

What is Gold Country LIFT ?

- A paratransit transportation program serving Western Nevada County for ADA qualified individuals who cannot access the fixed route service (Gold Country Stage).
- A “door-to-door” service provided by professional drivers in wheelchair accessible vehicles.

Where can I travel on Gold Country LIFT ?

- Travel is available for all community services and activities *i.e.* shopping, appointments, work, play, etc., within the service area.

What type of transportation is offered on Gold Country LIFT ?

- We provide a “door-to-door” service on wheelchair accessible vehicles by professional and caring drivers.
- If you are unable to access the local fixed route bus service (Gold Country Stage) you may qualify to use “The LIFT.” Please contact us for more information.

Pick-up location

For safety reasons, Drivers must keep their vehicles in sight at all times. Riders must wait for pick-up at the main door of the facility.

How do I qualify?

Fill-out an ADA qualification form by calling the LIFT @ (530) 271-RIDE or Gold Country Stage at (530) 477-0103 or accessing the web at www.goldcountrylift.com

Questions, Comments, Concerns?

Please call us at 271-7433 or 855-314-7433 for additional information you may need.

WE WANT TO HEAR FROM YOU!!

Phone: 530-271-RIDE (7433)

Toll Free: 855-314-RIDE (7433)

Website:

www.goldcountrylift.com

900 Whispering Pines Lane
Suite 210
Grass Valley, Ca. 95945

Website:



Gold Country LIFT



“Door-to-door” ADA paratransit service for individuals who qualify due to being unable to access the fixed route Gold Country Stage because of a disability or disabling health condition.

Operated by:



To Reserve a Ride:

(530) 271-7433

(855) 314-7433

www.goldcountrylift.com

How to schedule a ride:

Please call 271-RIDE (271-7433) to schedule your ride.

Office hours are Monday-Saturday 8:00am-5:00pm.

All ride requests must be made at least a day before the ride and up to 14 days in advance.

There is no same day service. Please leave a message after hours for cancellations.

What information do I need when I make a reservation?

- Your name and exact address of your pickup
- The exact address of your destination
- If you will be traveling with a personal care attendant or companion
- If you will be using a mobility device; wheelchair, walker, etc
- Your appointment time

Late Cancels and No-Shows

Please cancel all rides in a timely manner as there is a No-Show/ Late Cancel Policy that could result in service suspension, Rides must be cancelled two hours before the first pick-up.

Personal care attendant (PCA)

If you require a PCA, that person rides for free. You may also bring a traveling companion who must have the same pickup and drop off location as the Paratransit rider. A companion pays the same fare as the rider.

Hours of Service

Rides are available Monday-Friday 6:30am—8:00pm. There is limited service available on Saturday 7:30am-5:00pm. No service is available on Sunday.

Service Rules

- The bus or van is considered on time if it arrives within your 30 minute pickup window. The driver can only wait 5 minutes before leaving for the next passenger pickup.
- ADA regulations permit scheduling your ride up to one hour before and one hour after the trip time you requested. We appreciate your flexibility.
- This is a shared ride service. ADA paratransit trips can be equivalent to the length of time it would take on a fixed-route bus, including transfers and wait time.

Packages

For the safety of the driver, they are limited to lifting no more than 30 lbs!

FARES

Within ADA Corridor

(one-way): **\$3.00**

Outside ADA Corridor

(one-way): **\$5.00**

- When you make your reservation you will be told the cost of the trip.
- Please pay your fare as soon as you board the vehicle.
- Please have exact fare ready. Drivers cannot make change.

Where can I buy a punch card?

You can purchase punch cards at the Gold Country LIFT office or from the driver. The punch card costs \$10.

Service Animals

Trained Service Animals are welcome on all LIFT vehicles and must ride on the floor.

Pets must ride in a leak-proof carrier.

Seat Belts and Securements

Seat belts and mobility device securements must be worn at all times!