

San Luis Obispo County

Specialized Transit Ride Guide



**Programs and Policies
for Disabled, Senior and
Special Needs Riders**



Effective December 2023

Options for Riders Who Need a Little Support

Throughout SLO County there are many options for riders who may need specialized transit services. Depending on your age, location, and whether you have a disability, your options for service will vary.

Travel Training

One-on-one training is available to help you learn how to use transit, to learn your multiple options for using transit, or to get help planning your transit trip. A Travel Trainer is available to meet one-on-one or can make a presentation to your group.
Call (805) 776-8700 to learn more.

Call **511** for transportation information (*press 0 for live assistance*). You may have to leave a message but someone will call you back.

Transit Bus Options

San Luis Obispo's regional and local buses will take you to bus stops throughout the County with the flexibility of same day rides, often at discounted pricing. Discounts available include:

- Riders over 65, disabled and Medicare card holders can ride for **half price**
- Riders over 80 ride **fare free**
- Riders with an ADA certified disability ride **fare free**

All transit vehicles have ramps/lifts and are wheelchair accessible

SLO County Bus Transit Agencies

RTA: Service is countywide (805) 541-2228
www.slorta.org

South County Transit (RTA): Serving the 5 Cities (805) 541-2228: www.slorta.org

Routes A & B (RTA): Paso Robles citywide bus service (805) 541-2228: www.slorta.org

SLO Transit: Serving the City of San Luis Obispo (805) 541-2877: www.slocity.org

Morro Bay Transit Morro Bay citywide bus service (805) 772-2744: www.morrobayca.gov

Door-to-Door & Curb-to-Curb Shuttles

Many riders need the convenience of a ride that picks you up at your location and delivers you to your selected destination. Most shuttles serve only certain age groups or travel within specific areas.

Ride-On (805) 541-8747

www.ride-on.org

Ride-On operates multiple shuttle programs:

Veteran's Shuttle

Free for veterans with disabilities. This shuttle picks up from your home and delivers to VA clinics in SLO or Santa Maria. Reservations should be made at least two days in advance. You must also present your VA card to the driver. 6:30am- 5pm 7 days a week.

Community Interaction Program (CIP)

(805) 543-2039

For developmentally disabled riders. \$3 each way. Available weekdays, evenings and weekends.

Access (805) 541-8797 For low income riders who are unable to access standard bus service. Must meet eligibility criteria. Riders are able to ride two round trips a month for \$3 each way, 7 days a week.

Senior Go! (805) 473-3333

www.sloseniorgo.org Available to all seniors (age 65+) in SLO County for up to eight one-way trips per month. Door to door and curb to curb. Please call at least 24 hours before your trip. Ride fares are based on distance, starting at \$2.50 for up to 5 miles. 7am-5pm Monday-Friday. 10am-3pm Saturday.

Wilshire Good Neighbor

(805) 547-7025 extention 2214

Matches volunteer drivers with senior and 18+ age disabled riders for travel to appointments. Riders must complete an application with the agency. You must be able to transfer in and out of a wheelchair independently.

Drivers are available to be a companion and aide if needed. Rides are dependent upon a volunteer being available.

GoGo Grandparent (855) 464-6872

www. gogograndparent.com

Membership based, on-demand service that partners with Uber, DoorDash etc. to improve those services for seniors. See their webpage for details and pricing.

www.slovillage.org (805) 242-6440

Volunteers who provide transportation, help with technology and handyman services for seniors. Serves most of SLO County depending on their pool of volunteers.

Local Shuttles Serving Specific Areas

Atascadero Dial-A-Ride

(805) 466-7433

Door to door service. Rates are by zone: \$5 zone 1 and \$8 zone 2. Half price for seniors, disabled and Medicare card holders, Monday-Friday 7:30am-3:30pm

Cambria Community Bus (805) 927-4173

www.cambriacommunitycouncil.org

Free door to door service for seniors 60+ and disabled riders in the Cambria and San Simeon area. Must reserve a day ahead Monday-Friday 8am - 4:30pm. Also operates a weekly bus to San Luis Obispo and Paso Robles for medical appointments or personal use.

Cayucos Senior Van (805) 995-3543

Non-medical rides driven by volunteers for all residents of Cayucos. Travels within SLO County. Reservations 48 hours in advance. Call for fare information. 9am-4pm Monday-Friday.

Morro Bay Call-A-Ride (805) 772-2744

Available to all riders within 3/4 mile of the transit bus fixed route. \$2.50 per one way trip. Curb to curb service. Call Monday-Friday between 8am-10pm to request a ride or leave a message.

Nipomo Dial-A-Ride (805) 929-2881

Service within Nipomo. Same day trips can be arranged at least 2 hours ahead. \$2.25 each way and \$1.75 for seniors, disabled and children. 7am-6:30pm Monday-Friday.

Paso Robles Dial-A-Ride

(805) 239-8747

Service within Paso Robles. Curb to curb service. Same day trips can be arranged at least 2 hours ahead. \$5 each way and \$2.50 for seniors, disabled and children. 7am-1pm Monday-Friday.

Shandon Dial-A-Ride (805) 541-2544

Within the city of Shandon and into Templeton and Paso Robles. Curb to curb service.

Reservations must be made by noon the day before your requested ride. \$5 each way.

8am-5pm Monday, Wednesday, Friday.

Templeton Dial-A-Ride (805) 541-2544

Operates within Templeton. Curb to curb service. Reservations must be made the day before your requested ride time. \$2.50 each trip. 8am-5pm, Tuesday and Thursday.

Medical Transportation

Access for All (805) 519-0009

On demand service for riders in wheelchairs or with disabilities that prevent use of services such as Uber or Lyft. Available 24 hours a day, 7 days a week. No limitations for use. Use it to go to doctor appointments, buy groceries, or visit a friend, as long as you stay within SLO County. \$2.50/mile.

Amdal Transport Services

(844) 464-7250

amdaltransportationservices.com

Non-emergency medical transportaion including hospital discharges and medical appointments. Carries wheelchair, scooter and gurney passengers. Offers a personal care attendant to assist and in-home care during transport. 8am-5pm Monday-Friday. Call for fare information.

Care Connection Central Coast

(805) 934-0592

careconnectiontransports.com

Non-emergency medical transportaion including hospital discharges and medical appointments, local and long distance. Includes wheelchair and gurney. 7 days a week. Call for fare information.

CenCal/Medi-Cal Shuttle (855) 659-4600

www.cencalhealth.org

Free to CenCal/Medi-Cal clients for travel to medical appointments and for picking up prescriptions. Curb to curb. Must reserve 3-7 days in advance.

CHC Shuttle (877) 743-3242

Free for patients who need a ride to an appointment at CHC. Curb to curb and door to door service. There is a 48 hour notice minimum and riders must live within a clinic's service area.

ADA Complementary Paratransit Service

“Runabout”

Operated by RTA

What is Runabout?

Runabout is the name of the ADA-complementary paratransit service for San Luis Obispo County. Runabout will take riders directly from their starting location to their destination and back. Riders will be given a time-frame during which they must be ready to be picked up. A Runabout vehicle may arrive anytime during that window of time. 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.

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 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. You must complete an application with RTA and must be ADA certified. To be certified contact the RTA Mobility Specialist at (805) 781-1170.

Who is Eligible for Runabout ADA Certification?

The ADA law mandates that paratransit be 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.
- Runabout certification is based on a person's functional (physical or cognitive) limitations in riding or reaching the fixed route system.

Who is Runabout for?

Runabout is available for people who cannot navigate, travel to, or cannot access a boarding point or destination on the fixed route bus service independently because of a disability.

This includes people who are unable, due to a mental or physical impairment, including a vision impairment. Riders must either live or travel to Runabout service within 3/4 mile of any fixed route service. Runabout eligibility certification will be evaluated by the RTA.

There are three types of access to Runabout services:

Unconditional: Rider is unable to use fixed route under any circumstances and qualifies for all trips on Runabout.

Conditional: Rider may need Runabout for some trips but not for others. When an ADA rider is able to take the fixed route bus for a trip, they ride fare-free.

Temporary: Rider who experiences a temporary loss of functional ability that prevents them from using the fixed route services.



The ADA requires that paratransit rides be provided to all eligible riders if requested the previous day and up to seven days in advance of the trip. **Only riders who meet the criteria specified by the ADA and have been certified as eligible will have a guaranteed ride.**

Can I Have an Attendant or Companion?

Runabout clients are allowed to have one fare-free personal care attendant (PCA). A PCA can be anyone that assists the rider. If there is a second rider with the client, that person is required to pay a full fare and can travel if space is available. 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.

How Do I Get Certified?

Applications can be obtained by calling (805)781-4833 to answer some preliminary screening questions and then an application will be 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 will review the application, and the applicant will be notified of a decision within twenty-one (21) days of completion of the application process, including an in-person interview and functional assessment at the RTA office.

How Do I Schedule My Rides?

Riders may make reservations up to seven days in advance (recommended), but no later than 5:00pm 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 8:00am and 5:00pm, seven days a week excluding holidays.

*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 with a maximum of \$11 for each trip. For specific trip pricing, please call (805) 541-2544. A punch-pass for thirty dollars (\$30) or fifty dollars (\$50) worth of rides can be purchased and used on Runabout.

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

Holiday schedules will vary depending on the service provider. Please call your service provider regarding any holidays when service may have limited hours or is not available.

RTA does not provide service on the following holidays:

New Year's Day

Memorial Day

4th of July

Labor Day

Thanksgiving

Christmas

Please check our website for reduced schedules that may occur during holidays



(805) 541-2228 www.slorta.org