

**How can a person make comments or report problems about Transit or Paratransit Services in Sonoma County?**



**WHAT IS SCTA?**

As a collaborative agency of the cities and County of Sonoma, SCTA works to maintain and improve our transportation network.

We do so by prioritizing, coordinating, and maximizing the funding available to us and providing comprehensive countywide planning.

Our deliberations and decisions recognize the diverse needs within our county and the environmental and economic aspects of transportation planning.

Please see [www.sctainfo.org](http://www.sctainfo.org) for more information

Report Date  
July 2008

The **Transit Paratransit Coordinating Committee (TPCC)** is an advisory body of the Sonoma County Transportation Authority (SCTA). The TPCC facilitates communications between transit and paratransit users and the operators of such services. It is in this spirit that this report was undertaken.

The question is:

**How can a person best make comments or report problems about transit or paratransit services in Sonoma County?**

At the March 2008 TPCC meeting, transit and paratransit operators gave presentations regarding their respective agency's procedures for taking public comments. This report compiles those inputs and adds additional useful information.

The following page provides general information that applies to all of the service providers. Each of the additional pages summarizes information about each agency individually.

We hope you'll find this report useful.

**WHAT DOES THE TPCC DO?**

The TPCC advises the SCTA on the transit needs of communities of people with special needs, including elderly, disabled, and those of low income.

The focus of the committee is on paratransit and fixed route transit issues.

The TPCC is also involved in raising awareness of the many issues faced in both using and providing transit and paratransit services.

**TPCC MEETINGS**

The TPCC normally meets the 3<sup>rd</sup> Tuesday of every other month at 2 PM. Meetings are held in the SCTA conference room. Meeting agendas are posted on our website. The meetings are open to the public.

**Chair**  
Dennis Battenberg  
**Vice Chair**  
Larry Henzerling

**SCTA Executive Director**  
Suzanne Smith  
**TPCC Staff**  
Lynne March



# General Guidelines for Reporting Problems

Imagine how difficult it is for a transit provider to respond to the following messages:

- Last month my bus didn't stop for me. I was waiting on Mendocino Avenue and it just went by.
- I wanted information and what I got was not helpful.



In order for an agency to respond to a customer, what is most helpful is to be supplied with timely, accurate and complete information. The sooner a comment can be received the better. For example, with the passage of time it is more difficult to track records, retrieve photos, and talk with those involved.

Additionally, the customer needs to supply as many pertinent details as possible, such as:

- Date of occurrence
- Time of day of occurrence
- Bus route number and travel direction
- Bus description (to determine which agency)
- Driver's name (and possibly ID# & description)
- Location (bus stop or address)
- Location of caller at time of occurrence
- Whether caller was a transit user or observer
- A clear statement of what happened, or what needs attention or improvement

If a person sends or leaves a message and they want to be contacted, it is very important that they provide contact information (e.g., complete name and preferred means of contact such as an address, e-mail, and/or phone number).

Directing one's comments to the agency that is responsible is also important. Many calls are placed to the incorrect agency and customers are then directed to contact the correct one. This can be frustrating for the customer, and time consuming for agencies. Customers should learn who manages the services they use.

Possible Responsible Agencies (please see next pages):

- Santa Rosa CityBus & Paratransit
- Sonoma County Transit & Paratransit
- Healdsburg Transit
- Petaluma Transit & Paratransit
- Golden Gate Transit
- Whistlestop Wheels

### USING 511:

All of these transit agencies can be contacted by calling 511 and following the prompts, or can be found via the website: [www.511.org](http://www.511.org)



# Santa Rosa CityBus and Paratransit

**CONTACT NUMBERS:**

General Number (707) 543-3333

TDD (707) 543-3926

To report complaints or incidents on a fixed route:

(707) 543-3925

After hours calls are routed to the supervisor's office

To report complaints or incidents on paratransit :

(707) 543-3325 or

(707) 543-3335 (Direct to Mr. Ivory)

or (707) 543-3348 (City Hot Line)

Fax: 707-543-3326

**CONTACT PERSON:**

Mr. Michael Ivory

**E-MAIL:**

[mivory@srcity.org](mailto:mivory@srcity.org)

**WEBSITE:**

<http://www.srcity.org/tp>

**ADDRESS:**

Santa Rosa Transit

100 Santa Rosa Ave. Room 6

Santa Rosa, CA 95402

Or:

P.O. Box 1678

Santa Rosa, CA 95402

**BUSINESS HOURS:**

8:00 AM to 5:00 PM

As with all the other transit providers, Santa Rosa Transit is on the 511 system.

**Santa Rosa Transit** reports that “feedback from our riders is one of our most valuable sources of information.” Comments and suggestions can be sent to them by mail, fax, in person, or by phone. If a person making contact would like a response to their comment or suggestion, they should include their complete name and mailing address. A written response will be provided within 14 days. If a person is unhappy with the service they received, they should provide all the basic specifics, such as time, date, vehicle number, driver name or identification number, and the nature of their concern.

The City “hot line” number, 543-3348, is posted on the website and on all paratransit vehicles. Telephone numbers are found on the transit map also.

Santa Rosa staff have access to MV Transportation’s computer system so that data can be entered directly on any paratransit incident or complaint (e.g., information about the rider, driver, and other pertinent information). This form is filed electronically to MV Transportation’s headquarters, ensuring a timely response and resolution. The system has an option indicating that the rider needs to be contacted.



**Santa Rosa CityBus** operates seventeen regular routes, with 400 bus stops, primarily within the city limits of Santa Rosa, between the hours of 6:00 AM and 8:25 PM Monday to Friday; 6:00AM and 8:15 PM on Saturday; and 10:00 AM to 5:15 PM on Sunday.

**MV Transportation** is the contractor that operates paratransit services in Santa Rosa and Roseland.

All buses are wheelchair accessible with lifts or ramps

# Sonoma County Transit & Paratransit

**CONTACT NUMBER:**

(707) 585-7516 or  
(707) 576-RIDE (7433)  
1-800-345-7433  
TDD 707-585-9817

**E-MAIL:**

[comments@sctransit.com](mailto:comments@sctransit.com)

**WEBSITE:**

[www.sctransit.com](http://www.sctransit.com)

**ADDRESS:**

Sonoma County Transit  
355 W Robles Ave.  
Santa Rosa, CA 95407

**BUSINESS HOURS:**

Mon-Friday  
8:00AM-5:00PM  
INFO Lines open:  
7:30AM –5:30PM

As with all the other transit providers, Sonoma County Transit is on the 511 system.

**Sonoma County Transit** welcomes customer comments. The process for taking comments and suggestions is similar to that of other transit providers. Comment cards are available for riders to complete (beige cards for fixed route, yellow cards for paratransit). These are to be mailed to Sonoma County Transit. It is recommended that customers call (707) 585-7516 between 8AM to 5PM. Any messages received after hours are forwarded to the appropriate party for handling. Staff can also be e-mailed. Comments can be anonymous, if preferred. A writer has the option of indicating whether they want a response from staff.

Staff tries to resolve all complaints and reports of incidents. Customers will be provided a response within seven days of receipt of the complaint or report. Staff reviews reports and confirms that they have been resolved. There has been a recent change in reporting incidents, filing complaints, or comments for paratransit service. Previously, riders contacted Volunteer Wheels. Now they are referred directly to Sonoma County Transit.



**Sonoma County Transit** provides fixed-route intercity service throughout Sonoma County, as well as local service in the Town of Windsor, Cotati, Rohnert Park, Sonoma, Sebastopol and Guerneville.



**Volunteer Wheels**, which is under the Volunteer Center of Sonoma County "umbrella," provides paratransit trips seven days a week throughout Sonoma County. This is funded under a service contract with Sonoma County Transit.

All buses are wheelchair accessible.

# Healdsburg Transit

**CONTACT NUMBER:**

**(707) 431-3324**

**CONTACT PERSONS:**

**Sonja Drown or**

**Lea Black**

**E-MAIL:**

**[sdrown@ci.healdsburg.ca.us](mailto:sdrown@ci.healdsburg.ca.us)**

**WEBSITE:**

**[www.healdsburgtransit.net](http://www.healdsburgtransit.net)**

**ADDRESS:**

**Healdsburg Transit  
c/o Healdsburg Senior Center  
133 Matheson Street  
Healdsburg, CA 95448**

**BUSINESS HOURS:**

**8:30 AM to 5:30 PM  
Monday—Friday**

**As with all the other transit providers, Healdsburg Transit is on the 511 system.**

**Customer comments and feedback are always welcome at [Healdsburg Transit](#). Comments can be given in a variety of ways. Most often, people will telephone the office. If the person calling wishes to report a problem, the person taking the call will ask the caller questions in filling out a “complaint form.” The basic questions about date, time, place and circumstances will be asked and the customer’s statement about the problem will be recorded.**

**This form can also be obtained from the bus drivers or requested by calling the office.**

**The customer will be contacted when follow-up is needed.**



**Operated by the city of Healdsburg, [Healdsburg Transit](#) operates within the Healdsburg city limits.**

**A variable fixed route service runs Monday through Saturday 8:30 a.m. to 4:20 p.m. and a general door-to-door Dial-A-Ride service is available Monday through Friday with scheduled pickups starting at 9:15 a.m. and ending at 1:15 p.m.**

**All the buses have wheelchairs lifts and are accessible by the disabled.**



# Petaluma Transit and Paratransit

**CONTACT NUMBER:**

**Fixed Route:**

Petaluma Transit  
phone: 707.778.4460  
fax: 707.776.3799

**Paratransit:**

Petaluma People Services Center  
phone: 707 765-8493  
707 765-8488 (Spanish language)

**CONTACT PERSON:**

**Fixed Route:**  
Transportation Manager  
Max Calder

**Paratransit:**  
Gail Burge

**E-MAIL:**

[transit@ci.petaluma.ca.us](mailto:transit@ci.petaluma.ca.us)

**WEBSITE:**

<http://cityofpetaluma.net/pubworks/transit-sub.html>

**ADDRESS:**

Petaluma Transit  
555 North McDowell Blvd  
Petaluma, CA 94954

**BUSINESS HOURS:**

**Petaluma Transit:**  
Hours: 8:00 AM to 5:00 PM.  
Monday - Friday

**Petaluma People Services Center:**  
Hours: 9:00 AM to 5:00 PM.  
Monday - Friday

As with all the other transit providers, Petaluma Transit is on the 511 system.

**Fixed Route:**

**Petaluma Transit** welcomes customer “concerns, suggestions, questions, comments” by contacting the Transportation Manager at (707) 778-4421 or by writing to:

Transportation Manager  
City of Petaluma  
PO Box 61,  
Petaluma, CA 94952

There is also a general Public Works “feedback form” on the website at: <http://cityofpetaluma.net/pubworks/community-feedback.html>

**Paratransit:**

The **Petaluma People Services Center** staff care about what their customers think. Compliments, complaints and suggestions can be given by calling or writing. A person making contact should supply the basic questions of: Who? What? Where? When? and Why? According to the Petaluma Paratransit Riders Information Guide (available online), staff will “...work diligently to resolve rider concerns and provide positive results.”



Operated by the city of Petaluma’s Department of Public Works **Petaluma Transit** is a community-based transit service within the Petaluma city limits.

Fixed route services are provided Mon.- Fri. 6:35AM-6:00PM and Sat 9:57AM to 4:33PM

Paratransit services are provided Mon-Sat 6:30AM to 6:05 PM (excluding city holidays)

Petaluma utilizes transit service contractors to operate and maintain the buses. **MV Transportation** is the contractor for the fixed route service.

**Petaluma People Services Center** (PPSC) is the contractor for the ADA-compliant paratransit service.

Transportation for both ADA and general paratransit-eligible persons in Petaluma is available by calling the Petaluma People Services Center

# Golden Gate Transit

**CONTACT NUMBER:**

(707) 541-2000

(415) 257-4404

415-257-4404 (Spanish language and Persons with Disabilities Customer Service) 7:00 AM-5:30 PM Mon-Thurs)

**E-MAIL:**

customerservice@goldengate.org

**FAX:**

Customer Relations

(415) 257-4411

**WEBSITE:**

[www.goldengate.org](http://www.goldengate.org)

**511 WEBSITE:**

[www.511.org](http://www.511.org)

**ADDRESS:**

Golden Gate Transit  
1011 Andersen Drive  
San Rafael, CA 94901

**BUSINESS HOURS:**

Customer Service Center is open 7AM to 7PM weekdays and 8AM-6PM on weekends.

Thanksgiving and Christmas Eve 7AM-5PM

Presidents' Day, Christmas & New Years closed

As with all the other transit providers, Golden Gate Transit is on the 511 system.

If a transit rider has any problems with **Golden Gate Transit (GGT)** service they can contact the agency in various ways. They can telephone 511 (toll free) and say "Golden Gate Transit" then "Operator" at the prompt to reach the call center. 711 (TDD) can also be utilized. A rider or observer can also call (707) 541-2000, or if outside the Bay area 415-455-2000. A form is available online, at [buscomments.goldengate.org](http://buscomments.goldengate.org).

The online form lists four comment categories: Bus Services, Bus Maintenance, Facility Maintenance, and Administration (lost property and customer service). Typical bus services comments and commendations pertain to operations, scheduling, conduct, regulation enforcement, services for people with disabilities, policies, information staff conduct and amenities. Complaints generally take approximately two weeks to investigate and resolve.

To insure that a report can be investigated, the date, time, direction of travel, and route number should be provided. A description of the bus operator and bus ID number are also helpful. Follow-up would involve determining who the driver was and referring the matter to the Bus Operations Department for reward, retraining, or disciplinary action as appropriate.



**Golden Gate Transit** operates the bus service of the Golden Gate Bridge, Highway, and Transportation District (GGBHTD).

Golden Gate Transit's daily fixed route bus service links San Francisco, Marin, Sonoma and west Contra Costa counties.

Service is reduced on weekends and holidays.

GGT routes operating in Sonoma County are: 72, 73, 74, 75, 76, and 80.

All buses are accessible by persons who use wheelchairs.



# Whistlestop Wheels Paratransit

**CONTACT NUMBER:**

**(415) 456-9062**

**Comment line is:**

**(415) 456-9062 ext. 175**

**FAX:**

**(415) 454-1493**

**CONTACT PERSON:**

**Jackie Mulroy**

**(415) 456-9062 x150**

**E-MAIL:**

**[jackie.mulroy@thewhistlestop.org](mailto:jackie.mulroy@thewhistlestop.org)**

**WEBSITE:**

**[www.thewhistlestop.org](http://www.thewhistlestop.org)**

**ADDRESS:**

**Marin Senior Coordinating Council**

**930 Tamalpais Ave**

**San Rafael, CA 94901**

**BUSINESS HOURS:**

**8:00 AM to 4:00 PM**

**As with all the other transit providers, Whistlestop Wheels is on the 511 system.**

**Whistlestop Wheels (WSW)**

provides the paratransit service for GGT (see previous page) thus follows many of the same protocols as GGT. Customers can call any time to leave a voicemail or request to speak to a supervisor. A WSW representative will use an intake form to follow-up on the complaint or comments, asking similar questions to those noted by GGT (date, time, location of incident, location of caller when incident happened, vehicle number, driver's name if known, direction vehicle was traveling). Callers have the option to indicate whether or not they wish to be contacted.

On a quarterly basis, a summary is made of all comments received, and is presented to various committees for review.

Comments are forwarded to the appropriate party for follow-up. Depending on the nature of complaint or commendation, documentation may be forwarded to the employee's personnel file and/or to WSW's Executive Director.



**Whistlestop Wheels operates Americans with Disabilities (ADA) paratransit service to complement Golden Gate Transit (GGT) non-commute regional bus service between Sonoma County, and Marin, San Francisco and West Contra Costa counties.**

**WSW operates 49 buses equipped to meet the travel needs of passengers who use wheelchairs and those who are unable to use fixed route transit.**