

Animals on LRB: Pets are welcome on all LRB fixed-route buses, paratransit vehicles (*Dial-a-Ride*) and at transportation facilities when in a carrier designed to transport animals. Comfort and/or therapy animals are considered pets unless they have been certified as a Service Animal.

A Lassen Rural Bus operator or employee may exclude or remove any pet or service animal if the animal displays disruptive, vicious or aggressive behavior, or constitutes a direct threat to the health or safety of others. Alternatively, a Lassen Rural Bus operator may require any patron who does not comply with this policy to disembark the vehicle or leave a transportation facility, and LRB shall transport the patron and their service animal to their destination separately. Because pets and service animals are the full responsibility of their owner, repeated behavioral issues on the part of the animal may lead to service exclusions.

If you have questions, need information or an application contact LRB at:

LASSEN RURAL BUS
701-980 Johnstonville Rd
Susanville, CA 96130
530 252-RIDE (7433)

www.lassentransportation.com



Dial A Ride (Complementary Paratransit Service) and Route Deviation



The Lassen Rural Bus (LRB) provides a variety of public transit services within the City of Susanville and throughout surrounding Lassen County.

Public Transit provides safe and economical transportation options for our citizens.

If you or someone you know would like to use the LRB but are unable to do so due to a disability, there are options available.

530- 252-RIDE (7433)

Complementary Paratransit Service

The Americans with Disabilities Act (ADA) Federal Regulations require that providers of transit services provide reasonable accommodations to individuals with disabilities so that they have an equal opportunity to make use of the Transit System.

There are three Categories or situations that would qualify an individual for Paratransit Service:

1. An individual who, as the result of a physical or mental impairment, is unable to ride the bus without the assistance of another individual (*not the operator*).



2. An individual with a disability who is able, with assistance, to board, ride, and disembark from accessible vehicles when such a vehicle is not being used on the route. NOTE: All LRB buses on all routes are accessible to disabled persons.

3. Any individual with a disability who has a specific impairment-related condition which prevents traveling to a boarding location or from a disembarking location.

Please note that in order to be determined eligible it will be necessary to submit an application and complete the approval process.

The approval process may include an interview, physical assessment, medical documentation, and/or verification of disability.

Applications are available on the web at the Lassen Rural Bus website (www.lassentransportation.com) or by calling 530-252-7433.

Hours of Operation:

Dial A Ride hours of operation are 7AM to 6:52PM Monday-Friday and from 8AM to 3:52PM on Saturday.

Transit Options:

For routes that operate outside Susanville City limits the fixed route bus will deviate (normally up to 3/4 mile) from its normal route to pick up an eligible rider at a more suitable or accessible location.

Within Susanville City limits LRB will normally use complementary paratransit Dial A Ride to pick up passengers and bring them to their destination.

Using Complementary Paratransit

Notify LRB at least one day, and up to 14 days in advance, if a deviation or Dial A Ride service is required.

When scheduling service, be prepared to identify yourself as Paratransit (ADA) eligible.

Identify where you need to be picked up and your destination.



Whenever possible, return trips should be scheduled at the same as the pick up. In the event that you cannot schedule your return trip at the same time (*e.g. doctors appointment*), it is possible to set a “will call” appointment.

LRB will attempt to schedule your pick-up and drop-offs at the time you request. Please be aware that public transit is a shared ride system and it may be necessary to adjust your times up to one hour (*either way*) to accommodate other passengers or system needs.

The bus will arrive within 15 min before or

after your scheduled time, please be ready. When the bus arrives, the driver will wait a maximum of 5 minutes for you to get to the bus or you may miss your trip and be recorded as a “no-show”.

Mobility Devices

LRB will do its best to accommodate individuals who use mobility devices. You must allow the driver to secure your chair on the bus. Your driver will place a temporary Lap Belt around you when assisting you to/from the bus or on the lift.

We strongly recommend that passengers transfer out of their chair and into a bus seat, if they are able to do so.



Personal Care Attendant:

A Personal Care Attendant (PCA) is someone who provides assistance to an individual with disabilities, to assist them with Activities of Daily Living. One PCA may accompany the rider at no charge. If a PCA continues on without the approved DAR passenger, they will be

charged normal a fare and are limited to the Susanville City limits.

If a PCA will be traveling with the rider, LRB must be notified when the trip reservation is made.

Companions:

A Companion is someone who is traveling from the same place and to the same place with the ADA eligible rider.

A Companion pays the normal fare.

If a companion will be traveling with the rider, LRB must be notified when the trip reservation is made.

Seatbelts

In January 2013, the LTSA adopted a Mandatory Seat Belt Policy for all riders of the LRB Dial A Ride service, including Personal Care Attendants and Companions.

Service Animals:

Service animals are welcome on all Lassen Rural Bus transit vehicles. The driver may ask to confirm that your animal is a service animal.

Service Animals as defined under ADA regulation part 37 are welcome aboard LRB vehicles and are the responsibility of the rider. Pets, comfort and therapy animals may travel with riders when in pet carriers.

“Service animal means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.”



Service Animal Owner Responsibilities:

The rider is responsible for the care and supervision of their service animal while on board. We require riders to follow these guidelines:

- 1. Your animal must be on a leash or in a container, remain under your control and behave appropriately.
- 2. Your animal must remain at your feet out of the way of foot or wheel traffic or on your lap. It may not sit on a vehicle seat.
- 3. The animal must not be aggressive toward people or other animals.
- 4. You are responsible for any damage or soiling caused by the animal.