



SERVICE ANIMAL POLICY

Santa Ynez Valley Transit adheres to the guidelines established by the Americans with Disabilities Act (ADA) as it pertains to service animals; "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items." DAR customers may be accompanied by service animals free of charge if the animal's purpose is more than emotional support. Patrons may be asked to describe the animal's role.

BECOMING ADA-CERTIFIED

Persons with disabilities interested in using the Dial-A-Ride service must submit a completed application including a physician's signature and a photocopy of a state-issued identification card. To request an application call (805) 688-5452. Eligibility will be based primarily on the information presented on the application. Therefore, it is important to complete the form completely and accurately. The completed application and a photocopy of a state-issued identification card should be returned by mail to:

**ADA Coordinator
Santa Ynez Valley Transit
431 Second Street, Suite 9
Solvang, California 93464**

Once your application is received, it will be reviewed by the City of Solvang. Eligibility determination will be made within 21 calendar days. Once a determination has been made, a written notification (or an alternate accessible format upon request) will be mailed to the applicant. If the applicant is determined eligible for ADA certification, the letter will contain instructions on scheduling a SYVT Dial-A-Ride trip. If it is determined the applicant is not eligible for ADA certification, the letter will explain why the application was denied. Applicants denied certification have the right to an appeal.

ADA ATTENDANTS

SYVT Dial-A-Ride patrons who are ADA-certified may register an attendant on their application. Registered attendants must provide direct mobility assistance to a Dial-A-Ride customer and should be the same attendant that travels regularly with the registered user. The name and contact information for the attendant must be provided at the time of application. If a new attendant is desired, the Dial-A-Ride customer must advise SYVT of the change. Registered attendants travel free of charge when accompanying the registered customer.

DOOR-TO-DOOR POLICY

SYVT provides door-to-door service. Door-to-door service means the SYVT driver may be available to assist customers to the vehicle to/from their front door. Drivers are not allowed to lift or carry a customer's property.



MAKING A TRIP RESERVATION

To schedule a trip call (805) 688-5452. Be ready to provide the following information:

- Rider's first and last name.
- If an attendant, companion, or service animal will also be riding.
- Rider's exact address, including number, building, or business name.
- Exact pick-up address (if location is different from rider's address).
- Exact address of rider's destination, including suite number, building, or business name.
- Rider's requested pick-up time and appointment time (if applicable).
- If the rider is traveling with a mobility aid/device (wheelchair, scooter, walker, cane, etc.).

SYVT Dial-A-Ride is a shared-ride service, and other riders may have a pick-up and drop-off time close to your assigned time. When your trip is confirmed by our Customer Service Representative, you will be provided a twenty-minute window within which the Dial-A-Ride vehicle will arrive. The Dial-A-Ride vehicle will wait up to three minutes from the time of arrival (before departing for the next pick-up).



SERVICE HOURS

Monday through Saturday

7:00 a.m. to 7:00 p.m.

Sunday

8:30 a.m. to 12:30 p.m.

1:00 p.m. to 4:00 p.m.

Service open to the general public.

DIAL-A-RIDE FARES

General public
(Sunday only) \$2.25*

Senior/ADA \$1.75* or

Senior/ADA 12-Trip
Booklet \$17.50*

*Please have exact fare as drivers cannot make change. Passes can be purchased at the SYVT Office, on the van, or at the Buellton and Solvang Senior Centers.

**Santa Ynez Valley
TRANSIT**

Buellton • Solvang • Santa Ynez • Los Olivos



**Dial-A-Ride
SERVICE**

805-688-5452 | www.syvt.com

431 Second Street, Suite 9
Solvang, CA 93464

DIAL-A-RIDE

SYVT provides Dial-A-Ride service which is open to seniors age 60 and older as well as ADA-certified patrons of any age. Service operates within ¾ of a mile of any fixed-route service. Once an individual is determined to be eligible to ride Santa Ynez Valley Transit's Dial-A-Ride service through either ADA certification or by meeting the age criteria, they may schedule a trip for any purpose.

Sunday Dial-A-Ride service is open to the general public.

VISITORS

Santa Ynez Valley visitors who are ADA-certified by another transit agency may use the Dial-A-Ride service for a period of up to 30 days without proof of residency or securing SYVT certification.

FARES AND SERVICE HOURS

See details on reverse.

WHEN TO MAKE A RESERVATION

Reservations can be made Monday through Saturday between the hours of 7:00 a.m. and 7:00 p.m. Please make trip reservations at least 24 hours in advance, and no more than seven days in advance. Same-day trip requests will be honored on a space-available basis. Rides for Monday must be scheduled no later than the prior Saturday.

SHARED-RIDE SERVICE

Dial-A-Ride is a shared-ride service. Allow at least 30 minutes travel time to your destination since the vehicle will likely make additional pick-ups and drop-offs. SYVT will make every attempt to accommodate a rider's desired trip time. However, should the requested travel time not be available our dispatch center will suggest alternate times.

CANCELING A RESERVATION

Santa Ynez Valley Transit depends on efficient scheduling to accommodate as many trip requests as possible. Therefore, it is important once a customer schedules a trip, that trip either be completed or cancelled at least two hours before the scheduled pick-up time. To cancel a pick up request call (805) 688-5452.

NO-SHOW POLICY

To ensure service efficiency, Santa Ynez Valley Transit has established a no-show and late cancellation policy. Consistently failing to appear for a scheduled trip, not being ready at the agreed upon pick-up time, or canceling a trip without proper notice may result in a fine or suspension of Dial-A-Ride service privileges.

SERVICE AREA MAP



www.syvt.com
805.688.5452

LEGEND

- 3/4-Mile DAR Service Area
- Routes A & B

BUELLTON

LOS OLIVOS

BALLARD

SANTA YNEZ

SOLVANG

0 0.5 1 2 Miles

