



Americans with Disabilities Act (ADA)  
Complementary Paratransit

# RIDER'S GUIDE

Effective July 1, 2015

**ADA paratransit service is origin-to-destination, shared-ride transportation for individuals who are unable to use the Yuba-Sutter Transit's fixed route bus system, either all of the time or some of the time, because of a disabling condition.**

**This guide is designed to help you understand ADA paratransit service. For more information, refer to the Taking an ADA Paratransit Trip or Understanding ADA Eligibility guides, call 530-634-6880 (TTY 530-634-6889) or visit [www.yubasuttertransit.com](http://www.yubasuttertransit.com)**

## 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 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.

## Recertification of Eligibility

Yuba-Sutter Transit recertifies registered riders every three to five years. A person's ADA paratransit eligibility letter and ID card will indicate his/her ADA paratransit service eligibility expiration date.

## 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. 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. For more information on Visitor Status with Yuba-Sutter Transit, call 530-634-6880. 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.

## The Yuba-Sutter Transit ADA Service Area

Yuba-Sutter Transit's ADA paratransit service area is designed to be "comparable" to its fixed route bus service, providing service to origins and destinations within a ¾ mile radius of the fixed bus routes during regular service hours. This includes areas of Marysville, Yuba City, Olivehurst and Linda as shown on the attached map. The ADA paratransit service **does not** go to outlying areas such as Live Oak, Wheatland, the Foothills area or Sacramento.

## Service Days and Hours

ADA paratransit service is available during the same days and hours that Yuba-Sutter Transit's fixed route bus operates. The ADA paratransit service complements the bus service in operation at the time. Customers may request a pick-up within ¾ mile of a bus route during the days and hours service is provided to the general public. For example, if a local bus is scheduled at the Yuba College bus stop at 7:00 a.m. on weekdays, you could also request an ADA paratransit pick up within a ¾ of a mile radius of that stop at 7:00 a.m. on a weekday. On weekdays, Yuba-Sutter Transit buses depart as early as approximately 6:30 a.m. and the last return trip may arrive at approximately 6:30 p.m. ADA paratransit service is provided throughout the majority of the service area

between approximately 6:30 a.m. and 6:30 p.m. on weekdays. The service day is shorter on Saturdays on no service is provided on major holidays. The reservationist can tell you if ADA paratransit service is available during the days and hours you want to travel, and can assist you with planning your trip.

## ADA Paratransit Service Trip Fares

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

Each one-way trip is \$2.00. No fare is required for one personal care attendant. All other 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.**

## MAKING A RIDE RESERVATION

Numbers to Call: **530-742-2877** or **530-634-6889 TTY**

## 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.

#### **Subscription Service**

Subscription service is limited to passengers for trips that recur weekly to the same place at the same time. Yuba-Sutter Transit offers subscription service on a space available basis, and may prioritize service as needed. If you wish to request ADA paratransit subscription service, please call Yuba-Sutter Transit at 530-742-2877.

#### **Passenger Assistance**

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 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 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. Note: A family member or friend is regarded as a companion unless the family member or friend registered is 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 to assist 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 mobility devices can be secured and do not block the aisle or obstruct passage of other persons, and provided that they safely fit within the lift design load and platform measurements.

#### **Transporting Life-Support Equipment**

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

#### **Accessible Formats**

This ADA Paratransit Rider's Guide is available online at [www.yubasuttertransit.com](http://www.yubasuttertransit.com) in Spanish and on CD/flash drive, by calling 530-634-6880 or TTY 530-634-6889.

**Yuba-Sutter Transit**  
**2100 B Street**  
**Marysville, CA 95901**  
**(530) 742-2877 (TTY 530-634-6889)**