



**Pleasanton Paratransit Service**

5353 Sunol Boulevard  
Pleasanton, CA 94566

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**(925) 931-5376**

# Pleasanton Paratransit Service



# Rider's Guide

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August 2007

# Fixed Route Service

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## For fixed-route bus information, call:

WHEELS Dial-A-Ride  
(Livermore-Amador Valley  
Transit Authority/LAVTA).....(925) 455-7510

County Connection  
(serving Contra Costa County) .....(925) 676-7500

## Benefits of Regular Public Transit Service

Public transit offers access for individuals with disabilities to routes operating throughout the tri-valley area, and connects with transit systems in at least six (6) Bay Area counties.

Public transit systems operate on timed schedules and require no advance reservations. Riders with disabilities may qualify for reduced fares. For information on reduced fare programs, contact WHEELS: (925) 455-7510.

ACTIA: Measure B taxes partially fund the PPS.



# Pleasanton Paratransit Service (PPS)

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## Rider's Guide

In compliance with the  
**Americans with Disabilities Act**

August 2007

# Table of Contents

<b>Important Telephone Numbers .....</b>	<b>4</b>
<b>General Information .....</b>	<b>5</b>
Pleasanton Paratransit Service (PPS)	
Wheels Dial-A-Ride (serving Dublin, Livermore, Pleasanton)	
<b>Applying for Eligibility .....</b>	<b>6</b>
Pleasanton-Sunol Residents Age 60 and Older	
Americans with Disabilities Act (ADA) Clients	
<b>Scheduling a Trip .....</b>	<b>7</b>
Reservations	
How Far in Advance Can a Rider Call?	
Return Reservations	
Canceling a Reservation	
<b>Pleasanton Paratransit Service (PPS) Area .....</b>	<b>9</b>
<b>Map of the PPS Service Area .....</b>	<b>9</b>
<b>Rider Responsibilities .....</b>	<b>10</b>
Personal Care Attendants/Companions	
Mobility Devices/Wheelchairs	
Service Animals	
Safety Requirements	
Transporting Oxygen Tanks	

# Pleasanton Paratransit Task Force Committee

## Getting Involved

The Pleasanton Paratransit Task Force Committee holds quarterly meetings to discuss/advocate for paratransit services. The meetings are open to the public and PPS riders are welcome to attend. A meeting schedule can be obtained by contacting the Paratransit Office at (925) 931-5376.



## **PRINT TOO SMALL?**

You may call the PPS office at 931-5376 to request a large print version of any page of this Rider's Guide.

# Customer Service

## Comments

PPS welcomes compliments, concerns, and suggestions to improve our service to you.

## Filing a Service Concern

Share concerns about rides or incidents as soon as possible. All compliments will be recognized, and every concern will be investigated. To assist in researching concerns, the following information is helpful:

- Rider's name
- Address
- Telephone number
- Date and time of incident
- Details of the incident

## Submit service compliments and concerns to:

PPS  
Pleasanton Senior Center  
5353 Sunol Boulevard  
Pleasanton, CA 94566

Telephone: (925) 931-5376

**Driver Responsibilities..... 13**

**Hours of Operation ..... 14**

When Can I Take a Trip?

When Can I Call for a Trip?

**PPS Fares ..... 15**

How Much Does it Cost Per Trip?

How Do I Purchase Rider Punch Cards?

**How PPS Schedules Your Ride..... 16**

How Much Time Does Each Trip Take?

**Pick Up/Drop Off Procedures ..... 17**

Where Do I Wait?

Apartments, Office Complexes, and Shopping Centers

Nursing Homes, Adult Day Programs

How Long Must I Wait?

**Customer Service ..... 18**

Comments

Filing a Service Complaint

**Pleasanton Paratransit Task Force Committee ..... 19**

Getting Involved

**Fixed Route Service ..... 20**

# Important Telephone Numbers



Keep these phone numbers handy to help you with your travel needs:

**Pleasanton Paratransit Service (PPS).....Phone: (925) 931-5376**  
In-Town Service **Fax: (925) 485-3685**  
Service Area Boundaries  
New Rider Eligibility  
Reservation Requests

**WHEELS Dial-A-Ride Service .....(925) 455-7510**  
ADA Certification  
Paratransit Service

**BART Service .....(510) 441-BART**

**County Connection..... (925) 676-7500**  
(serving Contra Costa County)

# Pick Up/Drop-Off Procedures

## Apartments, Office Complexes, and Shopping Centers

PPS has designated standard pick-up/drop-off sites at certain destinations such as large medical centers, shopping malls, and many nursing homes. If a rider schedules a trip at one (1) of these destinations, the dispatcher will inform the rider where the pick-up point is located. The rider will need to wait at that location for the PPS vehicle.

## Nursing Homes and Adult Day Programs

Riders picked up at nursing homes or adult day programs should be waiting at the front door of the building at the scheduled PPS pick-up time. PPS drivers are permitted to enter only the lobby of any facility. Nursing homes and day care programs should have facility personnel ready to assist passengers, if necessary.

## How Long Must I Wait?

Although PPS vehicles will usually arrive within one (1) or two (2) minutes of the scheduled time, sometimes the vehicle may arrive early or late due to traffic, or other unforeseen circumstances. It is important to be waiting for the vehicle, 15 minutes before the scheduled pick-up time. If the vehicle has not arrived within 15 minutes after its scheduled pick-up time, call the dispatcher immediately (925) 931-5376.

# How PPS Schedules Your Ride



## How Much Time Does Each Trip Take?

On average, a PPS trip will last about 15 minutes.

PPS is a shared-ride service. Riders are grouped by pick up/destination points, and the vehicle routed to meet all riders' needs.

## Where to Wait

PPS provides door-to-door, shared-ride service. The driver will drop off/pick up passengers at the curb of a public street, in front of, or close to the rider's house, or other safe pick-up location.

Unless an arrangement for special assistance has been made in advance, each rider must be waiting at the sidewalk, or at another safe waiting area, in front of, or as close to the entrance of the pick-up location as possible.

## Drivers may not:

**Negotiate multiple stairs**

**Carry more than three (3) packages**

**Carry purses**

**Enter private homes**

**Go beyond the ground floor lobby of office buildings or care facilities.**

# General Information



## Pleasanton Paratransit Service (PPS)

The Pleasanton Paratransit Service (referred to as PPS throughout this handbook) provides door-to-door,\* shared-ride service for eligible Pleasanton and Sunol residents. It is a City of Pleasanton program, managed by the Department of Parks & Community Services. The goal of PPS is to provide timely, safe, personalized, and convenient transportation that meets the requirements of the Americans with Disabilities Act (ADA) of 1990. This law was passed to ensure that persons with disabilities have access to a variety of services, including local transportation.

\*Drivers must remain within sight of their vehicles at all times and are not allowed to enter a private residence. They are not allowed to go beyond the ground floor lobby of any building or care facility.

PPS does not provide emergency medical transportation. **In the event of an emergency, call 911.** PPS reserves the right to contact client's designate emergency contact when necessary.

## WHEELS Dial-A-Ride/LAVTA

WHEELS Dial-A-Ride also serves ADA-eligible riders in Dublin, Livermore and Pleasanton. WHEELS Dial-A-Ride requires its own registration and vouchers. Additionally, the Livermore-Amador Valley Transit Authority (LAVTA) provides local, fixed-route bus service in the cities of Dublin, Livermore, and Pleasanton. For further information, please call (925) 455-7510.

# Applying for Eligibility

# PPS Fares



## Pleasanton-Sunol Residents (Age 60 and Older)

A PPS application must be completed for riders to be eligible to use the service. To request an application, call (925) 931-5376.

To obtain an application online, please visit our website at [www.ci.pleasanton.ca.us/pdf/recparatransitform03.pdf](http://www.ci.pleasanton.ca.us/pdf/recparatransitform03.pdf). Completed applications may be faxed to the PPS office at (925) 485-3685.

## Hearing Impaired Clients

Call the California Relay at 1 (800) 735-2929.

## ADA Clients (Under Age 60)

ADA clients must be certified prior to using PPS.

Certification is completed through the WHEELS Dial-A-Ride Service/LAVTA. Please call (925) 455-7510 for certification and information. This process may take up to two (2) weeks to be completed.

## How Much Does it Cost to Ride?

Residents:	In-town service.....	\$2.50
*Residents:	Out-of-town service .....	\$3.00
**Other:	In-town service.....	\$3.00
**Other:	Out-of-town service .....	\$3.50

\* Out-of-town service is limited to five (5) medical facilities, see Page 9.

\*\* Other: One who resides within the unincorporated areas of Pleasanton/Sunol.

## How Do I Purchase Rider Punch Cards?

Punch cards are sold in \$25.00 or \$30.00 denominations. To purchase by mail, please send a check payable to the City of Pleasanton or provide a VISA or MasterCard number with expiration date and mail to:

PPS  
5353 Sunol Boulevard  
Pleasanton, CA 94566.

Punch cards are available for purchase at the Pleasanton Senior Center, 5353 Sunol Boulevard, Pleasanton, Monday through Friday from 9:00 AM - 4:00 PM.

Drivers cannot sell rider punch cards, take checks/cash, or accept gratuities.

\* Senior scholarships to assist those in need of financial subsidy are available to eligible Pleasanton residents. For more information, please call PPS at (925) 931-5376.

# Hours of Operation

## When Can I Take a Trip?

Service Hours: **Monday-Friday** ..... 8:00 AM to 5:00 PM

*Note:*

First pick up ..... 8:00 AM

Last in-town pick up ..... 5:00 PM

Last out-of-town pick up.....4:00 PM

Service Hours: **Saturday** ..... 9:00 AM to 4:00 PM

*Note:*

First pick up .....9:00 AM

Last in-town pick up .....3:30 PM

Last limited out-of-town pick up .....3:00 PM

## When Can I Call for a Trip?

Dispatch Hours: **Monday-Friday** ..... 9:00 AM to 3:00 PM

After 3:00 PM, please leave requests on voicemail.  
Trip requests can be made via fax at (925) 485-3685.

## Service is not offered on Sunday or on the following holidays

New Year's Day - January 1	Veterans Day
Martin Luther King Day	Thanksgiving Day
Presidents' Day	Day following Thanksgiving
Memorial Day	Christmas Eve – December 24
Independence Day - July 4	Christmas Day – December 25
Labor Day	

For Sunday and Holiday service, call  
WHEELS Dial-A-Ride .....(925) 455-7510

# Scheduling a Trip

## Reservations

Arranging transportation with PPS is user friendly. PPS is able to provide you with pick-up/drop-off times when your trip is scheduled.

Call (925) 931-5376 to schedule a trip.

When calling to make a reservation, be prepared to tell the dispatcher:

- The rider's **name, origin location, and telephone number.**
- If a Personal Care Attendant will accompany the rider (see Page 10).
- Information about any mobility device the rider will be using, such as a wheelchair.
- The **exact address** of the destination and a telephone number, if available.
- The time the rider would like to **arrive** at the destination.
- Information about the return trip, if applicable.
- If a certified service animal will accompany the rider (see Page 11).

Please remember that the driver cannot schedule appointments. It is the rider's responsibility to schedule all rides.

## How Far in Advance Can a Rider Call?

A trip can be scheduled up to **two (2) weeks** in advance. The important thing to remember is that PPS is not an unlimited resource. Rides are reserved on a first come, first served basis. Over 800 riders use PPS, so the further in advance a trip is requested, the easier it is for the dispatcher to accommodate your reservation.

**Due to service demand, PPS is not able to take same-day reservations.**



# Scheduling a Trip

## Return Reservations

Most individuals who reserve trips with PPS usually ask for a round-trip reservation. It can be difficult to estimate how much time you may spend at a particular appointment. If an appointment runs past the scheduled return time, a rider may wait several hours for another vehicle to be available. It is always a good idea to schedule a return trip late enough to insure that the rider will be ready when the PPS vehicle arrives.

## Canceling a Reservation

To cancel a reservation, call (925) 931-5376.

Riders should call PPS as soon as they know of a reservation cancellation. Riders must call at least two (2) hours before the scheduled trip to make a change or cancellation. Changes to reservations will be accommodated on a space-available basis.

PPS recognizes that emergencies arise; rides that are not canceled at least two (2) hours in advance will be considered “Missed Service”. The Missed Service policy clearly defines those instances that are not “Missed Service” such as late arrival by PPS vehicle, or client emergency situations. Procedures have been clearly defined for excessive “Missed Service” infractions; including phone calls, written warnings, and possible service suspension. A sanction appeal process has been created to fairly evaluate each case.

# Driver Responsibilities

The PPS vehicle will pull up to a safe location close to the entrance/front door of the pick-up location. Drivers are not allowed to enter private residences, and **must remain within sight of the PPS vehicle at all times.**

Upon request, drivers will escort riders to and from the front door of a building or residence, only if the vehicle can remain in the driver’s view. If a rider lives in a building where stairs must be used, it is the rider’s responsibility to have assistance available, if needed.

- ❑ Drivers will assist riders getting in or out of the PPS vehicle.
- ❑ Drivers will be wearing a PPS T-shirt and display an identification badge. Riders should not board a vehicle if the driver does not have proper identification.
- ❑ Drivers are not permitted to lift or carry riders or heavy mobility devices. Drivers will assist riders up and down ramps, if necessary.
- ❑ Drivers will assist riders with up to three (3) grocery bag-sized packages of reasonable weight.
- ❑ Drivers will safely secure all mobility devices in the PPS vehicle.

In some cases, the driver may suggest, for safety, that a passenger transfer to a fixed seat.

Drivers and/or dispatchers retain the right to deny transportation to any rider who fails to follow the policies outlined in this Riders Guide.

# Rider Responsibilities

## Safety Requirements

For the safety and comfort of all riders, please observe the following rules:

All passengers (including those in all types of mobility chairs) must be secured by a personal lap seat belt.

Passengers must remain seated until the vehicle comes to a complete stop.

No eating, drinking, or smoking onboard the vehicle.

No littering onboard the vehicle.

No physical or verbal abuse of other riders or the driver.

No radios, cassette tape players, or other sound-generating equipment (other than medically necessary devices) are to be played onboard the PPS vehicle.

## Transporting Oxygen Tanks

For medical reasons, some riders may need to have portable oxygen tanks with them while riding in the vehicle. PPS is able to transport oxygen tanks; however, for safety reasons, all tanks must be firmly secured before the passenger can be transported. Tanks may be secured to wheelchairs, but PPS staff will need to confirm that the installation is safe. Otherwise, only portable tanks may be transported. If you will be riding with an oxygen tank, please be sure to mention this to the dispatcher when your trip is scheduled.

\*PPS reserves the right to refuse service if rider responsibilities are not followed.

# Service Area

## Pleasanton Paratransit Service (PPS) Area

The PPS service area covers all of Pleasanton. Limited service to medical appointments in Livermore, Dublin, and San Ramon is permitted to specific, approved destinations. Trip requests outside the service area require ADA certification prior to the trip (see page 6).

## Map of the PPS Service Area



- Limited service for medical appointments is available to:
- San Ramon Regional Medical Center, San Ramon
- Veterans Administration Medical Center, Livermore
- Valley Memorial Hospital/medical corridor, Livermore
- Medical area on Concannon Boulevard, Livermore
- Kaiser on Las Positas Road, Livermore

# Rider Responsibilities

Each rider will be given a pick-up time when they make a reservation. A PPS vehicle should arrive at the pick-up location between 15 minutes **before** and 15 minutes **after** the scheduled time. Since the vehicle must adhere to a tight schedule, each rider should be prepared to board the vehicle 15 minutes before the scheduled time. The driver is authorized to wait an additional 5 minutes for all riders.

If a PPS vehicle has not arrived by 15 minutes past the scheduled pick-up time, call the dispatcher at (925) 931-5376 to report the vehicle late and receive further assistance.

When boarding PPS vehicles, riders should be prepared with a **Rider Punch Card** (see Page 15) and show their **ADA Identification Card** (see Page 4), if applicable. Riders may be denied service if they do not have their **ADA Identification Card** or **Rider Punch Card**.

## Personal Care Attendants and Companions

A Personal Care Attendant (PCA) is someone who is essential to a rider's mobility. One (1) PCA may accompany each rider, free of charge. The PCA must be picked up/dropped off at the same location as the rider. PCA must ride on the bus with the client. Riders requiring the assistance of a PCA must include this information in the initial eligibility application. Any number of companions may accompany riders if space is available; however, the companions will be charged a full fare. Companions must be picked up/dropped off at the same location as the rider.

## Mobility Devices/Wheelchairs

Riders must ensure that their mobility device or wheelchair meets ADA standards for size (less than 48 inches by 30 inches), and that the combined weight of the mobility device and the rider does not exceed 600 pounds. Wheelchairs must be in good working order with functional brakes. (Lap belts are required for all wheelchair users. Riders in wheelchairs and electric carts must have their own lap seatbelt. PPS does not loan seatbelts and staff does not help secure personal lap seatbelts.) If you do not own a lap seatbelt, you can contact any local medical supply company to purchase one. If a driver arrives to pick you up in a wheelchair or mobility cart, and you do not have a lap seatbelt, your ride will be cancelled and you will not be transported. If a rider has a question about whether a mobility device can be accommodated, please call PPS prior to scheduling a ride.

## Service Animals

A "service animal" is defined as an animal trained to assist persons with disabilities.

Riders who require use of a service animal must include this information in their initial eligibility application. Riders may bring their animals on board any PPS vehicle free of charge. No other animals are allowed on PPS vehicles.