

## ADA Paratransit Helpful Rider's Tips

- ❖ All mobility devices (wheelchairs, scooters, and multi wheelers) must be able to be safely secured to the vehicle in order to transport passengers safely. These devices should also have a secure seat belt with a buckle fastener (verses Velcro fasteners). A shoulder harness is available on each vehicle.
- ❖ Electric power mobility devices must have an on/off switch, and the power supply must be turned off to safely ride the lift. Batteries should not be leaking or showing evidence of leakage.
- ❖ Do not ask driver to make any deviation from your scheduled trip. This causes unnecessary delays for other passengers by putting the driver behind schedule.
- ❖ Please watch for the van; the driver **CANNOT** come to your door to get you. ADA Paratransit basic service provides curb-to-curb transportation to disabled citizens. On an individual, case-by-case basis, Calvert County Public Transportation will assist riders beyond the curb when riders need such assistance to travel from their origin to their destination. In order not to be late for other passengers the driver will only wait 10 minutes.
- ❖ Reservations are accepted on a next-day basis, including acceptance of reservations on Sunday for Monday service. Reservations are accepted up until regular close-of-business hours for trips to be provided at any time the next day. CCPT has an answering machine so that riders can leave a message after regular business hours.
- ❖ Same day trips are very difficult to schedule due to the number of other riders. Advance reservations are encouraged and trips can be scheduled up to one month in advance.
- ❖ For safety reasons, the driver **CANNOT** enter your residence at any time. The driver must remain within view of his/her bus at all times.

- ❖ Calvert County Public Transportation may arrive 15 minutes before or after the scheduled time. If the bus has not arrived after 15 minutes, please call our office at (410) 535-4268.
- ❖ Unless medically necessary, please refrain from eating, drinking, or using any tobacco while on the bus.
- ❖ You are permitted to have one Personal Care Attendant to assist you. The drivers cannot lift or otherwise carry you. If you are unable to get yourself into your residence or medical office, you must have a Personal Care Attendant to assist you. This person would ride free of charge as your assistant.
- ❖ Trained service animals are allowed to accompany passengers with disabilities. The driver may ask what tasks the animal has been trained to perform. Any service animal which is not under the passengers control or which becomes a threat to other passengers may be restricted from riding.
- ❖ ADA Paratransit operates the same days and hours that Calvert County fixed routes operate.
- ❖ All Calvert County Public Transportation vehicles accept persons using respirators, concentrators or portable oxygen.
- ❖ Calvert County will make reasonable accommodations upon request.