

# Paratransit Service Information



THE BUS –Transit Joint Powers Authority provides complimentary para transit curb-to-curb service in every city, town and community in Merced County where the fixed route goes, but will provide door-to-door service when needed.

**Paratransit Service** is designated to meet the transportation needs of eligible persons with disabilities who cannot functionally use the fixed route system.



## Contact Information

### Reservation/Cancellation:

(209) 384-3111 or (800) 345-3111

**Reservation Hours:** Monday – Sunday 8 am – 5 pm

### Cancellation Hours:

Monday – Friday 5:30 am – 11:00 pm

Saturday – Sunday 7:00 am - 7:00 pm

**Questions/Concerns:** (209) 723-3100

## Behaviors that will not be tolerated and may be cause for immediate removal or suspension:

- Communicating with or causing a distraction for the driver while the bus is in motion.
- Refusing to swipe a bus pass or pay your fare when boarding.
- Unsafe behavior in or around the buses or bus stops
- Behavior creating a nuisance to the driver or other passengers.
- Using profane language.
- Smoking in or around buses/bus stops
- Committing any act or engaging in any behavior that may, cause harm or injury to any person or property.
- Expectorating upon a system facility or vehicle.
- Indecent exposure
- No music or audio devices may be played on the buses unless they are used with headphones
- Sale or peddling of any goods, merchandise or services
- Unauthorized use of a discount ticket or failure to present proof
- Urinating or defecating in a system facility or vehicle
- No eating or drinking allowed on THE BUS. Food & Drinks must be in sealed containers.
- Do NOT bring fire arms on ANY bus.
- Do NOT carry explosives, acid, or flammable liquids on THE BUS.
- Do NOT vandalize or create graffiti in or around the buses or bus stops. Vandalism is a crime and punishable with a fine.

## Rules that must be followed:

- Allow passengers to get off the bus before you board.
- Please use rear doors to exit when possible
- Do not block the free movement of others.
- Please save priority seats at the front of every bus for seniors and Disabled riders.
- Shirt be worn at all time to board the bus
- Do not block aisles or place personal belongings on the seat beside you
- Strollers, carts, and other such items must be folded and stored under your seat
- Walkers must fold and be placed in front of passenger
- Standing is permitted only when seats are not available (please hold the handrails provided for you safety.)
- No pets unless they are in an enclosed carrier/container and can be on your lap or stowed beneath your seat.
- Service animals that assist the blind or disabled are allowed. Drivers may ask to confirm what service the animal provides. The passenger will be responsible for any damage or soiling caused by animal.

### The Service Animal MUST:

- Be on a leash or in an enclosed carrier/container /NOT be aggressive
- Remain under the passenger's control at all times.
- Remain at your feet or on your lap and may not sit on a vehicle seat.

*You have a responsibility to report any instance of vandalism, abuse, unsafe conditions, fraud or other problems you experience or observe to the Transit Joint Powers Authority*

## Who is eligible?

**ADA:** an individual with a disability that cannot use the fixed route system.

**ADA Visitors:** Paratransit visitors from outside of THE BUS service area may receive service for up to 21 days of service within a year. We may ask for an ADA pass from your area, if you do not have one we will accept a certification from you stating you are unable to use fixed route transit.

## How do you become eligible?

An application is needed to begin the 21 day evaluation process, to obtain an application call **(877)232-7433** or visit [www.adaride.com](http://www.adaride.com) using the standards outlined in the ADA; a determination of eligibility is made within 21 days following the submission of a completed application. Applicants receive an eligibility determination letter, with one of the following eligibilities

- Unrestricted (no barriers)
- Conditional (on bad days you could ride Paratransit, & on good days you are encouraged to ride Fixed routes)
- Trip-By-Trip (each trip is to be determined whether you can ride Para Transit based on your individual barriers.)
- Temporary (usually for 1 year)

*Eligible individuals will be provided a free ride to get a photo Identification*

## Reservations/Trips

### Reservations:

To request a pick up you must make a reservation by 5:00 pm the day before, or up to 2 weeks in advance. There is no limit on the number of reservations made, however we do have a NO-SHOW Policy.

### Scheduled pick-up:

To meet our commitment on time performance The Bus makes every effort to arrive for a scheduled pick-up within 35 minute period of time. For example, a vehicle that is on time for a 10:00 am pick up would arrive between 9:55am and 10:30 am. **PLEASE BE READY ATLEAST 15 MIN. PRIOR TO YOUR PICK-UP TIME. The 3 or 5 minute wait rule:** Once the bus arrives at the pickup location the driver is required to wait no longer than 3 minutes for ambulatory passengers and no longer than 5 minutes for non-ambulatory.

### Subscription Service:

Subscription service is when an eligible person arranges a standing appointment for a ride, such as 8 am Monday through Friday departure to work and 5pm return trip. A reservation daily is not required.

**How Long Does a trip take?** The length of a trip varies according to several factors including the distance from origin to destination. Passengers should expect a trip to be comparable to a trip on the fixed route. Not to exceed 90 minutes.

### Cancellation of a Reservation:

To avoid a No-Show please call to cancel a trip at least 2 hours before the scheduled pick-up time.

## Who May Travel with ADA individual? Personal Care Attendant (PCA)

Someone designated or employed to help the eligible passenger's personal needs. A PCA may ride at no cost. A need for a PCA must be established on the application.

**Companion:** A Guest that is accompanying an eligible person on a trip. First companion shall be accommodated; others are based on space availability. Each Companion is required to pay the cash fare.

## Training

Training is available to help passengers learn how to utilize The Bus System. Please contact us at: **(209)723-3100** to request training.

## Passes & Fares

**Multi-Ride Pass:** \$ 50.00  
Prepaid pass that deducts a fare at a discount price (Available from all drivers)

**Cash fare:**

Local ride	\$3.00
With pass	\$2.50
Intercity ride	\$6.00
With pass	\$5.00