

WHAT IS PARATRANSIT ADA SERVICE

Loudoun County Transit provides pre-scheduled, door-to-door ADA Paratransit services for eligible persons who cannot use public transit because of their disability. It is a shared-ride service meaning that passengers will potentially be routed together with other passengers going in a similar direction during the same time period. Same-day service is not available. The service area is defined by 3/4 mile from the following fixed route service lines:

55 – Leesburg Exeter/Tuscarora
56 – Leesburg Rust Library/Ida Lee/County Complex
57 – Leesburg Village/Wegmans
62 – Ashburn Connector
70 – 7 to 7 on 7
72 – Wiehle Express
80 – Sugarland Run Connector
81 – Countryside Connector
82 – Sterling Connector
84 – Atlantic Connector
985 – Sterling to Wiehle

ELIGIBILITY

To be eligible for paratransit, you must be unable to use Loudoun County's accessible fixed route buses some or all of the time, without the aid of another person. In addition, if you are unable to get to and from a bus stop or station, you may be eligible for paratransit. Guidelines for eligibility are according to the Americans with Disabilities Act (ADA).

Eligible riders are certified for services for a period of up to 3 years. The eligibility period will depend on the paratransit participant's specific disability and, if temporary, its duration. Re-applying for services will be required of each paratransit participant prior to expiration of his or her current eligibility period. The County will notify participants of the requirement at least 90 days prior to the expiration of their eligibility period.

HOW TO APPLY

If you are unable to independently use Loudoun County fixed route buses some or all of the time due to a disability, you may submit an application for ADA Paratransit service.

To get an application you may:

- Call the Paratransit program office at 571-258-3464 or
- Download the application from www.ADARide.com
For help completing an application in an accessible format or in a foreign language, please call the Paratransit program office at 571-258-3464.

VISITORS

ADA-certified people who are visiting from outside Loudoun County can also be served. For more information, please call no later than one week in advance of your service need. Eligibility will be valid for up to 21 days in a rolling 12 month period. Visitors needing service for longer than 21 days will need to apply for Loudoun County ADA Paratransit eligibility.

RESERVATIONS

Customers must make a reservation by phoning 571-258-3464 from one to five days before the day of the trip. Reservations are taken from 8 a.m. to 5 p.m. Monday through Saturday, and by voice mail (received before 5 p.m.) over the weekend. Any reservations left on voice mail on Sunday will be retrieved Sunday afternoon, scheduled and the customer will be called with their pick-up window. Be prepared to provide the following information either to a reservation agent or leave this information on the voice mail (Sundays only):

- The date you will be traveling
- Your pick-up address (including building/business names, specific pick-up information, landmarks)
- The time you would like to be picked up OR the time you need to reach your destination
- The physical address of your destination (including specific drop-off information)
- Telephone number at your destination
- If a personal care attendant (PCA) or anyone else will be travelling with you
- If guests other than your PCA will travel with you (including children)
- If you will be using a mobility device or service animal

When scheduling rides for specific times, be sure to allow plenty of time to finish your appointment in order to meet the vehicle at your scheduled pick-up time. Be aware of opening and closing times at your destination to avoid waiting outside the building before or after business hours. When scheduling your trips, please follow these suggestions:

- Allow adequate time to reach your destination
- Allow extra time for the pick-up and drop-off of other passengers before reaching your destination
- Allow for traffic conditions and weather delays

Loudoun County Paratransit can offer travel times one hour before or 1 hour after the requested travel time as established under ADA regulations.

Trips will be confirmed at the time you schedule your service. Please confirm dates, times and addresses before ending the call to ensure the accuracy of your scheduled trip. You will be given a pick-up time window(s) during the reservation process.

PICK-UP WINDOW AND WAIT TIME

Trips are scheduled within a 30 minute pick-up window to allow for traffic and other delays. Customers are to be present at the outermost exterior door for boarding – with exact fare ready – 15 minutes prior to the beginning of their pick-up window. For example if a customer is given a pick-up window of 9:00 a.m. to 9:30 a.m. they should be ready and waiting to board the vehicle at 8:45 a.m. Drivers are required to wait 5 minutes from arrival within the pick-up window. A dispatcher may attempt to make a courtesy call upon arrival but this call is not guaranteed.

- The outermost door must be no more than 150 feet from the vehicle.
- The driver must be able to maintain sight of the vehicle at all times.
- There must be a direct accessible path and safe access from the vehicle to the door.

- There must be safe parking on a public roadway or public parking lot. Drivers are not permitted to pull into private driveways.
- The parked vehicle must not block or impede traffic.

If all of the above conditions are met upon arriving at the outermost exterior door, drivers will knock and identify themselves. At public entrances, drivers may open the first exterior door to announce their arrival; however, they are not to enter the building. If the entrance has a second door nearby that leads to a waiting area, drivers may open the second door to announce their arrival, but will not enter proceed into the waiting area. If any of the noted conditions are not met, the location is not serviceable for door-to-door and the driver will provide curb-to-curb service at the identified location.

Door-to-door service DOES NOT include any of the following;

- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs.
- Locking/unlocking doors or activating/deactivating house alarms.

If a rider cannot be left unattended (as a result of his or her disability or impairment), a companion or personal care attendant is required to receive the passenger upon the vehicle's arrival.

WESTERN RURAL LOUDOUN COUNTY

Virginia Regional Transit (VRT) will provides ADA compliant paratransit in the western part of the county, as well as a demand/response rural service. **VRT will handle any trip that originates or has a final destination in rural Loudoun.**

Contact VRT for information:

www.vatransit.org/demand-response-service

Toll Free – 1-877-777-2708

Loudoun County Transit ADA Paratransit Rider Guide



To view policies in full, visit
www.loudoun.gov/paratransit

FARES AND PAYMENT POLICY

Payment must be in exact cash or paid using a Loudoun County Transit Pass only. Section 131(c) of the USDOT's ADA regulations states that the ADA Paratransit fare can be no more than twice the "full fare" (non-discounted fare) for a comparable trip made by the fixed route. Drivers will collect fares before customers board the vehicle and drivers are not permitted to make change. All customers have the right to travel with one personal care attendant (PCA) free of charge. Companions must also pay a fare. Due to limited space, each rider is allowed one companion per trip. You must reserve space for your companion, whether adult or child, when scheduling your trip. Seating for more than one guest is on a "space available" basis when scheduling your trips. Children age 10 and under travel free and must be accompanied by an adult. Drivers will only accept the fare for the ride that they are providing. Passengers are not allowed to pay in advance for their return trips.

Please note: Operators are not allowed to accept tips or gratuities.

WHAT TO EXPECT DURING YOUR TRIP

Travel time on paratransit is comparable to the amount of time it would take to make the same trip using our fixed-route bus with connections. The average trip length is between 30 and 60 minutes, and a trip may exceed or fall below that average depending on the circumstances.

Passengers must wear seat belts and shoulder straps, or have an exception on file, or they will not be transported. Posey belts, which help maintain an upright posture, are available but are not mandatory.

For the safety of drivers and customers, personal stops are not allowed. We will not drop you off at a different location than the one you requested when you made the reservation. Drivers may carry a limited amount of packages for the customer. Packages are not to exceed 40 pounds and should be able to be transported in a single trip to the exterior door.

Customers may bring a respirator, portable oxygen or other life-support equipment, as long as it does not violate hazardous transportation laws. The equipment must be small enough to fit into the vehicle and be secured.

Customers are responsible to ensure brakes, batteries, and other parts of their mobility devices are in good working condition.

CANCELLING TRIPS

Loudoun County requests that customers call to cancel trips at least two hours before the beginning of their pick-up window whenever possible. Trips not cancelled within two hours are subject to the Late Cancel/No Show policy. If a customer does not take a trip, or 'No-Shows' a trip, any subsequent trips are NOT automatically cancelled. Riders are responsible for cancelling any and all trips they will not take as soon as possible to allow other customers the use of the vehicles.

NO SHOW POLICIES

In any calendar month, any customer who has booked 10 trips or more and has "no showed", cancelled at the door or "late cancelled" at least 10% of those trips will receive a suspension notice. Additionally, to ensure that only habitual offenders are suspended, a customer will have to accumulate three or more penalty points to receive a suspension. A customer will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month. Penalty point values are as follows:

- Each No-Show is counted as one penalty point.
- Each Cancel at Door is counted as one penalty point.
- Each Late Cancellation is counted as one-half penalty point (less than two hours' notice).

Loudoun County Transit is committed to the safety and security of its customers. If we provide transportation for a customer to a given location, we will make every attempt to provide the return trip, even if the customer fails to appear for boarding within the scheduled pickup window.

Return service will be provided as soon as possible but may be delayed depending upon prevailing traffic conditions and scheduling considerations. However, if a customer is a no-show for a trip originating from their home, no vehicle will be sent back to the home to perform the trip.

RULES OF CONDUCT

Riders are asked to follow these rules of conduct to ensure the safety and comfort of all riders and the operator:

- When using cell phones, please be considerate and speak quietly
- No eating, drinking or food in open containers
- No smoking on board, which includes 'vapor' or electronic cigarettes
- We reserve the right to refuse service to a person under the influence of alcohol or illegal drugs
- Abusive, threatening or obscene language or actions toward drivers or other passengers will not be tolerated and may result in suspension of service
- No discharge of bodily fluids or open wounds
- No deliberate fare evasion
- No operating or tampering with any equipment while onboard a paratransit vehicle
- Headphones are encouraged for portable music and gaming devices
- For safety reasons, please limit unnecessary conversation with operators when the vehicle is in motion

Riders who violate the rules of conduct are subject to penalties, up to and including suspension of service. Note: Riders who engage in physical abuse or cause physical injury to another rider or operator may be subject to immediate and permanent suspension, and possible criminal prosecution.

Prohibited Items on vehicles

- Sharp objects
- Firearms or other weapons
- Explosive & flammable materials; disabling chemicals and other dangerous items