



## TAKING AN ADA PARATRANSIT TRIP

Revised July 2015

### GENERAL INFORMATION

The Americans with Disabilities Act (ADA) of 1990 requires all public transit providers like Yuba-Sutter Transit to offer specialized transportation that is comparable to the public bus service for individuals who are unable to ride the fixed route transit due to a disability. Known as “ADA paratransit”, service is available on a pre-arranged basis for any trip purpose within the designated service area.

If you have already established eligibility for Yuba-Sutter Transit’s ADA Paratransit service, this document is designed to help you understand how to use the service. For more information or trip planning assistance, call (530) 634-6880 (TTY) 634-6889; or visit [www.yubasuttertransit.com](http://www.yubasuttertransit.com).

If you feel that you may be eligible for ADA paratransit service, you must apply through Yuba-Sutter Transit’s Administrative office and be found eligible for the service according to ADA guidelines. For more detailed information on establishing eligibility for ADA paratransit service, please refer to the Understanding ADA Eligibility guide; call (530) 634-6880 (TTY) 634-6889; or visit [www.yubasuttertransit.com](http://www.yubasuttertransit.com).

#### Accessible Formats

This document is available online at [www.yubasuttertransit.com](http://www.yubasuttertransit.com) or in large print and on CD/flash drive, by calling (530) 634-6880 or (TTY) 634-6889.

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## Making a Ride Reservation

Number to call: (530) 742-2877 or (TTY) 634-6889

### Reservation-Taking Hours

ADA paratransit reservation hours are 8:00 a.m. to 5:00 p.m. Monday through Saturday or you can leave a message after hours and on Sundays. Ride requests may be made up to 14 days in advance. Next day service is provided for requests placed before 5:00 p.m. the previous day. Same-day emergency service is not provided.

When you call, the reservationist will "negotiate your trip" by searching for available space up to one hour on either side of the pick-up time you request. You will be offered a "pick-up" within that timeframe. Please write down the pick-up time and ask the reservationist to read back your trip request to ensure every detail is correct.

When you call, please have a paper, pencil and the following information available:

- Your first and last name
- The date of your requested trip and your preferred pick-up and return times
- Your origin and destination addresses and phone numbers at those locations (including building name and specific drop-off and pick-up information). If it's for a medical appointment, please

include the name of the doctor and the suite number. This contact information will be provided to staff, as needed.

- If you will be traveling with a personal care attendant, companion (including children), or service animal
- If you or anyone accompanying you will be traveling using a wheelchair, scooter or other equipment
- If you need assistance to or from the door and any other information the operator should know to help you travel

Since this is a shared-ride service, the vehicle operator may make other stops on the way to your drop-off point, so it's best to allow plenty of time to get to and from your destination. If you are unsure of how much time you should allot for your trip, please ask the reservationist for suggestions when scheduling your pickup. You will need to use your "best guess" when scheduling your return time. The ADA guidelines specify that rides cannot be prioritized based on the purpose of the trip.

### ADA Paratransit Vehicles

ADA paratransit service is provided using smaller, wheel chair accessible buses and is scheduled in conjunction with Yuba-Sutter Transit's Dial-A-Ride service. Since this is a shared-ride service, the vehicle operator may have other passengers on board or make other stops on the way to your drop-off point. If your pick-up and/or drop-off location is not accessible, your ADA paratransit service may need to be provided to or from the closest accessible location, on a strictly curb-to-curb basis.

Note: You must ride in the vehicle that is sent for you. Special requests for certain vehicles and vehicle operators cannot be honored.

### Pick Up Time

When you call to reserve your ride, you will be given a 15-minute "pickup window" in which the vehicle will arrive. You will need to be ready at the beginning of your pick-up window. For example, if your negotiated "*ready time*" is 8:00 a.m., your 15-minute pick-up window is 8:00 a.m. to 8:15 a.m. You will need to be ready to board at 8:00 a.m. 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 for one (1) minute. If the vehicle arrives before your "pick-up window" starts, you may leave if you are ready. If you are not ready, the vehicle operator will wait until your "pick-up window" starts and then an additional minute.

Note: Once you appear and are visible to the driver, you will be given as much time as needed to board the vehicle. Drivers can help you board the vehicle and offer some extra assistance when needed. See the "VEHICLE OPERATOR RESPONSIBILITIES" section later for more detailed information about the boarding process.

### What if My Ride is late?

If your ride has not arrived within **15 minutes** after your "*ready time*," call 530-742-2877. A dispatcher will update you on the status of your ride.

## Canceling a Trip

The **Cancel Line is open from 5:00 a.m. to 10:00 p.m. Monday through Friday and from 7:00 a.m. to 6:00 p.m. on Saturdays. Messages can be left on the answering machine after hours. The minimum cancellation notice required for trips that are not needed is one (1) hour in advance of the scheduled pick-up time.** If your travel plans change or you will not be ready to board at your "ready time," please call 530-742-2877. Shorter notice without a compelling reason could result in service interruption.

It is Yuba-Sutter Transit's goal to always connect with passengers and provide their scheduled ride. When riders do not cancel at least one (1) hour in advance, are not available to board within three (3) minutes or decline the ride at the time of pick-up, 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 Yuba-Sutter Transit to cancel rides as soon as the ride is no longer needed
- Cancel at least one (1) hour in advance of the scheduled pick-up time
- Are prepared to board at the starting time of the "pick-up window" and within three (3) minutes after the vehicle arrives

When trips are missed or canceled late due to circumstances outside the rider's control or Yuba-Sutter Transit makes an error in scheduling or providing the trip, it is not considered a no-show.

## ADA Paratransit Fares

### **Cash or Tickets = \$2.00 (one-way)**

Each one-way trip is \$2.00. No fare is required for one (1) personal care attendant. Up to two (2) children (age 4 and under) may ride for free with an adult. All other companions or accompanying guests must pay the applicable fare.

Drivers must collect fares upon boarding, so please have the exact fare ready prior to boarding. The operator cannot give change. To purchase tickets, send a self-addressed, stamped envelope along with a check or money order to Yuba-Sutter Transit, 2100 B Street, Marysville, CA 95901.

**Note: Fares are subject to change without notice.**

## Passenger Assistance

ADA Paratransit drivers will help all passengers get on and off the vehicle. For those that need it, drivers can escort passengers to and from the front or main door of their pick-up location and help stow small personal belongings. Passengers that need other types of help, like managing several bags or packages, finding an office inside a large medical building, filling prescriptions, etc., are advised to bring along a personal attendant.

## Personal Care Attendants

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 is not required to pay a fare and must be picked up and dropped off at the same location as the passenger. A passenger's need for a personal

care attendant should be established during the eligibility determination process. If you didn't need a personal care attendant when you first applied for ADA paratransit service and now need one, call Yuba-Sutter Transit at (530) 634-6880 to request that a personal care attendant form be mailed to you. You must reserve space for your personal care attendant when scheduling a trip. Please note that a family member or friend is regarded as a companion unless they're registered as acting in the capacity of a personal care attendant.

## **Companions**

You may arrange to bring one companion along on each ride, in addition to a personal care attendant. Companions must be picked up and dropped off at the same addresses. Additional companions may be scheduled, if space is available. Companions pay the same fare as the ADA-eligible passenger. Reserve space for your companion (including children) when scheduling a trip

## **Boarding with a Mobility Device**

ADA paratransit service vehicles are lift-equipped and will accommodate mobility devices primarily designed for persons with mobility disabilities, such as powered or manual wheelchairs with three (3) or more wheels and that are usable indoors; and, canes, crutches and walkers, provided the following:

- a) the mobility devices can be secured and do not block the aisle or obstruct passage of other persons, and
- b) they safely fit within the vehicles lift design load specifications and platform measurements

The minimum lift design load for a mobility device when occupied is 800 pounds. The minimum lift platform measurement is 30 inches by 48 inches. If your weight in your wheelchair exceeds the lift weight capacity of the vehicle, Yuba-Sutter Transit may be able to accommodate you with a different vehicle or through an alternative boarding method, subject to a safety evaluation and approval process.

- 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 with a seat, is allowed, but not encouraged.

## **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**

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

the companion is allowed a few small bags subject to the same criteria. Needing to carry additional packages is not in itself justification for a personal care attendant.

## **Transporting Children**

Children can travel as companions or personal care attendants, when applicable.

## **Transporting Animals**

You may travel with a service animal such as a guide dog. The use of a service animal should be identified at the time of your eligibility assessment.

Please tell the reservationist when you book trips that you will be traveling with a service animal. Small pets and other non-service animals may be carried on paratransit service vehicles only in properly secured containers or carriers that can reasonably fit on your lap or in front of your seat area. You are responsible for loading and securing the pet containers in paratransit vehicles. Operators are not permitted to assist in carrying the pet or pet carriers/containers.

## **Lost and Found**

Yuba-Sutter Transit is not responsible for lost or damaged items. If you leave an item on a vehicle, call (530) 634-6880. If the item is located, you make arrangements for pick-up at the Administration Office during normal business hours. All unclaimed lost and found items will be disposed of after 30 days.

## **VEHICLE OPERATOR RESPONSIBILITIES**

Vehicle operators will treat you with courtesy and dignity. If needed they will escort you to and from the front door or main door (the main door is considered the lobby of a major medical facility, apartment building, etc.) 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 as far as the front door. If you need other types of help or a higher level of care, like checking you out of a care facility, filling prescriptions, managing several bags or packages, etc., please bring along a personal care attendant. Vehicle operators do not provide medical care.

Vehicle operators are not permitted to:

- Operate, push or lift your electric mobility device
- Transfer passengers from wheelchairs to vehicle seats
- Lift or carry riders
- Cross residential thresholds
- Carry extra packages and/or oversized items
- Secure child safety systems in the vehicle or children into such systems

## **PASSENGER RESPONSIBILITIES**

Passengers must observe the following rules and responsibilities:

- Smoking of any kind is prohibited on or within 20 feet of the vehicle
- Parents must control children
- Have the exact fare ready (cash, tickets or vouchers) upon boarding. Vehicle operators do not make change, or accept checks or credit cards

- Do not distract the vehicle operator while the vehicle is in motion
- Personal musical devices are allowed with head phones as long as the sound is not audible to others
- 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
- 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 or verbal abuse of another rider or the vehicle operator
- Mobility devices and wheelchairs must be clean and in good, safe working order

#### KEEPING ELIGIBILITY AND CONTACT INFORMATION UP-TO-DATE

Please call Yuba-Sutter Transit at (530) 634-6880 if there is a change in the following:

- Your address or telephone number
- Your emergency contact's name or telephone number
- The type of mobility device you are using, including the weight when occupied and measurements
- Your physical or mental condition
- Your need for a personal care attendant
- Your need for subscription service

When a person is registered as eligible for ADA paratransit service and does not use the service for 12 consecutive months, he or she is considered an "inactive" customer and the file is "archived." If a reservationist informs you that you are an inactive customer, you will be asked to contact Yuba-Sutter Transit at (530) 634-6880 for further information.

#### **Preventing No-Shows and Late Cancellations**

A **no-show** occurs when the vehicle operator arrives at the pick-up location within the 15-minute pick-up window, waits the required one (1) minute and the customer does not appear to board the vehicle. **If a rider “no-shows” the first leg of a trip, any subsequent leg or a return trip will not be canceled automatically and may result in an additional “no-show” assessment if not cancelled as required by this policy.**

A **late cancellation** occurs when a customer cancels a trip less than one (1) hour before the scheduled trip.

**Subscription service may be suspended for any customer incurring excessive no shows, missed trips or late cancellations under Yuba-Sutter Transit’s policy.** Suspended subscription service customers must reapply to be considered for a new subscription. The subscription service application may not be considered until three (3) months after the cancellation/suspension. Customers may continue to

reserve and take individual ADA paratransit trips, on a space available basis, during the suspension period and are not otherwise restricted from using the service.

Suspensions will not be imposed for circumstances that are beyond your control. Examples of situations not within your control are:

- A sudden personal emergency
- Sudden or worsening illness
- Inability to get through on the phone line
- Late arrival of the vehicle
- Disruptive behavior caused by a disability

### **Steps of the Suspension Process**

You will be provided an opportunity to explain the reason for each occurrence. Customers violating Yuba-Sutter Transit's Subscription Service No-Show policy will receive a notice of suspension identifying each trip that was no-showed or late cancelled and the reason(s) for the suspension. The notice will also advise the customer of the dates when the suspension begins and ends, as well as the date that the customer can apply for subscription service again. You will also receive written instructions for appealing your suspension, should you wish to appeal the decision to suspend you.

### **Service Suspension for Abusive or Disruptive Behavior**

Service will immediately be denied on a long-term basis or indefinitely to passengers who engage in violent, seriously disruptive, or illegal conduct directed at other riders or transit staff. Such conduct includes, but is not limited to: threats or fear of physical or 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.

### **ADA Paratransit Service for Visitors**

A "Visitor" is an individual with a disability who does not reside in Yuba-Sutter Transit's service area. Visitors who present documentation that they have been ADA paratransit certified in the jurisdiction in which they reside will be provided ADA paratransit service in Yuba-Sutter Transit's service area for up to twenty-one (21) days. Visitors that are unable to present ADA paratransit eligibility documentation will be required to provide proof of place of residence and, if the visitor's disability is not apparent, of his or her disability. At the time of making your trip request, let the reservationist know that you are visiting from another area and include which ADA paratransit system you have been certified for, if applicable. If you require ADA paratransit service beyond the 21-day limit, you must become locally certified. For more information on visitor status with Yuba-Sutter Transit, call (530) 634-6880.

### **ADA Paratransit Service Complaints and Compliments**

Yuba-Sutter Transit cares about what you think and welcomes all compliments, complaints and suggestions about its ADA paratransit service. To submit comments in writing: Yuba-Sutter Transit, 2100 B Street, Marysville, CA, 95901, or call (530) 634-6880, as soon as a good or bad deed has occurred.



Please provide as much information as possible such as: Who? What? Where? When? Why? Yuba-Sutter Transit will work diligently to resolve customer concerns and provide positive results.

## **Fixed-Route Transit Service (Local Bus Service)**

### **Services and Accessible Features**

Yuba-Sutter Transit provides fully accessible fixed-route transit service and public Dial-A-Ride service in the urban areas of Yuba and Sutter Counties. Yuba-Sutter Transit encourages seniors and persons with disabilities to take advantage of the independence and flexibility that is provided by the local bus system, which offers the following services and accessible features:

- Reduced fare for seniors and individuals with disabilities
- Trip planning assistance
- Stop announcements by vehicle operators that include transfer points, major intersections, as well as any requested stops to help orient passengers to their destinations
- Priority seating for riders who have difficulty standing while the vehicle is moving and designated wheelchair securement spaces
- Buses with ramps and kneeling features to assist riders who use wheelchairs and other mobility devices or have difficulty getting up and down the bus steps

## USEFUL PHONE NUMBERS

**ADA PARATRANSIT CERTIFICATION:** 530-634-6880 or TTY 530-634-6889 (for hearing impaired)

**ADA Paratransit Ride Reservations, Cancellations, if Your Ride is Late, or if you Are Delayed:**  
530-742-2877 or TTY 530-634-6889 (for hearing impaired)

**ADA Paratransit Service Complaints:** 530-634-6880 or TTY 530-634-6889 (for hearing impaired)

**Yuba-Sutter Transit Bus Service Information:** [www.yubasuttertransit.com](http://www.yubasuttertransit.com) or 530-742-2877 or TTY 530-634-6889 (for hearing impaired)

**FAX: 530-634-6888**

**Mailing Address:**

Yuba-Sutter Transit  
2100 B Street  
Marysville, CA 95901