San Luis Obispo County

Specialized Transit Ride Guide



Programs and Policies for Disabled, Senior and Special Needs Riders

rta
REGIONAL TRANSIT AUTHORITY

Effective October 2025

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 fixed route vehicles **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. For personal trip planning, email rtatripplan@slorta.org or call Customer Service. Bus systems also run by RTA include:

South County: Serving the 5 Cities

Routes A & B: Paso Robles city-wide service

Morro Bay Transit: Morro Bay city-wide service

SLO Transit: Operated by the City of San Luis Obispo, city-wide service.
(805) 541-2877: www.slocity.org

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 low income 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: $5 for up to 20 miles, $10 for 20 miles or more.

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.

SLO Village (805) 242-6440
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.

Community Partners in Caring (805) 925-8000
www.partnersincaring.org.
At the time of this printing CPC is working to build a volunteer based ride program. Contact

this organization to learn if they are able to provide service for your needs.

Local Shuttles Serving Specific Areas

Origin to Destination Service
To book a ride, call 805-541-2228 ext. 3

Atascadero Dial-A-Ride
Rates are by zone: $5 zone 1 and $8 zone 2. Zone 1 is central Atascadero and zone 2 is outer areas, Twin Cities and Trader Joes. Half price for seniors 65+, disabled and Medicare card holders, 7:30 AM-3:30 PM Monday-Friday

Morro Bay Call-A-Ride
Available to all riders within 3/4 mile of the transit bus fixed route. $2.50 per one way trip. Operates 7AM - 6:30 PM Monday - Friday

Nipomo Dial-A-Ride
Nipomo service, west of Hwy 101. Same day trips can be arranged at least 2 hours ahead. $2.25 each way and $1.75 for seniors, disabled and children. 7 AM-6:30 PM Monday-Friday.

Paso Robles Dial-A-Ride
Service is within Paso Robles city limits. Same day trips can be arranged at least 2 hours ahead. $5 each way and $2.50 for seniors, disabled and children. 7 AM-1PM Monday-Friday.

Nipomo Dial-a-Ride is the only shuttle that is able to transport school children on a campus. All other shuttles use the curb or sidewalk

Shandon Dial-A-Ride
Within the city of Shandon and into Templeton and Paso Robles. Reservations must be made by noon the day before your requested ride. $5 each way. 8 AM-5 PM Monday, Wednesday, Friday.

Templeton Dial-A-Ride
Operates within Templeton. Reservations must be made the day before your requested ride time. $2.50 each trip. 8 AM-5 PM Tuesday and Thursday.

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 8 AM- 4:30 PM 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 one week in advance. Call for fare information. 10 AM-3 PM Tuesday, Thursday Friday and Saturday.

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 as long as you stay within SLO County. $2.50/mile.

Amdal Transport Services
(844) 464-7250
amdaltransportationservices.com
Non-emergency medical transportation 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. 8 AM-5 PM Monday-Friday. Call for fare information.

Care Connection Central Coast
(805) 934-0592
careconnectiontransports.com
Non-emergency medical transportation 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 two 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. This service does not accommodate wheelchairs.

RUNABOUT: ADA Complementary Paratransit Service

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. Drivers 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) 541-2228 ext. 1170

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: Riders 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)541-2228 ext 1170 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 or in person at 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 ext. 2** between the hours of 8:00 AM and 5:00 PM, 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) 541-2228 ext. 2. A punch-pass for thirty dollars ($30) or fifty dollars ($50) worth of rides can be purchased and used on Runabout.

ADA Certified riders can always ride RTA fixed route transit buses fare-free!

If you use a wheelchair please make an appointment to have your chair pre-marked for the tethers we use to secure your chair to the bus. This free service makes for faster boarding and ideal tether placement. Please call RTA at 805-541-2228 ext. 1 for Customer Service and ask for tethering help.

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, and Christmas

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

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