

SECTION 1:

Introduction

The Central Contra Costa Transit Authority (County Connection), is your transit provider within central Contra Costa County. County Connection serves Clayton, Concord, Danville, Lafayette, Martinez, Moraga, Orinda, Pleasant Hill, San Ramon, Walnut Creek, and also unincorporated areas of central Contra Costa County.

County Connection is governed by a Board of Directors representing each of the jurisdictions listed above. The Board has an Advisory Committee comprised of dial-a-ride and fixed-route users.

County Connection LINK service is an Americans with Disabilities Act (ADA) paratransit service. The Americans with Disabilities Act of 1990 (ADA) requires all public transit operators to provide a special service to persons whose disabilities prevent them from using fully accessible public transit, some or all of the time. The special service, called "ADA paratransit service," operates at similar times and in similar areas as existing fixed-route transit.

LINK is an advance reservation, dial-a-ride service for persons who cannot use fixed-route buses because of their disability either some or all of the time.

This Rider's Guide describes how to use LINK services. You should carefully read this Guide to learn the dos and don'ts of this service.

This Guide is specifically written as if the rider were reading it. For caregivers and Social Service agencies, although you may take the responsibility of booking and cancelling rides, all the guidelines will be the responsibility of the riders to adhere to. Please read this guide carefully on their behalf.

SECTION 2:

Eligibility

In order to be eligible for County Connection LINK service, it must be determined that you are eligible for paratransit services under the Americans with Disabilities Act (ADA). A person can be found to be ADA paratransit eligible for all or for some of their transit trips, based on their specific condition(s).

To apply for LINK eligibility, you may do so:

- In person:

LINK Office
2477 Arnold Industrial Way, Concord

- Download application from website:
www.countyconnection.com
- By Mail:
Call (925) 680-2066 or (925) 680-2067

Please fill out the application completely, including whether or not you travel with an attendant or a service animal (i.e. guide dog). It is OK to have someone help you.

After we receive and review your application, you will most likely receive a phone call for additional information. You may also be called to come down to our office for an in person interview and/or your application may be sent to your doctor for additional information on your disability and how it prevents you from taking public transportation.

You will be notified by mail of your eligibility status within 21 days of receipt of your completed application.

The guiding principle for ADA paratransit eligibility is a person's inability to independently use the fixed-route transit due to a disability or a health related condition.

A. Eligibility Types

1. Full Eligibility

If you are unable to use County Connection buses or BART trains without having another person there to help you, you will have full eligibility for LINK Paratransit. That means you will be allowed to take all your trips on LINK Paratransit. You may choose to travel on County Connection Fixed route buses, BART Trains or County Connection's Rider Choice program (reference page number) when you can, for example when travelling with an attendant.

2. Conditional Eligibility

If the eligibility process determines that you are able to use County Connection fixed route buses or BART independently for some trips, but not others, you will be given conditional eligibility. You will be allowed to take some of your trips using LINK Paratransit service. As an example, you may feel fine going to dialysis and can take a fixed route bus or BART train, but experience weakness upon completing dialysis and will need to use paratransit service on your return trip home.

3. Temporary Eligibility

If your disability is temporary or your health is expected to improve, you will be given eligibility for a limited time, after which you are expected to return to using regular County Connection fixed route buses or BART.

4. Length of Eligibility

The maximum length of time your LINK paratransit service may be assigned is 3 years. You must reapply every 3 years for continuous service, regardless of your eligibility status. If you have temporary eligibility and your health has not improved, you may apply at the end of your eligibility and your application will be reviewed. Reapplication is required even if your disability is permanent and unchanging. County Connection LINK service will send you a new application at least 3 months before your eligibility expires to start the reapplication process.

5. Visitor Eligibility

Visiting our service area, is very easy. Visitors who are ADA eligible in their own jurisdictions, may use LINK Paratransit service for up to 21 days in a 12-month period after presenting either a valid ADA Paratransit card or other paperwork showing their certification for ADA Paratransit services. They may also provide us with a contact name and number of their Paratransit services so we may contact them directly to verify their ADA status.

6. Presumptive Eligibility

We may also grant presumptive eligibility for 30 days in the event that, the person needs to use Paratransit service immediately because of an emergency, or if we are unable to make a determination within a 21 day period. This type of eligibility is not for hospital dischargers or transportation home after minor surgery.

B. Denials and Appeals Process

To qualify for LINK Paratransit services, you must demonstrate, that you have a disability or disabling condition that prevents you from using regular fixed route buses or BART independently. Based on your application or in person interview, the eligibility department may determine that you have the necessary transit skills and functional ability to use County Connection fixed route buses or BART some of the time or all of the time. If determined as such, you will be denied complete or partial eligibility of LINK Paratransit service. The basis for the denial will be noted in a letter to you.

If you disagree with the decision, you have the right to appeal and instructions on how to do so will be included in your determination letter. If your disability or health related conditions change in the future, you may reapply for the service based on the new information.

C. Others travelling with you

ADA eligible riders, their personal care attendants and companions are allowed to use LINK Paratransit service. Both personal care attendants and companions must travel to and from the same destination as the eligible rider. They are not allowed to travel without the eligible ADA rider. You must inform the reservationist at the time you book your ride that you will have someone travelling with you.

- Your personal care attendant who will be assisting you during your trip will not have to pay a fare (If you need assistance during your trips, please state so during your application process so a personal care attendant will be added to your file. County Connection LINK reserves the right to contact your health care professional to verify your need for an attendant).
- A companion, a friend, or relative, who is not there to assist you, must pay the same fare. Only one companion can be scheduled to ride with you, but additional companions maybe added on the day of service based on availability ONLY.

Fraudulently claiming to travel with an attendant to avoid paying a fare for a companion, may result in suspension of service.

D. Fixed Route buses

You will be happy to know that you may obtain a reduced fare on fixed-route buses by presenting anyone of the following documents: your ADA paratransit eligibility letter, your Documentation of ADA paratransit eligibility form (both of these items will be mailed to you when you are certified), your ADA paratransit eligibility ID card, a Medicare card, or any proof of being age 65 or older.

E. ADA Eligibility Card

The ADA paratransit eligibility card is used to identify you as one who has been certified to use paratransit service. You may need this card if you travel outside of the San Francisco Bay Area. In addition, you may use card to travel at a discount on County Connection fixed-route buses.

SECTION 3:

Hours and Days of Operation

LINK service hours is available only when County Connection Fixed route or BART trains are in operation.

LINK Paratransit service is specifically available within 1.5 miles of a County Connection Fixed route bus or within $\frac{3}{4}$ of a mile of a BART station when County Connection fixed route bus is not in operation. (When County Connection fixed route bus is not in operation, then LINK service is strictly limited to $\frac{3}{4}$ of an operating BART station to a destination $\frac{3}{4}$ from another operating BART station). Both the origin and destination address must meet these standards.

LINK provides ADA service during the following hours:

- Monday – Friday, 4:00am–12:00am
- Saturday, 6:00am–12:00am
- Sunday, 6:30am–12:00am

When you call to book your ride, the reservationist can tell you if your ride request falls within the operating hours of the fixed-route or BART.

County Connection LINK observes the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

LINK service is limited to $\frac{3}{4}$ of an operating BART station on such holidays.

SECTION 4:

Fares

You must pay for each trip that you take. Drivers do not carry change and cannot make unscheduled stops to make change. You are encouraged to carry exact fare.

- One-way fare for any LINK trip is \$5.00
- Eligible personal care attendants ride free
- A companion is required to pay the \$5.00 one way fare

SECTION 5:

Advance Fare Payment System

You may wish to take advantage of County Connection LINK's Advance Fare Payment System designed to simplify your travel by allowing you to prepay for your trips.

A. How It Works

Mail a check to County Connection LINK, 2477 Arnold Industrial Way, Concord, CA 94520. A \$50.00 minimum is required to establish an account. Make the check payable to County Connection LINK and state the name of the LINK client on the check.

Your LINK trips will be automatically deducted from your account for the amount of your trip. If the balance in your account decreases to \$25.00 or less, you will be notified by phone or mail. If your account reaches a "0" balance, you will be required to pay the cash fare for each scheduled pick-up until such time your LINK account has sufficient funds.

If you have any questions regarding this information and/or the balance of your existing account, please contact County Connection LINK, Monday through Friday, from 8:00am to 5:00pm at (925) 938-7433.

The Advance Fare Payment System is offered as a convenience by County Connection. Individuals who fail to provide sufficient funds to cover their trips and fall into arrears will be required to pay for their trip as they board, and reimburse any funds in arrears. Individuals whose checks bounce will be required to pay by money order or cash for future trips.

SECTION 6:

Tickets

You may buy a book of tickets by sending a check to or in person at the County Connection LINK office (Address mentioned above). Tickets come in \$5.00 increments. For an additional \$5.00 you may insure your tickets. Each ticket will have a unique identifying serial number so they can be accounted for when used. Each book of tickets is \$50, containing 10 tickets each.

Please note: A returned check fee will be assessed at \$15.00 each. Continuous abuse of this payment type will result in LINK only accepting cash for each trip.

SECTION 7:

Trip Reservations

Travel on LINK Paratransit service is by advance reservations only. Same day reservations are not available on LINK service but may be used under the Rider Choice program. Reservations may be made on the phone, via My Transit Phone App and for Centers using My Facilities Manager. You may call our reservations department at:

Reservations number (925) 938-7433

Reservation calls are accepted from 8:00 am to 5:00 pm every day including weekends and holidays. You may make a reservation up to seven days in advance but no later than 5:00pm the day before your trip.

When booking your trip, please provide the following information:

- Your name, home address and telephone number or cell number.
- The address where we will pick up from and take you to.
- Any special instructions that the driver may need, such as gate codes, directions too hard to find places, specific areas in a mall or shopping center etc.
- The date you want to travel.
- The time you would like to be dropped off and picked up.
- Whether you will be travelling with an attendant, companion or service animal.
- The type of mobility aid you may be using, like a wheelchair, walker, cane or scooter.

A. My Transit App

A mobile application designed to specifically to help you and your caregiver stay in touch with LINK paratransit service, by using any mobile device. You and your caregiver will have:

- Immediate access to real-time information
- Trip notification such as estimated arrival times
- View future scheduled trips
- Quick links for direct access to the call center and County Connection offices
- Ability to transmit your current location for assisting the drivers in locating you more quickly
- The ability to provide feedback or rate your trip experience once your trip is completed

B. Facility Transit Manager

Your dialysis center, group workshop and other similar facility can be issued a web-based login to see all pick-up and drop-offs scheduled to the facility and the current estimated time of the vehicle. Once the estimated time is within an hour of the current time, the facility can link directly to the vehicle location.

C. Types of Reservations

You have the option of requesting a reservation based on either a specific pick-up time or an appointment time to arrive at your destination. Either way, the reservationist will calculate the time in which you should expect the driver. The reservationist will attempt to give you the best time possible but cannot make more than two attempts to secure a time. (Sometimes the reservation agent will book a trip time for you up to one hour either way of your request time. That maybe the only time they have. For example a 9am request time. The agent may offer you an 8am to 830am pick up window or a 930am to 10am pick-up window).

D. Pick-up Window

When you make your reservation, you will be given a 30 minute range of time in which to expect the driver. This range of time is called a pick-up window, your driver may arrive anytime between this pick-up window. You are encouraged to be ready at the beginning of this 30 minute window of time. If you are not visible, when the driver arrives, he/she will attempt to contact you as a courtesy. If you fail to board the vehicle after 5 minutes of its arrival, the driver will have to leave to pick-up other passengers. ****This is called the 5 minute rule! ****

E. Shared rides

LINK Paratransit services is a shared ride service. This means, just like public transportation LINK picks up other riders going to similar destinations as you. The direction of the trip may not be linear. Your ride time may take a similar amount of time as the same trip would take on regular fixed route including transfers and wait times. To see how long a paratransit trip may take, you can compare travel times with fixed route by visiting our website at www.countyconnection.com to plan your trip. Enter the required information, including if you want to be picked up at a specific time or have an appointment time.

F. Changing your reservations

The Dispatch Department is open 7 days a week and during all hours of operation, roughly from 4:30am to 12midnight. You may call during those times with questions about your ride. You may not book outside of normal reservation hours, but you may cancel and or add instructions to your existing rides. You can contact Dispatch Department at (925) 943-1829.

Request for changes on the day of your trip most likely cannot be accommodated. Please do not ask the drivers to make changes to your pick-up or drop off destinations. Call the Customer Service department at (925) 943-7433 if it is an emergency and they will try their best to assist you.

G. Early Pick-up

Sometimes the driver will arrive before your pick-up window because of light traffic or a cancellation before your trip. You are not obligated to board before your window, but the driver may inform you of that choice.

H. Late Pick-ups

If your driver does not arrive by the end of your 30-minute pick-up window, you may call LINK paratransit call center at (925) 943-1829, to find out where your driver is, or you may locate your driver using the MyTransit app. If your driver arrives later than your 30 minute pick-up window, you may decline the ride without penalty.

Standing Reservations

(Subscription Rides)

Standing reservations are available on a limited basis for trips going to the same address, on the same days of the week and at the same time for 60 days or more.

Typical standing trips include those for school, employment, hemodialysis, chemotherapy, and other medical treatments. If space is not available for a standing trip, you may ask to be placed on a waiting list, which is reviewed regularly.

You only have to call once to request a Standing Order ride. It takes approximately seven days to go in to affect if we have space available.

It is important to remember that standing reservations are NOT guaranteed, and may be capped at no more than 50% of all rides in any given time period.

If you are unable to secure a standing ride trip, you may still call the day before, or up to seven days before, for each individual trip. To avoid No-show or Excessive cancellation penalties, it is important to cancel your Standing Order, if you are in the hospital or will be away for a certain period of time. We can hold your Standing Order for up to two weeks. After two weeks, we have to allow others the opportunity to book Standing Order rides. You may continue to make reservations up to 7 days in advance for each trip. County Connection LINK will review your request again after 30 days.

SECTION 8:

Regional Transfer trips

Riders may schedule trips which take them into the service area of other Bay Area paratransit providers. To assure that we can accommodate the coordination of your transfer trip with another

agency, please call 5-7 days in advance of the transfer trip. The reservationist will make the arrangements with the other paratransit provider and confirm your trip one or two days before the scheduled trip.

You may also take these trips through our **Rider Choice** program. **(See page.....)**.

SECTION 9:

Cancelling a trip

Cancel any trips you do not plan to use as soon as possible but no later than one hour before the beginning of your pick-up window. Failure to cancel your ride before the beginning of your pick-up window will result in a no-show. You may also not book and cancel too many trips. This is called excessive cancellations. **(See Penalties on page?? for violation policy)**

SECTION 10:

No-shows

A no-show is a failure to meet your scheduled ride within 5 minutes of its arrival or fail to cancel the ride altogether. A pattern of no-show violations may lead to penalties.

****Please note**** It is your responsibility to wait where the driver can see you. The driver is not allowed to leave sight of his or her vehicle and can only go in the main lobby of a building. At most they can announce their arrival at the door. Service is curbside to curbside with door to door for very special circumstances. The driver will attempt to find you, but will leave after 5 minutes. To help expedite matters, please provide a good cell phone number where dispatch can reach you. If the driver leaves, and another ride has to be scheduled, there may be significant delays, up to 1 hour.

Section 11:

Penalties

You may receive penalties under the following violations:

A. Rider Behavior Rules

Riders, companions and personal care attendants must:

- Avoid no-shows and late or excessive cancellation of reservations.
- Board the vehicle within 5 minutes of its arrival as long as it is within the 30-minute window.

- Remain seated, wear a seatbelt and refrain from distracting the driver causing unsafe driving conditions.
- Refrain from abusing, physically and/or verbally, both the driver and other passengers.
- Always pay a fare.
- Refrain from using the service fraudulently.
- Refrain from carrying fireworks, flammable liquids, or weapons that threaten the safety of the driver and other passengers.
- Refrain from using abusive, threatening, obscene and racially offensive language.
- Litter on or soil the vehicles during their ride.

B. No-show Policy

LINK Paratransit is an advance booking system. Trips are booked and space is reserved for each trip booked. Booking rides that you do not take prevents others from booking and getting the rides that they desire.

You may cancel your trip up to 1 hour before the start of your 30 minute pick-up window. If you do not cancel a trip, and you are not present when your scheduled trip arrives, this will result in "No show."

All riders will receive a warning letter if and when they "No-show" 4 of their total scheduled rides in a calendar quarter (as defined below). All riders will receive a suspension letter if and when they meet **both** of the following thresholds:

- 6 No-shows in a calendar quarter; **and**
- No-shows for 30% of their total scheduled rides in a calendar quarter.

No rider will be suspended without (a) receiving a warning letter and then (b) accumulating 2 or more additional No-shows.

Calendar quarters are three-month periods defined as:

- January – March
- April – June
- July – September
- October – December

Passengers will not be penalized for No-shows that are beyond their control. Passengers are encouraged to communicate to LINK staff as soon as possible if their No-show is a result of something completely beyond their control (e.g., a medical emergency, death or family emergency).

Passengers who habitually violate the No-show Policy are subject to progressive penalties within a two year period.

- First violation: 7-day (1-week) suspension
- Second violation: 14-day (2-week) suspension
- Third violation: 21-day (3-week) suspension
- Fourth and subsequent violations: 28-day (4-week)

C. Excessive Cancellations

If you cancel more than 50% of the rides you book in a 30-day period, you may ^[SMvH1] be subject to “excessive cancellation” ^[SMvH2] penalties.

D. No-shows/Excessive Cancellations and Standing Orders

County Connection LINK is not obligated to provide Standing Order rides, but does so as a courtesy and convenience to its passengers. If you violate the No-show or Excessive Cancellation Policies, LINK Paratransit ^[SMvH3] may cancel your Standing Order and you may risk losing your ability to schedule a Standing Order ride.

If your Standing Order is cancelled, you may follow the normal reservation process to book your rides.

E. Appeals

It is your right to appeal eligibility status and penalty decisions made by LINK Paratransit. Decisions that you may appeal are:

- Determinations of eligibility.
- Suspensions for no-shows and excessive cancellations.
- Suspensions for violation of rider Behavior Rules.

Instructions to appeal a LINK Paratransit decision are included in eligibility denial letters and suspension notices.

Appeals are heard by panels consisting of a LINK staff person, a rider advocate and/or a medical professional.

Riders who appeal a suspension for violation of the No-show or Excessive Cancellations Policies may continue riding LINK Paratransit service pending the outcome of the appeals hearing.

You may bring anyone you wish to an appeal hearing to speak on your behalf. LINK Paratransit will provide free transportation for you to and from the appeal hearing. County Connection will also provide necessary aids/accommodations that you request for the appeal hearing, if you request them at least one week in advance.

After the hearing, the panel will decide on whether to uphold the decision or overturn it. The decision of the panel is final. County Connection will notify you of the panel's decision in writing within five (5) business days of the hearing.

SECTION 12:

Mobility Devices and Securement

County Connection vehicles are equipped with rider lifts or ramps that meet accessible ADA specifications. All ramps will accommodate mobility devices such as wheelchairs and three-wheeled scooters up to 48" long by 30" wide with a combined weight up to 800 lbs. including the passenger. Mobility devices that exceed these specifications may not be able to be accommodated. County Connection would encourage any individual planning to use LINK services to use mobility devices that fit within these dimensions. We do not transport gurneys.

For safety reasons it is **suggested** that all mobility devices be free of bags, baskets and any other attachments that may interfere with the securement system. Additionally, all passengers are required to wear a seatbelt. Lap belts will be provided to passengers in mobility devices that don't have their own lap belt. Finally, please be aware that passengers in scooter type mobility devices may be asked to move to a seat.

SECTION 13:

Children on LINK Service

All children until the age of 8 or until they reach a height of 4 feet 9 inches, must travel in a car seat. Parents and guardians must provide and install their own car seat. Drivers can help you carry the car seat, but are not permitted to carry the children. LINK Paratransit does not provide car seats and will not transport children without the appropriate car seat.

A. Children as eligible riders

Children whose disability (as opposed to their age) would prevent them from using the fixed route bus and trains by themselves may be eligible for LINK Paratransit. Very few children under the age of 5 meet this requirement. Children who are under the age of 6 must travel with a parent or guardian (Personal care attendant). If the child is older and exhibits seriously disruptive behavior or poses safety concerns for themselves or others as a result of such behavior, must travel with a parent or personal care attendant.

B. Children as companions

Eligible riders may bring one child as a companion and may request on the day of service to bring additional children. If space is available the request will be granted. The eligible rider must be able to manage the child on their own or with the help of a personal care attendant. The drivers cannot assist with managing children.

C. Children as attendants

Children above the age of 6 may travel as personal care attendants as long as they act in that capacity. The driver cannot perform personal duties for a rider or his/her child.

SECTION 14:

Package limitations

LINK Paratransit is a shared ride service and space on the vehicle is limited. Riders may bring just enough packages to fit on their laps or at their feet (as long as they can remain securely on the floor). The driver may assist you in carrying up to two small packages to the vehicle. (Roughly the size of two grocery size bags). Please refrain from bringing multiple items, which will cause delays. If there are too many bags or items, the driver may have to leave on his route and another trip can be scheduled for you. This may significant delay your trip.

SECTION 15:

Life Support Equipment

You can bring your respirator, portable oxygen or other life support equipment as long as it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the paratransit vehicle and be managed by you or your personal care attendant.

SECTION 16:

Travelling with animals

A. Pets

You may travel with a small pet as long as the animal is fully enclosed in a secure pet carrier that you can manage and hold on your lap or securely at your feet.

B. Service Animals

You may bring your guide dog or other service animal that has been trained to help you with your disability. The service animal must be under your direct supervision at all times. It must not soil or damage the vehicle, bark, growl or act in an aggressive manner. Please tell the Reservationist if you intend to travel with a pet or service animal during your trip.

SECTION 17:

Driver Responsibility and Behavior

A. LINK Paratransit drivers are required to:

- Get out of the vehicle and let you know they have arrived.
- Offer assistance such as pushing your wheelchair, offering a steadying arm to help you walk safely and assisting you to get in and out of the vehicle safely.
- Wear a uniform and a name tag.
- Carry a small load of packages to and from the vehicle (see package limitations on page ??).
- Operate the vehicle and lift in a safe manner and safely secure your wheelchair.
- Remind you to wear your seatbelt.
- Keep within sight of their vehicles when passengers on board.
- Be courteous at all times.
- Collect the fare listed on their manifest.
- Carry only the riders assigned to them along with their attendants and approved companions.
- Go only to the destinations listed on the manifest or as notified by the dispatcher.

B. Drivers are not allowed to:

- Enter a rider's residence or go past the main lobby of a public building.
- Leave riders in the vehicle unattended.
- Perform any personal care assistance such as assisting riders to dress or go to the bathroom.
- Smoke, eat or drink in the vehicle.
- Use a cell phone while driving, play loud music or wear headphones.
- Be rude or harass the riders and their guest.
- Take information from the rider about cancellations or changes in reservations.
- Accept tips.
- Lift or carry riders, or carry wheelchairs up and down stairs.

All drivers are familiar with basic first aid and CPR, but are not medical professionals. If there is a medical or health emergency on-board such as a rider having a seizure or experiencing excessive bleeding after a dialysis treatment, the driver will pull over, call 911 and wait for trained help.

Rider Responsibility

Riders, their companions, and their personal care attendants must be responsible in their use of LINK Paratransit service and follow all its rules. This is to ensure the safety of the riders and the driver. Here are some of the minimum required behaviors for riders and their guest:

- Be ready at the start of their pick-up window. (This is a curb to curb service, with door to door upon request only. Driver must remain within eyesight of their vehicle.)
- Enter and exit the vehicle voluntarily. This means the rider should not require an inordinate amount of coaxing from the driver. This could cause delays.
- The rider must be able to follow the driver's instructions.
- Stay buckled in the seat or wheelchair while the vehicle is moving. The rider must not attempt to get up out of their seat while the vehicle is in motion. This is unsafe.
- Not attempt to exit the vehicle while it is in motion, at stop signs, stop lights, while in traffic or while picking up other passengers.
- Refrain from hitting, touching other riders, or the driver.
- Not invite/engage sexual attention from other riders or the driver.

Caregiver Responsibility

- LINK driver's cannot act as an attendant for Paratransit riders. Cognitively impaired riders may ride without an attendant as long as they exhibit safe behaviors in the vehicle. It may be necessary for the caregiver to accompany an individual with a cognitive impairment or to provide a personal care attendant.
- Riders with mental or cognitive impairments, or with severe memory loss that prohibits them from being safely left on their own at the pick-up or drop-off point, must have an attendant or caregiver present at both locations. If a responsible attendant or caregiver is not present when the driver attempts to drop-off these riders, dispatch will call the emergency contact person from the individual's application. If a responsible attendant or caregiver is not located, the individual will be brought to the closest police station and the situation will be reported to adult protective services.

SECTION 18:

Reasonable Modification

LINK Paratransit services is fully compliant with the Paratransit requirements of the ADA. We are committed to making reasonable modifications to policies, practices and procedures to ensure LINK Paratransit services are accessible to everyone. To make a request for reasonable modifications, you may contact LINK Paratransit service's Manager of Accessible Services, at (925) 680-2098 or dial 711 for the California Relay Services. You can also visit our website at www.CountyConnection.com. Please note, a request for a reasonable modification will not be considered if it would:

- Fundamentally alter County Connection's services or programs.
- Create a direct threat to the health or safety of others.
- Not be necessary to use County Connection services.
- Cause an undue financial or administrative burden.

Persons who wish to file a complaint regarding a request for Reasonable Modification that was denied or alleging any action prohibited by the Americans with Disabilities Act (ADA) may obtain an Appeals form from Customer Service by phone, fax, email or in writing to:

Customer Service, County Connection
2477 Arnold Industrial Drive
Concord CA 94520
Phone: (925) 676-7500
Fax: (925) 687-7306
email: customerservice@countyconnection.com

Forms can also be downloaded from our website at www.CountyConnection.com.

SECTION 19:

ADA Compliance complaint

To file an ADA complaint, please contact the Manager of Accessible services at (925) 680-2098 or online at our website www.countyconnection.com under ADA complaint.

Compliance with Title VI of the Civil Rights Act of 1964 (Title VI)

County Connection's LINK Paratransit Services are committed to ensuring no person is excluded from participation in, or denied the benefits of its services, on the basis of race, color or national origin as protected by Title VI. If you believe you have been subjected to discrimination by LINK Paratransit services under Title VI, you may file a written complaint or call LINK Paratransit services at (925) 680-2098.

Title VI complaints should be filed as close to the date as the alleged discrimination as possible but no later than 180 days. Complaint forms are also available online at www.countyconnection.com.

SECTION 20:

Advisory Committee

The Advisory Committee meets every other month, and advises the Board of Directors on matters pertaining to fixed-route and paratransit services. This would include a quarterly presentation to the board of directors on matters pertaining to the service. Committee is made up of both fixed-route and paratransit users who represent each of the jurisdictions served by the County Connection system. **For information on meeting times, membership or to contact a representative, call (925) 680-2098.**

SECTION 21:

Fixed-Route Service

Fixed-route service uses buses (usually large buses) which travel a set route and stop at designated bus stops. Fixed-route is less expensive than LINK service and does not require advance reservations. You may discover that some of your transportation needs could be accommodated by the use of fixed-route service. Our fixed route services include the following accessible services:

- Wheelchair accessibility (securements)
- Reader boards
- Priority seating
- Destination call outs
- Lift ramps
- Lower floors
- Service animal accessible
- Close to curb boarding
- Clipper payment capabilities

For more information, please call [\(925\) 680-2098](tel:9256802098). Change to County Connection Customer Service Number

SECTION 22:

Regional Transit
Connection (RTC)
Discount Card

The Regional Transit Connection (RTC) discount card allows certified disabled and certain veterans to ride at a reduced fare on all Bay Area fixed-route transit systems. Individuals must apply for the discount card. Please call (925) 676-7500 for more information.

SECTION 23:

Lost & Found

Riders, their attendants and companions, are responsible for keeping track of their personal possessions while on County Connection LINK. If you discover that you have left something on a vehicle, call (925) 938-7433 to report it. If the item is found, you will be contacted and told where the item is being stored. You have up to 30 days to retrieve it before it is donated to charity. If you take County Connection LINK to pick up the item, you will be charged the regular fare.

SECTION 24:

Feedback

A. Complaints

LINK Paratransit uses communication from our riders to keep track of how the paratransit system is working. To provide feedback, please provide us with the name of the rider, the day and time they travelled, the reservation agent that took the call or the driver that provided the ride. You can make a complaint in any of the following ways:

- Rate your trip on MyTransit App.
- Call the customer service department at 925-676-7500 between 6:30am and 6:30pm Monday through Friday and give them the information.
- Email us at customerservice@countyconnection.com and give them the information.
- Write to us at LINK Paratransit Service, 2477 Arnold Industrial Way, Concord, CA 94520

All complaints are acted on. You will receive a letter, email or phone call regarding your complaint and any updates associated with it.

B. Praise

It is important to let staff know when things are going well. Use any of the above methods to communicate your positive experiences. Your praise will be forwarded to drivers or other staff persons.

SECTION 25:

One Seat Regional Ride (A Rider Choice Program)

County Connection offers a Rider's Choice Program for all its ADA eligible riders. You may call County Connection to book your One Seat Regional trip. The One Seat Regional Ride program allows you to be picked up from one service area and taken to another service area without being transferred to another transit agency. You will experience only one ride for your entire trip. The One Seat Regional program is a premium service and will cost more than your regular Paratransit trip. Your One Seat Regional trip can be booked directly through County Connection Reservations department using our Regional Transfer Booking line **925-555-5555**. You may still experience a shared ride during your Regional Trip. For "where is my ride" calls, please call our customer service department at **555-555-5555**.

A. Unlike the ADA Paratransit trips, you may:

- Have up to 10 trips a month on the Rider Choice Program
- Book a same day trip with 3 hours' notice
- Book a Regional Transfer trip, by having a single seat through our service area to your final destination
- Cancel your ride at least 2 hours before your pickup time
- Pay one fare for your entire one-way trip

B. You may not

-
- No-show your trip without paying a \$5 penalty
- Change destinations with the driver on the day of service

C. To book a One Seat Regional ride, please call 555-555-9258. Please provide the following:

- Your name
- Address to be picked up and dropped off
- A valid phone number to reach you
- Appointment time for your final destination
- Time to be picked up on your return

D. Fares:

1. Two service areas \$10 each way
2. Three service areas \$12 each way
3. Four service areas \$15 each way
4. No Show Fee \$5
5. Late Cancellation Fee \$3

For complaints and commendations, you may call The Reservations Department at **925-555-5555** and provide them with information regarding your experience.