

SACRAMENTO REGIONAL TRANSIT DISTRICT

AMERICANS WITH DISABILITIES ACT (ADA) PARATRANSIT SERVICES

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" or "similar" to RT's fixed route bus and light rail service. This includes Sacramento, Carmichael, Fair Oaks, Rancho Cordova, Citrus Heights, Antelope, Rio Linda, Elverta, Orangevale, and North Highlands. Paratransit, Inc. **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 Kaiser's Roseville facilities at Riverside and at Eureka, and to Sutter Hospital in Roseville, if you are unable to transfer to a Roseville paratransit vehicle

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

Elk Grove: RT will provide very limited 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 accessible transportation 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 as RT's fixed route service operation from approximately 6 a.m. to 9:00 p.m.

HOW DO I BOOK A RIDE?

Ride requests may be made one to two days in advance by calling 429-2744 or 800-956-6776 between the hours of 8:00 a.m. to 5:00 p.m. daily, including holidays. Same-

day emergency service is **not** provided. When you call, the reservation taker 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?

RT ADA PARATRANSIT CERTIFICATION

916-557-4685, or 916-557-4686 TDD (for hearing impaired)

RT CUSTOMER COMMUNICATIONS

557-4685 or 556-0140

USEFUL PHONE NUMBERS (Area Code 916)

RIDE RESERVATIONS	429-2744 or 800-956-6776
TDD (for hearing impaired)	429-2568
CANCELLATIONS	429-2744
IF YOU'RE RIDE IS LATE	429-2009 extension 3
IF YOU ARE DELAYED	429-2009 extension 3
AUTOMATED TELEPHONE SYSTEM	429-2488

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 subscription service, please call RT at (916) 557-4685.

DOES MY PERSONAL CARE ATTENDANT (PCA) PAY A FARE?

No, a PCA 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 eligibility department during the determination process. If you did not indicate a need for a PCA when you first applied for ADA paratransit service and now need a PCA, you must call RT at 916-557-4685 and request the PCA form be mailed to you. You must reserve space for your PCA 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 "pickup window" in which the vehicle will arrive. You'll need to be ready at the beginning of your "pickup window." For example, if your negotiated "*ready time*" is 8:00 a.m., your 30-minute "pickup window" is 8:00 a.m. to 8:30 a.m. You'll need to be ready to board at 8:00 a.m. By being ready when the paratransit vehicle arrives, you help keep everyone's trip on schedule.

HOW LONG WILL THE PARATRANSIT VEHICLE WAIT FOR ME?

When the vehicle arrives within the "pickup window," the driver will wait no more than five (5) minutes. If the vehicle arrives before your "pickup window" starts, you may leave if you are ready. If you are not ready, the driver will wait until your "pickup 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, extension 3. 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 pickup 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. Drivers (including taxi drivers) must collect fares upon boarding, so please have the exact fare ready as they cannot give change. To purchase ride coupons or a monthly pass, contact Paratransit, Inc., at 429-2009. **Please Note: Trip fares are subject to change.**

HOW MANY SHOPPING BAGS CAN I CARRY ON THE VEHICLE?

Customers are only permitted to carry on the number of bags that they are able to manage independently without the assistance of the driver. Due to space limitation it is recommended that customers only carry three small bags on paratransit vehicles. The three carry-on items must fit within a certain space either on your lap or in front of your area. If a customer brings more than the allowable packages, it will be the customer's choice on whether to board with only three bags and find alternative transportation to carry the remaining packages, or decline the trip. If a customer travels with a companion, the companion is allowed a total of three small bags. A PCA is not allowed to carry additional packages.

WHAT IF MY PERSONAL INFORMATION CHANGES?

Please call RT Accessible Services 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.
- Your physical or mental condition.
- Your need for a personal care attendant.
- Your need for subscription service.

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. You can write Sacramento Regional Transit District, Accessible Services, at: PO Box 2110, Sacramento CA 95812-2110, send an e-mail at www.sacrt.com or call (916) 557-4685, as soon as a good or bad deed has occurred. Please provide information such as: Who? What? Where? When? Why? RT will work diligently to resolve rider concerns and provide positive results.