

Department of Senior Services

Assisting, Enriching & Engaging

Transportation Services Reference Guide



General Guidelines

The City of Solon offers both in-town and out-of-town unassisted, curb-to-curb transportation service. Transportation services are available to City of Solon residents who register as a rider and who are 60 years of age or older or an adult with social security approved disabilities. However, transportation cannot be offered to individuals who reside in a care facility or a senior living community that provides its own transportation services. Transportation is for medical appointments, routine errands, recreation, religious and social events.

The Department of Senior Services will make every attempt to accommodate appointment requests for transportation service. However, we cannot accommodate all transportation requests or meet all needs; our services are designed to supplement your transport requirements. Therefore, having alternate ride options available is strongly encouraged. If a request cannot be fulfilled by the Department of Senior Services, upon request you will be referred to alternate transportation service(s).

This brochure will help you find the right service to get you where you need to be and outline the policies and procedures to have a safe and pleasant trip! Please read this brochure carefully and keep it for future reference.

No Service Dates

All transportation services are offered during operating hours of the Solon Senior Center. Please note service times may vary depending which service is being utilized. There is no transportation services offered on the following days:

- **New Years Day**
- **Good Friday**
- **Veterans Day**
- **Christmas Day**
- **Marting Luther King Jr. Day**
- **Memorial Day**
- **Thanksgiving Day**
- **Presidents Day**
- **Fourth of July**
- **The Day After Thanksgiving**

Transportation services will also be unavailable if the Solon Senior Center closes for any reason. Any disruption to scheduled rides due to a change in normal operating hours of the Solon Senior Center will be communicated to rider as soon as possible.

General Transportation Policies

- The Senior Services Department does not provide transportation for emergency care. Please dial 911!
- A social worker consultation is required before utilizing any transportation service.
- Transportation is not provided to individuals who reside in a care facility.
- Transportation is not provided to individuals who reside in a senior living community which provides its own transportation services.
- Transportation service is not provided to and from employment.
- Please be ready when the vehicle arrives at the pickup destination.
- The rider must be able to manage themselves and their belongings independently. Drivers are not permitted to physically assist riders.
- A personal care attendant must accompany a rider who requires assistance due to physical or cognitive limitations. Personal care attendants will be picked up and dropped off only at the client's origin/destination. All personal care attendants must be registered with the service the rider is utilizing.
- The Department of Senior Services reserves the right to require an escort for a rider (whether due to cognitive and/or physical limitations).
- The City of Solon is not responsible for any lost, stolen or damaged property.

General Guidelines

- You must secure all carry-on items during your ride.
- There is no eating, drinking, or smoking allowed in any vehicles.
- Service animals must be under control and must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices.
- Transportation will not be provided after medical procedures.
- Any and all incidents during a ride must be documented within twenty-four (24) hours.
- Seat belts must be worn at all times, only to be removed when the vehicle has come to a complete and final stop.
- Drivers must stick to their schedule and cannot deviate from the itinerary. Any special requests or changes must be communicated to the transportation coordinator prior to the scheduled pickup time.
- Driveways, sidewalks, and paths must be clear of hazards, both at the rider's home and their destinations. Hazards include, but are not limited to snow, ice, pools of water, tree branches, and overhanging power lines.

Registration

Registration forms for any of the transportation services provided by the Department of Senior Services are available at the Solon Senior Center or online at www.solonohio.org. Registration forms and information can be requested by contacting the Solon Senior Center at 440-349-6363 or send an email.

General Transportation Definitions

Denied Trip	A transportation request which cannot be fulfilled.
Fare	Payment for a trip.
Incident	Any accident or injury to a person and/or vehicle.
Medical Trips	A ride for a general medical appointment. This does not include a ride after a medical procedure.
No Show Trip	A trip where the rider was not present for pickup within the pickup window.
Passenger	A person who rides a transportation vehicle, excluding the driver.
Personal Care Attendant	Persons eligible under ADA regulations must be allowed a personal care attendant (PCA) that is traveling with the eligible rider. A PCA is someone designated or employed specifically to help the eligible individual meet his/her personal needs.
Pickup Window	The defined time period before and after a scheduled pickup when a rider can expect the vehicle to be at their pickup site.
Ride	The time during transport from one destination to another.
Ridesharing	A form of transportation, other than public transit, in which more than one person shares in the use of the vehicle, such as a van or car, to make a trip.
Service Animal	A dog that has been individually trained to do work or perform tasks for an individual with a disability.
Service Area	The geographic region in which a transit system provides service or that a transit system is required to serve
Trip	The one-way operation of a vehicle between two terminal points on a route.
Round Trip	Transportation provided from a pickup site to a drop-off destination and back to the original pickup site.

In-Town Transportation

Provided by the Department of Senior Services, the City of Solon offers no charge in-town transportation to residents 60 years of age or older as well as adults with social security approved disabilities. In-town transportation can be utilized for personal or medical needs that are located with the City of Solon.

Registration

In-town transportation is available to all qualified Solon residents. Prior to receiving service the rider must register with the Department of Senior Services and submit an *Emergency Form*.

Service Guidelines

- Trips are only provided to destinations located within the City of Solon.
- Riders under the age of sixty (60) who are disabled must show proof of a disability to use the service.
- Trip times will be scheduled based on capacity and the Department of Senior Services will try to accommodate all requests to our best ability.
- The last pickup time from any destination is 3:40 pm, no exceptions.
- There are no standing reservations for transportation service.
- Medical Trips are prioritized, and a rider's scheduled time slot may be altered to accommodate a medical trip request.
- Any mobility or special pickup instructions must be communicated when scheduling a ride, failure to do so may lead to a trip being cancelled.
- Only two (2) trips can be provided a day. Exceptions can be made, based on availability on the requested date.
- The scheduling window that exists on either side of a reservation is 10 minutes prior to and after the scheduled pickup time.
- Limit of four (4) grocery bags per person. Items not bagged such as water, milk, detergent, etc, will each count as one (1) bag.
- Drivers are not permitted to enter your residence at any time. This includes moving the vehicle into your garage.

Hours of Operation

In-town transportation operates Monday - Friday from 9:00 am - 3:40 pm. Rides are scheduled every twenty (20) minutes, excluding 12:20 pm and 12:40 pm. Transportation will not be provided during non-operating hours and/or when the Solon Senior Center is closed.

Fare

In-town transportation is provided at no charge by the City of Solon, and driver tipping is prohibited.

Scheduling In-Town Transportation

In-town transportation can be scheduled by contacting the Solon Senior Center. While same day reservations are taken, capacity may be limited and best practice is to contact the Solon Senior Center as soon as you become aware of the need for in-town transportation.

In-Town Transportation

There are no standing reservations for in-town transportation service. Trips for medical needs are prioritized, which may lead to a change of a non-medical trip being rescheduled, cancelled or denied, due to the need of another rider. Every effort will be made to honor all requests received.

Non-Medical Trips:

Non-medical rides can be scheduled by calling the Solon Senior Center. Trip reservations for the following week are taken beginning on Monday mornings at 8:30 am. Trips are scheduled on a first-come first-served basis, and time slots will be accommodated based on the current schedule. A trip can be scheduled any day/time outside of Monday mornings, but available time slots may be limited.

When calling the Solon Senior Center on Monday mornings your name will be placed on a list, in the order received, and you will be contacted later in the morning by a transportation coordinator to book your ride. When calling please provide the operator the full name of the individual requesting transportation service and the phone number you would like to have called by the transportation coordinator.

Medical Trips:

Medical trips can be scheduled by calling the Solon Senior Center. Medical trips are prioritized and can be scheduled a month in advance beginning on the first of the month.

For example, if the current date is January 2nd, you could schedule a medical trip for any time in January or February. The best practice is to call the SSC when you make a medical appointment in Solon, to ensure you will have transportation

For more information or questions about the City of Solon's in-town transportation, please contact the Solon Senior Center at 440-349-6363.

Cancellation Policy

The Solon Senior Center will call you a day prior to your scheduled trip. If you do not receive a reminder call for your scheduled trip, please contact the Solon Senior Center and verify your information is correct.

If a reservation for in-town transportation is no longer needed, it is the responsibility of the rider to cancel the reservation with the Solon Senior Center. Reservations can be cancelled by calling the Solon Senior Center at 440-349-6363. If calling outside of the normal operating hours, 8:00 am - 4:30 pm, the rider can leave a detailed message with their full name, address, time(s) of reservation(s) and phone number.

If a rider does not cancel their trip according to the outlined cancellation policy above, the trip will be classified as a no show trip. If a rider has four (4) no show trips in a rolling ninety (90) day period service to the rider may be suspended, or other action(s) taken, at the discretion of the Director of Senior Services.

Service Area

Transportation is only provided to destinations located within the City of Solon.

Out-of-Town Transportation

Provided through the Department of Senior Services, the City of Solon offers various options for out-of-town transportation to residents 60 years of age or older as well as adults with social security approved disabilities. Out-of-town transportation can be utilized for personal or medical needs to select destinations throughout Northeast Ohio.

If a transportation request cannot be fulfilled by any of the out-of-town transportation services, the Department of Senior Services will refer you to an alternate transportation service, which the rider may be responsible for the entire fare.

Senior Transportation Connection

Registration

Out-of-town transportation through Senior Transportation Connection (STC) is available to all Solon residents 60 years of age or older as well as adults with social security approved disabilities. Prior to receiving service the rider must submit a *Senior Transportation Connection Registration Form* to the Department of Senior Services.

Service Guidelines

- Trips **must** be scheduled no less than three (3) business days prior to the date needed.
- Where appropriately feasible riders are strongly encouraged to utilize the many great amenities and services located within the City of Solon e.g. banks, grocery stores, salons and exercise, rehabilitation and medical facilities etc. for which complimentary local transportation (referenced above) is available.
- Any mobility or special pickup instructions must be communicated when registering for service and /or when scheduling a trip.
- **No more than four (4) STC trips can be provided a week. This option can be combined with up to two (2) Uber Health trips (see below) for a maximum of no more than 6 trips per week. Exceptions can be made at the discretion of the Director of Senior Services.** The scheduling window that exists on either side of a reservation is 10 minutes prior to and after the scheduled pickup time.
- The Department of Senior Services and Senior Transportation Connection reserves the right to suspend, cancel or refuse service, to anyone, and will notify the individual and STC of the change in service prior to any scheduled ride.
- All scheduling and reservation cancellations are the responsibility of the rider. If a trip is unable to be reserved or a reservation not cancelled, per the cancellation policy, the rider may not receive service, and/or may incur additional fees for a no-show ride.

Hours of Operation

Out-of-town transportation through Senior Transportation Connection operates Monday - Friday during the hours of 7:30 am - 4:00 pm. Senior Transportation Connection will not be provided during non-

Senior Transportation Connection

operating hours and/or when the Solon Senior Center is closed. Please reference page 2 for the list of holidays which service will not be provided.

Fare

Out-of-town transportation through Senior Transportation Connection is provided at a cost to the rider of \$4.00 per trip. The \$4.00 fare is due at the time of the ride and driver tipping is prohibited.

If the rider does not cancel a ride (no show), or does not cancel a ride per the cancellation policy, the rider will be responsible for paying for the cost incurred to the City of Solon for the trip. The Director of Senior Services reserves the right to waive a no show/cancellation fee(s), at his or her discretion.

Scheduling Out-of-Town Transportation with STC

Out-of-town rides with STC can be scheduled by calling 216-265-1489 after registering for service through the Solon Senior Center. Reservations for service can be made with an operator during the hours of 7:30 am - 4:00 pm, Monday through Friday.

All reservations require a minimum of three (3) business days of advance notice, and Senior Transportation Connection may require more depending on current capacities. Reservations can be made up to thirty (30) days in advance.

Cancellation Policy

If a reservation through STC is no longer needed, it is the responsibility of the rider to cancel the reservation with Senior Transportation Connection. Reservations can be cancelled by calling STC at 216-265-1489. If calling outside of the normal operating hours, 7:30 am - 4:00 pm, the rider can leave a detailed message with their full name, address, time(s) of reservation(s) and phone number.

Riders must cancel their ride reservation(s) with STC no later than 7:00 am of the day of their scheduled trip(s). Failure to cancel a reservation will cause a no show trip. If a rider receives four (4) no show trips within a rolling ninety (90) day period, service will be suspended for thirty (30) days and the rider may be responsible for any no show charges the City of Solon receives.

Service Area

Out-of-town transportation through Senior Transportation Connection is provided to destinations typically within an 18 mile radius throughout eastern Cuyahoga county, and borders of Lake, Geauga, Portage and Summit counties. If you have a question regarding a specific destination please contact Senior Transportation Connection at 216-265-1489.

Non-Discrimination Notice. The City of Solon is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, gender, religion, age, sexual orientation, disability or military/veteran status in employment or provision of services. For information regarding the City's compliance with the Americans With Disabilities Act of 1990, please call Sarah Kostura, ADA Coordinator, at Voice/(440) 337-1377; TTY/ (440) 248-1176; or Human Resources at (440) 337-1362.



Uber Health

Registration

Out-of-town transportation through Uber Health is available to all Solon residents 60 years of age and older, and disabled adults as defined by the Social Security Administration. Prior to receiving service the rider must submit a *Uber Health Registration Form* to the Department of Senior Services and complete a social worker consultation.

Service Guidelines

- An in-person overview of the Uber Health service is required before a rider's first trip with Uber Health.
- Riders must have a cellular phone with the ability to receive and send SMS (text) messages.
- Trips must be scheduled no less than twenty-four (24) hours prior to the time needed. Requests for non-emergency reservations made on a Thursday or Friday will not be scheduled until the following Monday (Tuesday if the following Monday is an observed holiday).
- Any mobility or special pickup instructions must be communicated when registering for service and scheduling a trip. Rides requiring accommodations for devices, such as wheelchairs, are not available at this current time.
- The last pickup from any destination is 4:15 pm, no exceptions.
- **No more than six (6) Uber Health trips can be provided a week.** This maximum includes other out-of-town services (e.g. STC see above). Exceptions can be made at the discretion of the Director of Senior Services.
- The scheduling window that exists on either side of a reservation is 10 minutes prior to and after the scheduled pickup time.
- The Department of Senior Services reserves the right to suspend, cancel or refuse service, to anyone, and will notify the individual of the change in service prior to any scheduled ride.
- All scheduling and reservation cancellations are the responsibility of the rider. If a trip is unable to be reserved or a reservation not cancelled, per the cancellation policy, the rider may not receive service, and/or may incur additional fees for a no-show ride.

Hours of Operation

Out-of-town transportation through Uber Health operates Monday - Friday from 8:00 am - 4:15 pm. Transportation through Uber Health will not be provided during Solon Senior Center non-operating hours and/or when the Solon Senior Center is closed. Please reference page 2 for the list of holidays which service will not be provided.

Fare

Out-of-town transportation utilizing Uber Health is provided at a cost to the rider of \$4.00 per trip. No driver tip is required when utilizing the service with Uber Health. The \$4.00 fee will be invoiced to the rider on a monthly basis. Payments must be submitted to:

**Solon City Hall
34200 Bainbridge Road
Solon, OH 44139
Attn: Finance Department**

Uber Health

Scheduling Out-of-Town Transportation with Uber Health

Out-of-town trips with Uber Health can be scheduled by calling the Solon Senior Center at 440-349-6363 after registering for service and completing a social work consultation.

All reservations require a minimum of twenty-four (24) hours of advance notice. When scheduling a ride utilizing Uber Health a return ride must be scheduled. If the rider is unaware of when the return ride will be needed, the rider must schedule a redeemable ride. A redeemable ride is a reservation that can be redeemed anytime of the day requested, and is initiated by the rider via SMS text.

Reservations can be made up to thirty (30) days in advance. When scheduling a ride you must provide the name and the address of your destination, it is the rider's responsibility to provide accurate information to the transportation coordinator.

Cancellation Policy

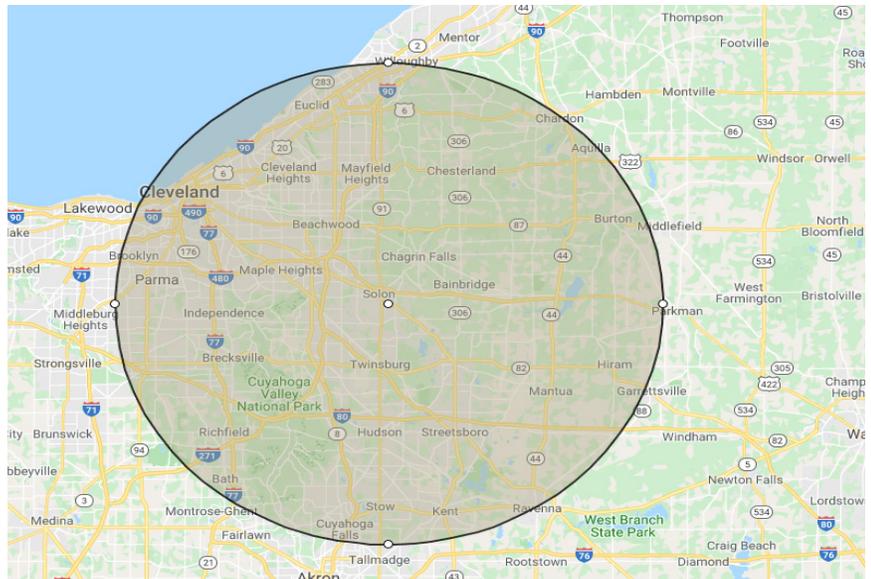
If a reservation through Uber Health is no longer needed, it is the responsibility of the rider to cancel the reservation with Solon Senior Center. Reservations can be cancelled by calling the Solon Senior Center at 440-369-6363. If calling outside of the normal operating hours, 8:00 am - 4:30 pm, the rider can leave a detailed message with their full name, address, time(s) of reservation(s) and phone number.

Riders must cancel their trip reservation(s) for Uber Health service no less than three (3) hours prior to the scheduled trip time. Failure to cancel a reservation, or missing their ride at the pickup destination, will cause a no show trip. If a rider receives four (4) no show trip within a month, service will be suspended for thirty (30) days and the rider may be responsible for any no show charges the City of Solon receives.

Service Area

Out-of-town transportation utilizing Uber Health is provided to any location within an eighteen (18) mile radius from the Solon Senior Center. If you have a question regarding a specific destination please contact the Solon Senior Center at 440-349-6363.

Rides can be scheduled to destinations which are located within the service area map. If a destination is located outside of the service map, the Director of Senior Services may grant an exception.



Uber Health

Safety

Your safety is the priority when using any of the Department of Senior Services' transportation. When utilizing the Uber Health service please utilize the following guidelines to ensure that you have a safe and enjoyable ride:

1. Look for an Uber sign displayed in the front or back window of the vehicle before entering.
2. Check the vehicle details provided for your ride to make sure they match, vehicle color, vehicle type, license plate #. This information will be provided to you via SMS text.
3. Exchange names with the driver to confirm. He or she will know your name, and your driver's name will also be included in the SMS text you receive.
4. Make sure to check and take all your belongings when leaving the vehicle. If you forgot something, please contact the Solon Senior Center. Your items are your responsibility, and the City of Solon is not responsible for any lost, stolen, or damaged items.
5. Do not distract the driver while the vehicle is in motion.
6. Always wear your seatbelt when riding in the vehicle.
7. Contact **9-1-1** if you feel unsafe.

Last year Uber released a safety report to foster accountability and help make Uber safer for everyone. You can see frequently asked questions and read more about the report at https://www.uber.com/newsroom/2019-us-safety-report?utm_medium=email&utm_campaign=crm_uscan_us_u4b_mat_tns_safe_2019-safety-report&utm_source=ET, or access the executive summary and full report at <https://www.uber.com/us/en/about/reports/us-safety-report/>.

5 Things to Know When Riding with Uber Health

- Uber Health is a part of Uber.
- Uber Health is dedicated to keeping people safe on the road.
- Your route is handled and you do not need to provide directions.
- You will receive a text message with all the ride details before your ride.
- No cash is needed with Uber Health trips.

RTA Paratransit

RTA Paratransit is not operated by or through the Department of Senior Services, but is another transportation option for both in-town and out-of-town service for those who qualify. Paratransit service is provided to persons who, because of their disabilities, are unable to independently travel on the public transit system.

RTA Paratransit

Each day, thousands of people choose RTA as a convenient, economical way to get around Greater Cleveland. Services for riders with disabilities include:

- RTA buses with the universal “wheelchair symbol” on the front, complete with wheelchair lifts or ramps to help people board buses safely and easily.
- A bus fleet that is totally accessible.
- ADA-accessible Rapid Transit stations, to help passengers safely ride RTA trains.

If you need more assistance than the standard RTA service offers, you may be eligible for ADA certification to travel on specially equipped Paratransit vehicles.

Paratransit Certification

Are you eligible for ADA certification?

To determine if you qualify for Paratransit service, answer these questions:

- Are you unable, as a result of a physical or mental impairment, to travel on public transit without the assistance of another?
- Do you need a wheelchair lift or similar device to board the vehicle, but one is not available at the Rapid Transit station where you wish to board?
- Do you have an impairment-related condition that prevents you from traveling to or from a station or stop on the public transit system?

If you responded “yes” to any of these questions, you may be eligible for RTA’s Paratransit service, as outlined by the Americans with Disabilities Act.

Service Eligibility

As a Paratransit-certified customer, you will be provided “door-to-door” travel from your home to a destination within a five-mile radius.

Service beyond this five-mile radius may be available, if there is a standard RTA route during the desired time and date with stops within 3/4 of a mile from your places of pickup and drop-off.

Obtaining an Application

- Applications can be found online by visiting http://www.riderta.com/sites/default/files/pdf/forms/paratransit/paratransit_app_72-987.pdf
- Applications are available at the Welcome Center of the Solon Senior Center.
- Call 216-566-5124, 8 a.m.-4:30 p.m. Monday-Friday. An application will be mailed to you. Call if you need assistance completing the application.
- Go to RTA’s Main Office, 1240 West Sixth St. in the Warehouse District. Two Downtown trolley routes provide free service to this location.

****Applications are also available in accessible formats upon request.****

RTA Paratransit

Completing the application

The Department of Senior Services can assist you through the application process. For assistance please request a social worker consultation at the Welcome Center. When applying for Paratransit service you must:

- Fill out pages 4-11 of the application completely.
- A Licensed Medical Health Professional must complete pages 14-16 or 17-18, depending on the disability.
- Mail the application to:

**RTA-ADA Eligibility
1240 West Sixth St.
Cleveland, Ohio 44113-1331**

Fill out all parts of the application. If the application is not completely filled out, it will be returned to you. After your application is received, an RTA employee may call you to clarify certain parts of your application. Your cooperation is greatly appreciated.

Functional testing

When your application is complete, an RTA employee will review it to determine the next step.

- If it is clear that you qualify for Paratransit service under ADA guidelines, an RTA employee will approve the application and notify you in writing. The letter will include instructions on how to pick up your Paratransit ID card.
- If it is **NOT** clear that you qualify for Paratransit service, an RTA employee will call you to schedule a functional test to determine your eligibility for Paratransit service.

If you need to schedule Paratransit service to reach the functional testing location, tell the RTA employee when you are called. A trained professional conducts each functional test. The test starts with a 10-15 minute interview. The entire test should be completed within an hour. The purpose of the test is to determine if you have the physical and cognitive ability to ride fixed-route RTA service.

If you miss your functional test appointment, the application process will not continue. You will have to re-apply. After the functional test is complete, the testing agency will make one of three possible recommendations to RTA.

- You qualify for the Fixed-Route Disability Fare Program.
- You qualify for Travel Training.
- You will be certified for Paratransit service.

Based on the testing agency's recommendation, RTA will make a determination. You will be notified of your ADA eligibility status within 21 working days from the date that RTA received your completed application. If RTA fails to notify you within 21 days, you will be eligible to ride Paratransit until a decision is made.

Appealing the Decision

If you disagree with RTA's decision, you have 60 days to write a letter notifying RTA that you plan to appeal.

RTA Paratransit

Travel Training

Travel Training or travel instruction offers 1-on-1 and group training to teach seniors and people with disabilities to travel safely and independently on fixed-route public transit. Fixed-route service includes trains and buses that operate on regular routes. You will learn travel skills for following a specific route, typically to school, medical appointments, or employment site.

Travel Trainers work with you to determine how your disability affects your ability to travel. They develop methods to teach travel skills tailored to your needs.

Who is eligible?

Travel Trainers believe that everyone who is capable should have the opportunity to learn to travel independently, using public transportation to meet their travel needs. All persons with disabilities should be allowed the dignity afforded by independent travel.

What does Travel Training include?

One-on-one training

Your Travel Trainer will help you find solutions that best fit your situation, abilities and needs. Training involves a series of steps, initially with 1-on-1 instruction to the gradual fading of trainer assistance leading to independent travel. Your Travel Trainer can focus on destination training, which teaches you to travel to a specific destination and back, or general training, which provides you with greater overall riding instruction.

- Each training program is individually tailored to your needs and will help you:
- Plan your trip
- Ride specific routes
- Read and understand route maps and schedules
- Get to and from your bus stop or rapid station
- Recognize bus numbers, bus stops, rapid stations and landmarks
- Pay fares and purchase tickets/passes
- Get on and off the bus /train safely
- Use the lift or ramp to board with a mobility device
- Position your mobility device in the bus /train
- Use the phone and/or Internet to plan your trip
- Cross the street safely
- Be aware of strangers
- Learn and use safety/emergency skills

Travel training teaches you how to travel independently and confidently while riding RTA and offers riders the following benefits:

- Gain more choices and flexibility for travel
- Have greater self-esteem and independence
- Obtain better access to employment, job training, education and recreation.

RTA Paratransit

Scheduling Transportation with RTA Paratransit

Once you are certified for Paratransit service and have your ID card you can begin scheduling a transportation service with RTA Paratransit.

Scheduling via Phone:

1. Call 216-621-9500. Select either English or Spanish.
2. Press “3” for Paratransit trips and services.
3. Select “2” for the scheduling office.

RTA schedulers handle trip requests seven days a week, 8:30 am - 4:00 pm

If you have a computer, consider using RTA’s flexible on-line scheduling service 24 hours a day, seven days a week. You can schedule new trips, review trips you have already scheduled, and cancel trips.

The first time you visit the on-line scheduling system, you will be asked for your user name and password. Just type your Paratransit pass number into both areas. After you log in, you can reset both your user name and password.

Another option for scheduling trips 24/7 is to use RTA’s interactive voice response, or IVR. To use the IVR:

1. Call the RTAanswerline, 216-621-9500. Select either English or Spanish.
2. Press “3” for Paratransit trips and services.
3. Follow the prompts to schedule a new trip, review trips you have already made, or cancel a trip.
4. You will need the same user ID and password that you have for on-line scheduling.

Scheduling via email:

You can also use e-mail to schedule a Paratransit trip by emailing **Paratransit@gcrta.org**. When scheduling by email please note:

- The trip request must be received at least 48 hours in advance, and cannot be made earlier than 7 days in advance.
- The trip request will not be accepted for the same day or the next day. Example: An e-mail request sent Monday cannot be for a trip on Monday or Tuesday.
- The e-mail address of **Paratransit@gcrta.org** may not be used to cancel or modify previously scheduled trips.

Be sure to include this info in your e-mail request.

- Client ID Number
- Client’s First and Last Name
- Date of Trip Request
- Address of origin and destination (name of location and type of location, if applicable)
- Time(s) (going and return). Is it for a drop-off or pick-up?
- Notes such as -- pick up in rear of building
- How many people are riding with client?

RTA Paratransit

RTA Paratransit Service Limits

RTA's goal is to accommodate all Paratransit riders. However, drivers are not allowed to:

- Lift you in and out of wheelchairs or scooters. You must provide your own Personal Care Attendant (PCA) or escort for assistance. A PCA can ride free. If you use a wheelchair, you must have a safe ramp or be at ground level to board RTA vehicles.
- Assist you on unsafe mobility ramps.
- Clear snow, ice or other objects from your steps, driveway or walkway.
- Lock or unlock house doors.
- Load or unload personal items.

Canceling Transportation with RTA Paratransit

If a trip is no longer needed, you can cancel your trip by:

1. As soon as you realize that a trip needs to be canceled, go on-line or call RTA at 216-356-3702.
2. Or, call Dispatch at 216-566-5244.
3. Trips may be cancelled at any time while speaking to a dispatcher, reservation operator or manager.

There are 13,000 disabled persons registered to use Paratransit service. Be considerate of your fellow Paratransit customers. Whenever possible, call to cancel 24 hours before your scheduled trip, so RTA can schedule other passengers. If a 24-hour notice is not possible, RTA requires that you give at least 60 minutes notice for cancellations.

No-show Policy

When a Paratransit customer does not show up for a scheduled trip, or cancels a trip with little advance notice, other Paratransit customers' service may be adversely affected.

Customers are expected to be ready for Paratransit trips at the beginning of a 30-minute pickup window. This is usually 10 minutes before and 20 minutes after the scheduled pickup time. Due to the uncertainty of scheduling, customers must remain available for pickup for the entire 30 minutes.

A customer who is either not available, not ready, or refuses to take a scheduled trip within the 30-minute pickup window will be considered a "No-Show" for that trip. The Paratransit vehicle is required to wait only 5 minutes for a customer when arriving within the 30-minute pickup window. It is critical for the customer to be ready for the trip when the vehicle arrives. If your Paratransit vehicle fails to arrive within the 30-minute pickup window, contact the Paratransit dispatcher and you will not be assessed a No-Show.

Late Cancellation Policy

RTA recognizes there may be occasions when a scheduled Paratransit trip needs to be canceled. However, it's important that you notify Paratransit at least 60 minutes prior to your scheduled pickup. This may allow RTA to reroute the assigned vehicle to provide service to another Paratransit customer.

If a customer fails to call at least 60 minutes before a scheduled trip, he/she will be charged with a "Late Cancellation."

