



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.
- The applicant must be 60 years of age or older (**proof of age is required**). Submit copy of ID. If the applicant is younger than 60 years old (18-59 years of age), the applicant is required to complete GPT medical information.
- *To obtain an application* email us at; RTAMobilityservices@transitRTA.com, visit our website; www.transitRTA.com or call customer service 1-800-270-9553
- *Submit application* to RTA Mobility Certification Department. *Application processing time is two (2) business days.* 8510 Corridor Road, Suite 110, Savage, MD 20763, email us at RTAMobilityservices@transitRTA.com or fax 443-285-0050

Trip Reservation

- Call 1-800-270-9553, Customer service is available Monday through Friday between 9:00 am and 5:00 pm. Reservations are not available on weekends.
- Trips can be reserved up to ten (10) days in advance. Riders are limited to one (1) round trip per day.

Trip Services

- Services are available Monday through Friday between 8:00am (drop off time) to 5:00pm (return time) **within** Howard County locations (**areas only**.)
- Reservations must be made at least two business days (48 hours) in advance. Weekend reservations are not part of the required 48 hours' notice. No same day trip reservation

Trip Purpose

- Trips to medical appointments, senior centers, social service agencies, employment/job applications/job interviews, and colleges.
- Riders are limited to one round trip per day.
- Baltimore Shuttle Medical Services. Monday, Wednesday, and Friday. Servicing major hospitals in Baltimore area. The first Shuttle starts collecting riders at 7:30 am Second Shuttle starts collecting riders as of 10:30 am. Return shuttles times from Baltimore 1:00 pm and 4:00 pm. Request list of 13 Major hospitals locations.
- Riders may travel with a guest. RTA Mobility does not provide personal care assistants (PCA's). Guests (PCA's) or companions need to pay full fare.

Fares: GPT trips

- \$5.00 per one-way trip. Cash or pre-paid tickets are accepted. Drivers do not make change. All guests /companions pay full fare \$5.00 per one-way-trip.
- **Suspension:** Riders will/could be suspended for non-fare payments

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

Reservation Tips: GPT

Be prepared with the exact address: 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).

Taking RTA Mobility: Please keep in mind that RTA drivers will not enter a person's home, administer or assist in administering medication, or provide medical treatment, lift, or carry any passenger at any time, lift or carry packages, parcels, or items at any time. Passengers who cannot travel independently or who need special assistance should travel with their own personal care attendant (PCA).

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 the trip's 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.

Same-Day-Trip accommodation for already reserved trips

(Medical only): If you are delayed at your medical appointment, call RTA Mobility immediately. Every attempt will be made to accommodate schedules change; however, schedule changes are not guaranteed.

To check on your Ride same-day: Call 1-800-270-9553

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

Late cancellation and No shows

To cancel the trip on the same day, call 1-800-270-9553, press option 1. 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 wheelchairs lift 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: GPT

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).