



## ADDITIONAL INFORMATION

- All passengers are strongly encouraged to use lap and shoulder belts.
- Drivers are not permitted to enter any home or go beyond the threshold (i.e. doorway) of any building.
- Carry-on items are limited to what can easily be contained and controlled by the passenger.
- Drivers are not permitted to carry objects, load or unload passenger's carry-on items.
- TTD buses can only accommodate a mobility device that is two inches above ground and does not exceed 30 inches in width, 48 inches in length, and does not exceed 600 lbs. occupied.
- Passengers must pay the fare as soon as they board the vehicle.
- Please bring exact change, drivers cannot make change.
- Complete South Shore Area ADA and Demand Response Policies and Procedures are available on the TTD website:  
[www.tahoetransportation.org](http://www.tahoetransportation.org).

**ADA DEMAND RESPONSE SERVICE** is available to persons over 60 years of age, veterans with service-connected disability designation on their Veteran's Identification Card, and persons with disabilities who meet TTD's eligibility criteria developed under the guidelines established by the U.S. Department of Transportation (DOT) Americans with Disabilities Act of 1990.



**For additional information or to request a Reduced Fare Application**

**775-589-5500**

or

**[info@tahoetransportation.org](mailto:info@tahoetransportation.org)**

**128 Market Street, Suite 3F  
Stateline, NV 89449**

**P.O. Box 499  
Zephyr Cove, NV 89448**



## SOUTH SHORE AREA ADA DEMAND RESPONSE RIDER'S GUIDE





Tahoe Transportation  
DISTRICT

## ADA DEMAND RESPONSE SERVICE

**FOR RESERVATIONS CALL 530-541-7149**

The TTD ADA Demand Response Service is a shared-ride, origin to destination, curb-to-curb transportation service. It is intended for persons who are unable to:

- Travel to or from transit stops or stations within the service area
- Independently board, ride, or exit fixed-route transit vehicles
- Otherwise independently “navigate the system”

All persons must prove eligibility for the demand response service. Individuals over 60 years of age may show a photo ID, veterans may show their service-connected disability designation on their Veteran’s Identification Card, and others must complete a Reduced Fare Application to receive a demand response designation on their Reduced Fare Card.

### **SERVICE HOURS**

Demand response service is available during fixed route service hours. Hours may vary on designated holidays.

**Before calling, please have the following information ready to make a reservation:**

- Passenger name
- Number of additional passengers (e.g., personal care attendant (PCA) or companion)
- Date of ride
- Pick up address
- Special instructions or circumstances (e.g., security gates, apartment building number)
- Telephone number
- Desired pick up time, at the point of origin and appointment time if applicable
- Destination or drop-off address
- Approximate pick up time for the return trip
- Special considerations (e.g. mobility device, service animal, visual impairment)

### **FARES**

The one-way fare for an eligible person is \$3.00. One PCA may ride for free with each passenger presenting a Reduced Fare Card with a PCA designation. Multi-ride passes are available for purchase, please call 530-541-7149 for the location nearest you.

### **NO-SHOWS & EXCESSIVE CANCELLATIONS**

All trips must be cancelled at least two (2) hours prior to the scheduled pick up time. If the trip is not cancelled by the deadline, the trip will be considered a “no-show.” Multiple no-shows may result in suspension of service.

Excessive cancellations cause inefficiencies in the service and may result in a suspension of service, if there is a proven pattern and practice. Only schedule rides that you know you need.

### **SERVICE RULES**

- TTD has a mandatory mobility device securement policy.
- There is a 30-minute pick up window, so the vehicle may arrive 15 minutes before or after the scheduled pick up time. The vehicle will wait five minutes.
- Service is curb-to-curb. Door-to-door assistance must be requested when the trip is reserved.
- ADA regulations permit a two-hour negotiation window when scheduling. Trips may be scheduled one hour before or one hour after the requested pick up time.
- Only trained service animals are welcome on TTD vehicles.
- Passengers must respect one another and drivers and avoid behavior that threatens the safety and comfort of others.