

# SACRAMENTO REGIONAL TRANSIT DISTRICT AMERICANS WITH DISABILITIES ACT (ADA)

## FREQUENTLY ASKED QUESTIONS (FAQ)

You will find answers to the most frequently asked questions about RT's ADA paratransit services below; however, if your question is not answered, please refer to RT's Rider's Information Guide or contact RT's Accessible Services department at (916) 557-4685.

### WHAT IS THE ADA PARATRANSIT SERVICE AREA?

RT's ADA paratransit service area is designed to be "comparable" to RT's fixed-route bus and light rail service, providing ADA paratransit service to origins and destinations within a  $\frac{3}{4}$  mile radius of RT's bus routes or light rail stations during regular service hours. This includes Antelope, Elverta, Carmichael, Citrus Heights, Fair Oaks, North Highlands, Orangevale, Rancho Cordova, Rio Linda and Sacramento. RT's ADA paratransit service **does not** go to Elk Grove, Folsom, Galt, Isleton or Roseville with the following exceptions:

**Roseville:** RT is able to transport passengers **who live in Citrus Heights** to the Kaiser Permanente Roseville facilities located at Riverside and at Eureka, and to the Sutter Roseville Medical facilities if you are unable to transfer to a Roseville ADA paratransit vehicle.

**Folsom:** RT will provide a portion of the ADA paratransit service within  $\frac{3}{4}$  of a mile of the Folsom light rail stations. Folsom Dial-A-Ride also provides ADA service within Folsom.

**Elk Grove:** RT will provide very limited ADA paratransit service within  $\frac{3}{4}$  of a mile of RT's fixed-route bus service in Elk Grove. Elk Grove ADA paratransit service, e-Van, also provides service within Elk Grove.

There are also transfer points, which can connect passengers to other ADA paratransit services provided in adjacent jurisdictions, such as Folsom, Roseville and West Sacramento. Reservationists will provide assistance in arranging your trip to connect at a transfer point, if needed.

### WHAT ARE THE DAYS AND HOURS OF SERVICE?

ADA paratransit service is available during the same days and hours that RT's fixed-route bus and light rail service operates. The ADA paratransit service complements the bus or light rail service in operation at the time. Customers may request a pick-up within  $\frac{3}{4}$  mile of a light rail station during the days and hours service is provided to the station. For example, if a train arrives at the City College light rail station at 8:00 p.m.

on Sunday, you could also request an ADA paratransit pick up within a ¾ of a mile radius of that station at 8:00 p.m. on a Sunday. On weekdays, RT buses and light rail trains depart as early as approximately 4:00 a.m. and the last return trip may arrive at approximately 1:00 a.m. ADA paratransit service is provided throughout the majority of the service area between approximately 5:00 a.m. and 11:00 p.m. on weekdays. The service day is shorter on Saturdays, Sundays and holidays. The reservationist will tell you if ADA paratransit service is available during the days and hours you want to travel, and can assist you with planning your trip.

## **HOW DO I BOOK A RIDE?**

ADA paratransit reservations hours are 8:00 a.m. to 5:00 p.m. daily, including holidays. Ride requests may be made one to two days in advance. Same-day emergency service is **not** provided. When you call, the reservationist will "*negotiate your trip*" by searching for available space up to one hour on either side of the pick-up time you request. You will be offered a "*ready time*" and a trip confirmation number. Write down the trip confirmation number and ask the reservationist to read back your trip request to ensure every detail is correct.

## **WHAT ARE THE IMPORTANT NUMBERS TO CALL?**

### **USEFUL PHONE NUMBERS**

RT ADA Paratransit Certification	(916) 557-4685 or TDD (916) 557-4686
ADA Paratransit Service Complaints:	(916) 557-4685
ADA Paratransit Ride Reservations:	(916) 429-2744 or (800) 956-6776
ADA Paratransit Cancellations:	(916) 429-2009 (extension 2)
If Your Ride is Late:	(916) 429-2009 (extension 3)
If You Are Delayed:	(916) 429-2009 (extension 3)

### **RT Bus, Light Rail and ADA Paratransit Service Information:**

RT's website: [www.sacrt.com](http://www.sacrt.com) or (916) 321-BUSS (2877)

## **WHAT IS THE AUTOMATED TELEPHONE SYSTEM?**

The Automated Telephone System is designed to give you quick and convenient self-service access to information and services. It will provide selected general information, as well as allow you to schedule new rides and confirm and cancel existing rides. It will call you with a reminder for trips you have scheduled for the next day. Because this system is connected directly to the vehicle dispatching system, the Automated Telephone System will notify you that a vehicle is on its way to your pick-up location and it will even provide you with the most current estimated arrival time. To access the Automated Telephone System, you will need to enroll to obtain a Personal Identification Number and password. Call (916) 429-2009 and speak to one of the customer service agents.

## **WHAT IS SUBSCRIPTION SERVICE?**

Subscription service is limited to passengers for trips that recur weekly to the same place at the same time. RT offers ADA paratransit subscription service on a space-available basis, and may prioritize service as needed. If you wish to request ADA paratransit subscription service, please call RT at (916) 557-4685.

## **DOES MY PERSONAL CARE ATTENDANT PAY A FARE?**

No, a personal care attendant is not required to pay a fare and must be picked up and dropped off at the same locations as the passenger. A personal care attendant assists the passenger with daily life functions, and may provide assistance during the ride or at the destination. If you need assistance to travel, riding with a personal care attendant is strongly encouraged. A passenger's need for a personal care attendant must be registered with RT's ADA paratransit service eligibility department during the eligibility determination process. If you did not indicate a need for a personal care attendant when you first applied for ADA paratransit service and now need one, you must call RT at (916) 557-4685 to request that a personal care attendant form be mailed to you. You must reserve space for your personal care attendant when scheduling a trip.

**Note: A family member or friend is regarded as a person accompanying the eligible rider, and not as a personal care attendant, unless the family member or friend registered is acting in the capacity of a personal care attendant.**

## **WHEN WILL MY RIDE ARRIVE?**

When you call to reserve your ride, you will be given a 30-minute "pick-up window" in which the vehicle will arrive. You will need to be ready at the beginning of your "pick-up window." For example, if your negotiated "*ready time*" is 8:00 a.m., your 30-minute "pick-up window" is 8:00 a.m. to 8:30 a.m. You will need to be ready to board at 8:00 a.m. By being ready when the vehicle arrives, you help keep everyone's trips on schedule.

## **HOW LONG WILL THE PARATRANSIT VEHICLE WAIT FOR ME?**

When the vehicle arrives within the "pick-up window," the vehicle operator will wait no more than five (5) minutes. If the vehicle arrives before your "pick-up window" starts, you may leave if you are ready. If you are not ready, the vehicle operator will wait until your "pick-up window" starts and then an additional five (5) minutes.

## **WHAT IF MY RIDE IS LATE?**

If your ride has not arrived within **30 minutes** after your "*ready time*," call (916) 429-2009 and listen to the instructions after dialing to reach the right unit. A dispatcher will update you on the status of your ride.

## HOW DO I CANCEL A TRIP?

The **Cancel Line is open 24 hours. The minimum cancellation notice required for trips that are not needed is two (2) hours in advance of the scheduled pick-up time.** If your travel plans change or you will not be ready to board at your "ready time," please call (916) 429-2009 and listen to the instructions after dialing to reach the right unit. Shorter notice without a compelling reason could result in service interruption.

## HOW MUCH DOES IT COST?

Each one-way trip is **\$5.00**. No fare is required for one personal care attendant. All other accompanying guests must pay the applicable fare. Vehicle operators (including taxi drivers) must collect fares upon boarding, so please have the exact fare ready prior to boarding. The operator cannot give change. To purchase ride coupons or a monthly ADA paratransit service pass, send a self-addressed, stamped envelope along with a check or money order to Paratransit, Inc., P.O. Box 231100, Sacramento, CA 95823-0401. ***Note: Trip fares are subject to change without notice.***

## HOW MANY SHOPPING BAGS CAN I CARRY ON THE VEHICLE?

Due to space limitation, customers may only carry three (3) small bags on the vehicle that they are able to manage independently without the assistance of the vehicle operator. The three carry-on items must fit within a certain space either on your lap or in front of your area. If you bring more than three (3) small bags, it will be your choice whether to board with only three bags and find alternative transportation to carry the remaining packages, or to decline the trip. If you travel with a companion, the companion is allowed a total of three small bags. A personal care attendant is **not** allowed to carry additional packages.

## WHAT IF MY PERSONAL INFORMATION CHANGES?

Please call RT's Accessible Services department at (916) 557-4685 if there is a change in the following:

- Your address or telephone number
- Your emergency contact's name or telephone number
- The type of mobility device you are using, including the weight when occupied and measurements
- Your physical or mental condition
- Your need for a personal care attendant
- Your need for subscription service

When a person is registered as eligible for ADA paratransit service and does not use the service for 12 consecutive months, he or she is considered an "inactive" customer and the file is "archived." If a reservationist informs you that you are an inactive customer, you will be asked to contact RT at (916) 557-4685 for further information.

## **HOW DO I FILE A COMPLAINT OR COMPLIMENT ABOUT THE SERVICE?**

RT cares about what you think and welcomes all compliments, complaints and suggestions about its ADA paratransit service. To submit comments in writing: Sacramento Regional Transit District, Accessible Services Department, P.O. Box 2110, Sacramento CA 95812-2110, or call (916) 557-4685, or send an e-mail at [www.sacrt.com](http://www.sacrt.com). Please provide information such as: Who? What? Where? When? Why? RT will work diligently to resolve customer concerns and provide positive results.