SACRT GO

PARATRANSIT SERVICES



SacRT GO Rider's Guide
September 2025

916.321.BUSS (2877) Select Option 2

www.SacRTgo.com

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SacRT GO Paratransit Services: www.SacRTgo.com

SacRT General Information: www.SacRT.com

916.321.BUSS (2877)

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SacRT GO Paratransit Services

Rider's Guide

SacRT GO Paratransit Services is door-to-door, *shared-ride* transportation for individuals who are unable to use the Sacramento Regional Transit District's (SacRT's) bus and light rail system (also referred to as Fixed Route), either all of the time or some of the time, because of a disabling condition. This guide is designed to help you understand Americans with Disabilities Act (ADA) paratransit service and your responsibilities.

ADA Paratransit Service

The Americans with Disabilities Act (ADA) of 1990 requires all public transportation agencies like SacRT to provide specialized transportation that is complementary to the public transit bus service for individuals who are unable, due to a disability, independently ride fixed-route public transit.

ADA paratransit service is a shared ride service. Trips must be requested one or two days in advance. If you feel that you may be eligible for ADA paratransit service, you must apply through.

SacRT's Accessible Services department and be found eligible for the service according to the Federal Transit Administration (FTA) ADA guidelines.

Accessible Formats

This Rider's Guide is available in large print, braille, Spanish, on CD, or audio tape, by calling SacRT's Accessible Services at 916.557.4685 or 711 for the hearing impaired. It is also available online at www.SacRTgo.com.

Eligibility

Individuals interested in utilizing SacRT GO Paratransit Services must be certified eligible by SacRT before using this service. If you have a disability that prevents you from riding the public bus system and would like to apply for paratransit service, please call SacRT's Accessible Services at 916.557.4685.

SacRT's ADA eligible clients must recertify every three to five years. A person's ADA paratransit eligibility letter will indicate his/her ADA paratransit service eligibility expiration date. As a courtesy SacRT sends out reminders several months prior to an active client's eligibility expiration date. Please ensure you contact Accessible Services with any change of address.

Keeping Eligibility and Information Up to Date

Please call SacRT's Accessible Services at 916.557.4685, if there is a change in the following:

- Your address or telephone number
- Your emergency contact's name or telephone number

- The type of mobility device you are using, including the weight when occupied and measurements
- Your physical or mental condition
- Your need for a personal care attendant
- Your need for subscription service

When a person is certified as eligible for ADA paratransit service and does not use the service for 12 consecutive months, he or she is considered an "inactive" customer and the file is "archived." If a reservationist informs you that you are an inactive customer, you will be asked to contact SacRT's Accessible Services at 916.557.4685 for further information.

Visitor Eligibility

A "Visitor" is an individual with a disability who does not reside in SacRT's service area.

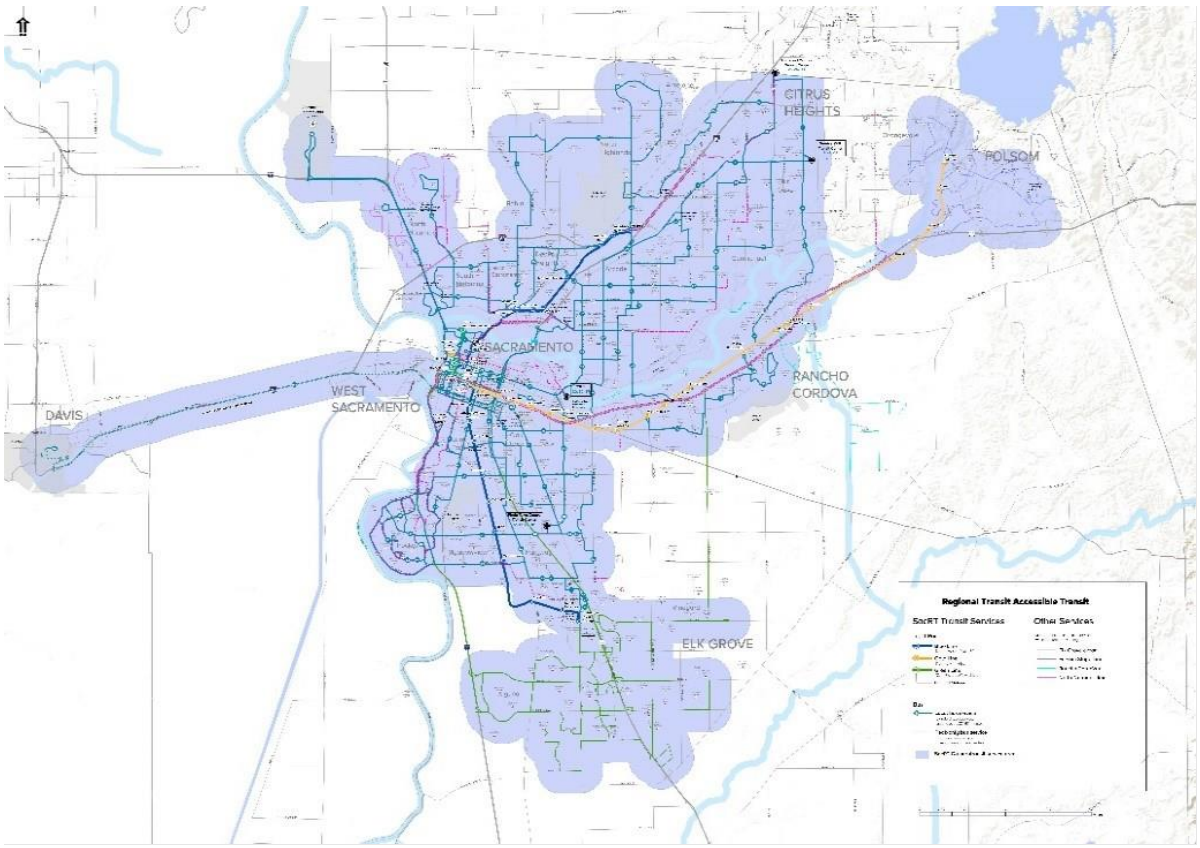
Visitors who present documentation that they have been ADA paratransit certified in the jurisdiction in which they reside, shall be provided ADA paratransit service in SacRT's service area.

Visitors that are unable to present ADA paratransit eligibility documentation will be required to provide proof of place of residence and, if the visitor's disability is not apparent, of his or her disability.

For more information on Visitor Status with SacRT, call 916.557.4685. If you require ADA paratransit service beyond the 21-day limit, you must become locally certified.

Service Area

SacRT ADA Paratransit service area and Non-ADA Paratransit Service area maps are available at www.SacRTgo.com. SacRT GO service area includes:



- Antelope
- Carmichael
- Citrus Heights
- Davis
- Elk Grove
- Elverta
- Fair Oaks

- Folsom
- Orangevale
- Rancho Cordova
- Rio Linda
- Sacramento

SacRT's ADA paratransit service **does not go** to West Sacramento, Galt, Rocklin or Roseville with the following exceptions:

Roseville: SacRT (under an Agreement with the City of Citr us Heights) is able to transport passengers **who live in Citrus Heights** to the Kaiser Permanente Roseville facilities located at Riverside and at Eureka, and to the Sutter Roseville Medical facilities if you are unable to transfer to a Roseville ADA paratransit vehicle.

There are also transfer points, which can connect passengers to and from other ADA paratransit services provided in adjacent jurisdictions such as ***Roseville*** and ***West Sacramento***. Reservationists may help in arranging your trip to connect at a transfer point, if needed.

For Yolo County SacRT GO will provide complementary paratransit service in accordance with the Americans with Disabilities Act (ADA) that is required by virtue of the operation of the Causeway Connection. This service will only be provided during the hours operated by the Causeway Connection and will only service areas within ¾ of a mile of each Causeway Connection stop. Reservationists may help in arranging your trip.

Service Days and Hours

ADA Paratransit Service

SacRT's ADA paratransit service area is designed to be "comparable" to SacRT's fixed route bus and light rail service, providing ADA paratransit service to origins and destinations within a ¾ mile radius of SacRT's bus routes or light rail stations during regular service hours.

ADA Paratransit Service is available during the same days and hours that SacRT's fixed-route bus and light rail service operates.

The ADA paratransit service complements the bus or light rail service in operation at the time.

Customers may request a pick-up within ¾ mile of a light rail station during the days and hours service is provided to the station. For example, if a train arrives at the City College light rail station at 8:00 p.m. on Sunday, you could also request an ADA paratransit pick up within a ¾ of a mile radius of that station at 8:00 p.m. on a Sunday.

Detailed bus and light rail schedule information is available at **www.sacrt.com/schedules**.

Non-ADA Demand Response Service

Non-ADA Demand Response Service is available to ADA eligible riders and it is service that goes beyond what would be available on regular fixed route buses and light rail trains. This service is not required by law.

The Non-ADA service area includes premium service areas where the origin or destination is not within ¾ mile of an active bus route or light rail station. This service is available during limited hours, please check www.SacRTgo.com for more information.

Fares

FARE MEDIA	ADA SERVICE	NON-ADA SERVICE
Single Ride Fare (one-way trip)	$5.00	$5.00
ADA 60-Ride Monthly Pass	$137.50	Not Available
Companion	$5.00	$5.00
Personal Care Attendant (PCA)	Free	Free
Children age 5 and under	Free	Free

Vehicle operators (including other transportation companies contracted by SacRT GO) must collect fares prior to boarding with the exception of Tap2Ride, so please have the exact fare ready.

Each one-way trip is $5.00. No fare is required for one personal care attendant. All other guests must pay the applicable fare.

Cash

If you are paying cash for your trip, you will need exact fare. The operator cannot give change.

Single Ride Ticket

You may purchase a Single Ride Ticket for a one-way trip.

Monthly Pass

The ADA 60-Ride Monthly Pass is for ADA service only. Full fare is required for additional ADA trips in excess of 60 during the calendar month. The ADA 60-Ride Monthly Pass will be managed electronically in the scheduling software system. With the purchase of a monthly pass, an eligible paratransit client is also eligible to use fixed route for no additional charge.



A Connect Card will be issued with the first ADA 60-Ride Pass and sent to the user; with each subsequent purchase, the Connect Card will automatically be loaded with a SacRT fixed route monthly pass.

There is no Monthly Pass available for Non-ADA Service.

To purchase a *Single Ride Ticket*, *ADA 60-Ride Monthly Pass* or to enroll in *Zip Pass Mobile* App:

- Use a ***credit card*** and call 916.321.BUSS (2877), Option 2, Option 4
- Visit the ***SacRT Sales Center*** located at 1225 R Street in Sacramento

- Send in a completed order form along with a check or money order to: Sacramento Regional Transit, P.O. Box 688, Sacramento, CA 95816

ZipPass

Download the free ZipPass app from the App Store or Google Play to purchase fare directly from your smartphone. To use ZipPass on SacRT GO, simply flash your active pass to the operator when boarding the vehicle.

Visit **www.sacrt.com/zippass** for a step-by-step guide to use ZipPass on SacRT GO.

Tap2Ride Contactless Fare Payment

Tap2Ride contactless fare payment devices are available on all SacRT GO paratransit vehicles and SacRT buses. Riders can use contactless debit or credit cards and mobile wallets on Tap2Ride devices installed on buses and SacRT GO shuttles to pay fares.

Discount fare is available using Tap2Ride devices on bus for eligible riders (Veterans, seniors 65+ and Medicare cardholders) who register in advance. Discount fare is not available on SacRT GO paratransit services. Learn more at **sacrt.com/Tap2Ride**.

FARE OPTIONS TAP2RIDE	
Single Ride Fare on Bus	$2.50
Discount Ride Fare on Bus	$1.25
Single Ride Fare on SacRT GO	$5.00
Personal Care Attendant (PCA)	Free
Children age 5 and under	Free

*Note you can't pay for more than one rider with one contactless fare payment type at a time.



Reservations / Scheduling a Trip

You may make a reservation by calling 916.321.BUSS (2877), Option 2 then Option 2. Or you can make reservations in the SacRT GO Paratransit Services Mobile App or website portal. Please contact reservations to enroll.

Reservation hours are 7:00 a.m. to 5:00 p.m. daily, including holidays.

Ride requests must be made one or two days in advance. Same-day service is **not** provided.

Please have the following information available:

- Your **first** and **last name**
- The **date** and **time** of your requested trip

- Your **appointment time, requested pick-up time, and return time**
- Your **origin** and **destination addresses** (including building name and specific drop-off and pick-up location information)
- A **contact phone number** you can be reached at while traveling
- **Please notify** if you will be *traveling with* a personal care attendant, companion, children, or service animal
- **Please notify** if you or anyone accompanying you will be *traveling using* a wheelchair, scooter, mobility device, or other equipment
- Any other information to ensure a successful trip

SacRT GO is a shared ride service; the vehicle operator may make other stops on the way to your destination. It is suggested that you book outbound trips with an appointment time.

When **booking your trip to an appointment time**, a trip will be scheduled with a *negotiated pick-up time* to ensure you get to your appointment on time.

If **booking by pick-up time**, it's best to *allow plenty of time* to get to and from your destination.

If you are unsure how much time you should allot for your trip, please ask the reservation specialist for assistance. You will need

to use your "best guess" when scheduling your return time.

The ADA guidelines specify that rides cannot be prioritized based on the purpose of the trip.

Subscription Service

For eligible SacRT GO customers who routinely request trips to the same destination on a regular schedule, subscription services may be beneficial. Customers only need to call once to reserve a recurring subscription trip.

Subscription service will only be considered where a **30-day history** exists. Subscription service is available on a limited basis to riders requesting to travel to the same place at the same time at least once a week for a **minimum period of 90 days**. SacRT GO reserves the right to restrict subscription service to maintain service efficiencies.

ADA paratransit regulations allow waiting lists for subscription service. SacRT GO will seek to add subscription trips when they are efficient and do not negatively impact the ability to provide non-subscription trips or create capacity constraints.

Subscription trips will not be canceled on New Year’s Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. If the trip is Not needed on the holiday, customer must contact SacRT GO reservations to cancel the trip one or two days prior to the day of the trip.

Subscription service may be canceled for any customer who demonstrates a pattern of unexcused late cancels or no shows

and is suspended under SacRT's No Show/Late Cancel Policy. Frequent changes to an existing subscription trip may result in the cancellation of subscription service and will require a new subscription request.

Taking a Trip

ADA Paratransit Service and Non-ADA Service may be provided using a variety of vehicles and may include other vendors as determined by SacRT. SacRT reserves the right to determine whether service will be delivered using its own operators and vehicles or using operators and vehicles of other entities (for example other transportation companies contracted by SacRT).

You must ride in the vehicle that is sent for you. Special requests for specific vehicles and vehicle operators cannot be honored.

If your pick-up and/or drop-off location is not accessible, your ADA paratransit service will be provided *curb-to-curb.*



Boarding Time / Pick Up Window

When you call to reserve your ride, you will be given a 30-minute "pickup window" in which the vehicle will arrive. You will need to be ready at the beginning of your "pick-up window". For example, if your negotiated *"ready time"* is 8:00 a.m., your 30-minute "pick-up window" is 8:00 a.m. to 8:30 a.m. You will need to be ready to board at 8:00 a.m. By being ready when the vehicle arrives, you help keep everyone's trips on schedule.

How Long Will the Paratransit Vehicle Wait?

When the vehicle arrives within the "pick-up window," the vehicle operator will wait no more than five (5) minutes. When a passenger is not ready to board the vehicle upon arrival, this adversely impacts other riders.

What if My Ride is Late?

If your ride has not arrived within **30 minutes** after your *"ready time,"* call 916.321.BUSS (2877), Option #3: **Where's My Bus Info** and listen to the instructions for the status of your ride.

Canceling a Trip

The **Cancel Line is available 24 hours. The minimum cancellation notice required for trips is two (2) hours in advance of the scheduled pick-up time.** If your travel plans change or you will not be ready to board at your *"ready time,"* please call 916.321.BUSS (2877) and listen to the instructions after dialing to reach the right unit. Shorter notice without a compelling reason may result in service interruption in the future.

Preventing Late Cancels and No-Shows

It is SacRT's goal to always connect with passengers and provide their scheduled ride. When riders do not cancel at least two (2) hours in advance or are not available to board within five (5) minutes, it is considered a "no- show."

Riders can prevent late cancels and no-show situations when they:

- Review dates, times and addresses with the reservationist to be sure information is correct

- Call SacRT GO to cancel rides as soon as the ride is no longer needed

- Cancel at least two (2) hours in advance of the scheduled pick-up time

- Are prepared to board at the starting time of the "pick-up window" and no later than five (5) minutes after the vehicle arrives

When there are circumstances outside the rider's control, it is not considered a no-show violation.

No Show / Late Cancelation Policy

To emphasize the importance of avoiding no-show and late cancels, SacRT has adopted a Late Cancel Policy which considers both the number of unexcused late cancels as well as the percentage of unexcused late cancels to overall trips scheduled. We will record each customer no-show or late cancellation and the reason for the cancellation, and may suspend, for a reasonable period, any customer whose unexcused late cancels are excessive whether the trips are advance reservation or subscription trips.

When you "no-show" for the first leg of a trip, **all later rides for the day will not automatically be canceled**. It is the rider's responsibility to cancel rides they no longer need.

Missed trips are considered excessive when a passenger has three or more unexcused late cancels within any calendar month and the unexcused late cancels account for 10% or more of total trips scheduled during that calendar month. Excessive late cancels are considered a pattern or practice and a violation of SacRT's No Show/Late Cancellation policy.

Suspensions will not be imposed for circumstances that are beyond your control. Examples of situations not within your control are:

- A sudden personal emergency
- Sudden or worsening illness
- Late arrival of the vehicle

Penalties

The following penalties shall apply to violations of this policy that occur within the same rolling 12-month period.

1st Violation	Counseling/Warning Letter
2nd Violation	1-day suspension
3rd Violation	5-day suspension
Subsequent Violations	30-day suspension

Notification of Suspension

Customers receiving a suspension of paratransit service will be issued a notice of suspension identifying each trip that was a no-show or late cancel.

The notice will also advise the customers of the dates when the suspension begins and ends, as well as the date that the customers can start to use paratransit service again. You will also receive written instructions for appealing your suspension.

In addition, subscription service may be cancelled for any customer who is suspended under this policy. A GO customer with suspended subscription service must request to be considered for a new subscription.

Passenger Assistance

SacRT GO operators will accompany passengers to and from the main door of the pick-up location and assist passengers with boarding and deboarding.

Passengers who need other types of help, like managing several bags or packages, finding an office inside a large medical building, filling prescriptions, etc., are advised to bring along a personal attendant.

Personal Care Attendant

A personal care attendant assists the passenger with daily life functions and may provide assistance during the ride or at the destination.

If you need assistance to travel, riding with a personal care attendant is strongly encouraged. A personal care attendant is not required to pay a fare and must be picked up and dropped off at the same location as the passenger.

If you did not indicate a need for a personal care attendant when you initially applied for ADA paratransit service and later determine that you need one, you must call SacRT's Accessible Services at 916.557.4685 .

You **must** reserve space for your personal care attendant when scheduling a trip.

Note: A family member or friend is regarded as a person accompanying the eligible rider, and not as a personal care attendant, unless the family member or friend is acting in the capacity of a personal care attendant.

Companion

A companion is someone who accompanies a rider, but not as a personal care attendant. You may bring one companion along on each ride in addition to a personal care attendant.

Companions must be picked up and dropped off at the same addresses. Additional companions may be scheduled, if space is available. Companions pay the same fare as the rider.

You must reserve space for your companion (including children) when scheduling a trip.

Children and Child Safety Seats

Children traveling as companions or personal care attendants, who are under the age of eight or under 4 feet 9 inches tall, are required by law to use a child safety seat or other safety restraint system.

You are responsible for providing such safety equipment and for securing it and the child in paratransit vehicles. Children must be under the control of the rider.

Boarding with a Mobility Device

ADA paratransit service vehicles are lift-equipped and will accommodate mobility devices primarily designed to assist persons with mobility disabilities, such as powered or manual wheelchairs with three (3) or more wheels and that are usable indoors and canes, crutches and walkers, provided the mobility devices can be secured and do not block the aisle or obstruct passage of other persons. We will transport any wheelchair and its users regardless of size or weight provided the lift, ramp or vehicle can physically accommodate the device without posing a legitimate safety risk. Operators will make every reasonable effort to safely transport riders using mobility devices, consistent with vehicle design limitations and manufacturer specifications.

If you change your mobility device or your mobility device breaks down and you need to use a different mobility device, contact SacRT's Accessible Services at 916.557.4685 to update your client file with the new mobility device.

- All vehicle operators are trained to operate the lift and will secure you after boarding.

- A boarding belt is also used by the vehicle operator to ensure safety while engaged in passenger boarding.

- Boarding while standing on the lift is allowed, but not encouraged.

- Boarding while sitting on a mobility device other than a wheelchair, such as a walker with a seat, is **not** allowed.

Life-Support Equipment

You may bring a respirator, portable oxygen and/or other life-support equipment as long as it does not violate laws or rules related to transportation of hazardous materials.

Carry-On Bags / Luggage

Due to space limitation, customers may only carry three (3) small bags / luggage on the vehicle that they are able to manage independently without the assistance of the vehicle operator.

The three carry-on items must fit within a certain space either on your lap or in front of your area. If you bring more than three (3) small bags, it will be your choice whether to board with only three bags and find alternative transportation to carry the remaining packages, or to decline the trip.

If you travel with a companion, the companion is allowed a total of three small bags.

Service Animals

You may travel with a service animal such as a guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability. An individual may have more than one service animal. The use of a service animal must be identified at the time of your eligibility assessment. All service animals must follow SacRT rules.

If you are traveling in your mobility device with a service animal, the animal should board first and wait while the operator boards you using the wheelchair lift (unless the animal is small enough to be on your lap while using the lift). Service animals must remain in a sit or down position, unless doing so would inhibit it from performing its' task. Any service animal who is not under the control of its handler will not be allowed to ride.

Emotional support and therapy animals must follow the rules related to pets. Small pets and other non-service animals may be carried on paratransit service vehicles only in properly secured containers or carriers. You are responsible for loading and securing the containers in paratransit vehicles. Operators are not permitted to assist in carrying the animal carrier/container. Please tell the reservationist when you book trips that you will be traveling with a service animal.

Reasonable Modification Policy

The Sacramento Regional Transit District (SacRT) is committed to providing safe, reliable, efficient, accessible and user-friendly service to its customers. To ensure quality and fairness, SacRT is committed to making reasonable modifications to its policies,

practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities.

Requests for modifications can be made by calling SacRT's Accessible Services at 916.557.4685 , or by emailing **accessible@sacrt.com**.

Lost and Found

SacRT is not responsible for lost or damaged items. If you leave an item on a vehicle, call SacRT's Customer Service Department at 916.321.BUSS (2877). If the item is located, you will be contacted by phone to make arrangements for pick-up. All lost and found items will be disposed of after 14 days.

Passenger Responsibilities

SacRT is committed to providing service in compliance with the ADA. If you need a reasonable modification to any behavior, appearance or hygiene due to a disability, please contact SacRT's Accessible Services at 916.557.4685, or by emailing **accessible@sacrt.com** or notify your operator. Service will not be denied solely by disability related behavior, appearance or hygiene.

Passengers must observe the following rules and responsibilities:

- Smoking and vaping are prohibited on and within 40 feet of the vehicle
- Exact fare must be provided (cash or pre-paid fare) prior to boarding.
- Vehicle operators cannot make change, accept checks or credit cards
- Seatbelts are required by all passengers on all vehicles
- Do not distract the vehicle operator while the vehicle is in motion
- Personal musical devices are allowed with headphones as long as the sound is not audible to others
- Proper attire, including shirts and shoes (or appropriate foot coverings), are required on the vehicle
- Bring a personal care attendant, if needed
- Do not deliberately evade paying a fare
- Eating or drinking is not allowed on the vehicle, unless required for health reasons
- No petting guide dogs or other service animals without permission from the owner
- No riding under the influence of alcohol or illegal drugs

- No physical or otherwise abuse of other riders or the vehicle operator

* To ensure your safety, please keep walkers and wheelchairs clear of bags and hanging items so they can be properly secured during your ride.

Fragrance-Free Passenger Communication

To provide a welcoming environment for all SacRT GO riders, including those with perfume and chemical sensitivities, SacRT kindly requests that, to the extent possible, riders refrain from wearing scented products.

Vehicle Operator Responsibilities

Vehicle operators will treat you with courtesy and dignity as they escort you to and from the main door (the main door is considered the lobby of a major medical facility, apartment building, etc.) of your pick-up locations and help you get on and off the vehicle.

They can stow small personal belongings, push a manual wheelchair, provide directions or act as a sighted guide, but if you need other types of help, like checking you out of a care facility, filling prescriptions, managing several bags or packages, etc., please bring along a personal care attendant.

Vehicle operators are not permitted to:

- Operate, push or lift your electric mobility device
- Transfer passengers from wheelchairs to vehicle seats

- Lift or carry riders
- Cross residential thresholds
- Carry packages and other items
- Secure child safety systems in the vehicle or children into such systems

Suspension of Service

Service Suspension for Abusive or Disruptive Behavior

Service will immediately be denied on a long-term basis or indefinitely to passengers who engage in violent, seriously disruptive, or illegal conduct directed at other riders or ADA service provider staff. Such conduct includes, but is not limited to: threats or fear of physical or verbal abuse; unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations; unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating vehicle-riding rules, including smoking in the vehicle, eating or drinking without medical indication, or defacing equipment.

Steps of the Suspension Process

Customers will receive a notice with the reason(s) for the suspension. The notice will also advise the customer of the dates when the suspension begins and ends, as well as the date that the customer can start to use ADA paratransit service again. You will also receive written instructions for appealing your suspension, should you wish to appeal the decision to suspend you.

ADA Complaints and Compliments

SacRT cares about what you think and welcomes all compliments, complaints, and suggestions about its ADA paratransit service.

To submit comments in writing:

Sacramento Regional Transit District

Customer Satisfaction Department

P.O. Box 2110

Sacramento CA 95812-2110

To submit comments by email:

Email: customeradvocacy@sacrt.com

To submit comments via phone call:

916.321.2877 Option 3, then 6

SacRT will work diligently to resolve customer concerns and provide positive results.

Fixed Route and Other Transit Service (Bus, Light Rail)

SacRT provides fully accessible fixed-route transit service in the greater Sacramento region. SacRT encourages seniors and individuals with disabilities to take advantage of the independence and flexibility that is provided by its bus and light rail train system, which offers the following services and accessible features:

- Reduced fare for seniors and individuals with disabilities
- Audio features on light rail fare vending machines
- Trip planning
- Automated stop announcements that include transfer points and major intersections, as well as announcements by vehicle operators of any requested stops announced to help orient passengers to their destinations
- Priority seating for riders who have difficulty standing while the vehicle is moving
- Buses with ramps or kneeling features to assist riders who use wheelchairs and other mobility devices or have difficulty getting up and down the bus steps
- Reserved wheelchair securement spaces on buses
- Boarding ramps at most light rail stations to assist passengers who have difficulty climbing steps
- Braille and raised-print signage posted at light rail stations to assist blind and visually impaired passengers

- Detectable warning tile at light rail stations to assist blind and visually impaired passengers in navigating the system







Learn more at sacrtgo.com.