



# RTA Mobility

## General Paratransit Brochure

RTA Mobility provides General Paratransit services (**GPT**) a curb-to-curb, shared ride transportation service for Howard County Residents who are unable to use the RTA fixed route system due to a disability or age.

### How to Qualify for General Paratransit service (GPT)

- Certification process: complete *GPT application* and submit for approval. Applicant must be a Howard County resident.
- Applicant must be 60 years of age or older (**proof of age is require**). Submit copy of ID. If applicant is younger than 60 years old (18-59 years of age), applicant is required to complete GPT medical information.
- *To obtain an application* email us at; [RTAMobilityservices@transitRTA.com](mailto:RTAMobilityservices@transitRTA.com), visit our website; [www.transitRTA.com](http://www.transitRTA.com) or call customer service 1-800-270-9553, press option 3, then press option 6.
- *Submit application* to RTA Mobility Certification Department. *Application processing time is 2 business days.* 8510 Corridor Road, Suite 110, Savage, MD 20763, email us at [RTAMobilityservices@transitRTA.com](mailto:RTAMobilityservices@transitRTA.com) or fax 443-285-0050

### Trip Services

- Service is available Monday through Friday between 8:00 am to 5:00 pm within Howard County locations (area).
- Reservations must be made at least two business days (48 hours) in advance. Weekend reservations are not part of the required 48 hours' notice.

- Trips can be reserved up to seven (7) days in advance. Riders are limited to one (1) round trip per day.
- No same day trip/s reservation are accepted.
- Trips are limited to: medical appointments, senior centers, social service agencies, employment and colleges.
- Riders are limited to one round trip per day.
- Medical trips are available to select Baltimore City hospitals: Monday, Wednesday and Friday. Shuttles servicing Baltimore area: 7:30 am and 10:30 am. Return shuttles from Baltimore are at 1:00 pm and 4:00 pm.
- Riders may travel with a guest or companion on a space available basis. RTA Mobility does not provide personal care assistants (PCA's) and the guest or companion needs to pay full fare.

### Trip Reservation

- Trips are reserved on a first come, first serve basis. Call 1-800-270-9553, press option 3, and then press option 1. Customer service is available Monday through Friday between 9:00 am and 5:00 pm. Reservations are not available on weekends.

### Fares: GPT trips

- \$4.00 per one-way trip. Cash fare or pre-paid ticket/pass is accepted. Drivers do not make change.

### Tickets sales: GPT

- RTA Mobility ticket booklets may be purchased from designated Howard County Senior Centers, RTA Administration office or through PayPal by accessing our website; [www.transitrt.com](http://www.transitrt.com)

### Reservation Tips: GPT

Be prepared with the exact address of your pick-up and drop off locations. If your pick-up location is at a building with more than one entrance, indicate which entrance you will use. Inform Customer Service Representative if you will be riding with a mobility aid,

companion or a personal care attendant (PCA). Reserve your pick-up and return trip at the same time. For all return trips allow RTA Mobility a minimum of one (1) hour between drop off and return trips. All trips reservations times will be adjusted within 30 minutes before or after your original requested time to have all Riders arrived to their destinations on-time. All trips are treated with equal priority. RTA Mobility vehicles are not permitted on private property (i.e. driveways).

### **Trip confirmation auto-phone call**

All Riders will received a call the evening before their trip/s from our Interacted Voice Respond system (IVR) to inform Rider of approximate scheduled pick-up/s time/s.

### **Trip 30 minute pick-up window**

Riders must be ready to travel 15 minutes before or 15 minutes after trip scheduled pick-up time.

### **Trip Travel Time: GPT**

Trip may require up to 60 minutes of travel time (distance 0 miles to 9.99 miles). Trip distance 10 miles or longer may require up to 90 minutes of travel time.

### **Trip same-day accommodations for already reserved trips (Medical only):**

If you are delayed at your medical appointment, call RTA Mobility immediately. Every attempt is made to accommodate schedules change. However, schedule changes are not guaranteed.

### **To check on your Ride same-day-only**

- Call 1-800-270-9553 press option 3, then press option 2.
- RTA Mobility could arrive 15 minute before or 15 minutes after trip scheduled pick-up-time. Potential trip delay factors: Traffic, shared ride with others, safety and weather conditions.

### **Late cancellation and No shows**

To cancel a same day trip, call 1-800-270-9553, press option 3, and then press option 2. Failure to cancel at least two (2) hours before scheduled trip will result in a late cancellation. If Rider is not at the curb and ready to travel when RTA driver arrives or driver is unable to locate Rider, RTA Mobility dispatch will attempt to contact Rider. Driver is then required to wait three (3) minutes before marking Rider as a No Show and moving on to next assignment. All No Shows and Late Cancellations will be recorded and repeated occurrences will result in suspension of trip privileges.

### **Mobility Devices**

All RTA Mobility buses are lift equipped and accommodate mobility devices such as wheelchairs and scooters. The dimensions of these mobility devices cannot exceed 30” wide by 48” long. The combined weight of the Rider and device must not exceed 600 pounds.

### **Inclement Weather Policy: GPT**

Please refer to RTA Mobility Guidelines [www.transitRTA.com](http://www.transitRTA.com) or call customer service, 1-800-270-9553 press option 3, then press option 1.

### **To request Special Accommodations or to request Special Assistance**

Please contact RTA Mobility at 1-800-270-9553 (Relay 711), press option 3, and then press option 6; by fax 443-285-0050; in writing RTA Mobility 8510 Corridor Road, Suite 110, Savage, MD 20763; or email [RTAMobilityservices@transitRTA.com](mailto:RTAMobilityservices@transitRTA.com). RTA Mobility will take reasonable steps to provide access to individuals who are unable to read, speak, write or understand English. Standardized procedures have been developed to ensure that interpretation (oral) and translation (written) services are available to RTA Mobility riders with Limited English Proficiency (LEP). *RTA Mobility assures full compliance with Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990 and all relevant statutes and regulations*

*that prohibit discrimination on the grounds of, but not limited to, race, religion, color, national origin, sex, age and disability.*