



2025

RIDER GUIDE



Photo by Scott Hess

transit.cityofpetaluma.net

Title VI Notice To The Public

The City of Petaluma (Petaluma Transit) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint with City of Petaluma.

For more information on Petaluma Transit's Civil Rights Program, and the procedures to file a complaint, contact 707-778-4460 or email transit@cityofpetaluma.org

For more information visit: transit.cityofpetaluma.net

A complainant may file a complaint directly with the Federal Transit Administration by filing the complaint with the:

Office of Civil Rights

Attention Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Avenue, SE
Washington, D.C. 20590

If you would like this document in an alternative accessible format or language, please contact Petaluma Transit: Phone 707-778-4460 or email transit@cityofpetaluma.org

Si desea este documento en un formato o idioma alternativo accesible, comuníquese con Petaluma Transit: Teléfono 707-778-4460 o correo electrónico transit@cityofpetaluma.org

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Our policies and procedures may change.

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Welcome

Petaluma Paratransit is an Americans with Disabilities Act (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 rights and responsibilities while using it.

Please note that the information in this Rider Guide is subject to change. Please consult Petaluma Paratransit scheduling staff for the most current information. Electronic copies of this document can be found on-line at: transit.cityofpetaluma.net

Eligibility Categories

To be eligible for ADA paratransit services, you must be unable to use Petaluma Transit's accessible buses some or all of the time without the aid of another person. You are eligible to use ADA paratransit services if you fall into any one of the following categories:

1. You are unable to ride a fixed route vehicle

You are unable to independently board, ride, or disembark from an accessible Petaluma Transit bus some or all of the time.

2. The fixed-route system is not accessible

You are functionally able to independently navigate, board, ride, and disembark from an accessible Petaluma Transit vehicle, but there are no accessible vehicles on the route providing service to a particular destination.

Riders in this category must use accessible Petaluma Transit routes/vehicles whenever they are available.

3. You are not able to get to or from fixed route bus stop/location due to infrastructure

You have a specific impairment-related condition that prevents you from traveling to or from a bus stop some or all of the time.

Applying for Paratransit

If you feel you are unable to independently use Petaluma Transit some or all of the time due to a disability, you must fully complete the Application for ADA Paratransit Eligibility form and have the Professional Verification form completed and signed by a licensed professional. You can find the form on our website transit.cityofpetaluma.net or you can call us at 707-778-4460 and we will gladly mail you a hard copy.

Once a completed application is received, we will review your ability to use accessible public transportation and process your application within 21 calendar days. You will receive notice of your eligibility determination by mail. If you are certified as eligible, you will be eligible to travel on public paratransit services throughout the nine-county Bay Area.

Please note that if we need more information or have questions, we may need to contact you or consult with your health specialist regarding your abilities.

How long does it take to find out if I am eligible?

Your properly completed application will be processed within 21 calendar days. If your eligibility determination takes longer

than 21 days, you will be entitled to “presumptive eligibility.” This allows you to use the paratransit system until we make a final decision.

If I am determined eligible, will I be able to take all my trips on paratransit?

If you are determined “fully eligible,” you may take all your trips on paratransit. If you are determined “conditionally eligible,” you can use paratransit only for certain trips. Conditional eligibility means that you are able to use Petaluma Transit for some of your trips, but that due to your disability you are not able to use Petaluma Transit for other trips. Some examples include:

- A person may not be able to get to a particular destination because it requires climbing up a steep hill from the bus stop and a disability prevents him/her from climbing the hill. This person would be eligible for paratransit to that particular destination.
- Some kidney dialysis patients are able to take Petaluma Transit to their dialysis appointments, but they require paratransit to get home, due to weakness after the treatment.

The simple rule to remember if you are determined conditionally eligible is: ***If I am able to take the trip on Petaluma Transit fixed route service, then I must take the trip on Petaluma Transit and not on Petaluma Paratransit.***

Once you are determined eligible, we will send you an eligibility letter. Any restrictions for conditional use will be noted in this letter and will be a part of your record. If you are

determined to be conditionally eligible, Petaluma Paratransit staff can help you determine which trips you are eligible to take on Petaluma Paratransit and which trips you must take on Petaluma Transit.

If I am certified ADA paratransit eligible, how long will my eligibility last?

Eligibility is typically good for five years. In some cases, eligibility may be based on a temporary condition, such as a broken hip, and therefore limited to a temporary period. The term of your eligibility will be listed on the eligibility letter you receive. After your eligibility expires, you will need to reapply if you feel you are still eligible.

It is your responsibility to notify us if your disability or health-related condition changes. If your condition improves so that it affects your eligibility status, and you do not notify us, we could suspend or revoke your eligibility until you reapply or come in to our offices for reevaluation. If this occurs, you would be entitled to the appeals process (see below).

If I am denied ADA eligibility or disagree with my eligibility determination, can I appeal?

If you are denied eligibility or if you disagree with our conditional or temporary eligibility determination, you may appeal the decision. Please refer to the “Appeals” section of this Rider Guide for more information.

Is my personal information kept confidential?

Yes. All personal information is kept confidential and only information necessary to provide adequate transportation service is shared with transportation providers. If you appeal

an eligibility determination, your personal information may be shared with the appeals panel so that you may be given a complete and fair hearing. The appeals panel must also observe your right to confidentiality.

Petaluma 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 Petaluma Transit fixed route.

Regional Service

Trips beyond Petaluma Paratransit service area may require a transfer to another paratransit provider. All such trips may be made only within the service area and during the service hours of the adjoining paratransit operator. If you are a transferring passenger, you may have to wait for the other provider to arrive at this location. If you cannot wait alone, it is suggested that you bring someone to assist you while you wait. There will be an additional fare charged for the portion of the trip provided by another paratransit agency.

It is very important when scheduling a trip involving another provider that you advise Petaluma Transit of your complete travel needs **at least two days** prior to the date of travel in order to coordinate service and advise you of your total fare and transfer requirements. Trips with less than two days of notice will require you to coordinate the transfer trip with each service provider separately.

Petaluma Transit recommends you bring the phone number of the other provider(s) involved in your trip when traveling outside the Petaluma Paratransit service area.

What if I need to travel outside the city of Petaluma and need paratransit service?

Once you are approved to use Petaluma Paratransit, you are also eligible to receive paratransit services in other cities and states; however, if after your approval date you plan to temporarily reside in another city for more than 21 calendar days, you may need to be certified by the service provider of the area.

Prior to booking your trip, we suggest that you notify our eligibility department and tell us where you will be traveling and when, so that we may send your information to the appropriate agency. We also suggest that you contact the transit agency in the city to which you are traveling for more information. They will explain about arrangements, fares, operating times, and schedules.

Visitors

You do not need to be a resident of Petaluma to use Petaluma Paratransit. If you have been certified to use paratransit in any of the nine Bay Area counties, Petaluma Paratransit will be able to provide your ride once your eligibility has been verified in the Regional Eligibility Database.

ADA-eligible visitors from outside the Bay Area may also use Petaluma Paratransit service for any combination of 21 days of service within a 365-day period beginning with the visitor's first use of the service. Visitors do not need to re-certify in

Petaluma, but must be able to show proof of a disability. Please call a reservation agent for more information at (707) 778-4460.

Conversely, once you are ADA-certified to use paratransit in Petaluma you are also eligible to receive paratransit services in other cities and states. We suggest you contact the transit agency in the city to which you plan to travel prior to your trip. They will give you information about arrangements, fares, operating times, and schedules.

Utilizing Petaluma Paratransit

Hours of Operation

In accordance with ADA, paratransit services operate during the same hours and days of the week as fixed route bus services. It is important to remember that the bus schedules change between days of the week and hours of the day, so paratransit service also differs. Bus schedules are subject to review and as fixed route services change, so do the hours of paratransit. Current schedules for Petaluma Transit can be found at: transit.cityofpetaluma.net.

You must schedule your paratransit rides in advance. Petaluma Paratransit will accept trip reservations as far ahead as seven days prior to the trip and up until the scheduling department closes on the night before the trip (5 p.m.). You can schedule your trip by calling Petaluma Paratransit at (707) 778-4460.

Reservation agents are instructed to give their names at the time they answer a call. If they do not give their name, be sure to ask for it when making a reservation, cancellation,

changes to your scheduled pick-up, or request for expected arrival times.

Be sure to advise Petaluma Paratransit of your total travel needs so that the reservation agent may coordinate services and advise you of your total fare and any transfer requirements. Let the reservation agent know of any special transportation needs you have (e.g. information about locations, mobility device, companions, personal care assistants, etc.).

Petaluma Paratransit Hours*					
	Monday -Friday	Saturday	Sunday	Holiday Sunday Service	Holiday No Service
Service Hours	6:15 AM 8:25 PM	7:30 AM 8:25 PM	8:30 AM 5:25 PM	8:30 AM 5:25 PM	CLOSED
Reservation Hours	8:00 AM 5:00 PM	9:00 AM 5:00 PM	9:00 AM 3:00 PM	9:00 AM 3:00 PM	CLOSED
Cancellation Hours	Open 24 hours a day, 7 days a week. Please leave a message.				
*Valid as of 10/23/2025.					

Scheduling a Trip

When scheduling a local or regional paratransit trip, please be prepared to give the reservation agent the following information:

- 1. Your name
- 2. The day and date you would like transportation

- 3.** The time you need to be at your destination
- 4.** Your pick-up address as well as the cross street (if you know it)
- 5.** Your destination's address and cross street (if you know it)
- 6.** Your return time and return address
- 7.** Whether a personal care assistant and/or companion(s) will accompany you and whether that person(s) will have any special needs (e.g. mobility devices, children, service animals, pets in a carrier, etc.)
- 8.** Whether you will be using a wheelchair (manual or motorized) or scooter (three- or four-wheeled mobility device) and if your wheelchair or scooter is "oversized" (larger than 48 inches long by 30 inches wide)
- 9.** Whether you will be using a cane, walker, or other mobility device
- 10.** Whether you are ambulatory and require the wheelchair lift to board
- 11.** The telephone number of the destination when it is available (this information can help avoid delays).

Ride Time

A trip on Petaluma Paratransit should take approximately the same amount of time as a trip on Petaluma Transit, including the time it takes to walk to and from the bus stop and any transfers.

For example, if you live off of N McDowell and you are

going to Downtown Petaluma, the trip would take about 50 minutes on Petaluma Transit. That same trip on Petaluma Paratransit should also take about 50 minutes.

Your reservation agent will make every effort to accommodate all trips requested. However, due to limited capacity, the exact time you want may not be available. We understand that this can be frustrating but ask you to remember that paratransit is a shared-ride service and flexibility is required.

For trips booked by 5pm the evening prior, our booking staff must offer you a pickup time up to 1 hour before or 1 hour after your requested pickup time. If you have a specific appointment or required drop-off time, our staff must schedule the trip so that you are not dropped off more than 1 hour prior to this appointment time, and no later than this time. We can accommodate same-day reservation requests on a space-available basis, but not guaranteed.

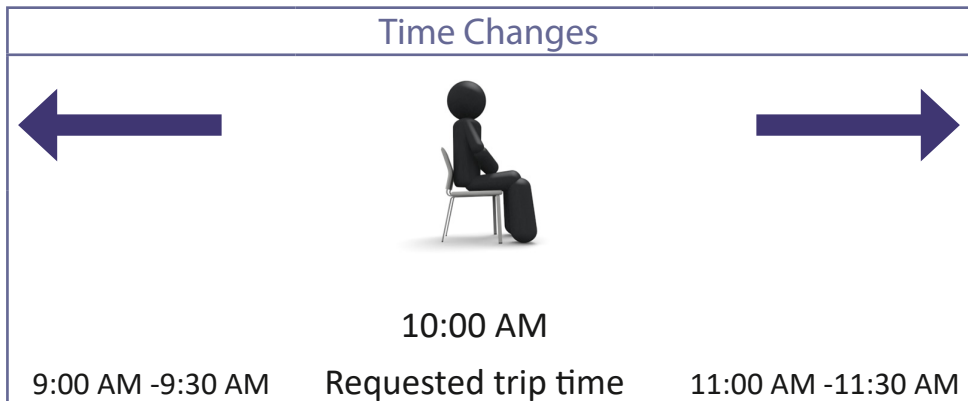
On Time Window

On Petaluma Paratransit, the shuttle is considered on time if it arrives from 15 minutes before to 15 minutes after your promised pickup time. For example, if you have a reservation for 10:00, the shuttle would be considered on-time if it showed up anytime between 9:45 and 10:15. That 30-minute period is known as the 'on time window.'



Time Changes

Occasionally, trip cancellations or additions will cause your pick-up time to be adjusted. At the time of scheduling, Petaluma Paratransit is allowed to change your on-time window up to one hour in either direction (earlier or later) to accommodate other riders. If changes to your ride occur after scheduling, Petaluma Paratransit will call you to discuss your adjusted pick-up time.



Vehicle Arrival

When your driver arrives for your pick-up during your on-time window, he/she will wait no more than five minutes for you to board the vehicle. If you are not ready to leave within five minutes of the vehicle's arrival, the driver will be required

to move on to their next pick-up and you will be marked a “no-show.” If you are not ready and you miss your trip, we may not be able to send you another bus, therefore it is very important that you are ready to board the vehicle when your pick-up window begins. This is to ensure all passengers are able to reach their appointments on time.

Canceling Trips

Paratransit is a vital community resource, and there is limited public funding to support it. Cancellations are a major contributor to service costs and system inefficiency. Rides that are canceled too late to schedule another trip in their place result in wasted expense and unused capacity on the paratransit system.

You should cancel a ride as soon as you know you do not need the ride. For Petaluma Paratransit, you should cancel your ride no less than two hours before the promised pickup time; a cancellation less than two hours before the promised pickup time is considered a “Late Cancellation.” Your riding privileges may be suspended if you develop a pattern of excessive Late Cancellations (refer to the “Service Suspension for No-Shows and Late Cancellations” policy for more information).

When canceling a trip, passengers are responsible for providing the following information:

- Name of passenger(s)
- Time and date of scheduled pick-up(s)
- Exact destination address

- Whether or not any other trips scheduled for that day are also being changed.

Please remember that the earlier you cancel a trip reservation, the greater the chance another passenger will be able to use the time.

Changing a Trip

When making a change to a scheduled pick-up, call the reservation line at (707) 778-4460 to make the change at least one day prior to the scheduled pick-up (as late as 5pm the day before). Petaluma Transit will make a good faith effort to accommodate requests for same-day changes, but cannot guarantee that all changes will be accepted. For any trip modification, passengers are responsible for providing the following information:

- Time and date of scheduled pick-up
- New destination address, if applicable
- New telephone number, if applicable
- Status of any other scheduled trips for that day
- New time of scheduled pick-up, if applicable.

Subscription Trips

You may request subscription service if you plan to travel to and from the same place on the same day(s) and time(s) at least once weekly for at least a month. All subscription reservations are based on time, geography, and direction of the trip—not on a first-come, first-served basis. Please talk to your reservation agent 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. It is important to note that the ADA states that no more than ½ of all rides taking place at one time can be reserved as standing orders. If there is no immediate space for your standing order, you may be put on a waiting list. While you are on the waiting list, you can make individual reservations for each day's trips in the normal fashion.

It is important to remember when you have a standing ride to call and cancel if you will not be able to take your ride. Failing to do so wastes time that could be used to provide this valuable service to others.

Personal Attendants

A personal attendant is an individual who provides assistance to the passenger with daily life functions and may need to 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.

Fares

The one-way fare for travel within the Petaluma Paratransit service area is an exact fare of \$3.00 (cash only) payable at

time of boarding. You may also purchase a Rider Card for \$33 and it is valid for 12 one-way trips (or 6 round-trips).

A Rider Card can be purchased by cash or check, on the paratransit vehicle, at our offices, or on-line at transit.cityofpetaluma.net. 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.

Note: Petaluma Paratransit has been a fare free service since July 2024 and has temporarily suspended fare collection on paratransit service (subject to change).

Paratransit Rules & Policies

Cancellations

You should cancel a ride as soon as you know you do not need the ride. For Petaluma Paratransit, you should cancel your ride no less than two hours before the promised pickup time*, a cancellation less than two hours before the promised pickup time is considered a ‘Late Cancellation’. Your riding privileges may be suspended if you develop a pattern of excessive Late Cancellations, see policy below.

No-Shows

A “No-Show” occurs if the vehicle arrives at the designated pick-up location within the on-time window (which is fifteen minutes before or fifteen minutes after the promised pickup time*), and you:

- Do not begin to board within five minutes after the arrival of the vehicle (and the driver announces his or her presence at the door)
- Refuse the ride (unless due to late vehicle arrival or lack of driver assistance)
- Cancel at the door
- Are not present at the appointed location and time after the driver announces his or her presence at the door
- Are not ready for transport at the promised pickup time*
- Unreasonably delay the vehicle beyond the standard five minute window wait time
- Do not pay the fare for the trip and are unable to take the trip due to a history of non-payment of fares.

*The promised time is the pickup time given by Petaluma Paratransit at the time of reservation or subsequently modified and communicated to the passenger prior to the trip.

A No-Show will not be assigned if a medical situation occurs that prevents you from boarding the vehicle or if it is verified that the No-Show was out of your control.

Your riding privileges may be suspended if you develop a pattern of excessive No-Shows and/or Late Cancellations, see policy below.

No-Shows & Late Cancellations Suspension

No-Shows and Late Cancellations are costly and may prevent other passengers from obtaining rides. To ensure that

adequate resources are available, an accumulation of three verifiable No-Shows and/or Late Cancellations of Petaluma Paratransit trips in a 90-day period may result in suspension of service, if it represents more than 10% of your service scheduled over that period of time.

The following penalties will be assessed for No-Shows or Late Cancellations that occur in a 90-day period:

Violation	Penalty
First	Verbal reminder
Second	Written warning
Third*	One-week suspension of service
Fourth*	Two-week suspension of service or longer

*For any 90-day period in which you incur three or more No-Show or Late Cancellations, you may be suspended if these No-Show/Late Cancellation trips represent more than 10% of your scheduled trips over the prior 90 or more days since the most recent violation. For example, if you have 40 scheduled trips during a 90-day period and have three unexplained No-Show/Late Cancellations, you will not be subject to a suspension. However, if you have 20 or less scheduled trips and have three unexplained No Show/Late Cancellations during a 90-day period, you may face suspension.

Penalties will not be assigned if a medical situation occurs that prevents the rider from boarding the vehicle or if it is verified that the No-Show was out of the control of the rider as determined by Petaluma Paratransit.

For all proposed suspensions, the Petaluma Paratransit office

will send you a letter identifying the suspension period and the reasons for the suspension. You may appeal a proposed suspension and continue to ride pending a decision on the appeal. During this process, you may challenge the validity of your No-Shows and Late Cancellations. If the appeal is denied, the suspension will be imposed effective the date the appeal is denied, pending your final notification.

Assigned Vehicle/Operator

Due to the complexity of the system and the limited availability of resources, you cannot request a pick-up in a certain vehicle or by a certain driver. You are expected to ride in the vehicle dispatched for your trip with the vehicle operator assigned by Petaluma Paratransit. If you have concerns or complaints about the condition of a vehicle or the vehicle operator's performance, report it promptly to Petaluma Paratransit at (707) 778-4460 and/or transit@cityofpetaluma.org.

Seat Belts and Securing Wheelchairs

You must wear a lap and shoulder belt at all times during the trip as required by California motor vehicle laws. Wheelchair users may use their own lap and shoulder belts if they meet State of California standards. Your Refusal to be properly secured prior to transport could result in loss of service. If you ride in a wheelchair, your wheelchair will be secured in the paratransit vehicle or ramp taxi via a four-point tie-down system or a similar device. We may refuse to transport you if you will not allow your wheelchair to be properly secured prior to transport.

Mobility Devices & Wheelchairs

Passengers may use mobility devices – such as canes, walkers, and wheelchairs – on Petaluma Paratransit vehicles. If you transfer to a seat, the driver will assist you with proper and safe stowage of your mobility device(s), including a wheelchair.

All vehicles are equipped with passenger lifts or ramps that meet ADA specifications and can accommodate a maximum weight of up to 800 pounds including the combined weight of the passenger and their wheelchair/mobility device. Vehicles can accommodate wheelchairs/mobility devices of up to 33"W x 49"L in size.

If you are using a wheelchair that is larger or heavier than the above measurements, it is considered oversize. If you will be using an oversize chair, you must notify the scheduler when reserving your ride. A ride request involving an oversize chair will be placed on stand-by until Petaluma Transit can determine that the vehicle assigned to the trip can accommodate the wheelchair.

Petaluma Paratransit will transport all mobility devices that its vehicles can safely accommodate and will only refuse to transport passengers if carriage of the device is demonstrated to be inconsistent with legitimate safety requirements.

If you need to use the passenger lift to board a vehicle, the driver will assist. You may also board the vehicle while standing on the lift.

Transporting Life-Support Equipment

You may bring with you during your trip a respirator, portable oxygen, and/or other life-supporting equipment; this equipment must not violate laws or rules regarding transportation of hazardous materials. Equipment must be of an appropriate size to fit in our paratransit vehicles and be under your continuous control (or your attendant's continuous control).

Transporting Packages

You should limit your parcels to a reasonable number. Since drivers must adhere to a schedule, they may help you to or from your door with only four grocery bags, not to exceed a total of 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. For the safety of all riders, you may not transport explosives, acids, flammable liquids or other hazardous or illegal materials.

SHOPPING CARTS

One small, folding shopping cart is allowed and packages or parcels must fit within the cart and may not obstruct aisles or prevent seats from being used. Full sized shopping carts are prohibited.

Passengers are not required to empty contents of shopping cart or bags within while riding paratransit. The cart must remain secured during travel.



LUGGAGE

Luggage that can be stowed in front of or on the lap of the passenger is allowed. This luggage must comply with the same guidelines as shopping carts and not obstruct aiseways and must remain secured at all times.

Transporting 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 are eligible to ride with the paratransit passenger, but must 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.

Transporting Children

When a paratransit 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. The adult is responsible the child while on Petaluma Paratransit. 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

SERVICE ANIMALS

A service animal is defined by the ADA as an animal that is individually trained to perform tasks for people with disabilities, such as guiding people who are blind or who have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks.



Service animals are working animals and not pets. The work or task an animal has been trained to provide must be directly related to the person's disability. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

Be prepared to indicate if the animal is required because of a disability and what task the animal has been trained to perform.

When scheduling a trip with Petaluma Paratransit, advise the scheduler that a service animal will be riding. Service animals are not required to have special ID, but must be under the

control of their owner at all times while in the vehicle (it cannot wander around at will, and it will be removed if showing signs of aggression, i.e., growling, snarling, or biting). Service animals must be housebroken.

In the interest of safety for you and your service animal, Petaluma Paratransit asks that if you need to board the vehicle using the lift that your animal be boarded via the passenger door. This is to keep from having their tails, paws, head, or equipment from catching in the lift mechanism and to ensure ample room for you to ride up the lift.

PETS

Pets can be transported in a carrier provided that the carrier fits on your lap or under your seat and the animal and carrier together are under 20 lbs. Pets must remain in the carrier for the entirety of the trip. Pets shall not: bark, show signs of aggression, or go to the bathroom on board the vehicle.

Bathroom Accidents

Many of us have had times in our lives where we became ill in public. At Petaluma Paratransit, we realize this kind of thing happens. Should it happen to you on board the vehicle, please discretely notify the driver of the situation so that they can make arrangements to get you home quickly and return the vehicle to a clean state. However, consistent problems of this nature cannot be accepted due to the disruption of service. If this should happen to you, Petaluma Paratransit will suggest steps be taken to control the situation. Petaluma Paratransit vehicles are not permitted to make stops along your scheduled route of travel to allow you to use a restroom. Please take the proper precautions prior to departure to

ensure you will be able to make your entire trip without incident.

Appropriate Service

Though paratransit provides a wonderful service to those in need, it does not work for everyone in every situation. Due to the nature of shared ride services, paratransit passengers may arrive up to an hour early at their destination. Flexibility is key for you as a paratransit rider. As it is a shared ride service, you will often have to make several stops in route to your destination.

Paratransit is not emergency medical transportation. Call 911 if you are having a medical emergency. We are unable to transport individuals needing to ride on a gurney or who are too physically frail or ill to complete their trip safely on paratransit.

Please understand that paratransit drivers are not caregivers. Drivers are there to safely transport you from your origin to your destination. Behaviors that keep drivers from being able to perform this duty may be grounds for suspension from the service (e.g., removing one's seatbelt and moving about the vehicle while it is in motion, uncontrollable screaming, etc.). If you need assistance during transportation, we highly recommended that you bring a Personal Care Attendant.

At Petaluma Paratransit we understand that you may have certain conditions that fall outside the scope of what paratransit is able to provide. There may be alternatives available that fit your specific needs. To find out about alternatives, please contact us at (707) 778-4460.

Reasonable Modifications

The Department of Transportation is revising its rules under the Americans with Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 1973, as amended (section 504) specifically to provide that transportation entities are required to make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

Petaluma Paratransit will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. Exceptions would include modifications that:

- Cause a direct threat to the health or safety of others
- Result in a fundamental alteration of the service
- Are not actually necessary in order for the individual with a disability to access the entity's service
- Result in undue financial and administrative burden.

All requests for reasonable modifications and/or complaints may be submitted in the following manner:

Website: transit.cityofpetaluma.net

Email: transit@cityofpetaluma.org

Telephone: 707-778-4460

Mail: Petaluma Transit, 555 N McDowell Blvd, Petaluma CA 94954

Responsibilities

Below are “common-sense” responsibilities designed to ensure safety and comfort for all passengers and drivers.

Rider’s Responsibilities

- Carefully read the entire Rider Guide and any accompanying materials.
- Make ride reservations at least one (1) day (up to 5 pm the day before) and up to seven (7) days in advance.
- Provide a specific appointment time.
- Be at the designated pickup location on time and provide entry for the vehicle if you live in a gated community or have special access requirements.
- If the paratransit vehicle has not arrived by the end of the on-time window, call 707-778-4460.
- Pay the correct fare in cash -exact change only (drivers cannot make change). Note, cash fare collection is suspended as of July 2024 (subject to change).
- Call to cancel an unneeded ride as soon as possible to avoid a No-Show and any service disruption for other passengers.
- Wear seat belts at all times during transport.
- Avoid distracting the driver or engaging other passengers with inappropriate behavior.
- Maintain wheelchairs or other mobility aids in safe operating condition according to manufacturer’s

specifications.

- Expect “shared-ride” service on Petaluma Paratransit vehicles. Others may be picked up after you, and/or dropped off before you reach your destination.
- Maintain acceptable standards of personal hygiene; please refrain from using scented products to accommodate riders with chemical sensitivities.

Follow these common rules of courtesy

- No eating, drinking or smoking on board the vehicle.
- No riding under the influence of alcohol or illegal drugs.
- No littering in the vehicle.
- No radios, audible music players or other sound-generating equipment may be played aloud aboard the vehicle.
- Provide feedback to Petaluma Paratransit if your service is unsatisfactory by calling 707-778-4460, or by emailing us at transit@cityofpetaluma.org.
- When conducting business with the Petaluma Paratransit office, be prepared by having all necessary identification and funds, and be considerate of others.

Driver Responsibilities

Drivers must:

- Adhere to the same standards of common courtesy and personal hygiene as those required of riders
- Drive safely at all times

- Treat riders with courtesy
- Be in proper uniform
- Visibly display a proper ID badge
- Perform a thorough pre-trip inspection on the vehicle, including cycling the lift. Immediately report any defects to his or her supervisor
- For safety reasons, maintain “line-of-sight” of vehicle at all times
- Keep to the assigned service schedule for the convenience of all riders
- Provide reasonable assistance to riders entering or leaving the vehicle
- Assist riders using wheelchairs up or down no more than two exterior stairs
- When requested, and if safe to do so, assist passengers to and from the main door of their origin and destination
- Driver may not use personal cell phones, radios, iPod™ or similar sound generating devices, or play music while on duty.

“Assistance” includes, but is not limited, to:

- Offering ambulatory passengers a steadying arm or other appropriate assistance when walking or using stairs
- Helping persons in wheelchairs maneuver onto standard ramps and to and from the main door of their origin and destination

- Carrying no more than four grocery bags or similarly sized packages, not to exceed a total of 40 pounds.

Drivers are NOT permitted to:

- Enter the residence of a rider
- Perform any personal care assistance for any rider, such as assisting with dressing
- Lift or carry a passenger
- Assist a rider or wheelchair up or down any interior steps or more than two exterior steps
- Wait for a passenger to make a stop to conduct business, such as at an ATM/Cash machine, pharmacy, or store
- Escort a passenger beyond the ground floor lobby of a public building or beyond the front door of a private residence
- Accept tips or any other gratuities
- Perform errands for riders, such as picking up prescriptions or groceries
- Operate their vehicle while distracted by cell phones, computers or similar devices.

Suspension of Service

Petaluma Paratransit has a program for progressive discipline to curb misuse, abuse, and inappropriate and/or illegal behavior while protecting riders' rights. Suspension from our

paratransit program can result when a rider:

1. Obtains or uses paratransit service under false pretenses; for example, providing false information on the eligibility application, allowing others to ride in your place
2. Incurs an excessive pattern of verified No-Shows or an excessive number of Late Cancellations
3. Engages in abusive or disruptive behavior (for example, threatening drivers, program staff or other riders with physical harm), or engages in illegal behavior while on board our vehicles (e.g., sale/purchase of illegal drugs, crime of any nature, etc.)
4. Engages in any behavior having a racist or sexual connotation with the driver or other riders.

Our disciplinary process progresses from warnings to suspension, depending on the behavior. A rider may be warned first by a telephone call from a Petaluma Paratransit staff member. If the behavior or action continues, the rider will receive a written warning with an explanation of the violation. Finally, if the behavior continues unchanged, Petaluma Paratransit will notify the rider of a pending suspension. Suspensions can be immediate when the behavior is illegal or potentially compromises the safety of our driver, other riders or our equipment.

A rider is allowed to appeal the suspension or proposed suspension. A rider being suspended will be provided with a full written explanation of this process. This full description will also be provided to any rider upon request.

Appeals

If you are determined to be conditionally eligible or ineligible for paratransit service, or you are a client of Petaluma Paratransit with existing service who has been suspended, you have access to an appeals process. When Petaluma Paratransit receives your request, we will notify you about the time and location of your hearing. You are strongly encouraged to attend the appeals hearing, but your attendance is not required. If you attend, you may bring a representative with you to assist in presenting your appeal. The appeal hearing is informal and is not a legal proceeding.

An independent panel that has not been involved in your eligibility decision will hear your appeal. The panel is trained in the appeals hearing process. Petaluma Paratransit staff will attend the hearing to explain how they reached the conclusion to deny eligibility, and you will be given time to explain why you believe you are eligible.

If necessary, foreign language or American Sign Language interpreters will be provided for you with advance notice. You will not be charged for this service. You may also request transportation to and from the hearing at no cost to you.

All requests for an appeal must be received in writing by Petaluma Paratransit within 30 days of issuance of the notification of penalty or service suspension or within 60 days of determination of conditional eligibility or denial of eligibility.

Your written appeal needs to include:

1. Date

2. Name
3. Address
4. Contact Number
5. The reason given to you for your suspension / denial of service
6. Why you are appealing that decision
7. Date of suspension / denial
8. Signature

Written appeals should be addressed to:

**Petaluma Paratransit
555 N McDowell Blvd, Petaluma, CA 94954**

If you are an existing client of Petaluma Paratransit who has been suspended for violation of the “no-show” policy and you choose to appeal, your eligibility will continue until your appeal is heard by a review panel and a determination is reached to uphold or overturn the suspension.

While the decision is under appeal, paratransit service will continue for the passenger if he/she is already receiving service. No penalties will be applied unless immediate action is required to address dangerous behavior or physical abuse.

In all cases, the appeal process will be concluded as expeditiously as possible. If not concluded within 30 days, the passenger will be considered presumptively eligible for ADA paratransit service until the appeals process is concluded. The appeals decision will be by majority rule and will be final upon mailing of the written determination.

If you have been suspended for behavior that is illegal or potentially compromises the safety of our driver, other riders, or our equipment, your suspension will be upheld until the appeal process can be completed for the safety of our passengers.

Petaluma Transit's Fixed Route System

Since many paratransit riders use Petaluma Transit for many of their trips, we are providing some limited information on Petaluma's system of accessible fixed-route services.

Petaluma Transit's services have many benefits including:

- Six bus routes throughout the City with stops within two blocks of most addresses
- Petaluma Transit provides connections with other Bay Area transit systems including Sonoma County Transit, Golden Gate Transit, and SMART
- Wheelchair-accessible buses currently serve all bus routes and feature wheelchair ramps, kneelers, automated stop announcements, and other features to make riding easier for seniors and disabled passengers
- **Petaluma Paratransit clients are eligible for free fares on all Petaluma Transit fixed routes.** Please indicate your interest in the program when applying for Paratransit services.
- Discounted fares for seniors and persons with disabilities. All seniors (aged 65 and over) with valid ID are eligible

*Paratransit
users can now
ride Petaluma
Transit free of
charge!*

for a Senior Clipper Card. All other disabled persons under the age of 65 years old may be eligible for Regional Transit Connection (RTC) Discount ID Card. Individuals with a Senior Clipper Card, RTC Discount ID Card, or other qualifying documentations, are eligible for discounted fares and monthly passes. Note; fare collection has been suspended as of July 2024 for Petaluma Paratransit.

For more information on how to apply for and use an RTC card and/or a Senior Clipper Card, please call Petaluma Transit at 707-778-4460 or visit our website at transit.cityofpetaluma.net.

Travel Training

Petaluma Transit is pleased to offer free travel training for riders who would like to learn about their transit options or who feel they would like in person instruction on riding the public bus system. Travel training is currently offered in two formats, a one hour group presentation on transit in Petaluma and small group trainings tailored to the travel needs of the group.

Presentations are offered throughout Petaluma on a monthly basis. Group trips can be signed up for at these events or organized independently. If you are interested in having a presentation in your area or would like to participate in small group trainings, please contact us at (707) 778-4506 or transit@cityofpetaluma.org

511

For more information on Bay Area transit services visit 511.org or call 511 --the toll-free Bay Area travel information

number. By dialing “511” (no area code needed), you can obtain route, schedule and fare information for Petaluma Transit and other Bay Area transit agencies, service changes, and accessibility information. Paratransit information can also be accessed by calling 511.

Transit Advisory Committee (TAC)

Transportation affects each of us, but not in the same way. That is why it is essential that a wide variety of individuals are engaged in the planning process and that their voices are heard.

The Transit Advisory Committee, with the assistance of the Transit Manager, reviews critical issues related to the City’s transit operations and the regional bus and rail operations within the City of Petaluma.

The committee has seven members, six of whom are appointed by Council from the community at large, and serve two-year terms. The seventh is a member of the City Council, also appointed by Council, and serves a one-year term.

Meetings

The Committee meets the third Tuesday of each month at 5:00 pm in the Petaluma City Council Chambers, City Hall, 11 English Street.

For More Information

To apply to be a member of the TAC, or to get more information about the meetings, please contact the City Clerk at 707-778-4360 or cityclerk@cityofpetaluma.org.

Petaluma Transit Office Location & Hours

The Petaluma Transit office is located at 555 N McDowell Blvd, Petaluma CA 94954. The nearest bus stop is located on Rainier and N McDowell. The accessible bus line serving the area is Route 2.

We are open to the public Monday through Friday, 8:00 am to 6:00 pm. Saturdays and Sundays from 9:00 am to 3:00 pm.

The office is closed on the following holidays: New Year’s Day, 4th of July, Thanksgiving, and Christmas Day.

What types of services are provided at the Petaluma Transit office?

- Obtain information about Petaluma Paratransit Services
- Purchase transit passes and Clipper regional transit cards
- File a formal complaint or compliment about any aspect of our service
- Update your personal information (address, phone number, etc.)

Useful Agency Phone Numbers

Petaluma Paratransit	(707) 778-4460 then Press 2
To Schedule/cancel/ Reschedule a Ride	Select option 1 after initialing selecting option or Paratransit.
To apply or check Eligibility Status	Select option 3 after initialing selecting option or Paratransit.
Paratransit Transit (Fixed Route)	(707) 778-4460 option 1

Neighboring Paratransit Providers

Volunteer Wheels (Sonoma County Transit)

355 West Robles Ave, Santa Rosa, CA 95407

<http://www.sctransit.com/RidingSCT/Paratransit.aspx>

Eligibility (707) 585-7516

Scheduling (707) 573-3377

Santa Rosa Paratransit

45 Stony Point Road, Santa Rosa, CA 95401

<https://srcity.org/1696/Paratransit>

Eligibility (707) 541-7180

Scheduling (707) 546-1999

San Francisco Paratransit

68 12th St, San Francisco CA 94103

www.sfparatransit.com

Eligibility (415) 351-7000

Scheduling (415) 285-6945

Marin Access (Marin Transit)

930 Tamalpais Ave, San Rafael, CA 94901

www.marinaccess.org

Eligibility (415) 454-0902

Scheduling (415) 454-0964

East Bay Paratransit

1750 Broadway Oakland CA 94612

www.eastbayparatransit.org

Main Line (510) 287-5000

Additional Transportation Resources

iRide Petaluma

Main line: 707-765-8488

E-mail: iRIDE@petalumapeople.org

Website: www.petalumapeople.org

American Cancer Society: "Road to Recovery"

Main line: 1-800-227-2345

Pro Transport-1

Main line: (707) 665-4280

<http://www.protransport-1.com>

AA Medtrans

Main line: 707-552-1193

Toll-free: (888)343-7200

<http://www.aamedtrans.com>

Wheelcare Express

Main Line: (510) 436-5040

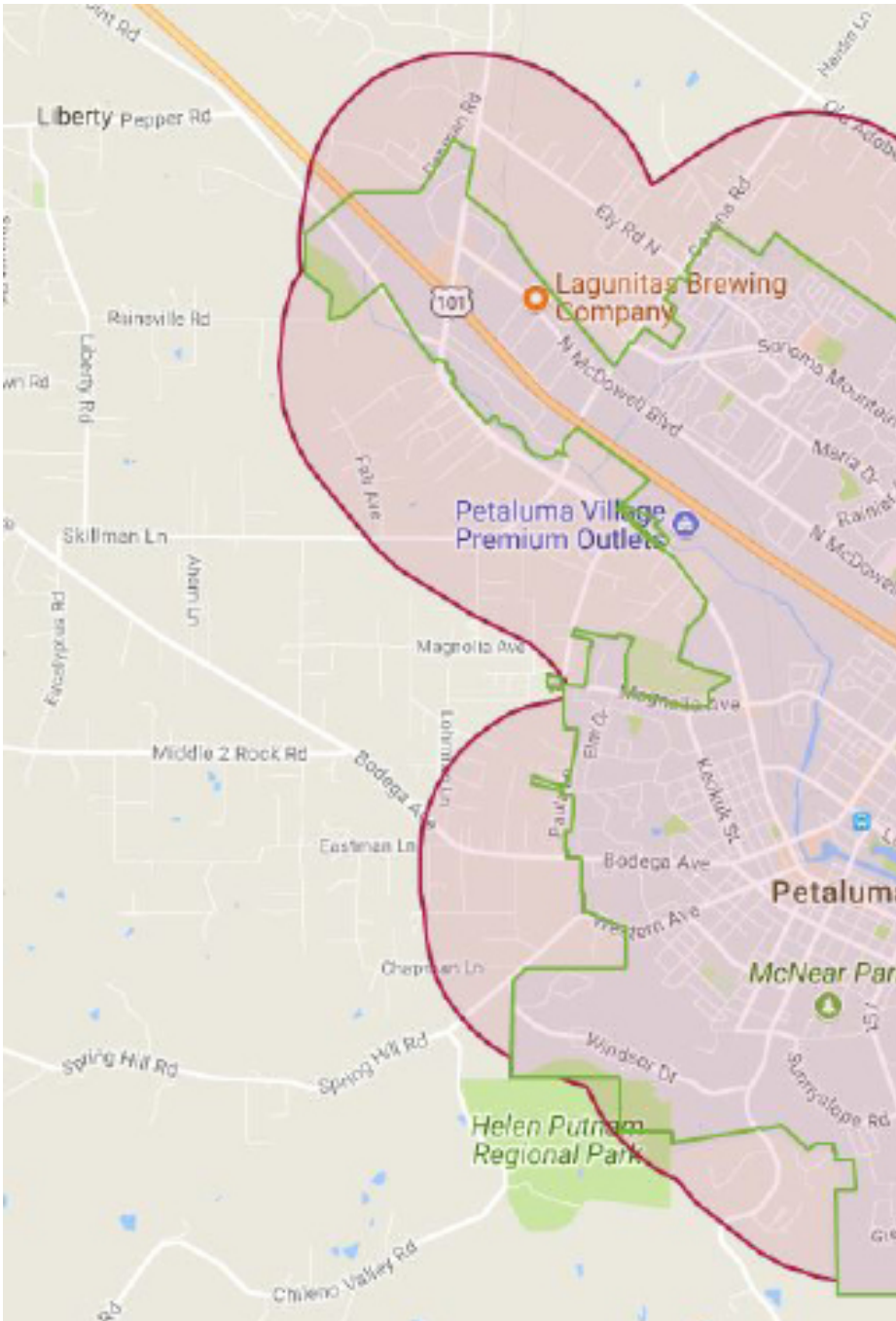
<http://wheelcareexpress.com>

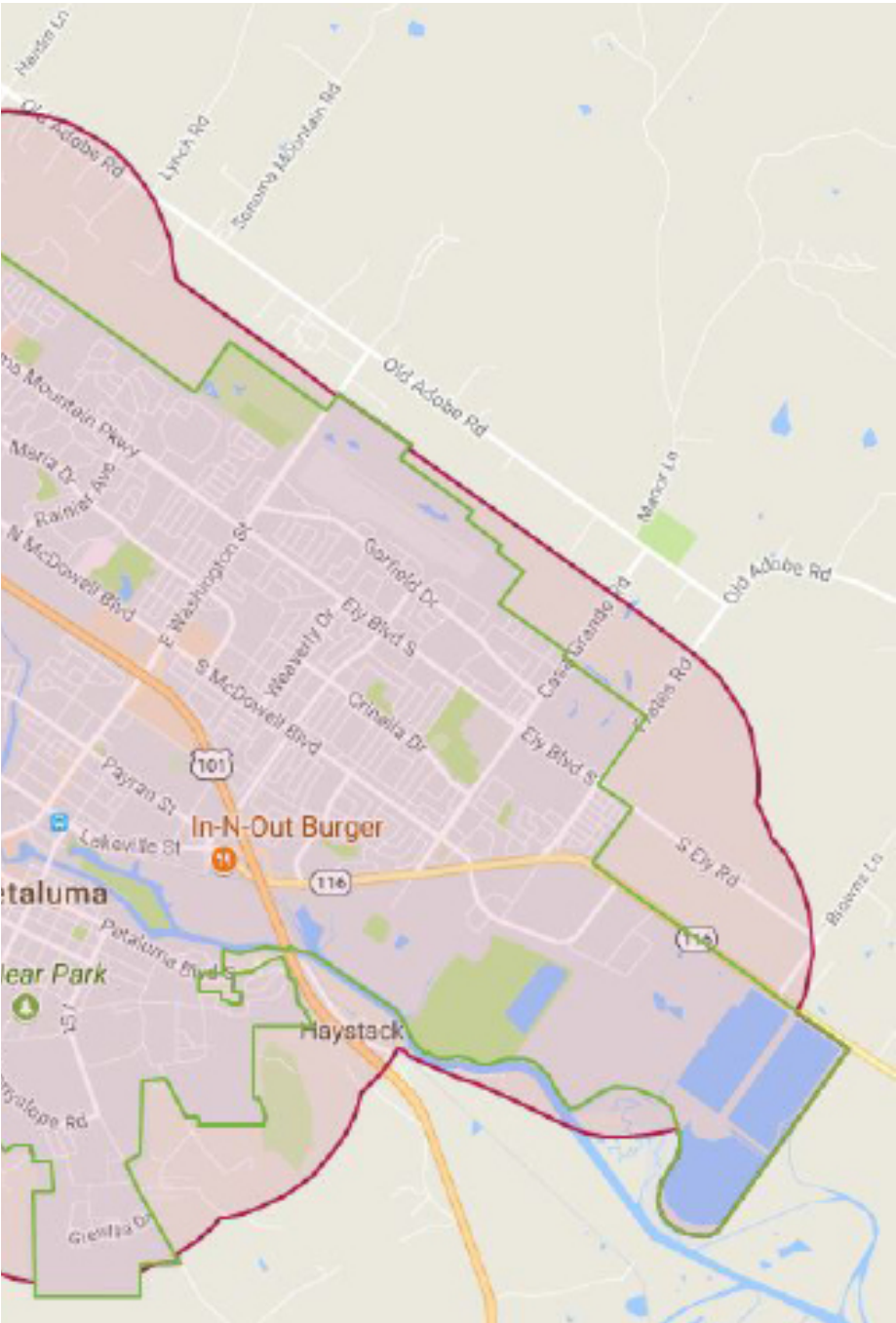
Angelica Limousines

Main Line: 1.888.898.1977

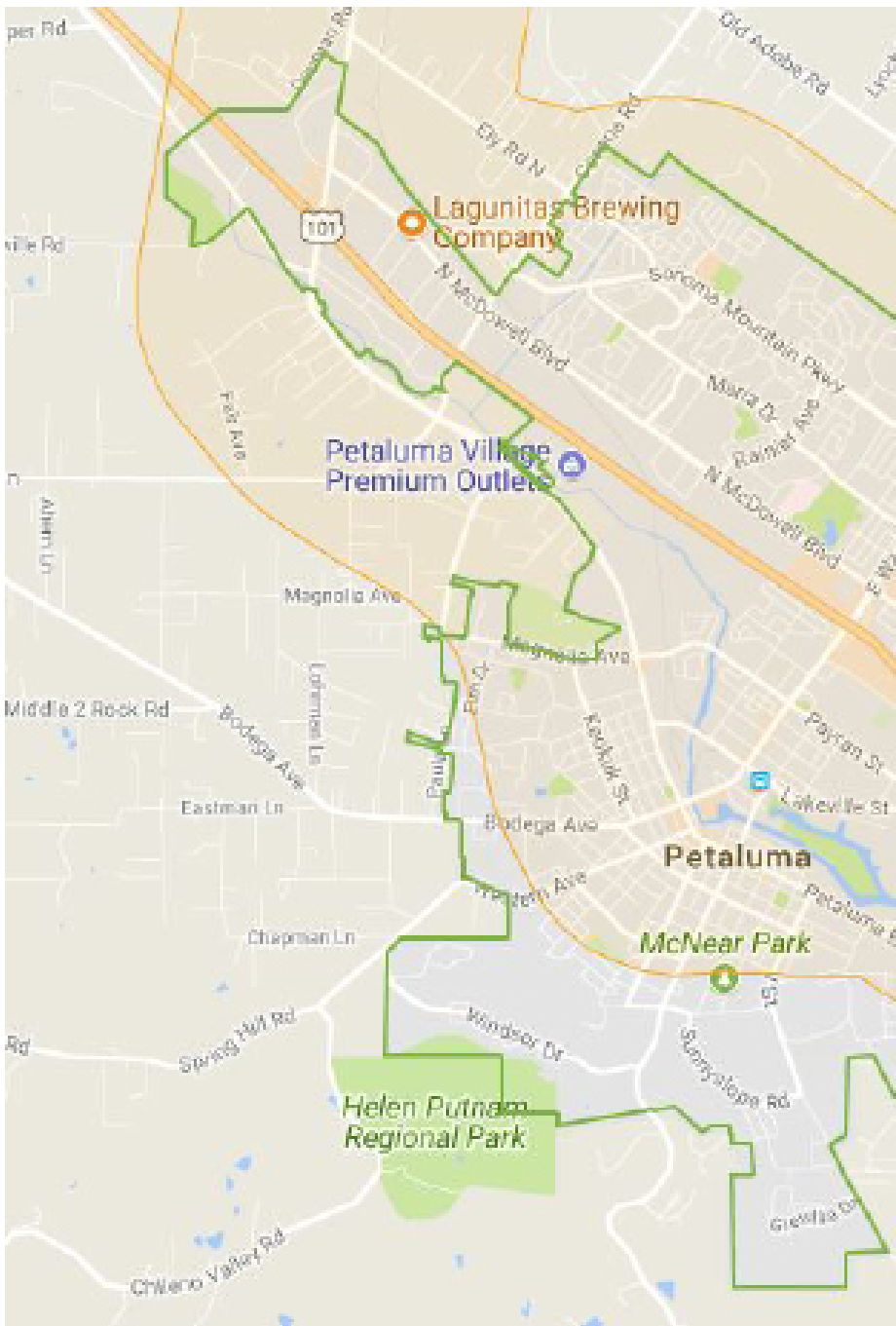
<http://www.angelicalimousines.com/LiveryAssist.html>

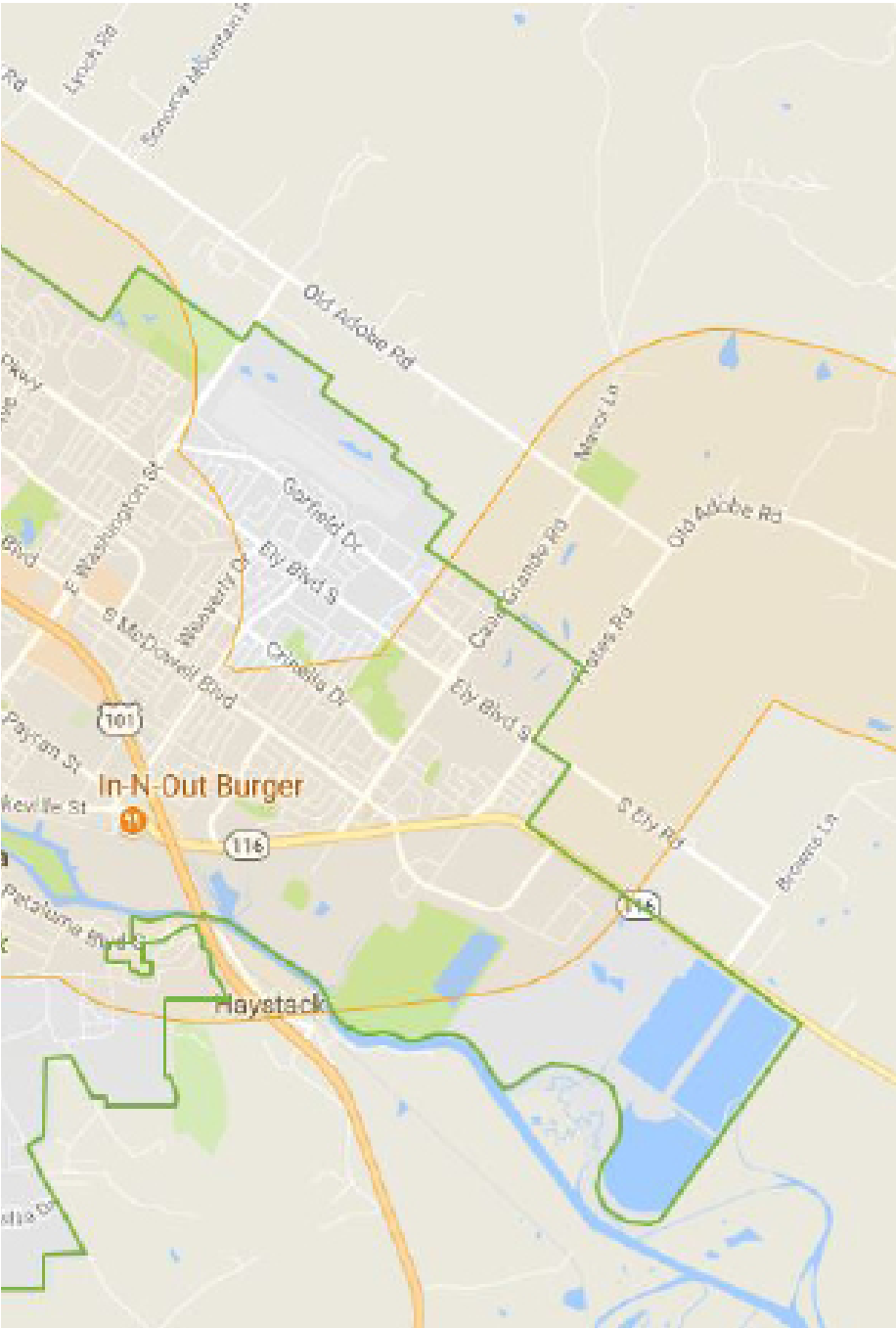
Petaluma Paratransit Service Area





Volunteer Wheels Service Area





Your Important Information

Home Address:

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Home Phone Number:

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Address of Frequent Trips:

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Doctor’s Office Phone Number:

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Emergency Contact Name & Phone Number:

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.....

Other Phone Numbers:

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[illegible]

[illegible]



General Information

Main Line: 707-778-4460

Holiday Service

Petaluma Transit operates a Sunday schedule on the following holidays:

- Martin Luther King Jr.
- Presidents Day
- Memorial Day
- Day after Thanksgiving
- Veterans Day
- Labor Day
- Christmas Eve

There is NO service on the following holidays :

- New Year's Day
- 4th of July
- Thanksgiving
- Christmas Day

Petaluma Paratransit

555 N McDowell Blvd

Petaluma CA 94954

Phone 707-778-4460

transit.cityofpetaluma.net

