

Agency Name
Transit Policies and Procedures

Subject	Personal Care Attendants
Section	Customer Service
Effective Date	
Approved By	
Approval Date	

Purpose

Provide guidance for passengers who require a Personal Care Attendant to accompany them during a transit trip.

Definitions

Personal Care Attendant (PCA): A person designated or employed specifically to help an eligible individual meet his or her personal needs. The individual must be eligible under the Americans with Disabilities Act (ADA).

Procedure

Prepare written guidance for passengers with Personal Care Attendants (PCAs). Allow each eligible passenger to be accompanied on transit trips by one PCA. PCAs should not be charged to ride transit vehicles with the passenger that they are assisting.

When making reservations, passengers must inform the Dispatcher that they will require a PCA for the trip. The Dispatcher shall ensure that seating will be available for the PCA. The PCA must furnish all care for the passenger other than the routine passenger assistance provided by the Driver (see Passenger Assistance Policy).

Responsibilities

Passengers are responsible for notifying the Dispatcher that they will have a PCA accompany them on a trip. Dispatchers are responsible for reserving seats for PCAs.