

## **Same Day Paratransit Service SamTrans Pilot Program**

### **Frequently Asked Questions**

#### What is the same-day paratransit pilot program?

This is a one-year pilot program which will provide same-day paratransit trips to SamTrans customers. The program will provide Paratransit customers with more flexible transportation options which have been requested by the community. The pilot is scheduled to run from December 18, 2023 to December 17, 2024.

All policies in the pilot program are subject to change.

#### How do I request a trip?

To request a trip, call the Redi-Wheels reservation phone number listed on your paratransit ID card between 8:30 am – 1:30 pm. Press 3 to request a same-day paratransit trip.

Let the team know that you are requesting a same-day paratransit trip. Give your name, where you want to be picked up and dropped off, and your requested pick-up time. Please let the team know if you are traveling with a mobility device, an attendant or a guest.

The team will look at the day's schedule to see if your requested trip can be accommodated. If your trip can be scheduled, you will be given the pick-up time.

If the pick-up time does not work for you, declining the trip will NOT count as a late-cancel.

#### How much does it cost?

Each one-way trip costs \$10 for the standard fare or \$8 for fare assistance customers.

Am I guaranteed to get my trip?

While trips are not guaranteed because trips are scheduled based on availability, we will do our best to accommodate all requests.

Will I get the exact time that I request?

The Redi-Wheels dispatcher will work to group your ride with existing scheduled rides. You may be offered a trip up to 90-minutes before or after your requested pick-up time.

For example, if you called at 9:00 am to request a pick-up for 1:00 pm, you could be offered a pick-up time between 11:30 am and 2:30 pm.

What if I need more than one same-day paratransit trip?

While requesting your initial trip, you can also request a return trip or an additional trip. If our team is unable to accommodate your request(s), you have the option to cancel any of your requests.

Do I have to be a Redi-Wheels customer?

Yes. To be eligible for this program, you must be a San Mateo County resident and registered with Redi-Wheels.

If you would like to apply for Redi-Wheels, please call the Paratransit Eligibility Office at 650-366-4856.

What are the hours of service?

Trips are available Monday - Friday between 9:30 am – 3:00 pm. Pick-up times will be assigned based on availability and capacity and may vary by up to 90 minutes in either direction.

Can I call more than two hours in advance?

Yes, you can call any time between 8:30 am – 1:30 pm.

What is the same-day pilot program service area?

The service area has two zones:

- Zone 1 ranges from the northern San Mateo County border to Highway 92.
- Zone 2 ranges from Highway 92 to the southern San Mateo County border.

Customers can travel within each zone, but not between zones. Same-day paratransit trips must have an origin and destination within the same service zone.

Are wheelchair-accessible trips available?

Yes. This program will use existing Redi-Wheels vehicles. When you request the trip, please let the team if you have a mobility device and what type of device you are using.

Can I request a specific type of vehicle?

No, vehicles are assigned based on availability. Customers using wheelchairs will be assigned to wheelchair-accessible vehicles.

Will there be other people in the vehicle with me?

Yes, Redi-Wheels is a shared-ride service.

Please note, some passengers are immunocompromised, so if you think you are ill or contagious, please stay home for your safety and the safety of others.

Are there limits on the number of same-day trips that I can request each month?

No.

What should I do if I have an emergency and need a ride right away?

If you are having a medical emergency, call 911.

Are same-day medical trips given priority over other types of trips?

No. All trip requests are treated equally.

What should I do if I need a same-day ride and no trips are available?

To ensure a guaranteed trip, book a regular Redi-Wheels ride between one to seven days in advance.

How can I get more information?

For more information, call SamTrans Customer Service at 1-800-660-4287. Free interpretation assistance is available. Para traducción llama al 1-800-660-4287; 如需翻譯,請電 1-800-660-4287.