



Tahoe Truckee Area Regional Transit



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

This brochure is designed to introduce you to the ADA and to explain the impact it will have on service provided by Placer County—Tahoe Truckee Area Regional Transit. If you have any unanswered questions or need an ADA registration form, please contact TART

Tahoe Truckee Area Regional Transit
(530) 550-1212
Email: tart@placer.ca.gov
Website: www.placer.ca.gov/tart

The Americans With Disabilities Act

ADA

What is the ADA?
Does it affect me?



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

Prepared by
Tahoe Truckee Area Regional Transit



(530) 550-1212
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Do current ADA registered 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 non registered ADA service. ADA complementary paratransit service will be available only to those who go through the ADA certification process. If an individual applies for ADA priority service and is denied eligibility, he/she can call the TART office for information on the appeal process.

If a person can't arrange a complementary paratransit ride, how can he/she access public transportation? Please call TART for information on travel options including using the TART fixed route bus service in Placer County and Truckee.

Personal Care Attendant & Companions. A personal care attendant (PCA) is someone designated or employed specifically to help the ADA eligible individual meet their personal needs. A PCA must accompany the ADA eligible individual on the entire trip and does not pay an additional fare. A companion accompanies the ADA individual on the trip, but is not a PCA. Companions are charged for the trip.

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 people without disabilities.

What is Tahoe Area Regional Transit (TART) required to do under ADA?

TART 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.

TART operates a 100% wheelchair accessible service. Animals, other than service animals, are not allowed on TART buses. If a person is unable to use TART's fixed route bus system because of his/her disability, TART must provide complementary paratransit service that is comparable to the fixed route service. For information regarding ADA complementary paratransit services, call TART at 530-550-1212.



What is ADA complementary Paratransit service? ADA complementary paratransit service is comparable to the level of fixed route bus service provided by TART. This means that ADA complementary paratransit service is provided during the same hours as fixed route 7 days a week within 3/4 of a mile of the TART fixed route buses. In addition, for those who are eligible:

- A person must call the day before a ride is needed to request a trip at the latest.
- 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 TART fixed route base fare for the same trip.
- Trips can be requested for any purpose.
- An eligible person's access to complementary paratransit service cannot be limited by patterns of refusals, unusually long trips, late pick ups, or other such factors.
- Animals, other than service animals, are not allowed on TART buses.



Who is eligible for ADA complementary paratransit service? The intent of ADA is to insure that persons with disabilities have equal access to public transportation. TART 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 individuals who can use the complementary paratransit service under ADA are as follows:

- Certified eligible individuals who cannot use the TART 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 TART ADA service for any combination of 21 days in a 365 day period.