

**PARATRANSIT, INC.
AMERICANS WITH DISABILITIES ACT (ADA)**

**DEVIATED FIXED ROUTE
NON-ADA SERVICE RIDER'S GUIDE**

WELCOME

Paratransit, Inc.'s Deviated Fixed Route Non-ADA Service is a deviated fixed route with curb-to-curb deviations for the general public regardless of age, income or disability. This *service will allow up to three deviations per run per route*. All requests for deviations must be made by end of day prior to service, but not more than two days prior. This Rider's Guide is designed to help you understand the rider's responsibilities while using the service.

GENERAL INFORMATION

Paratransit, Inc. provides mobility services to residents within the six-county Sacramento Area of Governments region. These services include deviated fixed route services (with general public deviations), travel instruction, bus buddy programs, volunteer driver programs and one-stop travel coordination services.

Deviated Fixed Route service is available Monday through Friday, excluding holidays, between 10:00 AM and 1 PM throughout Sacramento County. Paratransit operates a total of 18 Home to Healthcare routes and 10 People to Produce routes. All routes offer door to door deviation for the general public, with prior reservation required. Deviations are required to be requested no earlier than 2 days prior than service and no later than end of day (5 pm) the day before service. All requests for deviation will be honored on a first come-first served basis with no preference for age, disability, income or trip purpose in accordance with federal requirements. To request a deviation please call 916-429-2009 or 711 (TTY) between 8 AM and 5 PM, Monday through Friday, excluding holidays.

Accessible Formats

If you require this Rider's Guide in another format, please call 916-429-2009 or TTY 711 (for hearing impaired). It is also available online at www.paratransit.org

No Americans with Disabilities Act Service provided

Paratransit, Inc. does not provide Americans with Disabilities Act (ADA) services. The deviated fixed route service, with general public deviations, operates on a first come first served basis. Should you require ADA services to reach your destination please contact Sacramento Regional Transit District to find our more information about service area, eligibility and application processes.

Service Days and Hours

Deviated Fixed Route service is available Monday through Friday, excluding holidays, between 10:00 AM and 1 PM throughout Sacramento County. Paratransit operates a total of 18 Home to Healthcare routes and 10 People to Produce routes. All routes offer door to door deviation for the general public, with prior reservation required. Deviations are required to be requested no earlier than 2 days prior than service and no later than end of day (5 pm) the day before service. All requests for deviation will be honored on a first come-first served basis with no preference for age, disability, income or trip purpose in accordance with federal requirements. To request a deviation please call 916-429-2009 or 711 for TTY services between 8 AM and 5 PM, Monday through Friday, excluding holidays.

MAKING A RIDE DEVIATION REQUEST

Numbers to Call

916-429-2009
711 (TTY)

PARATRANSIT DEVIATED FIXED ROUTE SERVICE FARES

Single Fare - \$0.00

Route Deviations: \$0.00

Fares for this service are covered thanks to funding from Sacramento Transportation Authority's Measure A.

Passenger Assistance

Paratransit vehicle operators will not escort passengers to and from the vehicle and main door of their residence or a facility. However, vehicle operators will assist passengers on and off the vehicle.

TAKING A TRIP

Vehicles and Operators

All vehicles utilized for the Deviated Fixed Route service, with general public deviations, are ADA accessible and lift equipped. To request to use the lift, please notify the vehicle operator.

Boarding with a Mobility Device

Non-ADA paratransit service vehicles are lift-equipped and will accommodate mobility devices primarily designed to assist persons with mobility disabilities, such as a powered or manual wheelchair with three (3) or more wheels and that are usable indoors and various other mobility devices, provided the mobility devices can be secured and do not block the aisle or obstruct passage of other persons, and provided that they safely fit within lift design and load and platform measurements. Paratransit **will not be able** to transport mobility devices that do not fit on the lift of our vehicles.

- All vehicle operators are trained to operate the lift and will secure you after boarding. A boarding belt is also used by the vehicle operator to ensure safety while in the vehicle.

- Boarding while standing on the lift is allowed, but not encouraged.
- Boarding while sitting on a mobility device other than a wheelchair, such as a walker seat is prohibited.

Transporting Life-Support Equipment

You may bring a respirator, portable oxygen and/or other life-support equipment as long as it does not violate laws or rules related to transportation of hazardous materials

Carry-on Bags/Packages

Due to space limitation customers may only carry, three (3) small bags on the vehicle that they are able to manage independently without the assistance of the vehicle operator. The three carry-on items must fit within a certain space either on your lap or in front of your area. If you bring more than three (3) small bags, it will be your choice whether to board with only three bags and find alternative transportation to carry the remaining bags/packages, or to decline the trip.

Transporting Service Animals

You may travel with a service animal such as guide dog canine companion. Service Animals provide important assistance to individuals with disabilities and are welcomed on board Paratransit vehicles.

Service animals such as guide dogs are allowed to lay in the aisle next to the seat in which the passenger is seating.

What is a service animal?

- A service animal is a guide dog, signal dog, or other animal ***individually trained to work or perform tasks for an individual with a disability.*** An individual may have more than one service animal.
- Paratransit representative may ask (1) if the animal is a service animal required because of disability and (2) what task the animal

has been trained to perform. However, a service animal requires no special tag, identification, certification, papers, harness, vest, cape or pass.

- A service animal must always be under the control of the handler. A service animal must be harnessed, leashed or tethered unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal.
- Paratransit may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of vehicle operators or other riders, create a seriously disruptive atmosphere, or are otherwise not under a passenger's control. An individual is not denied access if their service animal is denied access.

What are examples of specific work or tasks that service animals are trained to perform?

- Guiding individuals with visual impairments
- Alerting individuals who are hard of hearing or deaf to intruders or sounds
- Providing minimal protection or rescue work
- Pulling a wheelchair
- Fetching dropped items for an individual with a disability
- Alerting individuals with seizure disorders to an oncoming seizure, or responding to a seizure
- Reminding individuals with depression or other psychiatric conditions to take their medication
- Sensing an anxiety attack is about to happen and taking specific action to help avoid or lessen the impact of the attack (commonly known as "psychiatric service animal")

What is not a service animal?

- Pets are not service animals
- Emotional support, therapy, comfort, and companion animals are not service animals. "Emotional support, therapy, comfort, and companion animals" refer to when an animal's only function is to provide emotional support or comfort just by being with a person.

Such animals do not qualify as service animals under the ADA because they have not been trained to perform a specific job or task.

Are non-service animals allowed on Paratransit vehicles?

- Small pets and other non-service animals may be carried on paratransit service vehicle only in properly secured cages, containers or carrying cases.
- You are responsible for loading and securing the containers in the paratransit vehicles.
- Vehicle operators are not permitted to assist in carrying the animal carrier/container.

Lost and Found

Paratransit, Inc. is not responsible for lost and damaged items. If you leave an item on the vehicle, call 916-429-2009 and ask for the Lost & Found Department. If the item is located, you will be contacted by phone to arrange when the item will be returned to you. All lost & found items will be disposed of after 60 days.

PASSENGER RESPONSIBILITIES

Passengers must observe the following rules and responsibilities:

- Smoking is prohibited on the vehicles, and is prohibited within 40 feet from the vehicle
- Parents must control children
- Have the exact fare (cash, ride coupons, pass) prior to boarding. Vehicle operators do not make change, or accept checks or credit cards.
- Seatbelts or the integrated system are required by passengers in mobility devices on vehicles
- Do not distract the vehicle operator while the vehicle is in motion
- Personal musical devices are allowed with headphones as long as the sound is not audible to others. You may request the vehicle operator to turn on/off the vehicle radio, along with changing the

channel or turning the radio up or down as long as all other passengers agree.

- Maintain appropriate, reasonable personal hygiene
- Proper attire, including shirts and shoes (or appropriate foot coverings), are required on the vehicle
- Do not deliberately evade paying a fare
- No eating or drinking is allowed on the vehicle, unless required for health reasons. Remember, bring water during the Sacramento Summers
- No petting guide dogs or other service animals without permission from the owner
- No riding under the influence of alcohol or illegal drugs
- No physical abuse of another rider or the vehicle operator
- Mobility devices and wheelchairs must be clean and in good working order

VEHICLE OPERATOR RESPONSIBILITIES

Vehicle operators will treat you with courtesy and dignity.

Vehicle operators are not permitted to:

- Operate, push or lift your electric/power mobility device
- Transfer passengers from wheelchairs
- Lift or carry riders
- Cross residential thresholds
- Lock or unlock resident's doors
- Carry packages and other items
- Secure child safety systems in the vehicle or children into such systems

Service Suspension of Abusive or Disruptive Behavior

Service will immediately be denied on a long-term basis or indefinitely to passengers who engage in violent, serious disruptive or illegal conduct directed at other riders or staff. Such conduct includes, but is not limited to: threats or fear of physical/verbal abuse; unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations: unauthorized use of equipment on the vehicle; voluntarily and

repeatedly violating vehicle-riding rules, including smoking in the vehicle, eating or drinking without medical indication or defacing equipment.

PARATRANSIT SERVICE COMPLAINTS AND COMPLIMENTS

Paratransit, Inc. cares about what you think and welcomes all compliments, complaints and suggestions about its service. To submit comments in writing or by phone please contact us at Paratransit, Inc. 2501 Florin Rd, Sacramento, CA 95822 or call 916-429-2009 and select Option 4. Please provide as much information as possible. Paratransit, Inc. will work to ensure you get the quality of service you deserve.