



RIDERS GUIDE 2017-2018



Revised November 2017



CITY OF PETALUMA

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December 3, 2015

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Re: Paratransit Riders Guide

Dear Paratransit User,

The City of Petaluma Transit Division and the Transit Advisory Committee are pleased to welcome you as an eligible rider of the City's ADA complementary Petaluma Paratransit service. As a new rider, you may have many questions about how the service works, how to schedule rides, cancel rides, etc. This Petaluma Paratransit Rider Guide contains information that will allow you to better understand and access the City of Petaluma's paratransit system.

I encourage you to read the information completely. If you have any questions or comments, please feel free to contact Petaluma Paratransit at 707-778-4460.

Also, now that you have qualified for Petaluma Paratransit you can now utilize Petaluma Transit (our fixed route network) for some or most of your trips **free of charge!** Petaluma Transit features buses running every 30-75 minutes on routes connecting most major activity centers in Petaluma. All fixed route buses are state-of-the-art low-floors for easy access for seniors and the disabled. The City even has a travel trainer that can teach you how to utilize the fixed route network (how to read the schedules, find your bus stops, stop the bus, etc.)! Call (707) 778-4506 for more information.

Thank you for your cooperation, and welcome to Petaluma Paratransit.

Sincerely,

Joseph Rye
Transit Division Manager

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Petaluma Paratransit Rider's Information Guide

FREQUENTLY ASKED QUESTIONS

1. Who do I call to schedule a ride?

Call 707-778-4460.

2. How soon can I schedule a ride?

Up to 7 days in advance! Please look under the heading *Making A Ride Reservation* for more information.

3. What if I need to cancel a ride?

Call 707-778-4460 immediately and tell the operator or leave a message. We require you to give us at least a 2 hour notice; otherwise the cancelation will qualify as a late cancel and can lead to disqualification from the program.

4. How much does it cost?

It costs \$3 per one-way trip. If you plan on doing a roundtrip the total cost would be \$6 (\$3 each way). Please note that only exact change will be accepted and you can purchase a rider card for \$33 that will allow for 12 one-way rides (or 6 roundtrip rides).

5. Will the driver come inside my house and help me?

No. Drivers can only come up and knock on your door. If you need assistance getting out of your home, you will need to travel with a personal attendant.

6. What if I'm at a doctor's appointment and I won't be ready by the time of my scheduled ride?

Call 707-778-4460 immediately and notify the dispatcher. We will do everything possible to adjust our schedule, but you may be placed "on-call" –meaning we will pick-you up, but it will be as the schedule permits.

7. What if my ride is late?

If your ride has not arrived within your scheduled pick-up window, please call 707-778-4460. Please note that the pick-up window is 15 minutes prior to the scheduled pick-up time and 15 minutes after the pick-up time. For example, if your scheduled pickup time is 4pm, the driver can arrive as early as 3:45 PM and as late as 4:15 PM and you must be ready to depart the moment your ride arrives.

8. What's a shared ride?

Petaluma Paratransit functions on shared-ride model, meaning that you are often "carpooling" with other individuals. While en route to your destination, the driver may stop at another person's home/appointment and pick

them up or drop them off before dropping you off at your scheduled destination.

9. Where does Petaluma Paratransit go?

Our service runs within Petaluma city limits. Please call our dispatcher for more information at 707-778-4460.

10. Can I be taken to the grocery store?

Yes, but please be aware that the driver can only help you carry up to 4 grocery bags (totaling no more than 40 pounds) if you plan to purchase more items than can fit into 4 regular sized bags, you will need to travel with a personal attendant to help you.

11. What if I need to travel outside of Petaluma?

Call 707-778-4460 and talk to our dispatcher to help you arrange transportation connections with other agencies. Please note, most agencies require at least a 48 hour notice. Please note, a fare will be due to each agency you travel with to get to your final destination.

12. Will the driver call my listed phone number once they are outside?

No, drivers will not call you.

13. If I live inside an apartment complex or in unit behind a gate, will the driver still knock on my door?

Yes, the driver will knock on the door as long as you have provided us with the appropriate access codes or we have pre-arranged with you an alternate meeting point.

14. Can I ride with my wheelchair or scooter?

Yes, as long as the device is no more than 48 inches by 30 inches and weighs no more than 600 pounds, including your weight in the chair. Please notify Dispatch if your chair weight (including occupant) exceeds 600 pounds, so the appropriate vehicle can be utilized.

15. How long will my driver wait?

No more than 5 minutes.

16. What if I need a last minute ride (less than the required 1 day notice)?

The operator will try to schedule your ride, but we cannot guarantee service due to the high demand of ride requests.

17. Can I ride Petaluma Transit Fixed Route (the big buses)?

Yes, your paratransit card allows you to ride free of charge. Please call our travel trainer at 707-778-4506 if you would like some help or information about using our system. The travel training service is also free of charge and fun!

WELCOME

Petaluma Paratransit is ADA door-to-door, shared-ride transportation for individuals whose disabilities or health conditions prevent them from using Petaluma Transit buses (also referred to as fixed route). This guide is designed to help you understand the service and your responsibilities while using it.

GENERAL INFORMATION

The Americans with Disabilities Act (ADA) of 1990 requires all public transportation agencies like Petaluma Transit to provide specialized transportation that is comparable to the public transit bus service for individuals who do not have the functional ability to ride public transit.

If you are interested in using Petaluma Paratransit service, you must apply and be found eligible for the service according to American with Disabilities Act (ADA) guidelines.

Petaluma Paratransit service is provided through a contract between the City of Petaluma and MV Transportation, Inc. (MV).

Accessible Formats

This Rider's Guide is available in the following formats:

Large print

Spanish

<http://transit.cityofpetaluma.net>

Braille

Disk & Audiotape

You can obtain these formats by calling 707-778-4460 or TTY/TDD 1-800-735-2929.

Service Area

Petaluma Paratransit operates generally within the city limits of Petaluma, regardless of the existence (or lack) of Petaluma Transit (PT) fixed route service. It also includes areas outside the city limits that are within $\frac{3}{4}$ mile of an active PT fixed route.

Certification Process

Since 2013, Petaluma Paratransit began conducting in-person eligibility assessments for applicants seeking paratransit service. These assessments have replaced the paper application process.

To be certified as eligible to ride Petaluma Paratransit you must call to schedule an in-person interview and receive your application at the following number: **(707) 541-7180 or TDD (707) 541-7184.**

- Interviews are held on Wednesdays at the Petaluma Community Center (free transportation to the interview is available).
- Bring the application (we can help you complete it at that time).
- Information you provide from your health care provider will be considered, but is not required.

Under the ADA law, only those persons whose disabilities prevent them from using fixed-route bus service, all of the time or some of the time, are eligible for paratransit service.

You will receive written notice (letter) within 21 days of your interview regarding your eligibility status. If you are determined to be eligible, you will receive written information on how to use the Petaluma Paratransit service and permission to begin scheduling rides.

All children under six (6) years of age will be considered for paratransit eligibility based on the functional ability of both the accompanying adult and child (as a team) to use fixed route bus service. Children must be accompanied by an adult and cannot ride alone.

Children six (6) years of age and older will be assessed on their independent functional ability to use the fixed-route bus service.

If you do not receive written notice of your eligibility determination within 21 days of your interview, you may request and receive paratransit service until a decision is made, by calling (707) 778-4460.

Out-of-Area Visitor Riding Privileges

Persons with disabilities and who have been ADA-certified elsewhere and who are visiting the City of Petaluma may use Petaluma Paratransit for up to 21 calendar days in a year.

When scheduling a trip with Petaluma Paratransit please communicate the following to the scheduler:

1. You are a visitor to City of Petaluma
2. The paratransit system that certified you.

If you require paratransit service beyond the 21-day limit, you must become locally certified for ADA paratransit service.

MAKING A RIDE RESERVATION

Please call: (707) 778-4460 or TTY/TDD 1-800-735-2929

Service Hours	
Monday-Friday	6:15 AM – 8:00 PM
Saturday	7:45 AM – 8:00 PM
Sunday	8:45 AM – 5:00 PM
Holidays	
We operate <u>Sunday</u> service on the following holidays: Martin Luther King Jr., Presidents Day, Memorial Day, Labor Day, Veterans Day, Day after Thanksgiving, and Christmas Eve.	
There is <u>NO</u> service on the following holidays: New Year's, 4 th of July, Thanksgiving, and Christmas.	

Requests for transportation may be made up to one week in advance and with at least a one-day notice, but no later than 5:00 PM the day before your requested trip.

Same day urgent service may be provided based on space availability. Requests for rides that require a transfer service must be made at least 48 hours in advance.

When you call, the operator will "negotiate your trip" by searching for available space up to one hour on either side of the time you request.

Please make note of your given pick-up time and confirm with the operator to ensure every detail is correct. You may have up to three scheduled reservations at a time.

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

1. Your first and last name.
2. The date and time desired of arrival of your requested trip (including your return trip).
3. The address where you will be picked up and your drop-off location (please include building name and/or specific drop-off and pick-up information).
4. The phone numbers at the locations. If a medical appointment, include the name of the doctor and the suite number.
5. If you will be traveling with an attendant, companion (including children), or service animal.
6. If you or anyone accompanying you will be traveling using a wheelchair, scooter, or other equipment.
7. Any other pertinent information for the driver to help you travel.

Since this is a *shared-ride* service, the driver may make other stops on the way to your drop-off point; therefore we will allow plenty of time to get to and from your destination.

If you are unsure of how much time you should allow for your trip, please ask the operator for suggestions when reserving your pickup time.

You will need to use your "best guess" when scheduling your return time. For medical appointments, you are encouraged to check with the office for best estimate of how long the appointment will take.

Transfer Trips

For trips *outside* of our coverage area, such as trips to Santa Rosa or Marin County, a transfer to another paratransit system may be required and **Petaluma Paratransit can help arrange this for you** if given a minimum of a 48 hour notice.

When you call to arrange your trip, the operator will let you know if transfer to another paratransit system is required. If you think you will require a connection, please call in advance to ensure a connection can be made.

If it is less than 48 hours before your appointment, please call the outside paratransit service (contact information listed below) you will be transferring to and then contact Petaluma Paratransit with the transfer times that you are given.

Volunteer Wheels (Sonoma County Paratransit):

(707) 573-3377 (800) 992-1006 TDD:(707) 573-3381

Whistlestop (Marin County Paratransit):

(415) 454-0964

Subscription Reservation

Regular rides (same time and location) may be considered for a subscription reservation. Please talk to the operator regarding this option.

Subscription reservations are offered on a limited basis and waiting lists are periodically reviewed to see if the recurring reservation will or can create increased ride-sharing opportunities.

All subscription reservations are based on time, geography, and direction of the trip—not on a first-come, first-served basis. No more than half of all rides scheduled in any given time period will be on a subscription basis.

Personal Attendants

A personal attendant is an individual who provides assistance to 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 attendant is strongly encouraged. Personal attendants are not required to pay fares and must be picked up and dropped off at the same locations as the passenger.

Due to limited space, one attendant per passenger may ride free; any others must pay a fare. The need for a personal attendant must be registered with the Petaluma Paratransit program.

Companions

A companion is someone not registered as a personal attendant, but who rides with a registered passenger and both are picked up and dropped off at the same location. Companions pay the same fare as the registered passenger.

You may arrange to bring one companion along on each ride, in addition to a personal attendant. Additional companions may be scheduled if space is available.

TAKING A TRIP

Vehicles and Drivers

Petaluma Paratransit service is provided using a variety of vehicles. You must ride in the vehicle that is sent for you. Special requests for specific vehicles and drivers cannot be honored.

Boarding Time

When you call to reserve your ride, you will be given a “pick-up-time” for when the vehicle will arrive. You will need to be ready 15 minutes *before* the scheduled pickup time since your bus may arrive as *early* as 15 minutes prior to your scheduled

time and as late as 15 minutes *after* the scheduled pick-up time.

For example, if your negotiated "pick up time" is 8:00am, your driver can arrive as early as 7:45am and as late as 8:15am.

By being ready to board when the paratransit vehicle arrives, you help keep everyone's trip on schedule.

How Long Will the Paratransit Vehicle Wait?

When the vehicle arrives within the pick-up time (15 minutes before or after your scheduled pick-up time), the driver will wait no more than five minutes.

How Long Will My Trip Take?

By law, paratransit trips can take up to twice as long as the same trip on the fixed route bus system. That is, if regular bus system takes 30 minutes, then paratransit can take up to 60 minutes.

What If My Ride Is Late?

If your ride has not arrived within your scheduled pick up window, please call (707) 778-4460. A dispatcher will update you regarding the status of your ride. Whenever possible we will advise you if your bus will be late.

Trip Fares

Cash	\$3 One-way trip
	\$6 Round trip

Rider Card \$33 (Good for 12 one-way rides.)

A Rider Card can be purchased by cash or check, on the paratransit vehicle or by calling the office at (707) 778-4460.

***Please be aware that if you do NOT have your fare, you will NOT be allowed to ride. ***

All accompanying guests must pay the applicable fare, except “personal attendants.” Drivers must collect all fares upon boarding, so please have the exact fare ready as they cannot give change.

Please Note: Trip fares are subject to change.

Free Transit

Petaluma Paratransit customers who have a plastic Petaluma Paratransit ID card can ride Petaluma Transit **free** of charge. Petaluma Transit vehicles are the larger blue and white buses that operate on specific routes. All you need to do is flash your Paratransit ID card to the bus driver when boarding the bus at designated stops. Your “Personal Attendant” may also ride free of charge.

Free Travel Training

If you are unsure of how to ride Petaluma Transit, we offer free hands-on training. Our travel training specialist can show you how and where to catch the bus, how to plan your trip, how to board and pay your fare, and other helpful tips.

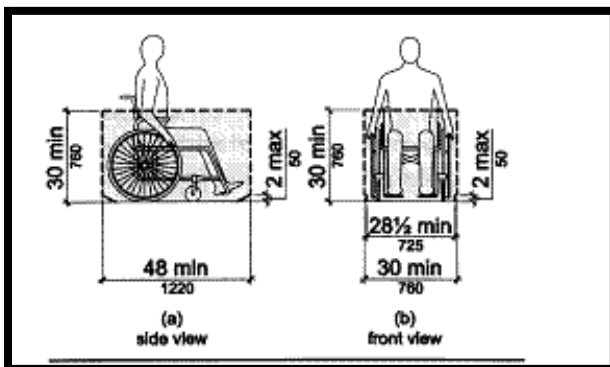
Boarding With a Mobility Device

Petaluma Paratransit vans are lift-equipped and will accommodate mobility devices, such as wheelchairs, scooters, and walkers, provided the devices fit within the ADA-specified *boarding envelope*. This includes all 30" wide by 48" long mobility devices when measured starting from two inches above the ground **and** that do not weigh more than 1000 pounds when occupied. Larger devices may not qualify. Please be sure that your mobility device is clean, safe and in good working order before traveling. Wheelchairs without working brakes and footrests will not be transported.

How Big Can My Wheelchair or Scooter Be?

When purchasing a new wheelchair or scooter, riders should consider if it would fit on Petaluma Paratransit vehicles. **Please notify Dispatch if your chair weight (including occupant) exceeds 600 pounds, so the appropriate vehicle can be utilized.**

Maximum Size	48 inches by 30 inches (see diagram below).
Maximum Weight (Including occupant)	1000 lbs.



Please note:

- All drivers are trained to operate the lift and will secure you after boarding.
- Any passenger boarding the bus with a scooter must be able to transfer from the scooter without assistance from the driver.
- Boarding while standing on the lift is allowed if you are unable to use the stairs. Please be sure to let the scheduler know when you make your reservation that you will need to use the lift.

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.

Transporting Children

When an eligible child is traveling with an adult (who is serving as a personal care attendant), a fare must be paid for the child and the adult attendant rides free.

When a child is traveling as a companion to a full fare-paying adult, Petaluma Paratransit allows 2 children under five (5) to ride for free. An adult accompanying a child on Paratransit is

responsible for the child. While drivers can assist with securing the child's seatbelt, drivers will not secure a child restraint (car seat/booster seat), assist with strollers nor are they permitted to carry children on or off of the vehicle for you. If you will need assistance with the child, please bring someone else along to help you.

Children who are under the age of eight (8) or are less than 4'9" in height are required by law to use a child safety seat, a booster seat, or other appropriate safety restraint system. You are responsible for providing such equipment and for securing it and the child in the vehicle. Petaluma Paratransit is not responsible for the safety of the child safety seat or for its proper securement.

Transporting Animals

You may travel with a service animal such as a guide dog or canine companion. Please tell the scheduler when you book a trip 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 cages or containers. You are responsible for loading and securing the containers in paratransit vehicles.

PASSENGER RESPONSIBILITIES

Petaluma Paratransit has a list of common sense responsibilities designed to ensure safety and comfort for all riders and drivers.

Passengers are responsible for the following:

- Read all sections of this Guide carefully.
- Make reservations up to one week in advance and at least one day in advance. Same day rides will be provided on a “space available” basis and are NOT guaranteed.
- Be at designated pick-up locations during the “30 minute pick-up window”.
- Board the vehicle as soon as it arrives and have exact fare ready.
- Convalescent or hospital passengers should be ready in the lobby at the time specified, with the fare ready.
- Do not expect assistance in personal care, such as dressing, grooming or housekeeping in order to expedite preparation for travel.
- Call to inquire if the vehicle has not arrived within your pick up window.
- Call to cancel rides that are not needed preferably 1 or more days in advance, but at least 2 hours prior to your pickup time – you may leave a message on the answering machine.
- Pay the correct fare upon boarding with cash or rider card.
- Wear seat belt.
- Avoid distracting the driver or disturbing other passengers with inappropriate behavior.
- Maintain acceptable standards of personal hygiene.

- Drivers can carry no more than 4 grocery bags, totaling no more than 40 pounds, to the entrance of the client's home (i.e. a large pack of paper towels is counted as one bag).
- Do not wear perfumes or scents as many people have allergies.
- Bring a personal travel attendant if needed.
- No eating or drinking is allowed on the Petaluma Paratransit vehicles.
- Provide proper wheelchair ramps – drivers will NOT pull wheelchairs up stairs.
- Smoking is not allowed on the vehicles.

DRIVER RESPONSIBILITIES

Petaluma Paratransit drivers will treat you with courtesy and dignity as they escort you to and from the main door of your pick-up locations and help you get on and off the vehicle. They can stow small personal belongings, but if you need other types of help, like filling prescriptions, dressing, etc., please bring along a personal attendant.

Drivers are not permitted the following:

- Transfer passengers from wheelchairs to vehicle seats unless first approved by the Petaluma Paratransit office staff or management.
- Lift or carry riders.
- Carry riders or wheelchairs up or down steps.

- Secure child safety systems in the vehicle or children into such systems.
- Enter into any passenger's home.

CANCELATIONS & NO SHOWS

Canceling a Trip

The Cancellation Line is open **24 hours**. To avoid penalty, the minimum cancellation notice required is two hours. If your travel plans change or you will not be ready to board during your scheduled pick up window please call (707) 778-4460. Failure to cancel an unwanted trip at least 2 hours in advance may result in penalties.

Preventing No-shows

It is the goal of Petaluma Paratransit to always connect with passengers and provide their scheduled ride. **When riders are not available to board the bus within five minutes, and do not cancel at least two hours in advance**, it is considered a "no-show".

Riders can prevent no-show/late cancel situations when they:

- Review dates, times, and addresses with the scheduler to be sure information is correct.
- Call Petaluma Paratransit and cancel rides as soon as the ride is no longer needed.
- Cancel at least two hours in advance of the scheduled pickup time.

- Be prepared to board at the beginning of the scheduled pick up window, as van will only wait five minutes after it arrives.

When there are circumstances outside the rider's control, a “no show” may be waived upon review by Petaluma Transit.

SUSPENSION OF SERVICE

Late Cancellation Notice, No-shows, and Lateness.

Suspensions will be based on both the frequency of an individual's rides and the frequency of his or her no-shows, in order to determine if a true pattern or practice exists. The process described below results in a suspension for three no-shows/late cancellations

First No-show/Late Cancel

The no-show or late cancellation will be entered into the rider history.

Second No-show/Late Cancel

A letter will be sent stating the dates and times of both no-shows and informing the rider of the suspension policy. After two no-shows or late cancel incidents, the client will be monitored to ensure that their number of no-shows and late cancellations does not constitute over 10% of their trips. If at such a time the no-shows and/or late cancellations exceed 10% of the client trips, the following steps will be taken.

Third No-show/Late Cancel

After three no-show/late cancel incidents, if these constitute over 10% of the trips taken by the client, a letter will be sent stating the dates and times of all no-shows and will notify the passenger of the one week suspension. This letter will include a copy of the appeal process. Petaluma Paratransit staff will then contact the passenger to determine the dates of the suspension period. The suspension is applicable to all trips provided by Petaluma Paratransit.

Fourth No-show/Late Cancel

After four no-show/late cancel incidents, if these constitute over 10% of the annual trips taken by the client, a letter will be sent stating the dates and times of all four no-shows and will notify the passenger of the two week suspension. This letter will include a copy of the appeal process. Petaluma Paratransit staff will then contact the passenger to determine the dates of the suspension period. The suspension is applicable to all trips provided by Petaluma Paratransit.

All no-shows listed below occur within any floating 90-day period and do not include “excused situations” as agreed upon in advance by the client and Petaluma Paratransit staff:

Abusive or Disruptive Behavior.

Service will immediately be denied on a long-term basis to passengers who engage in violent, seriously disruptive, or illegal conduct directed at other riders or Petaluma Paratransit staff. 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.

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.
- 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. Prior to a suspension for incidents other than for abusive or seriously disruptive behavior, you will receive a written warning of the proposed suspension period and the reason(s) for the suspension. You will also receive written instructions for appealing your suspension, should you wish to appeal the decision to suspend you. Appeals are handled by members of the Petaluma Transit Advisory Committee and their decision is final.

KEEPING ELIGIBILITY AND INFORMATION ACTIVE

Please call Petaluma Paratransit at (707) 778-4460 if there is a change in the following:

- Your address or telephone number (including cell phones).
- Your emergency contact's name or telephone number.
- The type of mobility device you are using.
- Your physical or mental condition.
- Your need for a personal attendant.

Eligibility expires every three years, or in less time for clients with temporary status. You will automatically receive a re-certification notice in the mail when your eligibility is nearing expiration.

PARATRANSIT CUSTOMER ADVOCACY & ASSISTANCE

Your paratransit service staff care what you think and welcome your feedback. Write or call Petaluma Paratransit staff at (707) 778-4460 as soon as a good or bad deed has occurred and let them know: Who? What? Where? When? Why?

The mailing address for Petaluma Paratransit is: 555 North McDowell Blvd, Petaluma CA 94954.

Petaluma Paratransit will work diligently to resolve rider concerns and provide positive results.

PETALUMA TRANSIT FIXED-ROUTE TRANSIT SERVICE

Services and Accessible Features

Petaluma Transit provides fully accessible fixed-route transit service in Petaluma. Seniors and individuals with disabilities are encouraged to take advantage of the independence and flexibility that is provided by its bus system, which offers the following services and accessible features:

- Reduced fare for seniors and individuals with disabilities (\$.75 per ride).
- Free to those eligible for Petaluma Paratransit.
- Free travel training.
- Trip planning.
- Stops, including transfer points and major intersections, as well as any requested stops, are announced by drivers to orient passengers.
- Priority seating for elderly and disabled riders.
- 100% low-floor bus fleet, with “kneeling” buses that are easy to board, without steps.
- Ramps for wheelchairs.
- Reserved wheelchair securement spaces on buses.

Learning to Use the Regular “Fixed-Route” Bus

The City of Petaluma has established a Travel Training Program to teach new riders how to utilize the robust Petaluma Transit fixed-route system. These services are free of charge and teach seniors and people with disabilities how to ride Petaluma Transit buses. For more information about travel training, call (707) 778-4506.

ADDITIONAL MEDICAL TRANSPORTATION RESOURCES*

Petaluma People Service Center

Petaluma People Services Center offers a Volunteer Driver program and well as taxi vouchers. Please contact them for further information: 707-765-8488.

<http://petalumapeople.org/seniors/transportation/>

American Cancer Society: "Road to Recovery"

Rides are available for cancer patients to medical appointments. Rides are free, but are based on volunteer availability. Patients should call 1-800-227-2345 with all appointment information before 7:00PM on Wednesdays to book trips for the following week. Patients must be able to walk without assistance, or have a care attendant.

Pro Transport-1

Provides non-emergency transportation services for bed-confined patients who must be transported. Also for patients that require long-term care, require transportation on a

regular basis for non-emergency situations, such as visits to a facility for treatment, or other routine medical appointments.
<http://www.protransport-1.com>, (707) 665-4280

AA Medtrans

Provide transportation for ambulatory patients, as well as patients in wheelchairs and gurneys (non- ambulatory). Additional charges for waiting time, and for stairs (treads). Provide transportation 24 hours/7 days a week by appointment.

707-552-1193, Toll-free: (888)343-7200

Cost/Fees: Ambulatory: \$5.00 + \$2.40/mile one way,

Non-ambulatory: \$30.00 + \$3.25/mile one way

<http://www.aamedtrans.com>

Wheelcare Express

Provide transportation for ambulatory and non-ambulatory patients. Non-Emergency Medical Transportation and On-Demand Passenger Transportation Wheelcare Express operates a fleet including wheelchair vans, gurney vans and passenger vans.

Please call for more information: (510) 436-5040

<http://wheelcareexpress.com>

Angelica Limousines: Personal Assistance Sedan (PAS)™ Service

This completely unique service is designed by a Registered Nurse for those needing more than just transportation to or from appointments. We have paired our chauffeur-driven and

custom equipped sedans with a certified attendant escort trained to assist those experiencing minor incapacitations or limitations due to medical procedures or those just needing extra help negotiating routine appointments. Designed for ambulatory patients and those able to transfer in and out of a wheelchair with minimal assistance.

Please call for more information: 1.888.898.1977

Cost/Fees: \$69.00 for up to 7 miles; every additional mile is \$3.00. The return drive is \$79.00.

<http://www.angelicalimousines.com/LiveryAssist.html>

*The information above is offered as a resource to the community but is not intended to be a comprehensive guide. Please contact the individual providers for more up-to-date information.

USEFUL PHONE NUMBERS

Petaluma Paratransit (Information/Reservations/Cancellations)	(707) 778-4460
Petaluma Transit	(707) 778-4460
Applications for Paratransit Eligibility	(707) 541-7180
TTY (for hearing impaired)	Dial 711 or 1-800-735-2929
Volunteer Wheels (Sonoma County)	(707) 573-3377

Whistlestop (Marin County)

(415) 454-0964

GLOSSARY

Cancellation: When ride is cancelled at least 2 hours in advance.

Late Cancel/No show: When a ride is cancelled less than 2 hours in advance or the rider is not at the pick-up location or refuses the ride at the door, or is unavailable.

Negotiated ride: A ride scheduled within a time frame that will allow the rider to get to their destination by the time requested or within one hour of the requested time, if no closer times are available.

Companion: A companion is a rider who is not registered for Petaluma Paratransit service, and accompanies a registered rider. Companions pay the same fare as the client.

Personal attendant: A personal attendant is a person who accompanies the rider specifically to help the client. This person must be registered as an attendant with the paratransit office. Attendants do not pay a fare when riding with the registered client.

Mobility device: Wheelchairs, walkers, three wheel scooters, canes, crutches or any device that aides the rider with ambulation.

ADA: (Americans with Disabilities Act) requires all public transit operators to provide a paratransit (door to door) service to persons whose disabilities prevent them from using accessible fixed route public transit.

Pickup Window: The 30 minutes that includes 15 minutes BEFORE and 15 minutes AFTER your scheduled pickup time. Your van may arrive ANYTIME during this window, and you must be ready.

YOUR IMPORTANT INFORMATION

Address of Frequent Trips:

Work Phone Number:

Doctors Phone Numbers:

Other Phone Numbers:
