

BUS ARRIVAL TIME

All bus arrival times quoted are estimates. Your ride may arrive 10 minutes before or after the quoted arrival time.



THE BUS DRIVER WILL WAIT NO LONGER THAN 90 SECONDS FOR A PASSENGER BEFORE DEPARTING TO THE NEXT DESTINATION.



CANCELLATIONS

Any time a scheduled ride is not needed for the day, the ride must be canceled at least 30 minutes prior to the bus arrival time by calling 678-5020 and providing the following information to either the dispatcher or our 24-hour answering service:

- Rider's Name
- Cancellation Date
- Time of Pick-Up
- Destination
- Daytime Phone Number

SUSPENDABLE CONDUCT

Readi-Ride has the right to refuse service.

Suspendable Conduct Policy:

Readi Ride will not provide transit services to passengers who exhibited behavior that is violent, seriously disruptive, or illegal (hereinafter referred to as "Suspendable Conduct"). Suspendable Conduct includes, but is not limited to, the following conduct:

Threats of physical harm to other passengers, drivers, or other service personnel;

Physical assault or battery on driver or other passengers;

Verbal abuse, including the use of profanity, intimidation or altercation with driver or other passengers;

Failure to obey a driver's lawful direction;

Harassment of driver or other passengers;

Damage to vehicle equipment;

Repeated violations of riding rules, including smoking in the vehicle, standing while the vehicle is in motion, and eating or drinking on the vehicle;

Failing to maintain reasonably acceptable personal hygiene standards, which could expose passengers and drivers to health and safety risks;

Any criminal conduct prohibited by the California Penal Code.



EEO Discrimination Complaints

Contact Rachel Ancheta, Human Resources Director, at 707-678-7000

General Service Complaints Contact

Vicki Jacobs, Transit Supervisor, at 707-678-7442

CITY OF DIXON



READI-RIDE TRANSIT SERVICE USER'S GUIDE



**CALL 678-5020
TO RESERVE YOUR RIDE**

WHAT IS READI-RIDE?

Dixon ReadI-Ride is a general public dial-a-ride transit system which provides curb-to-curb transit service within Dixon city limits.

HOW DO I SCHEDULE SERVICE?

Call 678-5020 Monday - Friday, from 7:00a.m to 5:00p.m. to reserve your ride on the bus.

Calls made after hours will be recorded, and the dispatcher will return your call after 7:00a.m. the following business day.

All requests will be honored on a space available basis. During peak hours, space is limited and there may be additional wait time.

It is in the customer's best interest to make a reservation at least one business day in advance for time sensitive rides such as medical appointments and work related activities.

All passengers using ReadI-Ride service who need assistance beyond curb-to-curb transportation have the option of providing their own personal care attendant. One attendant may accompany a passenger free of charge provided that the attendant is picked up and dropped off at the same point as the passenger. Please contact the ReadI-Ride dispatch at 678-5020 for information regarding eligibility.

Bike racks are available, please inform dispatch if one is required.

HOURS OF OPERATION

Monday - Friday
7:00 a.m. to 5:00 p.m.

FARE PRICES

\$2.75 ADULT
\$2.25 SENIORS (60+)
\$2.25 YOUTH
\$1.25 CHILDREN (4 & UNDER)

Day passes will be available for an additional \$4.50 to Senior and Disabled passengers. (4 rides max per pass) Cash only, no coupons. Passes are nontransferable and good on the day purchased. Passes are good for call-in rides only. Rides will be based on availability.

To qualify for the Senior/Disabled discount, just show the driver your Medicare identification card, DMV Disability ID card, or Regional Connection Discount card.

EXACT CHANGE ONLY. We do not accept any bills larger than \$5.00. Please have your money ready when you board the bus.

RIDE COUPONS

Ride coupon books, good for 20 rides, are also available at City Hall or from the Bus Driver.

Cost is as follows:

| | |
|-----------------|---------|
| ADULT | \$50.00 |
| YOUTH | \$40.00 |
| SENIOR/DISABLED | \$40.00 |

Paratransit rides to Davis and Vacaville available to ADA qualified. Call 678-5020 for more information.

WHO CAN USE READI-RIDE?

Anyone can use the Dixon ReadI-Ride system provided that the ride is within Dixon's city limits.

Children ages 4 and under must be accompanied by a fare-paying adult.

All ReadI-Ride vehicles are wheelchair accessible.

School Service is also available, call the ReadI-Ride dispatch, 678-5020, for more information.

PASSENGER POLICIES

Shirt and shoes must be worn at all times.

No hazardous materials of any kind are permitted on the bus.

All carry-on articles (limit 4 bags) must fit between rows of forward facing seats without obstructing aisles. All rolling carts **and** strollers must be folded and secured and not blocking aisles. (Which means removing bags and packages from any rolling carts)

Passengers must remain seated while on the bus.

Animals are not allowed on the bus except those trained to assist their disabled owners.

NOTE: Animals that provide "comfort" or "companionship" to a disabled person do not provide the assistance necessary to qualify as a service animal as defined by the ADA. If the animal provides a type of assistance such as the detection of seizures, it would qualify as a service animal because it is performing a necessary service to the passenger. No working animal will be petted or handled by any person other than the owner, unless authorized by the service animal's owner.

Acts of vandalism will not be tolerated.

All vehicles are equipped with seatbelts; passengers are expected to wear them by law.