

# THE CITY OF TRACY PARATRANSIT BUS SERVICE

TRACER Paratransit provides door-to-door\*, shared-ride service for individuals with certified disability (ADA), seniors (age 65+), Medicare participants and Veterans, within the City limits (Paratransit Service Area). The goal of TRACER Paratransit is to provide timely, safe, personalized, and convenient transportation that meets the requirements of the Americans with Disabilities Act (ADA) of 1990.

TRACER Paratransit does not provide emergency medical transportation. In the event of an emergency, call 911. TRACER Paratransit reserves the right to contact client's designated emergency contact when necessary.

\*Drivers must remain within sight of their vehicles at all times and are not allowed to enter a private residence. They are not allowed to go beyond the ground floor lobby of any building or care facility.

## APPLYING FOR PARATRANSIT SERVICE ELIGIBILITY

### ADA CLIENTS

Must be certified prior to using TRACER Paratransit. Those who are currently ADA certified with another transit agency can apply for visitor status. ADA-certified passengers are automatically eligible for the Access Pass, which enables you to ride free on all TRACER fixed routes, and can ride TRACER Paratransit for \$1.50.

### SENIORS (AGE 65+ ), MEDICARE AND VETERANS

As an added service, seniors (65+), Medicare and Veteran recipients residing in Tracy, are eligible for a Discount Fare Card (DFC), and are provided non-ADA service on TRACER Paratransit, on a space-available basis. A Discount Fare Card (DFC) Application must be completed and submitted to receive the DFC. **To request a DFC Application, call Access San Joaquin (ASJ) at (209)242-9965.** With a Discount Fare Card, seniors (65+), Medicare and Veteran riders can ride on TRACER fixed routes for \$0.50 and those residing in Tracy can ride TRACER Paratransit for \$1.50.

**For information on applying for eligibility, call TRACER (209) 831-4287 or call ASJ at (209) 242-9965.**



# PARATRANSIT GUIDE

Effective August 1, 2023



## TRACER PLUS ON-DEMAND SERVICE

**MONDAY - SUNDAY** - No service on holidays.

TRACER Plus provides curb-to-curb, shared-ride service for the general public, within the City limits, during the non-operating hours for the TRACER Fixed Route and Paratransit service. TRACER Plus vehicles are safe and accessible (can transport wheelchairs).

ADA/Seniors (65+), Medicare and Veterans	\$2 for up to 2 people
Regular Fare	\$4 for up to 3 people

### YOU CAN SCHEDULE TRIP 48 HOURS IN ADVANCE

- By calling TRACER at (209) 831-4BUS (4287)
- OR using TransLoc App

For information and service hours, please contact TRACER at (209) 831-4BUS (4287).

## TRACER FIXED ROUTE

**Monday - Saturday,**  
**No service on Sundays and Holidays**

The City of Tracy offers the Tracy Community TRACER Public Transit System's Fixed Route Bus service. The FIXED ROUTE service is fun, simple to use, and meets the travel needs of many residents. It is also less costly than traveling by car or taxi. All TRACER buses are ADA accessible. For the adventure-seeking health-conscious community resident, you can cycle your way throughout the City, and then hop on the bus. Bike racks are available on each bus.

### Provide feedback on service to:

Transit Coordinator, City of Tracy Transit Station,  
50 E. Sixth Street, Tracy, CA 95376. Tel: (209) 831-6214,  
E-mail: Jayne.pramod@cityoftracy.org



Creating Community in Tracy  
by Connecting People to Places



INFORMATION: (209) 831-4BUS (4287)

WWW.RIDETRACER.COM

## HOURS OF OPERATION

### WHEN CAN I TAKE A TRIP?

**Service Hours:** Mon–Fri: 7:00 AM to 6:30 PM  
Saturday: 9:00 AM to 6:30 PM

### WHEN CAN I CALL FOR A TRIP?

**Reservation Hours:** Mon–Fri: 8:00 AM to 6:00 PM  
Saturday: 10:00 AM to 4:00 PM  
Sunday: 10:00 AM to 4:00 PM\*

\*To schedule for next day Monday trips only

**TRACER Paratransit does not operate on Sundays or the following holidays:** New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

**SUNDAY SERVICE AVAILABLE ON-DEMAND WITH TRACER PLUS FOR INFORMATION CALL: (209) 831-4BUS (4287)**

## FARES

TRACER Paratransit accepts exact cash fares or tickets only. Ticket sheets are only valid for certified ADA clients, Medicare, seniors (65+), and Veterans. Tickets can be purchased from the bus driver, or at the City Hall, or at the Tracy Transit Station.

A sheet of 10 Tickets are available for \$15.00.

ADA/Medicare/Senior (65+) and Veterans	\$1.50
ADA Attendant With an ADA-Certified Passenger	FREE
Guests/Companions	\$1.75
Same Day Appointment Surcharge	\$.75
Same Day Reservation Change Surcharge	\$.75

## RIDER GUIDELINES AND RESPONSIBILITIES

### SAFETY REQUIREMENTS

For the safety and comfort of all riders, please observe the following rules:

- All passengers (including those in all types of mobility chairs) must be secured by a personal lap seat belt.
- Passengers must remain seated until the vehicle comes to a complete stop.
- No littering onboard the vehicle.
- No eating, drinking, or smoking on board the vehicle.
- No physical or verbal abuse of other riders or driver.

## SCHEDULING YOUR TRIP

### RESERVATION HOURS:

Monday – Friday: 8:00 AM – 6:00 PM.  
Saturday: 10:00 AM – 4:00 PM  
Sunday: 10:00 AM – 4:00 PM\*

\*To schedule for next day Monday trips only

### CALL (209) 831-4BUS (4287) TO SCHEDULE A TRIP.

**When calling to make a reservation, be prepared to tell the dispatcher:**

- The rider’s name, pick-up location, drop-off location, telephone number.
- The time the rider would like to arrive at the destination. For appointments please schedule pick-up an hour in advance.
- The time of return pick up or appointment.
- If a personal care attendant will accompany the rider. Information about any mobility device the rider will be using, such as a wheelchair or walker.

**Please remember that the driver cannot schedule appointments. It is the rider’s responsibility to schedule all rides.**

### TRIP RESERVATION

The reservationist will tell you if paratransit service is available during the days and hours you want to travel, and can assist you with planning your trip. You will be picked up within 20 minutes from the Ready Time negotiated (up to 10 minutes prior or 10 minutes after)

**Example:** Your trip scheduled time is 8:00AM, your bus could arrive within 7:50AM to 8:10AM.

TRACER Paratransit is a shared-ride service. Riders are grouped by pick up/destination points, and the vehicle routed to meet all rider’s needs. You must board the bus within five minutes of bus arrival at your pick-up location. If you aren’t ready, the driver must leave without you to meet other rider’s trip reservation, and your trip status will be recorded as a “no show.”

### RESERVATION TIPS

A trip can be scheduled up to one (1) weeks in advance. The important thing to remember is that TRACER Paratransit is not an unlimited resource. Rides are reserved on a first come, first served basis. So the further in advance a trip is requested, the easier it is for the dispatcher to accommodate your reservation.

Due to service demand, TRACER Paratransit has limited same-day reservation. Same day reservations are subject to a \$.75 surcharge.

## CANCELLING A RESERVATION

To cancel a reservation, call (209) 831-4BUS.

- Riders should call as soon as they know of a reservation cancellation.
- Riders must call at least one (1) hour before the scheduled trip to make a change or cancellation. Cancellations less than an hour will be considered a “No Show”.
- The TRACER Paratransit “No Show Policy” explains in detail the policy and procedure for “No Show”.
- Changes to reservation will be accommodated on a space-available basis, any changes to reservation on the same day will be charged a \$.75 surcharge.

## TRACER PARATRANSIT RESERVES THE RIGHT TO REFUSE SERVICE IF RIDER RESPONSIBILITIES ARE NOT FOLLOWED.

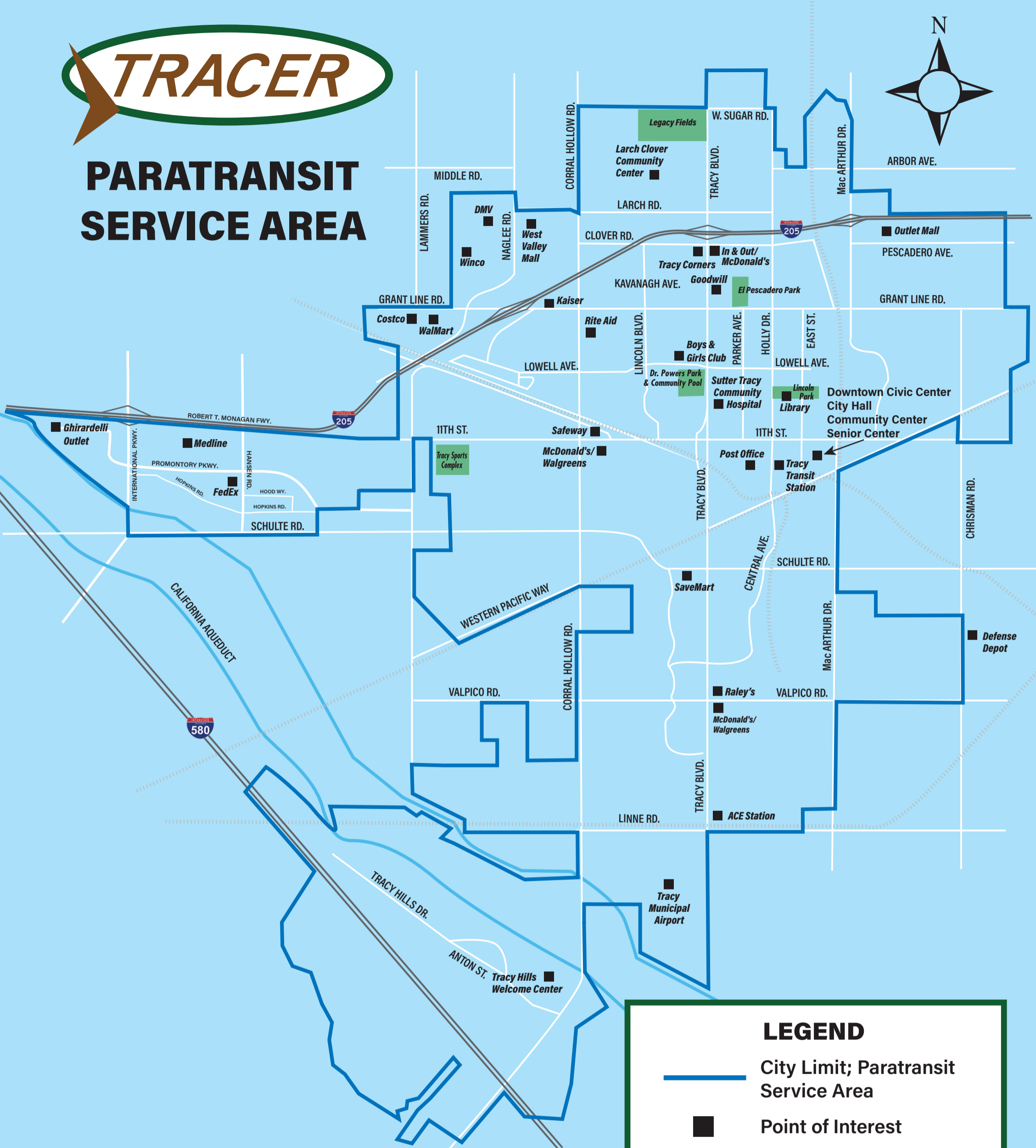
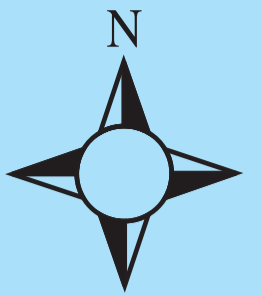
*(Section 37.3 of the DOT’s regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38) defines a “wheelchair” as mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.*

## TITLE VI COMPLIANCE

City of Tracy TRACER is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. Any person who believes that they have been subjected to discrimination may file a written complaint with the City of Tracy, Title VI Coordinator. Report complaints to: Jayne Pramod, Title VI Coordinator, City of Tracy Transit Station, 50 E. Sixth Street, Tracy, CA 95376. Tel: (209) 831-6214, E-mail: Jayne.pramod@cityoftracy.org



# PARATRANSIT SERVICE AREA



**LEGEND**

- City Limit; Paratransit Service Area
- Point of Interest

**CASH FARES**  
One-Way

Senior (65+)/ADA/ Medicare/Veteran .....	\$1.50
ADA Attendant with an ADA-certified passenger ....	FREE
Guests/Companions .....	\$1.75
Same Day Appointment Surcharge or Same Day Reservation Changes Surcharge .....	\$.75



**INFORMATION: 209-831-4BUS (4287)**  
[www.ridetracer.com](http://www.ridetracer.com) • 50 E. Sixth Street • Tracy