

Paratransit

Rider Guide



**Sonoma County
Paratransit**



sctransit.com | November 2025

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Welcome to Sonoma County Paratransit

Sonoma County Paratransit (SCP) is a shared-ride public transportation service for people with disabilities that prevent them from using Sonoma County Transit's regular fixed-route bus service for some or all of their trips. SCP operates during the same hours and covers the same area as regular Sonoma County Transit's fixed-route service.

Who can use Sonoma County Paratransit?

- » SCP service is available only to people who have a physical and/or mental disability that prevents them from independently using Sonoma County Transit for some or all of their trips.
- » You must apply and be certified as eligible before scheduling your first SCP trip.
- » Many paratransit customers find that regular Sonoma County Transit service is their preferred choice for some trips. Choosing the bus for some trips does not affect paratransit eligibility.

Where does Sonoma County Paratransit operate?

- » The SCP service area covers all locations that are within three-fourths of a mile of Sonoma County Transit's fixed-route service.

How does Sonoma County Paratransit provide service?

- » SCP uses a fleet of small buses and minivans to provide service.
- » SCP rides are scheduled by advance reservation.
- » Several passengers share the vehicle, and vehicles may stop and travel in other directions during any passenger's trip to accommodate other riders.
- » Travel time will vary, depending on trip distance and stops made to accommodate other riders during the trip.



Getting more information and assistance

Sonoma County Paratransit by phone

- » **707-565-8288** is the main SCP number, for trip requests, questions regarding trip information and all operational questions (i.e., pick-up locations, times, etc.)
- » Reservations are taken from 8AM-5PM on weekdays, and 9AM-5PM on weekends.
- » Contact Sonoma County Transit's office at **707-565-7433** from 8AM-5PM weekdays or email **sct-paratransit@sonomacounty.gov** for:
 - Information about paratransit eligibility
 - Changes to customer information (address, phone, mobility needs, etc.)



Accessible formats available

For large-print or other alternative formats of this Rider's Guide, call Sonoma County Transit Administration at **707-565-8288**.

Information online at sctransit.com

The SCP Rider's Guide and other information of SCP are available on Sonoma County Transit's website at **sctransit.com/paratransit**. Copies may be downloaded and/or printed.

Sonoma County Transit information and trip planning for regular, fixed-route bus service

- » **707-565-RIDE (707-565-7433)** from 8AM-5PM weekdays.
- » **TTY 711**
- » **sctransit.com**



What to expect from Sonoma County Paratransit service

- » SCP is another form of Sonoma County Transit's public transportation service: It is intended to serve non-emergency transportation needs of people with disabilities.
- » SCP is a shared-ride service. Other customers share the ride. Vehicles may travel in several directions during your trip and make stops to serve others.
- » Advance reservations are required. You may choose to have your trip scheduled based on either the time you wish to be picked up, or the time you wish to arrive at your destination (referred to as "appointment time").
- » Your scheduled pick-up window may be up to 60 minutes earlier or later than you requested to accommodate other trips being served.
- » You need to be ready to leave at the beginning of your scheduled 30 minute pick-up window. If necessary, the SCP operator will wait a maximum of five minutes after you are notified of the vehicle's arrival.
- » Call SCP at **707-565-8288** if the SCP vehicle hasn't arrived within your scheduled 30 minute pick-up time.
- » Travel time will vary based on trip distance, traffic conditions and others being served.
- » SCP Operators do their best to make pick-ups on time and to get customers to their destination on time.

- » SCP Operators must park their vehicles in a safe location that does not block or impede traffic. The parking location must also allow the operator to always see the vehicle and provide an accessible path of travel.
- » Service may be delayed by factors outside SCP's control including heavy traffic, weather, and / or road conditions. Customer may wish to allow for possible delays when scheduling trips.
- » Eligible customers may bring one Personal Care Attendant (PCA) with them on their trip. A PCA rides free of charge. (See page 30 for more information.)
- » Customers may bring one companion in addition to a PCA (additional companions may be scheduled if space is available at the time of booking). SCP Schedules must be informed of the total number of passengers >>



traveling at the time the trip is scheduled. Companions pay the regular SCP fare. Everyone traveling with the paratransit client is required to disembark at the same destination.

How Sonoma County Paratransit operators assist customers

SCP operators can help you with:

- » Making your way from your door or designated stop location to the SCP vehicle.
- » Boarding and debarking the vehicle. (If you are unable to use the bus steps, you may stand on the bus lift platform to get on and off).
- » Deposting your fare, if requested.
- » Fastening seat belts and securing wheelchairs and scooters.
- » Getting from the SCP vehicle to the entry door or the designated stop location at your destination.

Any obstacles or barriers that could put a passenger or SCP operator at risk during pickup or drop-off must be removed. Drivers are not permitted to push, pull, or lift passengers as this can cause injury to both the passenger and/or the operator.

For safety reasons, SCP operators are not permitted to operate the controls of any powered mobility device, handle a service animal, assist a manual wheelchair up or down stairs or enter a private residence.

If safe access is not available, SCP will provide curb service only.

Items customer may bring on the Sonoma County Paratransit vehicle

Animals

Service animals are permitted on SCP vehicles (under owner's control, on a leash or in a container). Non-service animals are only permitted on vehicles in a secure container.

Oxygen

Personal oxygen tanks may be transported on SCP vehicles. You may bring a respirator, portable oxygen or other life-support equipment as long as it does not violate hazardous material transportation laws. The equipment must be small enough to fit and be secured in the vehicle. The customer must ensure that there is an adequate oxygen supply (3/4 of full) before boarding. Drivers are not authorized to operate life support equipment at any time.

Luggage

Due to space limitations, each eligible SCP customer, PCA, and/or companion may each bring one piece of luggage plus a carry-on bag. Operators are not able to >>



handle any luggage, so be sure to make any necessary arrangements for assistance.

Groceries

Due to space limitations, each eligible SCP customer may bring up to four grocery-sized bags.

Grocery Store Carts are not permitted on vehicles, but you may bring groceries on board in a personal two or four-wheeled, collapsible cart. If you are bringing a cart with you, let the reservationist know when you request your ride.

Other items

Operators are not able to assist with other items. An eligible SCP customer may bring other items on board the vehicle only if:

- the customer, PCA or companion can carry the item to and from the vehicle,
- and the item is small enough to be held in the lap, or placed under the seat or elsewhere that is clear of the aisles, seats and securement areas in SCP vehicles.



Sonoma County Paratransit customer responsibilities

Customers count and you make a difference! All SCP customers are responsible for doing their part in helping Sonoma County Transit provide safe, reliable and efficient service. Here are some ways that customers and others who arrange for service can help.

Have valid fare, proof of payment

Show proof of payment when you board: exact fare (operators cannot give change), tickets or passes.

Cancel unneeded rides in advance

Cancel as soon as possible, and at least two hours before the scheduled pick-up time to avoid a no-show violation. If you have scheduled a return trip that you no longer need, be sure to cancel that as well. Canceling in advance saves resources and avoids you being counted as a no-show.



Be ready to leave at the beginning of the scheduled pick-up window

To ensure a smooth experience, please be ready to leave when the vehicle arrives and meet the operator at the door or stop location. The operator will wait for up to five minutes. If the vehicle arrives early, you may board if you are ready. Being prepared helps SCP stay on schedule. If you're not ready, the operator will wait until your scheduled pick-up window begins and then an additional five minutes if needed. Failure to board within this time frame will be considered a no-show.

Use required securement and seat belts

Operators will secure mobility devices and fasten lap belts for customers in mobility devices. All ambulatory customers must use seat belts.

Maintain mobility devices and accessible pathways

- » Make sure your wheelchair or scooter is in good working order.
- » Ensure there is an accessible, step-free path to the entrance of your residence and verify that your destinations are also accessible.

Size and weight limits for mobility devices

Consistent with Department of Transportation regulations, SCP will transport a mobility device with three or more wheels and its user so long as the lift can safely accommodate the size and weight of the mobility device and its user and there is space for the mobility device on the vehicle.

Rules for riding

All SCP riders are required to follow these rules:

- » Valid and exact fare is required for each trip.
- » Smoking and vaping are prohibited in all SCP vehicles.
- » Keep food and drink in closed containers.
- » Keep animals in a pet carrier (except service animals).
- » No disruptive or threatening behavior is allowed.
- » Avoid making noise that could disturb others or distract the operator from safely operating the vehicle.
- » Use radios, cell phones and CD/MP3 players with headphones only.
- » Follow all Sonoma County Transit policies regarding SCP service.



Keeping your information updated

Please contact the Sonoma County Transit office at **707-565-8288** or **sct-paratransit@sonomacounty.gov** if there is a change in your:

- » Address or telephone number
- » Emergency contact's name or telephone number
- » Disability or health condition as related to your need for SCP service
- » Need for a Personal Care Attendant
- » Mobility device and/or your use of a device

Sonoma County Paratransit reserves the right to evaluate any new form of mobility device customers may obtain prior to providing service. (Please see Size and weight limits for mobility devices on page 14.)

Share your questions, concerns or comments

We will do our best to answer any questions or resolve your concerns. Call **707-565-8288** option 1 to reach a SCP Customer Service Representative weekdays from 8AM-5PM. For questions or concerns about rides in process or scheduled for today, call **707-565-8288** option 3 any time from 6AM-9PM. TTY users call **711**.

Refusal or suspension of service

Sonoma County Transit is committed to providing safe and reliable service to all customers, while putting SCP's resources to best use. The SCP program does not discriminate on any basis in providing its services to eligible customers. Under ADA regulations, however, Sonoma County Transit may refuse or suspend SCP service to individuals who engage in violent, seriously disruptive or illegal conduct.

Below is a summary of the conduct that may result in a service refusal or suspension.

Refusal of service

SCP operators may refuse service to an individual on a specific occasion at the point of service if the individual's conduct poses an immediate, actual or potential risk to safety of the customer, the operator, or others.

Immediate suspension of service

Immediate suspension of service may occur when a customer's conduct

- » Inflicts serious harm on the customer, SCP employee or others,
- » Results in serious damage to Sonoma County Transit property,
- » Creates an immediate actual risk to safety, or
- » Constitutes illegal activity.



Suspension of service

Service suspensions for recurring behavior are usually applied for a set period and only after the customer has received prior warnings. The suspension will start on a specified date, following written notification to the customer about the upcoming suspension, the reasons for it, and the chance to provide any relevant information.

Conduct that may lead to suspension includes, but is not limited to the following:

No-Show

A demonstrated pattern of no-shows (late cancellations of unneeded rides, not present or ready to board when SCP vehicle arrives) is seriously disruptive to SCP service. Customers will receive a written notice if they accumulate three or more no-shows within a 30-day period, totally more than 10% of their scheduled trips. This may result in a service suspension. Only no-shows and late cancellations which are within the customer's control will be counted toward the policy. Cancellations made less than two hours before the scheduled pick-up window.

Cancellations made at the door, or not being present and ready to leave within five minutes of the vehicle operator's arrival notification are all considered no-show violations.

If a customer is a no-show for a ride starting from their home, they must call SCP to cancel any other scheduled rides they no longer need that day to avoid additional no-shows. SCP staff will attempt to contact the customer to confirm whether the return trip is still needed. If they are unable to reach the customer and the passenger does not appear for the return trip, it will be considered a second no-show violation.

Disruption of Service

A demonstrated pattern of behavior that disrupts SCP service will result in a suspension of service. Disruptive behavior includes but is not limited to failure to remain seated while a paratransit vehicle is in motion, failure to wear a seat belt, refusing to board or deboard the vehicle in a timely manner.

Non Payment of Fare

Failure to present the required fare when boarding a SCP vehicle is in violation of Sonoma County Transit's fare ordinance. A demonstrated pattern of fare nonpayment is considered grounds for service suspension.

Rights to request review and appeal of suspensions

Upon receiving notice of suspension, a customer will be provided the opportunity to appeal the suspension. The steps for initiating a review or appeal are described in the document "Sonoma County Paratransit Suspension Policy," and a copy will be included with the suspension letter. The document is also available by calling the Sonoma County Transit office at **707-565-8288**.



Traveling with children on Sonoma County Paratransit

Children aged eight and older may ride SCP independently after applying and being approved for service. Children under the age of eight must be secured in a car seat or booster seat and accompanied by an adult. The adult accompanying the child is responsible for providing the appropriate safety equipment and ensuring that both the child and the seat are properly secured in the vehicle.

SCP is not responsible for the safety of the car seat or booster seat or for its proper securement.

Children who are eight years old or have reached a height of 4'9" must be secured with a standard safety belt.

Please notify the reservationist at the time of booking if you will be traveling with a child. All rules that apply to adult riders also apply to children.



Reserving Sonoma County Paratransit rides

- » You can reserve a ride up to 14 days in advance of your trip (for information on subscription reservations, see page 24).
- » Rides for the next day must be reserved no later than 5PM the day before. Rides are scheduled on a first come, first served basis and reservations requested after 3PM for the next day are subject to vehicle availability.

Transfers Between Providers

Some trips may require a transfer between two paratransit providers. Please review the following guidelines carefully:

- » Trips requiring transfers must be arranged at least 48 hours in advance.
- » Depending on your location, your trip may be coordinated so that the transferring provider can pick you up directly from your residence.
- » If this is not possible, you will need to contact your primary provider, who will forward your trip details to the transferring provider. The transferring provider will then respond with a pickup time window, return time, transfer location, and fare details. Transfer locations vary by destination. SCP will provide you with the transfer location when your trip is confirmed.
- » If you are unable to reserve the ride 48 hours in advance, you must book separate trips with your primary and transferring providers. For ease of scheduling, it's recommended to contact the >>

transferring provider to first confirm their pickup and return times, then book your ride with the primary provider accordingly.

Have the following information ready before you call (in this order)

1. Your ID number
2. Day and date of the ride
3. Your last name, then first name
4. Pick-up address and phone number
5. Destination address and phone number, including building name and any specific drop-off and pick-up information (for medical appointments, include the name of the doctor and suite number)
6. Your preferred pick-up time
7. Your appointment time, if needed
8. Any additional information about your trip such as:
 - if you will use a wheelchair, scooter, or other mobility aid, or need to board using the bus lift
 - if a Personal Care Attendant (PCA) or other companion(s) will travel with you.

SCP Passenger Portal and Notifications

SCP eligible customers have the option to request trips online through SCP's Passenger Portal. (<https://sctransit.tripsparkhost.com/Account/Login>)

- » To request a username and password for the Passenger Portal, call Sonoma County Paratransit (SCP) at **707-565-8288**, option 1. A Customer Service

Representative will explain how to use the portal and answer any questions.

- » SCP also offers trip notifications via email, text, or courtesy call. The representative will verify your contact information and discuss notification options during setup. To update your notification preferences, call **707-565-8288**, option 1 or visit the passenger portal website.

Setting your trip times

SCP can plan your trip around either a pick-up time or an appointment time, but not both.

- » Always use a pick-up time to schedule your ride unless you must arrive at the destination by a certain time, such as for work or a doctor's appointment.
- » Let the reservationist know how much flexibility you have regarding your times.
- » When reserving rides to/from a specific appointment, be sure to:
 - Allow for time you may need to get from the SCP vehicle to your destination inside the building.
 - Set your return trip time so that you have sufficient time to finish your appointment and be ready to depart.
 - Find out about building opening and closing times at your destination and plan your trip so you won't have to wait outside.

Other important tips

- » Before ending the call, listen carefully to all dates, times and addresses as they are read back to you. Make sure the information is correct, and please ask if you're not sure about something.
- » The demand for weekday SCP service peaks from 7AM-9AM and 2PM-5PM. You will generally have the best selection of pick-up times if your request a trip outside these "peak" hours.
- » SCP vehicles stop only at designated locations at major shopping malls, hospitals, colleges and other high traffic areas. When reserving a ride to such a destination, please ask where the SCP vehicle will be stopping so you can make additional arrangements if necessary.

Subscription Reservations

Subscription service with Sonoma County Paratransit allows eligible riders to schedule recurring trips with the same origin, destination, pickup time window, and day(s) of the week.



Riders establish the trip details once, and SCP provides ongoing transportation for the repeated trips without requiring additional booking.

Typical uses for subscription service include:

- » Traveling to work or school.
- » Traveling to medical recurring appointments.

All subscription trips that cannot be accommodated will be processed on an individual trip basis.

A "no-show" violation while on subscription services may result in suspension or loss of subscription services.

Changing or canceling your reservation

If you need to change your reservation, please call SCP as soon as possible. Changes to a reservation need to be made before 5PM the day before the ride.

If you need to cancel your reservation, please call SCP as soon as possible. By cancelling well in advance, you help SCP provide quality service to other customers.

Recertification

Under the ADA, transit providers are allowed to require that users of paratransit services be periodically recertified. While a person's disability may be permanent, other factors which impact the determination of eligibility may change over time.

SCP customers are required to apply for recertification every five years and will be notified by mail to recertify. You will be asked to complete a new application and may be asked to complete a phone interview or in-person evaluation. The evaluation may also include an assessment of the customer's functional abilities.

Reasonable Modification

A Rider may request a modification to Sonoma County Transit policies, practices, or procedures. Sonoma County Transit will make all reasonable modifications to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities provided that the requested modification does not:

- » Pose a direct threat to the health or safety of others.
- » Fundamentally alter Sonoma County Transit's or Sonoma County Paratransit's services, programs, or activities.
- » Result in undue financial and/or administrative burden.

Requests for reasonable modifications or ADA complaints can be submitted by:

- » Visiting our website: <https://sctransit.com/customer-services/ada-related-service-complaints/>
- » e-mailing: sct-comments@sonomacounty.gov
- » calling: **707-565-8288**
- » mailing a letter to:
Sonoma County Transit, ADA Coordinator
355 W. Robles Ave, Santa Rosa, CA 95407
- » Visiting the Sonoma County Transit office in person at the address above, 9AM-5PM, Monday-Friday.

Visitor eligibility

SCP customers traveling outside Sonoma County may request visitor eligibility from other transit agencies that provide paratransit service. To coordinate visitor eligibility outside of Sonoma County:

- » Contact the transit agency that services the areas your visit to confirm registration details, requirements, and where the information should be sent.
- » Contact Sonoma County Transit via phone or e-mail to forward your eligibility details to the transit agency you will be visiting.
- » As a visitor to another transit system, you are eligible to use their paratransit service for up to 21 days within a 12-month period.



- » Visitors to the Sonoma County area who are unable to use the accessible fixed-route bus because of their disabilities may request visitor eligibility with SCP. To request visitor eligibility:
 - Request your current paratransit provider to e-mail, fax, or mail a copy of your paratransit eligibility details to our office at the address provided below.
 - Details should include your travel dates, eligibility dates, any mobility devices used, and whether you travel with a personal care attendant (PCA).
 - If a visitor does not have paratransit service in their home area, they may request visitor paratransit eligibility by submitting a written statement of disability, medical documentation, and their contact information to our office. Once we receive the information, we will contact the individual for any further information to complete the registration.



For information on visitor eligibility, please contact Sonoma County Transit Administrative Office at:

Sonoma County Transit
355 W. Robles Avenue
Santa Rosa, CA 95407
Phone: 707-565-8288 // Fax: 707-565-8293
Email: sct-paratransit@sonomacounty.gov

Sonoma County Paratransit fares

Paying your fare

Passengers must pay a fare or show proof of payment when boarding. Valid fares include:

- » Cash fare in exact change
(operators cannot give change)
- » SCP tickets

Where to buy Sonoma County Paratransit tickets

- » Through the mail: Call **707-565-8288** for more information. TTY users call **711**.
- » Online at Sonoma County Transit's website, **sctransit.com/fares/shop**
- » In person at the Sonoma County Transit office located at:

355 W. Robles Ave, Santa Rosa, CA, 95407
 Please note that the office is open 9AM-5PM,
 Monday-Friday.

Personal Care Attendants (PCAs) and companions

The ADA defines a personal care attendant (PCA) as someone designated or employed specifically to help the eligible individual meet his or her personal daily living needs.

- » PCAs riding with an eligible SCP customer do not pay a fare.
- » Passengers may bring along one companion in addition to the PCA.
- » PCAs and companions must be picked up and dropped off at the same location as the customer.
- » Additional companions may be scheduled if space is available.
- » Companions pay the regular SCP fare.



Holidays and Limited-Service Days

Sonoma County Paratransit follows the same holiday and limited-service schedule as Sonoma County Transit’s fixed-route bus service.

There is no service on:

- » New Year’s Day
- » Easter Sunday
- » Memorial Day
- » Independence Day
- » Labor Day
- » Thanksgiving
- » Christmas Day

And limited service on:

- » Martin Luther King Jr. Day
- » President’s Day
- » Day after Thanksgiving
- » Christmas Eve
- » New Year’s Eve.



Sonoma County Paratransit



For Information:

707-565-RIDE / 707-565-7433 / 800-345-7433
Hearing Impaired (TDD): 711

Monday-Friday, 8AM-5PM

PARATRANSIT RIDER GUIDE AVAILABLE IN
ACCESSIBLE FORMAT UPON REQUEST

sctransit.com