

Paratransit Service.

Thousands of people choose RTA as a convenient, economical way to get around Greater Cleveland. And RTA is proud to count so many people with disabilities among those riders. All over town, you'll find RTA buses with the universal "wheelchair symbol" on the front, complete with wheelchair lifts to help people using mobility aids board buses safely and easily. We also offer ADA-accessible rapid transit stations to help these passengers safely ride RTA trains.

However, some riders may need more assistance than standard RTA service offers. These riders may be eligible for RTA ADA Certification to travel on specially equipped Paratransit vehicles.

Are You Eligible for RTA ADA Certification?

To determine if you qualify for RTA's Paratransit service, simply answer the following questions:

- Are you unable, as a result of physical or mental impairment, to get on, ride, or get off an accessible vehicle on the public transit system?
- 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 the above, you may be eligible for RTA's Paratransit service, as outlined by the Americans with Disabilities Act.

Categories of Eligibility.

RTA defines its Paratransit service with three categories:

Categories I and III provide "door to door" travel from your home to a

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

Originally, Category II eligibility allowed customers to call ahead to request a lift bus be added to a regular route running at its scheduled times. However, all RTA buses are now wheelchair accessible, eliminating the need for a special request.

Applying for Certification.

To request an RTA ADA Certification application, just call (216) 566-5124. Hearing impaired persons can call (216) 781-4757 (TDD). Feel free to call these numbers if you need assistance completing the application as well.

RTA will process your application within three weeks and will send you a letter describing the approved service. Please bring this letter to Customer Service at RTA's main office building at 1240 West 6th Street to receive your RTA ADA Identification Card.

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Forty-eight hours after receiving your ID card, you can begin using our call-ahead system to request Paratransit service.

Affordable Fares.

With your valid ID card, Category I and III “door to door” service costs \$1.25 each way. Fixed-route bus and rapid service is just \$.50. Personal Care Attendants, as defined by the ADA, travel free on all services.

Arranging Your Travel.

Once you’re certified for RTA Paratransit service and have your ID card, just call (216) 781-1110 and select “2” after the prompt to connect to a scheduler who can assist. Hearing impaired persons can call (216) 781-6148 (TDD) to schedule a service. Our schedulers take trip requests seven days a week from 8:30 AM to 4:00 PM.

When calling to schedule a trip, please remember the following:

- Have the identification number on your RTA ADA card ready.
- Know the address of both your pick-up and drop-off points. Name

buildings and landmarks where appropriate.

- Have the month, date, and times of pick-up and drop-off ready. Reservations can be made up to seven days in advance.
- When reserving a return trip from a medical appointment, please remember medical appointments are rarely completed on time. Please allow additional time for your requested return trip pick-up time. Remember that Paratransit requires a minimum stay of one hour after drop-off at any destination.
- You can request up to three round-trips per call, or one trip with three stops.
- Let the scheduler know if someone will be traveling with you. Guests are required to pay a fare, with the exception of any Personal Care Attendants you listed on your application.
- The scheduler will arrange your trip while you are on the phone and

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will give you a window of time for your pickup.

Simple Tips for Smooth Travel.

- Paratransit trips are scheduled with 20 minutes leeway on either side of your requested time, so please be ready. Occasionally, an hour leeway has to be offered in order to accommodate all riders scheduled.
- When your vehicle arrives, please show your ADA ID card and pay your fare.
- As on all RTA vehicles, eating, drinking, and smoking are prohibited.
- If the vehicle arrives within your pick-up window and you are unavailable for more than five minutes, the driver must continue on. If your pick-up point is your home, the vehicle will not return for you.
- Unexpected delays may arise from traffic conditions, inclement weather, and stops required for other passengers.

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- To minimize delays, riders are limited to four carry-on packages weighing no more than 50 total pounds. Grocery carts are not permitted.
 - Be aware of the opening and closing times of your destination to avoid waiting outside—the Paratransit operator cannot wait with you.
 - Riders should wait where they can see the bus arrive. Operators cannot enter the building at your stop.
 - We will make every attempt to accommodate standard wheelchairs, scooters and similar devices. If the device exceeds standard regulations, RTA may not be able to provide Paratransit services.
 - Paratransit operators will secure all mobility devices.

Limits of Paratransit Service.

While RTA aims to accommodate all Paratransit riders, we cannot provide the following assistance:

- Lifting riders in and out of wheelchairs or scooters. Riders must provide their own Personal Care

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Assistant or escort for assistance.
Those in wheelchairs must have a safe ramp or be at ground level to board RTA vehicles.

- Assisting riders on unsafe mobility ramps.
- Clearing steps, driveways or walkways of snow, ice, or other objects.
- Locking or unlocking house doors.
- Loading or unloading personal items.

How to Cancel a Trip Request.

Whenever possible, to cancel please call 24 hours before your scheduled trip, so we can schedule other passengers. We understand that a 24-hour notice is sometimes not possible. In these cases, we require at least 60 minutes notice for cancellations.

Unfortunately, not all riders give sufficient notice, causing delays in service. To better serve rule-abiding riders, customers who repeatedly fail to provide sufficient notice may have their Paratransit privilege suspended or possibly revoked. For a copy of RTA's

Paratransit No Show, Cancellation and Customer Behavior Policy, call (216) 781-1110 or (216) 781-6148 (TDD).

For More Information:

- To request an RTA ADA application, call RTA at (216) 566-5124 or (216) 781-4757 (TDD).
- To schedule Paratransit service after you have received your RTA ADA ID card, call (216) 781-1110 or (216) 781-6148 (TDD).
- If your vehicle has not arrived at the end of your scheduled window of time for pick-up, call the Paratransit dispatcher at (216) 566-5244.
- For general questions about RTA services, call the RTAanswerline at (216) 621-9500.

Additional information can be found online at rideRTA.com.



1240 West Sixth Street
Cleveland, Ohio 44113-1331
rideRTA.com

Paratransit Service

Helping people with disabilities
get more out of RTA.

RTA