



NEWS RELEASE

Contact: Paul Rapp, Marketing & Communications Manager
(209) 467-6665

FOR IMMEDIATE RELEASE
September 29, 2009

RTD Introduces "Metro Hopper" October 5, 2009

(Stockton, CA) – On October 5, San Joaquin Regional Transit District (RTD) will introduce the "Metro Hopper," six new weekday routes that serve assisted living centers, medical offices, restaurants, and more. This service is similar to RTD's award-winning "County Hopper," which provides passengers with the flexibility and spontaneity of a deviated fixed route service, while using the same resources as a traditional Dial-A-Ride (DAR) service. The Metro Hopper is open to anyone but designed to serve the needs of seniors and persons with disabilities. It supplements the Stockton Metropolitan Area (SMA) DAR services provided by RTD.

Each Metro Hopper can deviate from its normal route up to one mile in order to accommodate Americans with Disabilities Act (ADA) certified passengers. Within these one-mile deviation windows, the service covers approximately 90% of the SMA for ADA-certified customers. Depending on their certification level, RTD's current DAR customers will either continue to receive the origin-to-destination service they currently receive either on a DAR or a Metro Hopper bus, or transition to the Metro Hopper service.

Depending on their origin and destination, Metro Hopper passengers may be required to transfer routes. To provide a greater degree of comfort for transferring passengers, RTD has established a "direct transfer" system, which allows passengers to remain on the bus until the next bus arrives at the transfer points. This system will be provided at major transfer points, such as O'Connor Woods, RTD's Mall Transfer Station, and the County Hospital.

RTD staff is conducting ADA customer outreach and providing educational workshops to residents and staff at assisted living facilities that will receive direct service from the Metro Hopper. RTD is also providing ride clinics at each of the major social service agencies. Additionally, RTD is providing service demonstrations for non-ADA certified passengers who wish to learn more about the Metro Hopper. During these outreach events, RTD passengers will receive hands-on training on how to use the service. RTD staff is planning active travel training on the Metro Hopper, to familiarize passengers with the feel of the operation compared to DAR service.

The Metro Hopper will operate Monday-Friday, 7:45 a.m. to 6:30 p.m., and buses will run every two hours. Fares for the Metro Hopper are the same as RTD's regular bus service: Adult \$1.50, Student \$1.25, Senior/Disabled \$0.75. Deviations are \$1.00 each and transfers to other Metro Hopper routes, or any other RTD fixed route, are \$0.50 each. ADA-certified attendants ride free.

To learn more about the Metro Hopper, call RTD's One-Stop Shop at (209) 955-8444 or visit our website, www.sanjoaquinRTD.com/hopper to view and download information and schedules.

#

ATTACHMENT: Metro Hopper Brochure

What is the Metro Hopper?



The Metro Hopper is designed to supplement the Stockton Metro Area (SMA) Dial-A-Ride services provided by RTD. The Metro Hopper has six routes, each with a one-mile deviation window. Within these one-mile deviation windows, the service covers approximately 90% of the Stockton Metro Area for ADA-certified customers.

Metro Hopper Procedures:

SERVICE HOURS: Monday-Friday, 7:45 AM to 6:30 PM, and buses run every 2 hours.

RESERVATIONS: Reservations are only needed for deviations and can be made 1 to 2 days in advance. Reservations can be booked seven days a week, from 8:00 AM until 5:00 PM. To reserve a ride, call: (209) 946-0520.

DEVIATIONS: The Metro Hopper will deviate up to one mile to pick up and drop off ADA-certified passengers.

PICK-UP TIME: The deviation pick-up time has a built-in 20-minute window. The bus may arrive up to 20 minutes before or after your scheduled pick-up time.

WAIT TIME: Passengers are expected to be ready and waiting for the bus. The driver will wait a maximum of 5 minutes for a passenger to board the bus. A No-Show will be charged if a passenger fails to board within this 5-minute wait time.

DEVIATION CHANGES: Any deviation change must be made at least one (1) day in advance; same-day changes are not permitted.

CANCELLATIONS: Deviation cancellations must be made as soon as possible. This will provide an opportunity for someone else to reserve a deviation. To avoid a No-Show charge, you must cancel your deviation at least 2 hours before scheduled pick-up time.

ATTENDANTS: Certain Dial-A-Ride passengers may receive certification to travel with an attendant. Attendants ride free. Passengers who are unable to get themselves to or from the bus must have an attendant. Drivers are prohibited to act as attendants.

PACKAGES: Passengers may bring two (2) grocery-sized bags or a grocery pull cart onto the bus, provided they or their attendant can carry the packages or pull the cart onto and off the bus. Drivers will not assist with packages or carts.

NO-SHOWS: A No-Show is assessed when a passenger fails to keep a scheduled ride. RTD may charge a fine for each No-Show. See the No-Show procedures at www.sanjoaquinRTD.com/hopper for additional information.

HYGIENE: Passengers are expected to maintain a level of personal hygiene that is not offensive to others. Service may be refused to those in violation.

EQUIPMENT: Mobility equipment must be clean and in proper working order. For example, if the wheels on a wheelchair do not roll, RTD may refuse service until the equipment has been repaired.

SERVICE ANIMALS: Passengers who require a service animal are permitted to board and ride with a service animal. Service animals provide an assistive function as defined by the ADA; this does not extend to pets on the vehicle. Please advise RTD's reservationist if you will be traveling with a service animal.

Metro Hopper Fares	
Adult	\$1.50
Student	\$1.25
Senior/Disabled	\$0.75
Deviations	\$1.00
Transfers to other Hopper routes or RTD fixed routes	\$0.50
ADA-certified attendants	FREE

RESERVATION PHONE NUMBER:
(209) 946-0520

Deviations can be cancelled by calling RTD Reservations or by calling (209) 982-4514, Option 1



For more information, call RTD's **ONE-STOP SHOP** at (209) 955-8444 or visit www.sanjoaquinRTD.com/hopper to download schedules. You may also visit the Downtown Transit Center (DTC) at 421 East Weber Avenue, Stockton, CA 95202.



SAN JOAQUIN
RTD
**METRO
HOPPER**

How Do I Read An RTD Schedule?

STEP 1 WHERE Do I Want To Go?

Be sure that you have the correct route schedule by looking at the destination on the front panel or on the timetable inside. Then find the time point* closest to where you would like to go. (see **STEP 1** below): *O'Connor Woods*

STEP 2 WHEN Do I Want To Be There?

Read down from that time point to find the time when you would like to arrive at your destination. (see **STEP 2** below): *2:35P - Arrive*

STEP 3 WHERE Do I Need To Catch The Bus To Get There?

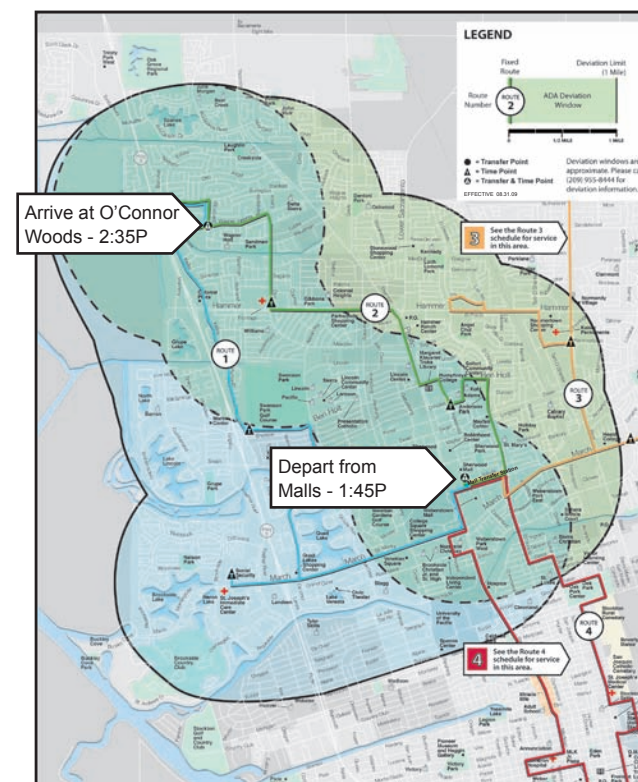
Find the time point closest to where you want to catch the bus to get to your destination. (see **STEP 3** below): *Mall Transfer Station*

STEP 4 WHEN Do I Need To Catch The Bus To Get There?

Read down from that time point to find the time that the bus departs. (see **STEP 4** below): *1:45P - Depart*

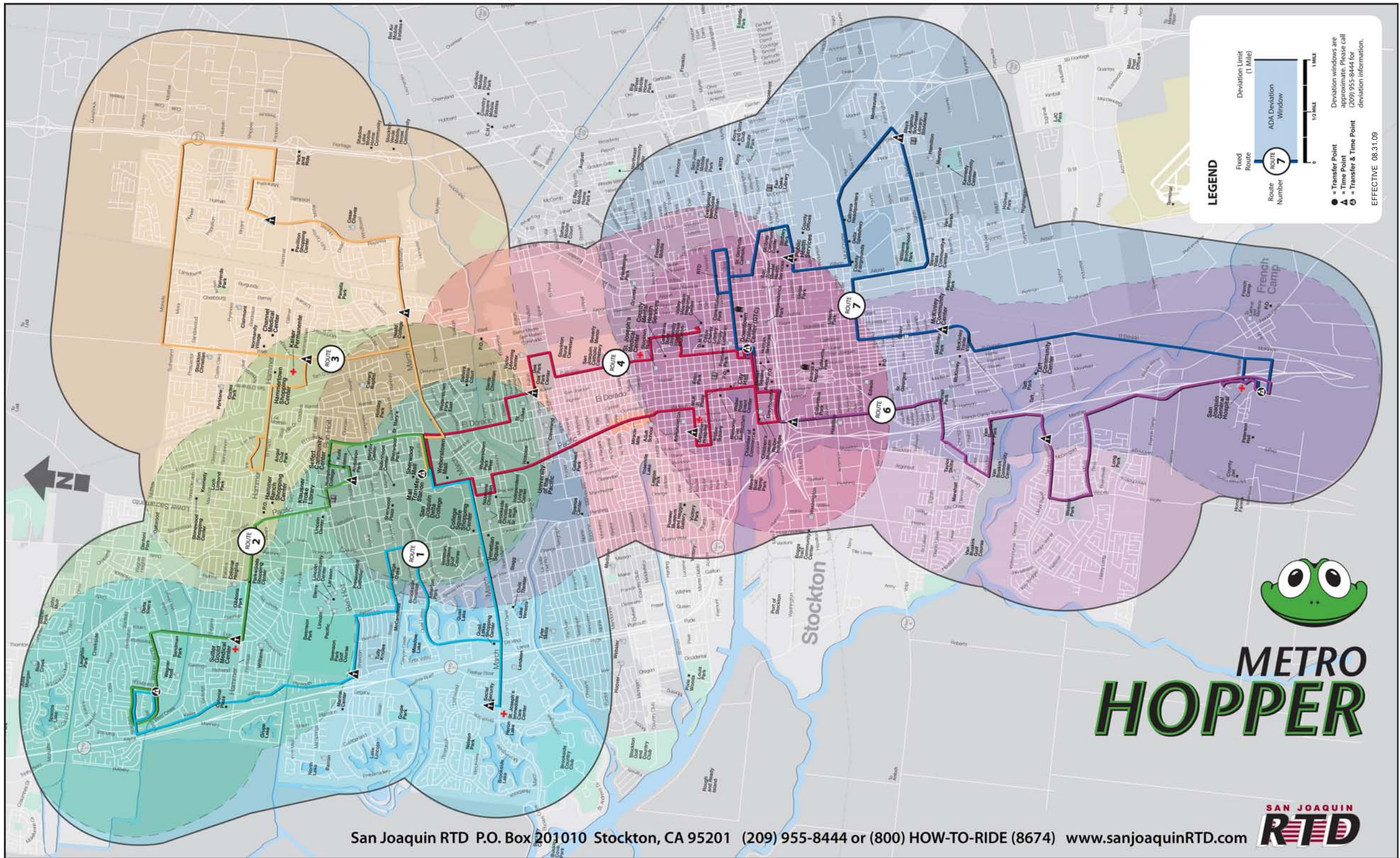
DESTINATION
First - Last

HOPPER ROUTE 1 - WEEKDAY					
Social Security - Quail Lakes - Wagner Heights					
STEP 3 →	Mall Transfer Station	Deer Park - March Social Security Office	Plymouth - Behlolt UCP	Wagner Heights - Bainbridge O'Connor Woods Main Entrance	← STEP 1
	7:45A	8:05A	8:20A	8:35A	
STEP 4 →	9:45A	10:05A	10:20A	10:35A	← STEP 2
	11:45A	12:05P	12:20P	12:35P	
	1:45P	2:05P	2:20P	2:35P	



* **Time point:** Time points are located in the top row of each timetable and are labeled on each map as ▲. Some time points are also transfer points and they are labeled as Ⓜ. There are additional bus stops on each route between the time points indicated.

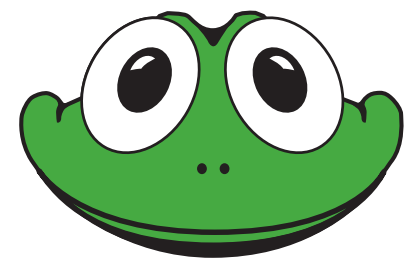
NOTE: On most routes, you will catch the return bus back to your original departure location across the street from where the bus dropped you off.



San Joaquin RTD P.O. Box 201010 Stockton, CA 95201 (209) 955-8444 or (800) HOW-TO-RIDE (8674) www.sanjoaquinRTD.com



METRO HOPPER



METRO HOPPER



Hop on board!



For more information, call RTD's **ONE-STOP SHOP** at (209) 955-8444 or visit www.sanjoaquinRTD.com to download schedules. You may also visit the Downtown Transit Center (DTC) at 421 East Weber Avenue, Stockton, CA 95202.

SAN JOAQUIN RTD