



# Placer County Transit



***We're going your way***



PCT is a service of the  
Placer County Department of Public Works

This brochure is provided to introduce you to the ADA and to explain how it relates to service provided by Placer County Transit. If you have any unanswered questions or need an ADA registration form, please contact PCT

**Placer County Transit**  
(530) 885-BUSS (2877)  
(916) 784-6177

Email: [pct@placer.ca.gov](mailto:pct@placer.ca.gov)  
Website: [www.placer.ca.gov/transit](http://www.placer.ca.gov/transit)

# The Americans With Disabilities Act

A D A

What is the ADA?  
Does it affect me?



Answers to your questions  
about ADA and how it impacts  
public transit services

Prepared by  
Placer County Transit



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(530) 885-BUSS  
TDD  
(530) 745-8732

**Do current Dial-A-Ride users with disabilities have to register for ADA level service?** Yes, but only if they require ADA level service. Others do not have to register to keep using Dial-A-Ride. ADA complementary paratransit service will be available only to those who go through the ADA certification process. If an individual applies for ADA complementary paratransit service and is denied eligibility, he/she can call the PCT office for information on the appeal process.

**Will Dial-A-Ride services still be available for seniors and persons with disabilities who are not ADA eligible?** YES. PCT will maintain existing levels of service for non-ADA eligible riders subject to availability. However, ADA eligible riders will receive priority over non-ADA eligible riders.

**If a person can't arrange a Dial-A-Ride trip, how can he/she access public transportation?** Travel training is available for all disabled individuals and elderly people without disabilities. This special training can give people the skills and experience to feel comfortable riding the fixed route bus. Please call PCT for information on travel training.

## What is the Americans with Disabilities Act (ADA)?

ADA is a federal law that guarantees specialty certified disabled Americans full and equal access to the same services and accommodations that are available to those without disabilities.

## What is Placer County Transit (PCT) required to do under ADA?

PCT must make its fixed route bus system completely accessible for use by people with disabilities. This includes maintaining wheelchair lifts on buses and adding features for people with hearing and vision impairments.

PCT operates a 100% wheelchair accessible service.

If a person is unable to use PCT's fixed route bus system because of his/her disability, PCT must provide ADA complementary paratransit service, known as Dial-A-Ride. For information regarding Dial-A-Ride services, call PCT.



**What is ADA Complementary Paratransit service?** The Dial-A-Ride service is comparable to the level of fixed route bus service provided by PCT. This means that Dial-A-Ride services are provided during the hours of 6 am to 7:30 pm on the Hwy. 49 corridor, and 6 am to 7:55 pm in Rocklin/Loomis. And from 6:30 am to 6:30 pm in Lincoln. In addition, for those who are eligible:

- A person can call the day before a ride is needed to request a trip. Call the South Placer Transit Information Center 745-7560 seven (7) days a week from 8:00am-5:00pm.
- Trips can be requested up to 14 days in advance.
- Subscription service is available, but restrictions may apply.
- Fares can be no more than twice the fixed route base fare for the same trip.
- Trips can be requested for any purpose.
- An eligible person's access to Dial-A-Ride cannot be limited by patterns of refusals, unusually long trips, late pick ups, or other such factors.
- Dial-A-Ride buses come within 15 minutes before/after scheduled pick-up
- After 3 no-shows Dial-A-Ride privileges may be suspended

*Updated 10/1/2018*

## Who is eligible for ADA level service?

The intent of ADA is to ensure that persons with specific disabilities have equal access to public transportation. PCT expects that many disabled individuals will be able to use the fixed route bus service. However, ADA complementary paratransit service will act as a "safety net" for individuals whose disabilities prevent them from using the buses. Examples of those who can use the complementary paratransit service under ADA are as follows:

- Certified eligible individuals who cannot use the PCT fixed route bus service because of their inability to get around on their own.
- A personal care attendant (PCA) accompanying an ADA eligible individual may ride for no additional charge.
- Traveling companions may accompany an ADA eligible rider. Additional companions are permitted only if space is available without displacing a disabled rider. Companions pay the same fare and must have the same pick up point and destination point as the ADA eligible rider.
- Visitors that are ADA certified in other areas can use the PCT Dial-A-Ride service for any combination of 21 days in a 365 day period as an ADA certified passenger..

