

QUESTIONS
FROM PASSENGERS
AT THE OPEN HOUSE
WEDNESDAY, DECEMBER 11, 2019

What will happen to the monthly passes? Will the prices remain the same?

SacRT has messaged to us and the public nothing will be changing. Since SacRT, along with their Board of Directors determines the cost for paratransit service, the cost will not be changing at the time of transition.

Will my eligibility end? Will I have to recertify for service?

Passengers' eligibility will remain the same. SacRT Accessible Services determines eligibility for passengers so there would be no need to recertify.

What will happen with my Alta pass?

SacRT and Alta Regional Center will need to discuss how Alta Pass clients will ride in the future. Paratransit, Inc. will be working with SacRT and Alta to assist with the discussion of pass transition.

Will there still be subscription trips? How will I get my subscription rides?

SacRT will need to determine whether they will provide Subscription rides, along with will they transfer over to their system or will passengers need to put in a new request for a subscription trip. The two agencies are currently working on the process to move over rides and information will be made available to passengers once completed.

Will January passes still be honored?

Yes, you will still be riding with Paratransit. Nothing will change until March 29, 2020.

What agencies does Paratransit work with?

Paratransit works with a number of agencies who transport their clients to their programs. ACC and UCP assist, along with Yellow Taxi with trips when Paratransit more trips than we can transport ourselves.

Who will we get our April pass from?

At this time, Paratransit and SacRT are working together on items such as this to make the transition for our passengers as seamless as possible.

Will the Hart Fund Coupons be honored by SacRT?

The City of Sacramento will need to determine whether the program will continue or not. Paratransit will be meeting with the director of the Hart Fund Program in the New Year to discuss the future of the program.

What happens when you want to visit another city, state or country?

It will continue as it always has, you will contact SacRT Accessible services to send your eligibility over to the paratransit service in the city you plan to visit.

Will Yellow Taxi be used?

SacRT will determine whether they use Yellow Taxi or not.

Will there be service into and out of Elk Grove?

Elk Grove has e-Van for their paratransit service.

Will the buses have the same equipment in them?

SacRT will determine what they will require in the buses for their operational needs.

What will happen if this all falls apart and SacRT can't do it?

It will not fall apart. Both agencies are committed to working on providing as seamless a transition process, as possible, for the passengers.

What happens if it does not transition on March 29, 2020?

You will continue to have service.

Will you still have to reserve 1-2 days in advance?

'Yes' nothing is changing in this aspect. The requirement for rides to be called in at least day prior, is a federal ADA requirement.

Will there be Same Day Rides?

To our knowledge, there will be no same day rides. SmarT ride is available to passengers in the areas in which it operates and all vehicles are lift equipped. SmarT ride is same day demand service.

Is the Late Cancel and No Show Policy being enforced?

Yes, the policy is being enforced.

Will PCAs still be able to ride? For free?

Yes, as per the ADA it is required by law that PCAs ride for free.

Will there be service for Non-ADA passed 10:00 p.m.?

Paratransit has not proposed any changes to Non-ADA service.