



RTA ADA Mobility Brochure

Americans with Disabilities Act (ADA)

RTA Mobility provides ADA paratransit curb-to-curb and door-to-door services. It is a shared ride transportation service for riders who are unable to use the RTA fixed route system due to a disability

How to qualify for (ADA) Paratransit services

- Eligibility to qualify for ADA Paratransit services: A person with a physical, cognitive, or emotional disability which prevents them from being able to use fixed route bus service
- To obtain or request an ADA application: Visit our website www.transitrta.com or call 1-800-270-9553
- Submit application via mail or in person to RTA Mobility Certification Department 8510 Corridor Rd. Suite 110 Savage, MD 20763, email at RTAMobilityservices@transitrta.com or fax 443-285-0050
- Certification process, all applicants must complete a three (3) part application, all applications will need medical verification, a face-to-face interview, and phone interview
- Applications processing time could take 21 business days

Trip Reservations Services

- Call 1-800-270-9553
Monday through Friday between 9:00 am and 5:00 pm.
Saturday 9:00 am to 4:00 pm. Sunday 9:30 am to 3:30 pm.
- Trip reservations must be made at least one day in advance
- No same-day trip/s reservation are accepted

- Trips reservations can be made 1 up to 10 days in advance
- Trips must begin and end within ¾ mile of RTA fixed route service (same days and hours).
- An unlimited number of trips per day may be scheduled and for any purpose.
- Eligible Riders may travel with Personal Care Attendant (PCA), companion or a guest. The first guest rides for free, any additional guest/s must pay a full fare. RTA Mobility does not provide personal care assistants.

Fares: ADA trips

- ADA pays \$4.00 per one-way trip (one guest rides for free.) Cash fare or pre-paid ticket/pass is accepted. Drivers do not make change.

Tickets sales

- RTA Mobility ticket booklets may be purchased from designated Howard County Senior Centers, RTA Administration office 8510 Corridor Rd. Suite 110 Savage, MD 20763 or by accessing our website www.transitrta.com

Origin to Destination ADA Service

Door-to-Door Service is offered when it is safe to do so.

RTA Mobility drivers will provide the following assistance

- Driver will knock on the outermost exterior door and identify themselves as RTA Mobility.
- Driver will open the outermost exterior door of public places to announce their arrival.
- Driver will assist Rider along the entire path of travel between the first exterior door and the vehicle door.
- For more Door-to-Door service details please call 1-800-270-9553 or visit www.transitrta.com and reference “RTA Mobility Guidelines” document.

Reservation Tips

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 arrive at their destinations on-time. All trips are treated with equal priority. RTA Mobility vehicles are not permitted on private property (i.e., driveways).

Trip auto-phone calls reminders: 443-898-4835

All Riders will receive a call the evening before their trip/s from our Auto-Call-Reminder System **443-898-4835** to inform Riders of approximate scheduled pick-up/s time/s and trip/s details.

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

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.

Same-Day-Trip accommodation for already reserved trips

(Medical only): If a rider is delayed at a medical appointment, call RTA Mobility immediately. RTA will work on accommodating schedules change. However, schedule changes are not guaranteed.

To check on your Ride same-day-only

- Call 1-800-270-9553

- RTA Mobility could arrive 15 minutes before or 15 minutes after trip scheduled pick-up-time. Potential trip delay factors: Traffic, shared ride with others, safety, and weather conditions.

Late cancellations and No shows

To cancel a same-day trip, call 1-800-270-9553, Failure to cancel at least two (2) hours before the 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. The driver is then required to wait three (5) minutes before marking Rider as a No Show and moving on to the next assignment. All No Shows and Late Cancellations will be recorded, and repeated occurrences could result in suspension of trip privileges.

Riders in Wheelchairs/Mobility Devices

All RTA Mobility buses are equipped with wheelchair lifts to accommodate mobility devices such as wheelchairs and scooters. Also, to accommodate those riders that are unable to climb steps. 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: ADA services

Please refer to RTA Mobility Guidelines www.transitRTA.com or call customer service, 1-800-270-9553

To request Special Accommodations or to request Special Assistance

Please contact RTA Mobility at 1-800-270-9553 (Relay 711), or by fax 443-285-0050; in writing RTA Mobility 8510 Corridor Road, Suite 110, Savage, MD 20763; or email 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).