

Policy and Procedures for Service Criteria for Complementary Paratransit



Origin and Destination. Agency shall provide complementary paratransit service to origins and destinations within corridors with a width of $\frac{3}{4}$ of a mile on each side of each TRAX fixed route. The corridor shall include an area with a $\frac{3}{4}$ of a mile radius at the ends of each fixed route.

Within the core service area, agency also provides service to small areas not inside any of the corridors but which are surrounded by corridors.

Outside the core service area, agency has designated corridors with widths from three-fourths of a mile and fares are flat rate structure (see page 2 Fares).

For purposes of this paragraph, the core service area is that area in which corridors with a width of three-fourths of a mile on each side of each fixed route merge together such that, with few and small exceptions, all origins and destinations within the area are served.

All complimentary paratransit service will be provided through either the ADA complimentary service on ParaTRAX or through route deviations on the TRAX fixed route service.

TRAX deviation is an origin to destination with curb to curb service. Door to door assistance is available as needed.

TRAX Route Deviations. Deviated Route Service is for ADA certified eligible riders outside of the ParaTRAX service area. Regularly scheduled Regional TRAX buses and the Corning Downtown area will deviate up to $\frac{3}{4}$ of a mile off the regular routes to provide rides to persons with disabilities.

TRAX Deviated Route Reservations. 24-Hour Advance Reservations are required for pickup and return trips and must coincide with regularly scheduled TRAX routes.

Jurisdictional boundaries. Notwithstanding any other provision of this paragraph, agency is not required to provide paratransit service in an area outside the boundaries of the jurisdiction(s) in which it operates, if the entity does not have legal authority to operate in that area. However agency shall take all practicable steps to provide paratransit service to any part of its service area.

Response time. Agency shall schedule and provide paratransit service to all ADA paratransit eligible person at any requested time that the fixed on a particular day in response to a request for service made the previous day. Reservations may be taken by reservation agents or by mechanical means (e.g., answering machine)

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Agency shall make reservation service available during at least all normal business hours of the agency's administrative offices, as well as during times, comparable to normal business hours, on a day when the agency's offices are not open before a service day.

Agency may negotiate pickup times with the individual, but the entity shall not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.

Agency uses real-time scheduling in providing complementary paratransit service.

Agency permits advance reservations to be made up to 14 days in advance of an ADA paratransit eligible individual's desired trips.

Fares. The fare for a trip charged to an ADA paratransit eligible user of the complementary paratransit service does not exceed twice the fare that would be charged to an individual paying full fare (i.e., without regard to discounts) for a trip of similar length, at a similar time of day, on the entity's fixed route system.

The fares for individuals accompanying ADA paratransit eligible individuals, who are provided service under Sec. 37.123 (f) of this part, shall be the same as for the ADA paratransit eligible individuals they are accompanying.

A personal care attendant shall not be charged for complementary paratransit service.

Agency reserves the right to charge a fare higher than otherwise permitted by this paragraph to social service agencies or other organizations for agency trips (i.e., trips guaranteed to the organization).

Trip Purpose Restrictions. Agency does not impose restrictions or priorities based on trip purpose.

Hours and Days of Service. The complementary paratransit service shall be available throughout the same hours and days as agency's fixed route service.

Capacity Constraints. ADA regulations prohibit public entities from limiting or constraining the amount of complementary paratransit service provided to ADA-eligible persons. Agency does not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:

- (1) Restrictions on the number of trips an individual will be provided;
- (2) Waiting lists for access to the service; or
- (3) Poor Telephone Performance
- (4) Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.
 - (i) Such patterns or practices include, but are not limited to, the following:
 - (A) Substantial numbers of significantly untimely pickups for initial or return trips;
 - (B) Substantial numbers of missed trips or any trip denials;

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(C) Substantial numbers of trips with excessive trip lengths.

(ii) Operational problems attributable to causes beyond the control of agency (including, but not limited to, weather or traffic conditions affecting all vehicular traffic that were not anticipated at the time a trip was scheduled) shall not be a basis for determining that such a pattern or practice exists.

Agency will continually review service operations and policy in order to identify and address and pattern or practice which arises that may lead to capacity constraints. Immediate steps will be taken to correct the matter.

Additional Service. Agency provides complementary paratransit service to ADA paratransit eligible individuals exceeding that provided for in this section. However, only the cost of service provided for in this section may be considered in any agency request for an undue financial burden waiver under Sec. Sec. 37.151-37.155 of this part.

Visitor Policy. Tehama County will provide eligible visitors ADA complementary paratransit service for any combination of 21 days during any 365 day period.

Other General ADA Requirements (Fixed Route and Paratransit)

Section 37 of Title 49 CFR includes other general ADA requirements applicable to both the fixed route and paratransit systems. Below is an overview of Tehama County's compliance with these requirements.

Transportation Facility Accessibility: According to Section 37 Subpart C, any new transportation facilities must comply with ADA specifications, such as wheelchair ramps. Also of importance to ADA are the pathways serving the transportation facility, such as sidewalks and snow removal to transportation facilities.

Acquisition of Accessible Vehicles: Subpart D of 49 CFR states that any new or used buses leased or purchased by a public entity for the purpose of fixed route and demand response transportation must be accessible to and usable by individuals with disabilities. The Tehama County fleet is 100% wheelchair accessible. All vehicles used in County-funded transit service provide equal facilitation for individuals with disabilities. Further, the County ensures that all wheelchair lifts can accommodate the full required range of wheelchair designs.

Accessible Vehicles and Facilities: All new or replacement vehicles and facilities shall be accessible to persons with disabilities.

Announcements: Fixed route drivers shall announce bus stops at transfer points, major destinations, upon request and sufficient intervals to permit individuals with disabilities to be oriented to their location.

Vehicle Identification: Where more than one route serves the same stop, means to assist an individual with disabilities to board the proper vehicle exist.

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Service Animals: Service animals are permitted to accompany individuals with disabilities in vehicles and facilities.

Portable Oxygen: Passengers with disabilities are not prohibited from traveling with a respirator or portable oxygen supply.

Adequate Time for Boarding and Alighting: Adequate time for individuals with disabilities to complete boarding and disembarking from the vehicle is provided.

Training Requirements: Tehama County ensures that personnel are trained proficiently, as appropriate to their duties, so that they are able to operate vehicles and equipment safely. Personnel are trained to properly assist and treat passengers with disabilities in a respectful, courteous manner, with appropriate attention to the difference among individuals with disabilities. The drivers receive special wheelchair boarding training.

Maintenance: Tehama County maintains the vehicles wheelchair ramp and securement devices. The driver checks the ramp and securement devices each morning before the vehicle goes into service. The driver is responsible for notifying the appropriate maintenance of any defect, who will schedule preventative maintenance. A vehicle will not be used with an inoperable lift.

Lift and Securement Use: Tehama County requires that wheelchair securement devices are used for safety reasons. Drivers will assist passengers with use of the ramp, and securement devices. Drivers do not require that wheelchair users transfer to a seat. Instead, the choice is up to the passenger. In accordance with 49 CFR 37.165 (g), Tehama County allows individuals with disabilities who do not use wheelchairs to use the ramp to enter the vehicle. The Agency's lift and securement use is compliant with all requirements in section 37.165.

Use of Accessibility Features: Vehicle operators and other personnel make use of accessibility related equipment or features required by CFR Title 49 Part 38. Drivers are trained on wheelchair securement.

Public Information/Communications: ADA requires that the transit entity make available to individuals with disabilities adequate information concerning transportation services through accessible formats and technology, upon request. Information regarding complimentary paratransit services service hours and policies is available on the Tehama County website and can be found easily through an internet search. A Rider Guide is also available.

Wheelchair Lift Deployment at any Designated Bus Stop: Tehama County does not refuse to permit a passenger who uses the wheelchair ramp to disembark from a vehicle at any designated bus stop.

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