

Plumas County Transportation Commission's
ADA Paratransit Plan
For
Plumas County Transit Operators
(Plumas Transit Systems)
September 21, 2015

Plumas Transit Systems provides ADA Complimentary Paratransit Service with the same vehicles that provide the fixed route service. ADA Complimentary Paratransit Service provides base curb-to-curb service with door-to-door assistance as needed. Plumas Transit Systems deviates for those who are ADA paratransit eligible within the service area described below.

ADA Paratransit Eligibility Criteria

The following individuals are considered ADA paratransit eligible:

- (1) Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable individuals with disabilities.
- (2) Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.
 - (i) An individual is eligible under this paragraph with respect to travel on an otherwise accessible route on which the boarding or disembarking location which the individual would use is one at which boarding or disembarking from the vehicle is precluded as provided in 49 CFR § 37.167(g) of this part.
 - (ii) An individual using a common wheelchair is eligible under this paragraph if the individual's wheelchair cannot be accommodated on an existing vehicle (e.g., because the vehicle's lift does not meet the standards of part 49 CFR § 38), even if that vehicle is accessible to other individuals with disabilities and their mobility wheelchairs.

(3) Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.

- (i) Only a specific impairment-related condition which prevents the individual from traveling to a boarding location or from a disembarking location is a basis for eligibility. A condition which makes traveling to boarding location or from a disembarking location more difficult for a person with a specific impairment-related condition than for an individual who does not have the condition, but does not prevent the travel, is not a basis for eligibility.
- (ii) Architectural barriers not under the control of the public entity providing fixed route service and environmental barriers (e.g., distance, terrain, weather) do not, standing alone, form a basis for eligibility. The interaction of such barriers with an individual's specific impairment-related condition may form a basis for eligibility, if the effect is to prevent the individual from traveling to a boarding location or from a disembarking location.

ADA Paratransit Eligibility Process

Individuals who believe they qualify for ADA Paratransit Services shall submit an ADA Eligibility Application. All information about the eligibility process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility are included in the ADA Eligibility Information & Application materials. Assistance with application materials is available upon request.

ADA Paratransit Service Area

Plumas Transit Systems provides complementary paratransit service to origins and destinations within corridors with a $\frac{3}{4}$ of a mile width on each side of their fixed routes. The corridor includes a $\frac{3}{4}$ mile radius at the ends of each fixed route.

Response Time

Plumas Transit Systems shall schedule and provide paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day. Reservations may be taken by Plumas Transit Staff or by mechanical means (e.g., answering machines.)

- (1) The Plumas Transit Systems shall make reservation service available during at least all normal business hours of the entity's administrative offices, as well as during times, comparable to normal business hours, on a day when the entity's offices are not open before a service day.

(2) Plumas Transit Systems 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.

(3) Plumas Transit Systems may use real-time scheduling in providing complementary paratransit service.

(4) Plumas Transit Systems may permit advance reservations to be made up to 14 days in advance of an ADA paratransit eligible individuals desired trips. When Plumas Transit Systems proposes to change its reservations system, it shall comply with the public participation requirements equivalent to those of § [37.137 \(b\) and \(c\)](#)"

Fares

The fare for a trip charged to an ADA paratransit eligible user of the Complementary Paratransit Service is currently $\frac{1}{2}$ the normal base fare. In no case shall a fare be charged that is more than 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 49 CFR § 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.

Plumas Transit Systems 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

Plumas Transit Systems does not impose restrictions or priorities based on trip purpose.

Hours and Days of Service

The complementary paratransit service is available throughout the same hours and days as Plumas Transit Systems' fixed route service.

Capacity Constraints

Plumas Transit Systems 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) 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 trip denials or missed trips;
 - (c) Substantial numbers of trips with excessive trip lengths.
- (ii) Operational problems attributable to causes beyond the control of Plumas Transit Systems(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.