

PARATRANSIT, INC.
AMERICANS WITH DISABILITIES ACT (ADA)
SERVICE RIDER'S GUIDE

WELCOME

Paratransit, Inc.'s ADA Service is origin to destination, *shared-ride public* transportation for individuals who are unable to use Paratransit, Inc.'s (PI) bus system (also referred to as fixed-route). The ADA Service Rider's Guide is designed to help you understand American with Disabilities (ADA) paratransit service and the rider's responsibilities while using the service.

GENERAL INFORMATION

Paratransit, Inc. provides transportation to the Sacramento County Area that is compliant with the requirements of the Americans with Disabilities Act (ADA) of 1990.

Service is available on a pre-arranged basis for any trip purpose within $\frac{3}{4}$ mile of any Paratransit, Inc.'s fixed route. If you feel you may be eligible for service, you must first apply through PI's application process and be found eligible for the service according to ADA guidelines.

Accessible Formats

If you require this ADA Service Area Rider's Guide in another format, please call 916-429-2009 option 4 or TDD 916-429-2568 (for hearing impaired). It is also available online at www.paratransit.org

ADA Paratransit Service for Visitors

A "Visitor" is an individual with a disability who does not reside in the PI ADA service area. For visitors who present documentation that they have been ADA paratransit certified in the jurisdiction in which they reside; we shall provide services in the Paratransit ADA service area. When making your trip request(s), let the reservationist know that you are visiting from another area and include which ADA paratransit system you are certified in, if applicable. If you require ADA paratransit beyond 21-day limit, you must certify with Paratransit, Inc.

Paratransit ADA Service Area

Paratransit's ADA Service Area is $\frac{3}{4}$ mile radius of PI's fixed route bus routes during regular service hours.

There are transfer points, which can connect passengers to other paratransit services provided in adjacent jurisdictions, such as SacRT, Folsom, Roseville and West Sacramento. Reservationists will provide assistance in arranging your trip to connect at a transfer point, if needed.

Service Days and Hours

ADA Service is available during the same days and hours as PI's fixed route bus operates.

MAKING A RIDE RESERVATION

Numbers to Call

916-429-2744 or 1-800-6776
916-429-2568 (TDD)
916-429-2488 (Automated Telephone System)

To access the Automated Telephone System, you will need to enroll to obtain a Personal Identification Number and password. Call 916-429-2009 and select Option 4 and speak to one of the Transportation Operations Clerks.

Reservation Hours

The Paratransit, Inc. Reservations Department is open Monday through Friday from 8:00 a.m. to 5:00 p.m. with a voicemail service to request trips on the Sundays or Holidays for next day service. All trips must be scheduled one to two days in advance. We do not provide Same Day Service. Please have the following information available prior to calling:

- Your First and Last name
- The date you would like to travel

- Your home address
- Telephone number we can reach you at when traveling, if possible
- Pick up location
- Destination
- The time you would like to travel and return or the time you need to be at your destination
- If you are traveling alone or with a Personal Care Attendant, Companion (including child or guest) or Service Animal
- Any mobility devices you will be using such as scooter, wheelchair, walker, or any other mobility equipment
- If you will be transporting oxygen

Since this is a shared-ride service, the vehicle operator may make other stops on the way to your destination, so please allow plenty of time to get to and from your destination.

If you have an appointment, notify the reservationist to assist you with a “*ready time*” to be picked up. The reservationist will then inform you of the necessary pick up time to be at your appointment on time. Should you choose to instead schedule a pick up time, we recommend if you have an appointment that you give yourself enough time for the vehicle operator to board and de-board you and for you to get from the bus to the office you need (maybe an extra 10-15 minutes) keeping in mind this is a shared-ride service.

Passenger Assistance

Paratransit vehicle operators will escort passengers to and from the vehicle and main door of their residence or a facility. Additionally, vehicle operators will assist passengers on and off the vehicle. If passengers require other types of help, like managing bags or packages, finding an office inside a large building, filling prescriptions, etc., we recommend you bring along a personal care attendant.

Personal Care Attendant

A personal care attendant assists the passenger with daily life functions, and may provide assistance during the ride or at the destination. If you need assistance to travel, riding with a personal care attendant is strongly

encouraged. A personal care attendant does not have to pay fare and must be transported to and from the same location as the passenger. Passengers needing a personal care attendant must be registered with Sacramento Regional Transit Accessible Services. You must reserve space for your personal care attendant when scheduling a trip.

Note: A family member or friend will be regarded as a Companion accompanying the eligible rider, and not as a Personal Care Attendant, unless the family member or friend is acting in the capacity of a personal care attendant.

Companions/Guests (including children)

A companion or guest is someone riding with the passenger, but not as a Personal Care Attendant. You may arrange to bring one companion/guest along on each ride, in addition to a Personal Care Attendant.

Companions/guests must be transported to and from the same location as the passenger. Additional companions/guests may be scheduled, if space is available. Same day additions will not be honored. All companions/guests must pay the same fare as the passenger. You must reserve space for your companion/guest (including children) when scheduling a trip.

TAKING A TRIP

Vehicles and Operators

ADA paratransit service may be provided using a variety of vehicles, including taxis. Paratransit, Inc. reserves the right to determine whether ADA paratransit services will be delivered using its own vehicle operators and vehicles, or using operators and vehicles of other entities (for example, taxis). You must ride in the vehicle that is sent for you. Special requests for specific vehicles and vehicle operators cannot be honored. If your pick-up and/or drop-off location is not accessible, your ADA service will be provided as curb-to-curb, all other service will be provided as origin to destination.

Boarding Time

When you call to reserve your ride, you will be given a 30-minute “pick-up window” in which the vehicle will arrive. The 30-minute pick-up window allows Paratransit, Inc. to accommodate your pick up within this allotted timeframe. By being ready when the vehicle arrives, you help keep everyone’s trips on schedule.

How Long Will the Paratransit Vehicle Wait?

When the vehicle arrives within the “pick-up window”, the vehicle operator will wait no more than five (5) minutes. If the vehicle arrives before your “pick-up window” starts, you may leave if you are ready; otherwise, the vehicle operator will wait until your “pick-up window” starts and then an additional five (5) minutes. As a courtesy to other passengers, please be ready at your ready time.

What if My Ride is Late?

If your ride has not arrived within the 30-minute window, call 916-429-2009 and select Option 3. Paratransit staff will assist you. This number is staffed daily from 4:15 a.m. to midnight.

Canceling a Trip

The Cancel Line is open 24 hours. The minimum cancellation notice required for trips that are not needed is two (2) hours in advance of the scheduled pick-up time. If your travel plans change or you will not be ready to board your bus at your “ready time” please call 916-429-2009 and select Option 2. Shorter notice without a compelling reason could result in service interruption.

Preventing No-Shows

It is Paratransit’s goal to always make contact with passengers and provide their scheduled ride. When riders do not cancel at least two (2) hours in advance or are not available to board within five (5) minutes, it is considered a “no-show.”

Riders can prevent no-show situations when they:

- Review dates, times and addresses with the reservationist to be sure information is correct
- Call the Paratransit cancel line 916-429-2009 and Select Option 2 as soon as the ride is no longer needed
- Cancel at least two (2) hours in advance of the scheduled pick-up time
- Be prepared to board at the start of your “pick-up window” and within five (5) minutes after the vehicle arrives by having any personal belongings you plan on taking with you ready, using the restroom, and having your coat (if applicable) and shoes on, etc.

PARATRANSIT NON-ADA SERVICE FARES

ADA Trip Single Fare - \$4.00

Boarding with a Mobility Device

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.

If you change your mobility device or your mobility device breaks down and you need to use a different mobility device, you must contact PI at 916-429-2009 to report the new mobility device, before reserving a ride. If Paratransit’s ADA service observes that the vehicle lifts are unable to lift you in your wheelchair due to the combined weight, Paratransit may require that the weight is verified.

- 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. If you travel with a companion, the companion is allowed three (3) small bags. A Personal Care Attendant is allowed to carry three (3) additional small bags/packages.

Transporting Children

Children traveling as companions/guests or Personal Care Attendants, who are under the age of eight (8) or under 4 feet and 9 inches tall, are required by law to use a child safety seat or other safety restraint system. You are responsible for providing such safety equipment and for securing it and the child in paratransit vehicles.

Transporting Service Animals

You may travel with a service animal such as guide dog canine companion. The use of a service animal must be identified at the time of your eligibility assessment with PI. Service Animals provide important assistance to individuals with disabilities and are welcomed at the Paratransit facility and on board of 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.

Same Day Rides

Same Day Ride requests **will not be honored**. We are not obligated to provide same day service as per the ADA. However, Paratransit, Inc. will leave no one stranded. Remember, if you are at an **appointment** which is taking longer than you anticipated, please call 916-429-2009 and select Option 3 and ask for dispatch. The dispatcher will renegotiate your ready time.

If you are being discharged from the hospital or other medical facility, please contact reservations and we will work to provide you a trip to your residence.

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 return 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 prior to boarding. Vehicle operators do not make change, or accept checks or credit cards.
- Seatbelts or the integrated system are required by passengers 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
- Bring a personal care attendant, if needed
- 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 as they escort you to and from the vehicle or main door of your pick-up locations and help you get on and off the vehicle. They can stow small personal belongings, push a manual wheelchair, provide directions or act as a sighted guide, if you need other types of help, like checking you out of a care facility, filling prescriptions, locking or unlocking your doors, managing several bags or packages, etc., please bring along a personal care attendant.

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

SUSPENSION OF SERVICE

Suspension for Excessive Missed Trips, No-Shows and Lateness

Excessive missed ADA service area trips are considered *excessive* when an individual reserves a number of trips and cancels a percent of those trips within any the calendar month. See sliding scale below:

Number of Trips Scheduled	Percent of Trips Late Cancels/No Shows
≥ 100	≥10%
80 – 99	≥15%
60 – 79	≥20%
40 – 59	≥25%

30 – 39	≥30%
20 – 29	≥35%
10 – 19	≥40%
1 – 9	n/a

A **no-show** occurs when the vehicle operator arrives at the pick-up location within the 30-minute pick-up window, waits the courtesy five (5) minutes and customer does not board the vehicle. **Any subsequent leg or return trip will not be automatically canceled and may result in an additional “no-show” assessment if not canceled as required by this policy.**

A **late cancellation** occurs when a customer cancels a trip less than two (2) hours before the scheduled trip.

Penalties for Late Cancels/No Shows

- First offense (month) you will receive a letter
- Second offense (consecutive month (2)) you will be suspended from Non-ADA service area trips for seven (7) days
- Third offense (consecutive month (3)) you will be suspended from Non-ADA service area trips for 14 days

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 ADA service area 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 NON-ADA SERVICE COMPLAINTS AND COMPLIMENTS

Paratransit, Inc. cares about what you think and welcomes all compliments, complaints and suggestions about its ADA paratransit 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.