

Companions and Personal Attendants



Learning Objective:

**Explain policy regarding
guests and
personal attendants**



Guests

Any eligible paratransit rider may ride with a guest or companion.

A guest riding on paratransit would pay the same fare as the eligible rider.



Guests

When scheduling the trip, a guest should be planned for to ensure room on the bus or van.





Guest Policy:

Ashley

Ashley uses ADA Paratransit in Richmond. She invites her friend Maria to visit her apartment and go out to a movie.

Ashely schedules the ADA Paratransit trip and notes she will have one guest traveling with her.

Both Ashley and Maria will pay the usual city fare.



Personal Care Attendant

An eligible paratransit rider may be accompanied by a personal care attendant on any trip when assistance is needed. The need for the personal care attendant may occur during the ride or at the destination.

A rider should indicate on their ADA Paratransit application that they may sometimes travel with a personal attendant.

A personal care attendant may not be charged any fare.



Personal Care Attendant

A personal care attendant may be an employee of the rider, a family member, or a friend.

A personal care attendant may be another person with a disability.

A child may serve as a personal care attendant.



Personal Care Attendant

Even young children can assist in many ways during a trip, such as in opening doors, carrying packages, or as a language interpreter.



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Even young children can assist in many ways during a trip, such as in opening doors, carrying packages, or as a language interpreter.

There is no age requirement to qualify as a personal attendant.





Personal Care Attendant: Garnet

Garnet attends an autistic self advocacy meeting. She rides ADA Paratransit with her personal care attendant.

Garnet pays an individual fare and the personal care attendant rides at no additional cost.



Guest & Personal Care Attendant

A rider may travel with both one guest and one personal care attendant.

In this case, the rider would pay a fee, the guest would pay a fee, and the personal care attendant fee would be waived.

A rider should plan for both the personal attendant and guest when scheduling trips to ensure room on the bus or van.





Personal Care Attendant & Guest: Liv

Liv makes plans to go on a date with a fellow veteran she met at the Veterans Center.

Liv will need assistance in going to the restroom during the date. Liv's personal care attendant will provide this assistance – not her date.

Liv schedules an ADA Paratransit ride for herself, one guest, and one personal care attendant.



Compliance Check

A rider who needs a personal attendant on some trips cannot be required by the transit agency to bring an attendant on every ride.

In compliance reviews, the FTA found instances of transit agencies requiring riders who use a personal attendant to always travel with an attendant. This may not be required.





Learning Stop





True or False?

An ADA Paratransit rider bringing a guest passenger should give notice when scheduling a ride for space planning purposes.





True

An ADA Paratransit rider bringing a guest passenger should give notice when scheduling a ride for space planning purposes.



True or False?

If an ADA Paratransit rider schedules a guest, the guest must serve as the personal care attendant.





False

If an ADA Paratransit rider schedules a guest, the guest must serve as the personal care attendant.



True or False?

A personal care attendant must be 18 or older and have agency certification.





False

A personal care attendant must be 18 or older and have agency certification.