



Santa Fe Ride Paratransit Program Handbook

This handbook has been developed as a helpful guide to Paratransit passengers. It contains information on:

- applying for a Santa Fe Ride Paratransit Program ID card
- riding safely
- scheduling tips and more

For your convenience, there is a list of telephone numbers of community agencies and offices that serve senior citizens and people with disabilities on pages 21-22.

This handbook is available in alternate formats of: spanish, braille or large print.

Paratransit Office Hours

Tuesday, Wednesday & Thursday

9:00 a.m. - 11:00 a.m.

1:30 p.m. - 4 :00 p.m.

If you have any questions or comments, please call:

(505) 955-2001

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(505) 473-4444



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Americans with Disabilities Act (ADA)

If you meet the following description of a person with a disability, you may be eligible for transportation services expressly for ADA-qualifying people.

- Any person with a disability who is unable, as a result of a physical or mental impairment, to board, ride, or disembark from an accessible public bus without the assistance of another person (except the operator of a wheelchair lift).
- Any individual with a disability who uses a wheelchair and wishes to travel on an accessible fixed-route bus on which the wheelchair lift cannot be used safely at the desired bus stop; or if temporary conditions at the bus stop beyond Santa Fe Trails' control prevent the safe use of the bus stop by all passengers.
- Any person with a disability who has a specific impairment-related condition which prevents him/her from traveling to or from a bus stop. Architectural and environmental barriers such as distance, terrain, or weather alone do not form a basis for eligibility. However, a person may be eligible if the interaction of the disability and barriers prevents him/her from traveling to or from a bus stop.
- If you meet the ADA's definition of having a disability you will be issued an ADA Santa Fe Ride Paratransit Program card, which certifies you as eligible to use "ADA Paratransit Service."

In compliance with the ADA, paratransit service will serve ADA-eligible Santa Fe Ride passengers whose trip origins and destinations are within $\frac{3}{4}$ mile in any direction of a regular Santa Fe Trails, fixed-route bus.



About Santa Fe Ride Paratransit Program

Santa Fe Ride Paratransit Program is a public transportation system for (persons of all ages with disabilities and who, due to disability cannot utilize the Santa Fe Trails fixed route bus system and for persons age 60 and over who live inside city of Santa Fe limits.) Santa Fe Ride is a request-response public transportation system. It provides door-to-door, public transit service.

The goals of the Santa Fe Ride program are:

- To provide quality paratransit services to eligible persons.
- To provide this service regardless of a user's abilities or background.

NOTE: We encourage you to use the regular Santa Fe Trails' fixed-route bus if you are physically able to do so. For a bus schedule call:

Phone: (505) 955-2001

Reservation and Subscription trips:

Reservation and Subscription trip requests can be made Monday through Sunday from 7:00 a.m. to 7:00 p.m.



About Santa Fe Ride Paratransit Program

The following definitions will help you better understand and use our system.

General Terms

Attendant

An approved person who accompanies you to assist you. If approved, a member is allowed one attendant per trip. Attendants travel at no cost to user. The attendant must start and end their trip with the passenger.

Companion

A person who is traveling with you. You are allowed one companion at the cost of \$2 - \$5 fare. Please let the dispatcher know you will have a companion when arranging your trip. Companion must start and end their trip with the passenger.

Designated Areas of Service

The Santa Fe city limits. Exceptions of the city limits:

- Santa Fe Factory Outlets
- Santa Fe Community College
- Santa Fe Municipal Airport

Drop-off

The place and time your trip ends.

Fixed-Route Bus System

Santa Fe Trails' buses and their designated routes.

ID Cards

Abbreviation for identification card. It is the card which proves you are eligible for the Santa Fe Ride Program. You must have your card with you to ride.

Pick-up

The place and time your trip begins.

Trip

From pick-up to drop-off. A trip can only include **one** stop for a maximum of five minutes. This stop must be requested & approved when making your appointment. The stop must be along the route. Drivers will not honor a request for a stop.



Types of Trips

- Please have exact amount for your trip. **Drivers do not have change.**

Reservation Trip (Guaranteed)

This trip must be scheduled by 7:00 p.m. the night before or as early as 14 days in advance. Vehicle will arrive no earlier than 15 minutes before and no later than 15 minutes after the requested time. *If you change your requested time, origin or destination on the day of service the trip will become on-demand.*

RoundTrip

If you make a reservation, the trip can be scheduled with a minimum 20-minute stop over. The return trip may be a different driver. This request is not available for same day request.

Subscription Trip

This trip would be to the same origin, destination and request time for several dates. Examples: work, school, physical therapy. Trips must be requested by 7:00 p.m. the night before or as early as 14 days in advance. Vehicle will arrive no earlier than the 15 minutes before and no later than 15 minutes after the requested time. *If you change your requested time, origin or destination on the day of service the trip will become on-demand.*

ContinuationTrip

Two separate trips and two separate destinations. The vehicle will wait for 10 minutes at the stop- over location. If the passenger takes longer than ten minutes the vehicle will leave and the passenger will need to call in and request an on-demand trip.

On-Demand Trip

This trip is requested on the day of service. Requests are processed as soon as possible but may take up to 90 minutes for a pick-up.

NOTE: Because these requests are made without a reservation it is important to be prepared for the following:

- You must be ready to leave at the time you make the request.



How to apply for the Santa Fe Ride Paratransit Program

1. Call the Transportation Center **(505) 473-4444**.
2. Ask for information or an application for the Santa Fe Ride Paratransit program, or print the application from website: **www.santafenm.gov** click on Santa Fe Trails Public transportation button.
3. You may also come by the Santa Fe Trails office at 2931 Rufina Street
4. Have your physician, registered nurse or state licensed social worker or case worker complete the professional verification part of the application. If you have questions regarding the eligibility of your health care professional please contact **(505) 473-4444**.
5. Mail, fax or bring the application to Santa Fe Trails, P.O. Box 909, 2931 Rufina St., Santa Fe, NM 87505-0909 Fax # (505) 955-2049
6. Upon receiving and reviewing your application the Santa Fe Ride Paratransit Program will contact you for an interview. **(this may take up to 21 days after receipt of application) Interviews are mandatory for approval.**
7. If all the information in your application is correct and the interview is completed, you will be eligible for the program.
8. Your ID card will be mailed to you with a certification letter.
9. You must be recertified for the program every 1 to 3 years depending on your disability status **(permanent or temporary). Follow steps 1 - 9 above.**

With a valid Santa Fe Ride Paratransit ID you will have access to the service. There is no cost to apply. Your first card is free; however, if you lose your card a replacement card costs \$5.00.



Santa Fe Ride Paratransit Program Senior Card

To apply for a Santa Fe Ride Paratransit Senior Card, please apply in person at the Santa Fe Trails, office located at 2931 Rufina Street. Applicants are seen as “walk-ins” on a first-come, first-served basis. No appointments are scheduled.

Office Hours for Senior Walk-ins:

- **Tuesday**
9:00 a.m.- 11:00 a.m. and 1:30 p.m.- 4:00 p.m.
- **Wednesday**
9:00 a.m.- 11:00 a.m. and 1:30 p.m.- 4:00 p.m.
- **Thursday**
9:00 a.m.- 11:00 a.m. and 1:30 p.m.- 4:00 p.m.



How to Schedule a Santa Fe Ride Paratransit Program Trip

1. Call **(505) 473-4444** to make your reservation. (see page 6 for types of trips)
2. Cost per trip:
 - Registered persons with disabilities: \$2.00
 - Registered senior citizen without disabilities: \$5.00
3. Santa Fe Ride Paratransit transportation operates 24 hours - 7 days a week including holidays.
4. **REMEMBER** you must have a valid Santa Fe Ride Paratransit Program ID card with you for each trip. Please do not ask your driver to go outside of the designated service area. The program will not pay for these trips.
5. Concerns or Complaints should be directed to the Transportation Center **(505) 473-4444** Concerns



How to apply for the Senior Services Program

As a senior citizen, you may also want to apply for the Senior Services ID card through your local Senior Center.

To apply for the Senior Services ID card you must be 60 yrs. of age or older or in the RSVP program:

1. Apply in person at the Mary Esther Gonzales (M.E.G.) Senior Center. You cannot schedule an appointment. Applicants are seen as “walk-ins” on a first-come, first-served basis.

Phone number: (505) 955-4700

Address: 1121 Alto Street

Office hours for walk-ins:

- **Tuesdays:** 9:30 a.m. - 12:00 p.m. and 1:20 p.m. - 3:30 p.m.
- **Thursdays:** 9:30 a.m. - 12:00 p.m. and 1:20 p.m. - 3:30 p.m.

Cost to apply:

\$2.00 for first card

\$1.00 to replace or change card

2. Bring a legal ID with proof of age.
3. Complete an application.
4. Have photo taken for Senior Services ID card.
5. ID cards are awarded onsite at the time you apply

NOTE: Senior Services ID cards do not expire.

Cost per trip: Seniors with Senior Services ID card: \$0.50 donation



Companions and Attendants

The dispatcher will be happy to accommodate an attendant if you require personal care. Personal care attendants may travel with a Santa Fe Ride Paratransit Program member at no charge, (as long as the member has indicated the use of a personal care attendant on his/her ADA application). The Santa Fe Ride Paratransit Program does not provide personal care attendants.

If you did not require a personal care attendant when you applied for the Santa Fe Ride Paratransit Program but now do, please contact the office:
(505) 473-4444 (505) 955-2022 TDD/TTY.

Companions may accompany Santa Fe Ride passengers. Companions are accepted on a space-available basis and must have the same origin and destination as the passenger they are accompanying. Trips falling under the Americans with Disabilities Act (ADA) will allow one companion per passenger in addition to a personal care attendant. Additional companions may be accepted on a space-available basis.

Companions are required to pay the same Santa Fe Ride Paratransit Program fare as the member with whom they travel.



Guide Dogs and Other Mobility Aids

Guide dogs and other service animals are always welcome on Santa Fe Ride. A passenger using a motorized scooter, crutches or a walker can be easily accommodated. Other types of mobility aids may be accommodated provided they may be stowed or secured safely while the vehicle is moving. If you are unable to board any of the vehicles our drivers will help you, providing you request assistance.



All City of Santa Fe vehicles are lift-equipped. If your disability is one that requires a sedan a medical statement will be necessary to provide this reasonable accommodation.



Santa Fe Ride Paratransit Eligible Visitors

Any person with a disability visiting Santa Fe, may be eligible to use the Santa Fe Ride Paratransit service for up to 21 days. After 21 days, the visitor will be required to become Santa Fe Ride-certified to continue to use the service. Please call Santa Fe Trails for more information at (505) 473-4444, (505) 955-2001 or (505) 955-2022 TDD/TTY. The visitor must be ADA paratransit eligible in another transit district and must provide Santa Fe Trails proof of his or her paratransit eligibility and/or his or her place of residence and type of disability. All regular Santa Fe Ride Paratransit Program policies apply to visitors.





Useful Telephone Numbers

CITY OF SANTA FE SENIOR CENTERS

LUISA

(505) 955-4717

1522 Luisa St.

(enter from Columbia St.)

Santa Fe, New Mexico 87501

PASATIEMPO

(505) 955-4755

664 Alta Vista St.

Santa Fe, New Mexico 87501

Kitchen (505) 955-6433

VILLA CONSUELO

(505) 474-5431

1200 Camino Consuelo

Santa Fe, New Mexico 87505

VENTANA DE VIDA

(505) 982-3200

1500 Pacheco St.

Santa Fe, New Mexico 87505

BUS SCHEDULE INFORMATION and LOST and FOUND

(505) 955-2001

COMMISSION FOR THE DEAF & HARD OF HEARING

(505) 827-7584

COMMODITIES INFORMATION ECHO

(State) (505) 242-6777

MOTOR VEHICLE DIVISION

(505) 827-7600

MARY ESTHER GONZALES

(M.E.G.) SENIOR CENTER

(505) 955-4721 Transportation

1121 Alto St. Santa Fe, New Mexico 87501

COMMISSION FOR THE DEAF & HARD OF HEARING

(505) 827-7584

NEW VISTAS

(505) 471-1001

SANTA FE TRAILS

(505) 955-2001

SAFE RIDE SERVICES

1-800-797-7433

VETERANS ADMINISTRATION

1-800-827-1000

2544 Camino Edward Ortiz

Santa Fe, New Mexico 87507