until five minutes past the start of the negotiated pickup time.

Late Vehicles

If a vehicle has not arrived by the end of the 20-minute pickup window, customers should call LIFT at (760) 726-1111 to report a late vehicle. Customers are not required to wait after the window expires. Customers will not be recorded as no-shows in the event that the LIFT vehicle arrives late.

Travel Time

NCTD provides paratransit services at a level that is comparable to its fixed-route bus service. Passengers should expect that in-vehicle travel time may be comparable to fixed-route bus travel time. Trip length includes all legs of a similar trip on a fixed-route bus, including time for transfers and walk time to bus stops.
Trips should be scheduled according to the expected length of time customers may be on the vehicle.

**Late Cancellations**

Customers must call the LIFT Reservations Department at least one hour prior to the pickup time to cancel a trip. Trips canceled with less than one hour’s notice, canceled at the door, or not taken because the customer cannot be located will result in a “no-show” being placed on the customer’s record. Any trip missed by a passenger for reasons beyond his or her control, including a trip missed due to no fault of the customer, will not be counted as a no-show. Customers may dispute a no-show by calling the LIFT Scheduling Department at (760) 726-1111. The consequence of repeated no-shows is suspension of LIFT service as set forth below.

**Customer No-Show and Service Suspension Policy**

A “no-show” is defined as any cancellation made less than one hour in advance of the pickup time, cancellation at the door when the operator is on site, or the customer not being ready to leave within 5 minutes after the vehicle operator arrives within the 20-minute “pickup window”. No-shows due to late trip cancellations, cancellations at the door, and absentee customers are a cost of doing business for a paratransit system. However, as the cost of providing paratransit service grows and NCTD complies with the federal requirement to meet the demand for all eligible trips, no-shows reduce the efficiency and reliability of LIFT service while adding significant costs to operate the service. No-shows reduce NCTD’s ability to effectively meet overall customer demand and result in inefficient use of taxpayer dollars.

NCTD imposes penalties for consistent late cancellations and no-shows. Drivers are required to wait five minutes after the agreed scheduled time.

**First and second no-show/late cancel:** The customer will receive a notice of occurrence letter at the end of the month which the no show/late cancel trips occurred.

**Three or more no-shows/late cancels:** For customers with three or more no-shows during a calendar month and the no-show/late cancels are 10 percent or more of the customer’s scheduled trips for the month, the customer’s service will be suspended for a seven-day period. The suspension period from using NCTD LIFT paratransit begins 30 days after the notification is mailed.

Any customer who exceeds the no-show threshold in a calendar month for a second time within a six-month period will be subject to a two-week suspension.
Any customer who exceeds the no-show threshold in a calendar month a third time within a six-month period will be subject to a 30-day suspension. At the end of six months, a customer’s monthly record of no-shows will go back to zero.

Suspended customers will be notified of a suspension of LIFT service by letter mailed, at the end of each month, to the most recent address provided to NCTD in connection with the application process. The letter will contain the following information:

- A listing of the dates when the no-shows occurred
- The dates of the pending suspension
- Instructions on how to appeal a suspension

The notice will be made available in alternative formats, upon request.

A customer will not be marked a no-show if the vehicle arrives more than five minutes late or if a verified emergency situation arises involving the customer. Service suspensions for no-shows/late cancellations can be appealed by following the directions included in the notice letters.

The purpose of this no-show policy is to prevent patterns of abuse in order to maintain efficient system operation, sustain a zero percent denial rate, improve customer service, and maximize the use of operating funding. No-shows will not be issued when a scheduled trip is missed for reasons beyond the customer’s control, but customers should always make every effort to cancel scheduled trips in a timely manner. Trips missed by a customer for reasons beyond his or her control include trips missed due to transit agency error or lateness.

A customer may also be suspended as a result of seriously disruptive behaviors, as described under “Prohibited Activities” on page 21 of this document.

All trip pickups occur within a 20-minute pickup window. The window begins at the negotiated pickup time and lasts for 20 minutes. A LIFT vehicle may arrive any time from the beginning to the end of the 20-minute window. All customers must be present and ready to board at any time from the beginning to the end of the pickup window.

Drivers are on time if they arrive any time during the pickup window. Drivers will wait five minutes once they arrive for passengers to appear. Drivers will depart after five minutes if the customer is not present.

Appealing a Suspension

Passengers may appeal a proposed suspension by contacting the NCTD ADA Administrator at (760) 966-6665; visiting the NCTD headquarters located at 810 Mission Avenue, Oceanside, CA 92054; or submitting an appeal in writing to the
same address, within 60 days of the notice of suspension being mailed. Once NCTD receives an appeal, NCTD will contact the appealing party within seven days to request additional information, schedule a meeting, or notify approval of the appeal. Appealing parties have 30 days to supply additional information as requested or appear in person to have the appeal heard. Appeals are heard by the NCTD ADA/Paratransit Committee. Once all information is gathered, NCTD will make a final decision and notify appealing parties within 30 days. If a passenger notifies NCTD of his or her intent to appeal, the suspension will not take effect until after the appeal is completed and a decision made.

Transfers to MTS or OCTA

For travel to or from the San Diego MTS service area (south San Diego County) or the OCTA service area (Orange County), customers may arrange a transfer ride. LIFT does not honor transfer fares. The fare for all LIFT trips is $3.50. To coordinate a trip transfer between NCTD and MTS ADA paratransit service areas, customers should call the transit operator where the trip initiates. Calls shall be made by 4 p.m. on the day prior to the ride. For transfers into the Orange County service area, passengers will need to call LIFT to schedule a pickup and then call Orange County to coordinate the transfer.

For initial pickups in the NCTD San Diego North County service area:
Contact LIFT at (760) 726-1111

For initial pickups in the MTS San Diego South County service area:
Contact MTS ACCESS at (877) 232-7433 (TTY/TDD: (310) 410-0985)

For initial pickups in Orange County service area:
Contact OCTA ACCESS at (714) 560-5956

Fare

Standard Fare
Passengers must pay a fare or show proof of payment when boarding. Valid fares include:
- Cash fare in exact change (drivers cannot give change)
- One LIFT ticket

PCAs ride at no cost, but companions are charged the one-way fare.

Method of Payment
Customers may pay in exact cash or by using LIFT tickets. The drivers do not make change or sell tickets. LIFT books of 10 one-way tickets may be purchased by visiting the Oceanside Transit Center store or by calling (760) 966-6500.
When ordering by phone, credit cards are accepted, and the tickets are mailed to the customer.

**Reduced Fare Eligibility for BREEZE Bus, FLEX, and SPRINTER and COASTER Trains**

Certified LIFT passengers can also apply for an NCTD paratransit reduced fare ID card, which allows them to travel on BREEZE and SPRINTER for free, and on COASTER and FLEX at a reduced fare.

Drivers may not request a tip for the service that they provide.

**Mobility Devices**

Customers may use wheelchairs, canes, walkers, strollers for children with disabilities, and other common mobility devices. Most of the accessible vehicles in NCTD’s fleet are designed to accommodate a mobility device no larger than 30 inches wide by 48 inches long and/or weighing, with its passenger, up to 800 lbs. While NCTD makes all reasonable efforts to accommodate riders, if a customer’s mobility device is larger than these specifications, NCTD may not be able to transport this customer either because doing so would damage the vehicle or impose an unreasonable safety hazard.

Customers who are concerned about the size of their mobility devices, or who have questions as to whether the device will fit on board LIFT vehicles, should call LIFT at (760) 726-1111 to determine whether the wheelchair or mobility device can be accommodated. If there is any question as to accommodation, the customer may call the NCTD ADA Administrator at (760) 966-6500, or visit NCTD headquarters at 810 Mission Avenue, Oceanside, CA 92054, and arrange an appointment to have the wheelchair or mobility device measured.

**Mobility Devices and Customer Safety**

Customers who are transferable are able to move from their mobility device to the seat of the vehicle and back with minimum assistance. Minimal assistance is defined as a driver extending an arm or stabilizing the mobility device while the customer moves in and out of the device. Drivers are prohibited from lifting or carrying customers. For safety reasons, customers using three-wheel scooters are encouraged to transfer out of their scooters into the seat of the paratransit vehicle whenever possible.

Drivers cannot assist customers who use mobility devices up or down steps or other obstructions over 5/8 of an inch in height. A ramp must be available or the customer must have someone available at the pickup and drop-off location to provide assistance negotiating obstacles.
Traveling with Oxygen Tanks and Respirators

Customers may travel with oxygen tanks and respirators when using NCTD’s LIFT paratransit service. For safety reasons, oxygen tanks and respirators must be secured to prevent them from falling or becoming dislodged.

Service Animals

Service animals are animals that are individually trained to perform tasks for people with disabilities. Service animals may travel on paratransit vehicles, subject to the following conditions:

- Service animals must remain on a leash or harnessed except when performing work or tasks where such tethering would interfere with the animal’s ability to perform.
- Service animals must remain under the owner’s control and not pose a direct threat to the health or safety of others
- Service animals must remain in a down or sit position. Service animals may not block the aisle of the vehicle.

Packages on Paratransit Vehicles

A limited number of packages are allowed on the vehicle. The amount allowed is equivalent to 2 paper grocery bags or 6 plastic grocery bags, with a total weight of no more than 25 pounds. Customers must be able to carry and/or physically control every item. Positioning of the carry-on items must not create an unsafe situation for any passenger or the operator. If the situation is deemed unsafe, all or some of the items may not be allowed on the LIFT vehicle. The driver may help customers load packages only from the curb to the vehicle and from the vehicle to the curb.

Visitors Policy

NCTD provides ADA paratransit service to visitors with disabilities who do not live in the NCTD service area. To ride with NCTD’s LIFT service, visitors must present documentation that they are ADA eligible for paratransit service in the jurisdiction in which they reside.

If a visitor is unable to present this documentation, NCTD will require documentation of residency and disability. NCTD must receive documentation of eligibility for paratransit service for out-of-town visitors prior to the first desired day of travel.
To arrange for temporary visitor status for LIFT services, customers who are ADA eligible should contact ADARide at (877) 232-7433 or TTY (310) 410-0985. Customers should be prepared to provide:

- The dates of travel as a visitor
- The specific destination addresses
- Emergency contact information
- Mobility devices to be used

Trips to destinations not in NCTD service area should be coordinated with ADARide. This will enable the customer to receive visitor status in the destination area. To coordinate such trips, customers should call ADARide at (877) 232-7433 with information including location and dates of desired travel and the name of the destination paratransit service operator and fax number. Customers are encouraged to call three days in advance. Customers should also be prepared to provide information regarding mobility devices to be used and emergency contact information for the trip.

NCTD will provide eligible visitors with LIFT service for any combination of 21 days during any 365-day period starting with the visitor’s first use of the service during that period. Visitors who wish to receive service beyond this 21-day period must apply for eligibility with ADARide.

**Accessible Fixed-Route Bus and Rail Service**

One of NCTD’s top priorities is to provide mobility and access for all customers. All BREEZE, FLEX, and LIFT buses are equipped with ADA-compliant wheelchair ramps or lifts to make boarding easier for persons who use wheelchairs or mobility devices, or for anyone who may have difficulty negotiating steps. All SPRINTER rail cars provide level boarding with no steps required to board. COASTER rail cars currently provide ADA-accessible level boarding to the first car through the use of a bridge plate. In the future, NCTD plans to offer level boarding to any car preferred by customers with the use of a bridge plate.

NCTD buses and rail vehicles have priority seating available near the front of the vehicle as an added convenience for individuals with limited mobility. Operator and automatic announcements, large print, and visual display boards for persons with hearing impairments provide accessible information throughout NCTD bus and rail services.

Customers who use wheelchairs or mobility devices can expect one to three wheelchair securement locations on board a BREEZE, FLEX, or LIFT vehicle, depending on the service. All NCTD bus operators are trained to provide wheelchair securement assistance. Each SPRINTER rail car has two designated wheelchair locations by each door. The COASTER has four or five designated
wheelchair locations near the boarding door. On both SPRINTER and COASTER rail cars, however, there is no securement of wheelchairs or mobility devices. Passengers using a wheelchair or mobility devices should use one of the handholds inside the rail cars and set the brakes or turn off the power on their chairs while riding the system.

With these bus and rail features, access by individuals with disabilities has been greatly improved. For more information, please contact NCTD’s Customer Service Department by calling (760) 966-6500 during weekdays from 7 a.m. to 7 p.m., or visit GoNCTD.com.

NCTD staff members are always available to provide boarding assistance but may not lift or carry passengers.

Reduced Fare ID Card

The NCTD paratransit reduced fare ID card qualifies customers for free service on BREEZE and SPRINTER and reduced fare on the COASTER and FLEX. This ID card has the patron’s name and the word “Paratransit” shown above the words “Reduced Fare.” Customers presenting a card which specifies “PCA: Y” may be accompanied by a PCA who rides free of charge on bus, SPRINTER, and LIFT. PCA pays regular fare when accompanying a certified LIFT client on COASTER and FLEX.

NCTD does not charge a customer for his or her first paratransit reduced fare ID card. To obtain the card, a customer must present his or her ADARide eligibility certification letter and photo ID to the NCTD Oceanside Transit Center Customer Service Department at 205 Tremont Street, Oceanside, CA 92054, or the NCTD Escondido Transit Center Customer Service Department at 700 W Valley Pkwy,
Escondido, CA, 92025. In lieu of ADA certification, customers may present valid proof of eligibility in one of the following forms:

- MTS senior/disabled ID card
- Medicare (not Medi-Cal) card
- Department of Motor Vehicles disability placard receipt
- Social Security Insurance award letter
- Veterans Administration letter confirming a disability of 50% or greater
- NCTD reduced fare application completed by a licensed healthcare professional

**Lost Reduced Fare ID Card**

NCTD charges $7.00 to replace lost paratransit reduced fare ID cards. To obtain a replacement card, customers should contact the NCTD Customer Service Department at (760) 966-6500.

**Accessible Facilities, Stations, and Stops**

NCTD’s goal is to deliver fully accessible transit service for customers’ enjoyment and use of the transportation system to the extent feasible. Each facility was constructed to the applicable codes and regulations at the time of construction. Depending on the accessibility standards in place at the time the transit facility was constructed, the facility may not meet the recently adopted 2010 ADA Standards for Accessible Design.

**Multimodal Transit Centers**

NCTD’s transit centers in Oceanside, Vista, and Escondido provide ADA-compliant paths of travel to and from the various modes of service and amenities offered at the transit center. Each transit center also provides ADA-compliant parking, ticket vending machines, pay phones, restrooms, customer service offices, and other public services for shopping or purchasing food. Construction of some centers occurred prior to the establishment of the ADA in 1990. When modifications have occurred or when necessary to provide access to NCTD services, the affected areas have been made compliant with the then-current ADA standard to the extent feasible. New construction and modifications of existing facilities are fully compliant with the current ADA standards.

**SPRINTER Stations**

All SPRINTER stations provide ADA-compliant level boarding, ticket vending machines, public address systems, information displays, emergency telephones, and accessible parking. Every station has a walkway or a ramp from the street level to the boarding platforms. Truncated domes on all platform edges alert
passengers to take care when approaching the edge of the platform. Any future modifications of the existing station or amenities will remain compliant with the latest federal, state, and local accessibility rules and regulations.

**COASTER Stations**

All COASTER stations provide ADA-compliant level boarding through the use of bridge plates. Stations typically provide accessible ticket vending machines, public address systems, information displays, public telephones, and accessible parking. Every station has a walkway or a ramp from the street level to the boarding platforms. Truncated domes on all platform edges alert passengers to take care when approaching the edge of the platform. With new platform improvement projects planned throughout the Los Angeles to San Diego (LOSSAN) corridor, modifications to stations will be evaluated and completed to meet current ADA standards. NCTD will also review and evaluate improvements needed at the existing stations or amenities for compliance with the latest applicable federal, state, and local rules and regulations.

**BREEZE Bus Stops**

Existing bus stops within NCTD’s service area are largely accessible. Based on ridership, typical high usage bus stops include a sign post, bench, shelter, and trash receptacle. Operators announce all major stops, transfer points, major intersections, requested stop announcements, and points of interest to enable passengers to determine when their stops are approaching.

In an effort to better serve customers by providing more accessible bus stops, NCTD is reviewing improvements necessary to maximize accessibility to the extent feasible. The improvements consist of additional level landing pads at bus stops and coordination with the local municipalities on improvements within the sidewalk path of travel such as new tactile domes and curb ramps.

**Prohibited Activities**

Smoking is not allowed while on board an ADA paratransit vehicle. Eating or drinking is not allowed while on board an ADA paratransit vehicle unless needed to address a health condition.

Riding paratransit under the influence of illegal drugs is not allowed. Individual audio players, including radios, cassette players, disc players, MP3 players, cell phones with audio capabilities, and other electronic devices, are not permitted to be played aloud while on board an ADA paratransit vehicle.

Customers shall not bring explosives, flammable liquids, acids, or other hazardous materials on board an ADA paratransit vehicle.
Serious Disruptive Behavior
ADA regulations allow NCTD to deny paratransit services to customers who engage in violent, illegal, or serious disruptive behavior. Serious disruptive behavior can include, but is not limited to, the following:

- Leaving a seat while a paratransit vehicle is in motion
- Leaving a paratransit vehicle while it is parked to pick up or drop off another customer
- Deliberately not paying the fare
- Disturbing a paratransit vehicle operator while the operator is driving
- Refusing to wear a seatbelt or exit the vehicle
- Engaging in violent behavior, or physically or verbally threatening a vehicle operator or other customers
- Engaging in conduct or activity that is a danger to customers or the driver
- Smoking while on board a paratransit vehicle
- Damaging or destroying vehicle or equipment

Engaging in any of the above listed or other serious disruptive behaviors will lead to a written warning, suspension, and the removal from service depending on the frequency and the severity of the behavior.

Accessible Communication

It is the policy of NCTD to ensure that communications with customers and members of the public with disabilities are as effective as communications with others who do not have a disability. NCTD will furnish appropriate auxiliary aids and services where necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of, any program, service, or activity conducted by NCTD. In determining the type of required auxiliary aid or service, NCTD will give primary consideration to the requests of the individual with disabilities.

Auxiliary aids and services include:
1. Qualified interpreters, note takers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for the deaf (TDDs), videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments.
2. Qualified readers, taped texts, audio recordings, Braille materials, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments.

A “qualified interpreter” means an interpreter who is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

To request the use of auxiliary aids and services to ensure effective communication, customers should contact NCTD at:

NCTD
Attn: ADA Administrator
810 Mission Avenue
Oceanside, CA 92054
E-mail: adacoordinator@nctd.org
Phone: (760) 966-6665

Persons with hearing impairment:

For Telecommunications Relay Service (TRS), dial 711 or (866) 735-2929; for Text Telephone (TTY), dial (866) 735-2922; for Voice, call (866) 833-4703

To request services or copies of documents in an alternate format, customers should call or write, at least 72 hours prior to the event, to request these needed reasonable modifications. NCTD will make its best effort to fulfill each request.

1. For public meetings and hearings – Customers should notify the Clerk of the Board at least 72 hours in advance by calling (760) 967-2808.
2. For ongoing services and programs – Customers should contact the NCTD ADA Administrator at (760) 966-6665 at least 72 hours in advance.
3. For emergencies or urgent requests – Customers should notify the NCTD ADA Administrator immediately at (760) 966-6665.

When an auxiliary aid or service is requested, NCTD will give primary consideration to the choice expressed by the individual with disabilities. NCTD will honor the choice unless:

1. NCTD can show that another effective means of communication is available.
2. NCTD can show that the use of the means chosen would result in a fundamental alteration in the service, program, or activity.
3. NCTD can show that the use of the means chosen would result in undue financial burden to the agency.
The ADA Administrator will consult with the individual with a disability to identify how to best achieve effective communication with the individual in the context of the specific program, service, or activity. The ADA Administrator may ask the individual with the disability for technical assistance and information on how to obtain a particular auxiliary aid or service.

Within 48 hours after the request for auxiliary aids or services, the ADA Administrator will, in writing or other alternative format, notify the requesting individual with a disability of the proposed auxiliary aid or service to be provided.

If the requesting individual is dissatisfied with the ADA Administrator's proposed auxiliary aid or service, the individual is encouraged to file a grievance with NCTD. Grievance procedures can be found at GoNCTD.com or by calling NCTD Customer Service at (760) 966-6500.

**ADA Emergency Communications**

At times, road closures, traffic conditions, weather elements, or other emergency situations may impact NCTD’s regular fixed route and LIFT service. NCTD will continue to operate safely to transport all customers to their destinations; however, under some circumstances, NCTD may have to modify services, which can result in detours or delays or, on rare occasions, the cancellation of service. During such circumstances, NCTD will update all information resources as quickly as possible to ensure that disabled customers on all transit modes can access real-time status updates. Disabled customers may use the following resources to obtain updated service information:

**Customer Service Stores**
NCTD has three staffed customer service stores that customers may call or visit for assistance. The stores may be reached at the following phone numbers:

- Oceanside Transit Center – (760) 966-6500
- Vista Transit Center – (760) 966-6565
- Escondido Transit Center – (760) 967-2875

Office hours are Monday – Friday from 7 a.m. – 7 p.m. Holidays vary by location. Holiday hours are available at GoNCTD.com.

Customer service stores provide service information, trip planning assistance, and up-to-date information on service modifications during emergency situations. NCTD Customer Service has the ability to provide accessible communications for customers with limited English proficiency and those with hearing disabilities.

**Website**
NCTD uses several internet resources to publicize service information to customers. NCTD service alerts may be accessed at
GoNCTD.com/service_updates_alerts (available in Spanish), and on NCTD’s Facebook and Twitter social media websites. Real-time BREEZE bus arrival times may be found at www.NextBus.com. NCTD’s service alerts are also posted on the regional web site www.511sd.com.

Media
NCTD promptly updates news media with service information during emergency situations. News media disseminates information via websites, print, television, and radio stations reaching both English- and Spanish-speaking populations.

LIFT Customers
NCTD LIFT services are subject to traffic impacts due to severe weather or emergencies. NCTD will make every effort to ensure that any LIFT customer awaiting a return ride will be provided that service; however, customers should expect delays of up to several hours during severe weather and other emergencies impacting traffic. If NCTD must cancel a LIFT reservation due to an emergency, customers will be called on their primary number prior to the initial pickup. Customers are encouraged to keep up-to-date contact information with ADARide by calling (877) 232-7433 or (310) 410-0985 (TTY).

Fixed Route Customers
NCTD operators and conductors are able to make announcements on all BREEZE, FLEX, SPRINTER, and COASTER vehicles. Customers should listen for announcements and follow the directions of NCTD staff during emergencies.

Alternate Route Home
NCTD encourages all LIFT customers to have an alternate route home in case an emergency blocks regular routes. Alternate routes may include a combination of bus and rail modes, taxi service options, or temporarily sheltering at a relative or friend’s residence. Being personally prepared and having a back-up plan is a good practice.

Quality Assurance
The goal of NCTD LIFT is customer satisfaction. Customers who have compliments, suggestions, or complaints should contact NCTD Customer Service at (760) 966-6500, or write to the NCTD Customer Service Department at 810 Mission Avenue, Oceanside, CA 92054.
When filing a complaint, customers should contact NCTD as soon as possible and have all of the following information ready:

- Exact date and time of trip
- Description of the incident
- Address of the pickup location or destination
- Name, address, and telephone number of the customer
- Contact information for any party reporting on behalf of the customer

NCTD takes all complaints seriously and makes every effort to resolve complaints in a timely manner. NCTD documents and tracks each complaint.

If a customer believes that NCTD and/or First Transit, NCTD’s LIFT operator, has not responded appropriately to a complaint, customers may call the NCTD ADA Administrator at (760) 966-6665 for assistance.

**Requests for Revisions to the Rider’s Guide**
The policies in this Rider’s Guide will act as the framework, in combination with all applicable laws and regulations, in responding to requests for changes to NCTD services.

**Glossary of Terms**

**Accessible vehicles** – Transit passenger vehicles that meet accessibility standards, including the following standards: do not restrict access, are usable, and provide allocated space and/or priority seating for individuals who use wheelchairs or other mobility devices.

**Americans with Disabilities Act (ADA)** – Signed into law on July 26, 1990, the ADA is a wide-ranging civil rights law that prohibits, under certain circumstances, discrimination based on disability.

**Disability** – A physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or being regarded as having such an impairment.

**Excessively long trips** - A LIFT passenger vehicle trip is considered to be excessively long if the trip length is longer than the comparable fixed route time, to include time it takes to walk to a bus stop, transfers and walk to one’s destination

**Fixed-route transit** – Public transportation service provided in vehicles operated along predetermined routes according to a fixed schedule. Service routes are close to housing, health facilities, shopping, and other common destinations.
NCTD Paratransit service area - ¾ of a mile around all fixed routes and Sprinter rail stations (excluding commuter bus/rail service, rail right of way and FLEX zones). Additionally any uncovered, small areas measuring 1 square mile or less, that are created by the ¾ mile buffer zone, are included in the service area.

**Paratransit** – A mode of transit service characterized by the use of passenger automobiles, vans, or small buses operating in response to calls from passengers to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destination.

**Telecommunication relay service (TRS)** – Also known as Relay Service, or IP-Relay, TRS is an operator service that allows individuals who are deaf, hard of hearing, speech-impaired, and speech-disabled to place calls to standard telephone users via TDD, TTY, personal computer, or other assistive telephone device.

**Telecommunications device for the deaf (TDD)** – An electronic device for text communication via a telephone line that is used when one or more of the parties has a hearing or speech impairment.