

How Do I Get Certified?

Applications can be obtained by calling (805) 781-4833 to have an application mailed to you.

Fill out the Runabout application and be sure to answer all of the questions and sign the form.

Completed original applications must be submitted by mail to the RTA office (RTA: 179 Cross Street Suite A, San Luis Obispo, CA 93401)

RTA will review and process the application, and the applicant will be notified of a decision within twenty-one (21) days of completion of the application process, including the in-person interview at the RTA office.

If you have any remaining questions about ADA paratransit, Runabout, or the application process please call RTA administration at: (805) 781-4833.

Holiday schedules will vary depending on where service is provided. Please call Runabout regarding any holidays when service may have limited hours or is not available.



Additional Services in SLO County

Ride-On (805) 541-8747

- Ride-On MediCal/CenCal Shuttle: no-cost transit for medical appointments
- Ride-On Senior Shuttle: ages 65+
- Ride-On Veterans Shuttle

Community Interaction Program (805) 543-2039

For riders with developmental disabilities

Wilshire Good Neighbor (805) 547-7025

For seniors and riders with disabilities

Amdal (844) 464-7250

Non-emergency medical transportation

Transportation by Appointment

5 Cities Senior Shuttle (805) 473-3333
Cayucos Senior Van (805) 995-3543
Atascadero Dial a Ride (805) 466-7433
Morro Bay Call a Ride (805) 772-2744
Nipomo Dial a Ride (805) 929-2881
Paso Robles Dial a Ride (805) 239-8747
Paso/Shandon Dial a Ride (805) 266-4242
Cambria Community Bus (805) 927-5673
Wilshire Good Neighbor (805) 547-7025 x 17

**Need more help? Call Rideshare for
Trip Planning at (805) 781-1385 or call 511.**

www.slorta.org
Runabout Information
(805)541-4833

San Luis Obispo County

ADA RIDE GUIDE



Runabout Paratransit Service
Information and Policies
for Disabled Riders



Effective January 1, 2018

What is ADA

Complementary Paratransit?

The Americans with Disabilities Act (ADA) is a Federal Law that requires public transit agencies that provide fixed-route service to provide “complementary (equivalent) paratransit” services to people with disabilities who cannot use the fixed-route bus because of a disability. ADA complementary paratransit service must be provided within 3/4 of a mile of a bus route, at the same hours and days, for no more than twice the regular fixed route fare.

All fixed route buses are wheelchair accessible and all ADA passengers may ride fixed route vehicles and pay no fares

What is Runabout?

Runabout is the name of the ADA Paratransit Service for San Luis Obispo County. Runabout is an “origin-to-destination” service, meaning that Runabout will take riders directly from their starting location to their destination and back. Riders will be given a “window” of time during which they must be ready to be picked up. A Runabout vehicle may arrive anytime during that “window”. Runabout drivers will assist passengers in getting on and off the bus; however they are **not permitted** to cross the threshold of any personal residence.

Who Can Ride Runabout?

The ADA requires that paratransit rides be provided to all eligible riders if requested within seven (7) days prior to their requested trip (up to 5:00 PM the previous day). **Only riders who meet the criteria specified by the ADA and have been certified as eligible will have a guaranteed ride.**

Who is Eligible for ADA Certification?

The ADA law mandates that paratransit be made available to those persons whose disability prevents them from using accessible fixed-route bus services:

- This does not include people who find it uncomfortable, inconvenient or somewhat difficult to get to or from fixed route bus services.
- Persons do not automatically qualify for ADA certification because they have a disability or due to age.
- ADA certification is based on a person’s functional (physical or cognitive) limitations in riding or reaching the fixed-route system. There are three specific categories of eligibility used in determining a person’s functional limitations.

What are the 3 Categories of Eligibility?

Category 1

People who cannot navigate or travel on the bus, even if it is accessible, because of a disability. This category includes people who are unable, due to a mental or physical impairment (including a vision impairment) to board, ride, or disembark from an accessible bus without assistance.

Category 2

People who need an accessible bus. This category includes people who use wheelchairs (and other people with disabilities) who can use an accessible vehicle but who want to travel on a route that is still inaccessible.

All RTA fixed-route buses are ADA compliant and accessible

Category 3

People who cannot independently reach the bus stop due to the effects of a disability-related condition.

This category includes people who have a specific disability-related condition that prevents them from traveling to a boarding location or from a disembarking location.

How Do I Schedule My Rides?

Riders may make reservations up to seven (7) days in advance (recommended), but no later than 5:00 PM the day before their planned trip. We cannot schedule same-day trips. To make a reservation, please **call Runabout Dispatch at (805) 541-2544** between the hours of 8:00 AM and 5:00 PM, seven days a week.

Riders must speak to a dispatcher to schedule a ride.

Rides cannot be scheduled from a voice message.

How Much Does Runabout Cost?

The cost of a trip on Runabout is twice the cost of the same trip if it were taken on the fixed-route system. For specific trip pricing, please call 541-2544. A Punch Pass for thirty dollars (\$30) or fifty dollars (\$50) worth of rides can be purchased and used on Runabout.

Can I Have an Attendant or Companion?

Runabout clients are allowed to have one (1) fare-free personal care attendant (PCA). A PCA can be anyone that assists the rider. Anyone traveling as a companion without providing needed assistance to the client must pay the full fare. If there is a second PCA, that person is required to pay a full fare. If you will be travelling with a PCA, be sure to tell the dispatcher when scheduling your ride. Children six years old and younger are allowed to ride fare-free with a paying adult.