

What are the Days & Hours of Operation?

- Monday through Friday: 5:50 AM to 10:00 PM
- Saturday: 7:00 AM to 10:00 PM
- Sunday: 7:50 AM to 6:00 PM

Service is not provided on New Year's Day, Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving and Christmas.

Pass/Ticket Sale Locations

You can purchase B-Line Paratransit tickets and passes, along with passes for the fixed route buses, at:

- **Chico Transit Center**, 2nd & Salem Streets, Chico
- **Chico City Finance Office**, 411 Main Street, Chico
- **Paradise Town Hall**, 5555 Skyway, Paradise
- **Oroville City Hall**, 1735 Montgomery Street, Oroville
- **Butte County Public Works**, 7 County Center Drive, Oroville

For **bulk ticket sales**, please contact the B-Line administrative office at 879-2468.

Important Phone Numbers

B-Line Paratransit Eligibility: (530) 879-2468

For scheduling rides or lost & found questions call **B-Line Paratransit Dispatch:**
(530) 342-0221 or toll free 1-800-822-8145

Butte Regional Transit Administration
(530) 879-2468



Rider's Guide



Serving the Areas of:

Chico · Oroville · Paradise

For Reservations call
B-Line Paratransit Dispatch:
(530) 342-0221 ext 4

Effective
July 2010

www.BLineTransit.com



2580 Sierra Sunrise Terrace, Suite 100, Chico, CA 95928

Using this Paratransit Rider's Guide

This Rider's Guide should answer most questions about B-Line Paratransit. Sections highlighted with **Gold Titles** are key to quickly understanding and using the system.

What is B-Line Paratransit?

B-Line Paratransit is part of Butte Regional Transit, providing door-to-door ambulatory and non-ambulatory transportation services. It is a shared-ride service that complements B-Line fixed route bus services.

B-Line Paratransit offers **two** types of paratransit services.

1. **ADA Paratransit Service** – Individuals who cannot utilize the fixed route system must receive Americans with Disabilities Act (ADA) certification to utilize this service. This certification ensures trips are given priority status and will not be charged premium prices.
2. **Dial-a-Ride Service** - Certification for individuals with disabilities that would not be eligible for ADA service as well as seniors (age 65+). Dial-a-Ride trips will not be given priority status should individuals with ADA certification need the service and may be charged higher (premium) fares.

How do I Register for B-Line Paratransit?

Individuals interested in utilizing ADA Paratransit Service (all ages) or Dial-a-Ride Service must be registered and certified eligible by B-Line before using the service.

The ADA Paratransit application requires healthcare verification, as does the Dial-a-Ride application if eligibility is based on a disability rather than age. Please choose a healthcare professional that can best document your abilities (medical doctor, physical therapist, occupational therapist, social worker, nurse, etc.)

To register for these services, call the B-Line administrative offices at (530) 879-2468 or log on to www.BLineTransit.com. At your request, an application and information packet will be mailed to you explaining registration and eligibility certification procedures.

Upon receiving a completed eligibility application B-Line staff will evaluate the application and obtain further information from your health care or social services provider to determine your eligibility status.

Eligibility Status:

1. Unrestricted
2. Conditional
3. Temporary
4. Dial-A-Ride

Note: A rider is only certified to use B-Line ADA Paratransit or Dial-a-Ride for a certain period of time. Please note the expiration date you are given. You will be notified by mail 90 days prior to your eligibility expiration date.

If you do not meet the ADA eligibility criteria you will be informed of this decision in writing. The letter will explain the reason(s) for denial as related to the eligibility criteria. You have the right to appeal the denial of eligibility, the level of eligibility granted or, for those with conditional eligibility, a specific condition. You must initiate an appeal by contacting B-Line Administration in writing within 60 days of the date of the denial letter. A letter will then be sent explaining your appeal options including appearing in person with additional information or sending in additional written materials.

An Appeals Committee will review the original decision made and make a final decision as to your eligibility. You have a right to be present at an appeals hearing in front of the Appeals Committee. The decision of the Appeals Committee shall be communicated in writing within 30 business days after the appeal record is complete. If a final decision is not made in writing within this period, Paratransit service will be available until such time as the final decision is made.



What is the Fare for Riding?

Paratransit Fares	One Way
ADA Eligible	\$2.50
Dial-a-Ride	\$2.50*
Companions	\$2.50
Children under age 6	FREE
Personal Care Attendant	FREE

To receive service, you and each of your companions must pay a fare upon boarding. Dependent minor children may ride as paying passengers when accompanied and supervised by an eligible adult. Children, age 6 and over, will pay the same fare paid by the accompanying eligible adult. Riders can pay with cash (Note: drivers cannot make change) or pre-purchased B-Line Paratransit passes. All eligible riders, regardless of age, must pay full fare. **All fares must be paid upon boarding the vehicle.**

For your convenience ten-ride passes and \$50 value cards are available for purchase at the cities of Chico, Oroville, the Town of Paradise, the Butte County Public Works department, and the Downtown Chico Transit Center.

** As of this printing, the fare for non-ADA Dial-a-Ride users is \$2.50. In the future, premium fares may be charged to non-ADA riders.*

How do I Make a Reservation?

Once you have been certified as eligible to use B-Line Paratransit services, you may schedule a trip for any purpose.

When calling to schedule a trip, be prepared to give the dispatcher the following information:

- Rider's first and last name.
- Whether an attendant, child, or companion will be riding with you.
- Rider's exact address, including an apartment number, zip code, building, or business name, if appropriate.
- Exact pick-up location if different than rider's address.

- The exact address of your destination, including suite number, zip code, building, or business name, and phone number, if appropriate.
- Requested pick-up time and appointment time, if applicable.
- Be sure to advise the dispatcher if you will be traveling with a wheelchair or other mobility device (such as a walker, crutches, or cane).
- How you will be paying the fare, i.e., cash or pass.

There are no daily limits on the number of reservations that can be requested. However, only four, one-way trip reservations can be made per telephone call. This gives others an opportunity to schedule trips. Callers may request transportation for more than one client during each call as long as they do not exceed the maximum of four one-way trips.

Reservations can be made between the hours of 7:00 a.m. and 5:00 p.m., seven days a week by calling B-line Paratransit Dispatch. Rides can be reserved up to seven days in advance.

Trips are scheduled based on your request to be picked up at a particular time. A scheduled **30-minute ready-time window** will be communicated to you at the time the reservation is made. All service is shared ride. Scheduling of trips allows time for others to board and ride. Remember to allow enough travel time to your destination since the vehicle may have additional customer pick-ups or drop-offs along the way.

Dispatchers are required to ask for complete information and will repeat the information along with the fare to the caller to ensure that everything is correct.

The Dispatcher will make every attempt to accommodate your requested trip schedule. However, the pick-up time being requested may not be available, and the Dispatcher may need to offer alternative times. B-Line Paratransit may offer travel times one hour before or one hour after the requested travel time as established under the Americans with Disabilities Act (ADA) of 1990 service criteria.

What are Pick-up & Drop-off Procedures?

To ensure that your trip goes smoothly, we have developed the following pick-up and drop-off procedures for your convenience.

Where to Wait: B-Line Paratransit provides door-to-door service. Therefore, the driver will come to your door, house, building, or other designated pick-up location.

For passenger drop-offs, the driver will drop the rider off in front of or as close to the designated drop-off location as safely possible.

Drivers must, for safety reasons, stay within the “line of sight” of their vehicle. You cannot be escorted past the ground floor lobby or threshold of any residence or public building beyond the driver’s line of sight. If you need assistance beyond the door of your origin or destination, please make sure that a companion or personal care attendant is available to assist you.

- **Apartments/Office Complexes** – When scheduling a trip, please provide the dispatcher with the specific building name and number within the complex where you would like to be picked up. The driver will then pick you up at that specific building if it is accessible.
- **Nursing Homes/Adult Daycare, etc.** – Riders picked up at nursing homes should meet the driver in front of the main lobby unless otherwise specified. Drivers are not permitted to go to rooms to pick up riders. If an individual other than the rider is responsible for the fare, please notify the dispatcher so the fare can be collected from staff personnel or a personal care attendant at the time of boarding. Drivers cannot assist riders into or out of nursing homes, so please have staff ready to assist the individual out of the home, if necessary. Riders will be dropped off in front of the main lobby of the nursing home and staff will be notified.
- **Gated Communities** - If your pick-up location is located within a gated community and requires special entry, notify the security office to arrange entry for the vehicle before pick-up time. If you do not arrange for entry, and the vehicle is unable to enter the pick-up area, you will be considered a “no-show”.

How does the Ready-Time Window Work?

The vehicle may arrive any time within your scheduled 30 minute ready-time window. You need to be ready at the beginning of your ready-time window. You must board within five minutes of the arrival of the vehicle. However, you do not have to board before the beginning of your ready-time window, should the vehicle arrive early.

Example:

Passenger requested pick-up time: 9:00 a.m.

Ready-time window assigned by dispatcher: 8:45-9:15 a.m.

If the vehicle arrives before 8:45 a.m., you may board upon arrival, but must board by 8:50 a.m. (five minutes after beginning of ready-time window), beginning with assistance from the door if needed.

A delay in boarding of more than five minutes after the arrival of the vehicle within its established ready-time window may result in being considered a “No Show” (see How Long will a Driver Wait?). You will not be assigned a “No Show” if the vehicle arrives after the ready-time window, and you refuse the ride due to vehicle tardiness.

A driver will wait five minutes for a rider after arriving at the pick-up location

How Long will a Driver Wait?

A driver will wait five minutes for a rider after arriving at the pick-up location. If you do not appear during the five-minute wait time, the driver will mark you as a no-show and then depart. Remember, there is a 30-minute ready-time window. Drivers may arrive any time within the scheduled window. The driver will be considered on time if he/she arrives within this time period. Once the vehicle arrives, you will have five minutes to board.

What if the Vehicle is Late?

If the vehicle has not arrived by the end of the 30-minute ready-time window, you are advised to call B-Line Paratransit Dispatch in order to inquire about the status of the trip.

What is the No-Show/Cancellation Policy?

When you schedule a trip and fail to use the service without proper cancellation, this can cause serious transportation and scheduling problems for other riders. B-Line Paratransit depends on efficient scheduling to accommodate as many customers as possible. Therefore, it is important that once you have scheduled a trip, the trip be used or canceled within a reasonable amount of time. Since B-Line Paratransit is a shared-ride system, it is important that scheduled trips not go unused. This ensures that all riders enjoy a convenient and timely ride. Failing to appear for a scheduled trip, or canceling a trip without proper notice, is considered a “no-show”.

You must cancel unwanted trips, whether demand or subscription service, by 5:00 p.m. the day before the scheduled trip. Trips canceled by 5:00 p.m. the day before the scheduled trip will be counted as Advance Cancellations. A documented pattern of Late Cancellations, Same Day Cancellations, No Shows or Excessive Advance Cancellations for reasons within your control will result in service denial as prescribed below.

No-Shows are defined as the following:

- When you cancel a trip less than two (2) hours before the scheduled pick-up time (late cancellation)
- When you cancel a trip at the time the driver arrives at the pick-up site
- When you do not show for a scheduled ride within 5 minutes after the driver has arrived at the pick-up location

If you “no-show” for a ride you must call and cancel your return ride for that day if you will not need it. Otherwise you will be charged with a second no-show for the return trip.



The following policies will be enforced for riders who are repeat no-show customers:

- One (1) no-show within a one-month period will result in a verbal warning.
- Two (2) no-shows within a one-month period will result in written warning.
- Three (3) or more no-shows within a one-month period will result in suspension of service for a minimum of 30 days.

Same Day Cancellations:

A Same Day Cancellation occurs when you cancel a scheduled trip between 5 p.m. the day prior to the trip and up to two hours before the scheduled pick-up time. For every three Same Day Cancellations, you will be charged one No Show. A service suspension of 30 days shall be imposed if you accumulate three No Shows in a 30-day period as indicated above.

Butte Regional Transit has an appeal process that allows riders the opportunity to appeal a no-show/cancellation decision. Appeals must be made in writing within 60 days. Suspensions will not be proposed or implemented for circumstances which are beyond your control. Examples of situations not within your control are:

- A sudden personal emergency
- Sudden or worsening illness
- A late vehicle arrival
- Breakdowns of mobility aids
- A driver who does not provide appropriate assistance
- Medical conditions which may cause involuntary behavior (e.g. Tourette's Syndrome)

Excessive Advance Cancellations:

Excessive Advance Cancellations occur when you cancel 50% or more of your scheduled trips during any 30-day period. A minimum of 10 trips must be scheduled for the 30 days in question for this policy to apply. A service suspension of seven (7) days shall be imposed when you exceed the maximum cancellation allowances. In addition to the seven day service suspension, if you have subscription service, you will lose those privileges.

What about Missed Trips?

If the vehicle fails to pick you up within one hour of the scheduled trip, you are entitled to request a credit for the trip. Once the missed trip is validated, a trip credit will be placed in your file.

What is Subscription Service?

Subscription service is when the vehicle automatically picks you up at the same time on the same days of the week without having to call in. However, Federal Law for ADA requires that no more than 50% of trips made in any one hour are subscription trips. Therefore, we cannot guarantee requests for subscription service will be accommodated.

What if I Have a Wheelchair?

Each time you schedule a trip, the dispatcher must be informed of the type of mobility device you will be using for your trip. It is important to know the specific mobility device you will be using so the driver is able to prepare for the trip.

B-Line Paratransit will accommodate standard wheelchairs, scooters and other mobility devices. **A wheelchair is defined as a mobility aid that does not exceed the ADA guidelines of 48" in length, 30" in width and 600 lbs. when occupied.** Mobility devices larger than these standards and unable to be secured properly may be denied service. Wheelchairs must be secured at all times during boarding, disembarking and transport operations. For safety reasons, you are strongly encouraged to have working brakes on your mobility device. If you use a scooter-type wheelchair and are capable of transferring to a vehicle seat, you are strongly urged to do so during transport. It is your choice to transfer or remain in your mobility device. If you need the lift to board but are not a wheelchair user you may use the lift in a standing position.

All riders are required to use the shoulder belts and lap belts provided in the vehicle.

What if I Travel with a PCA?

A personal care attendant (PCA) is defined as someone required to help the rider meet his/her personal needs during the trip. The origin and destination of the PCA must be the same as yours. A PCA may accompany a registered B-Line Paratransit rider at no additional charge. You must indicate at the time of application whether you travel with a PCA. When making a reservation, you must indicate if the PCA will be accompanying you on that trip.

May I Travel with Companions?

One fare paying companion in addition to a PCA may accompany you to and from the same origin and destination. You must reserve space for the companion, whether adult or child, when scheduling your trip. Seating for more than one companion is on a "space available" basis when scheduling trips. Children age 5 and under travel free and must be accompanied by an eligible adult.

If you are traveling with a child who is 6 years of age or younger, or weighs 60 pounds or less, B-Line Paratransit requires that the child be secured in a child safety seat. B-Line Paratransit does not provide child safety seats. Drivers may assist with securement of the safety seat but parents/guardians are responsible for securing the child in the seat.

Can I Transport Animals?

Service animals are permitted on all B-Line Paratransit vehicles and are allowed to accompany passengers. You are strongly encouraged to tell the dispatcher that you will be traveling with a service animal when you schedule your trip.

Animals other than service animals may travel on B-Line Paratransit only in a properly secured cage or container and will be considered a package. If assistance is needed in carrying the animal, the policy on assistance with packages will apply (See What Assistance will the Driver Provide?)

Note: Please be considerate of others who may be fearful of dogs or other animals.

Rider Rules of Courtesy

Common-sense rules ensure safety and comfort for all passengers and the driver. We ask that riders observe the following Rules of Conduct:

- No eating, drinking or smoking on board.
- No unnecessary conversation with the driver.
- No riding under the influence of alcohol or illegal drugs.
- No abusive, threatening or obscene language or actions.
- No deliberate fare evasion.
- No physical abuse of another rider or driver.
- No operating or tampering with any equipment while on board the vehicle. This rule includes operating a hydraulic lift and attempting to remove wheelchair "tie-downs".
- No radios, cassette tape players, compact disc players or other sound generating equipment are to be played aboard the vehicles.
- Shirts and shoes are required at all times.

Depending on the severity of the violation, the following penalties will generally be enforced for riders who violate any of the Rules of Conduct:

- One (1) violation will result in a verbal warning
- Two (2) violations will result in a written warning
- Three (3) or more violations will result in suspension of service for a minimum of 30 days.

Note: Riders who engage in physical abuse or cause physical injury to another rider or driver may be subject to immediate and permanent suspension, and possible criminal prosecution.

There is an appeals process that allows riders the opportunity to appeal warnings or suspensions for violations of the Rules of Conduct. Appeals must be made in writing within 60 days. For more information please call B-Line Administration, 2580 Sierra Sunrise Terrace, Suite 100, Chico, CA 95928.

Where can I Travel Using Paratransit?

B-Line Paratransit serves all destinations within $\frac{3}{4}$ of a mile of any Butte Regional Transit (B-Line) fixed route, within Chico, Oroville or Paradise. Service area maps are available on the Paratransit page of our web site.

How Long is the Travel Time?

Travel time on B-Line Paratransit is comparable to the amount of time it would take to make the same trip using fixed-route bus service with connections. The average trip length is about 45 minutes, and a trip may exceed or fall below that average depending upon the circumstances.

Who do I Contact with Comments?

If you have a comment or a concern regarding the level of service, or an incident which occurred during your trip, please feel free to contact us by phone or in writing. Phone numbers and addresses are listed on the back cover of this brochure.

If you wish to express your comments or concerns please include the following information:

1. Date and time of the incident.
2. The vehicle number or the name of the driver involved.
3. The name of any other persons involved (Service Agent, Passenger, etc.) if known.
4. A detailed explanation of what happened, or what you believe the problem to be. Include as much detail as possible, allowing us to better investigate your concern.
5. Be Specific.

Please be advised that each complaint will be investigated and any corrective action necessary will be taken. You may also be contacted for additional information or supporting documentation.

We appreciate your comments and will review each one carefully in order to help us improve our service. Be assured that all complaints will remain confidential. Please see the contact information on the back page of this guide.

What Assistance will the Driver Provide?

Door-to-door assistance will be provided to assist you only to the extent necessary to get to the vehicle and board, disembark, or stow a limited amount of personal belongings. If you need a passenger lift to board a vehicle, the driver will assist. All drivers are trained to operate the lift.

Drivers may assist you when entering and exiting the vehicle as requested. Drivers may also assist you to and from the main door of your origin or destination, if necessary. This includes:

- Identifying themselves to you as B-Line Paratransit and by their name;
- Offering a steadying arm or other appropriate guidance or assistance when walking;
- Assistance on stairs for ambulatory (non-wheelchair using) passengers;
- Assisting wheelchair users to and from the main door of the building or residence; or,
- Assisting wheelchair users on ramps to and from the main door of their origin or destination if the ramp is accessible (meets ADA rise limits).

The driver may also assist with a reasonable number of packages, defined as the amount the driver can carry in one trip from the vehicle to the door (for example, two grocery sized bags or a collapsible shopping cart with bags in it).

In addition to the above mentioned packages the driver may assist with, you may bring any number of packages that you and/or your companions or Personal Care Attendants can handle and can be reasonably and safely accommodated in the vehicle, space permitting.



What are the Drivers' Rules of Conduct?

All B-Line drivers are required to wear a uniform consisting of a light blue shirt and blue slacks or shorts, and an identification badge with the driver's name appearing on the front. Drivers must be at least 21 years of age. All drivers have completed a defensive driving course and sensitivity training to better assist persons with disabilities. Drivers must also complete a thorough background check through the Department of Motor Vehicles and law enforcement agencies, all of which must result in a satisfactory rating.

Rules for Drivers – All drivers must obey the same rules as those required of the passengers. In addition, drivers must follow these rules:

- If requested, drivers will assist passengers when entering and exiting the vehicle.
- Drivers may assist passengers to and from the door or to the entry of their destination or point of origin.
- Drivers cannot carry more than the allowed number of packages.
- Drivers cannot accept tips or gratuities.

What Happens if a Vehicle Breaks Down?

Paratransit vehicles occasionally experience mechanical problems. If your vehicle breaks down, the driver will notify the dispatcher of the situation and another vehicle will be sent immediately.

When the vehicle arrives, all passengers will be transferred and transported to their destinations. Please remember that you must remain in the vehicle until the driver instructs you to exit.

What are the Paratransit Vehicles Like?

All vehicles are air-conditioned and have seat belts in all passenger seats, two-way radios, hydraulic lifts and securement systems. Vehicles are routinely inspected before each scheduled shift and receive regular preventive maintenance checks by certified mechanics.