

ADA Paratransit Fares

No surge pricing or same-day fares.

Fare	Each Way
Single Ride*	\$2.50

*A Roseville Transit ADA Paratransit ID card or an ADA Paratransit ID card issued by any transit agency is required to receive the Paratransit fare.

Payment methods

Through the mobile app

- Credit or debit card. Save by purchasing a pass.

When you board

- Cash
- Use a paper Dial-A-Ride pass
Purchase them by calling (916) 774-5293, visiting 316 Vernon St. Suite 150, Mahany Fitness Center, or Maidu Community Center.

Accessibility

All vehicles are ADA compliant and equipped with wheelchair lifts and securement areas.

The GO South Placer app allows you to note the type and number of mobility devices for your trip.

Assistance with passenger lifts, mobility device securement and fare payment is available upon request. Call 745-7560 for a mobility consultation.

Mobility Training

Free Mobility Training is available. A professional mobility trainer will teach you how to safely and independently use transit. Call (916) or (530) 745-7560 or visit roseville.ca.us/MobilityTraining to get started.

Requesting Reasonable Modification

Individuals with disabilities may submit requests for modifications of Roseville Transit facilities or services by email, mail, or by calling (916) 774-5293. Please provide the requestor’s name, date, contact information and specific modification being requested, and you will receive a determination no later than 15 days after your request.

Regional connections

Connections available to destinations outside Roseville. To book a ride from Roseville to a Placer County location outside city limits, you will need to book two trips:

- Book a trip to the nearest transfer point to your destination. These points are marked in the app.
- Book your second trip from the transfer point to your final location. Be sure to choose a departure time for your second trip that’s after the arrival time of your first trip.

Fares for each service area may vary.

Carry-ons

Shopping bags and other carry-ons are limited to items passengers can safely carry on the bus in one boarding. Bags can’t block the aisle. Passengers must have control over carry-ons at all times.

Canceling your ride

If you won’t be able to ride, be sure to cancel your trip in advance by calling 745-7560, canceling it online, or on the Go South Placer app.

No-shows & Late Cancellations

Passengers receive a no-show when they fail to cancel a reserved or subscription ride before the scheduled pick-up time, when they are absent from the location at the scheduled pick-up time, or when they are not ready at the scheduled pick-up time. Please note that if a passenger is a no-show for the pick-up, the return trip is not automatically canceled.

A Late Cancellation occurs when an unwanted ride is not canceled at least 2 hours before the beginning of the 30-minute pick-up window or the ride is canceled at the door.

Each trip that is a No-Show or Late Cancellation and within the passenger’s control is assessed independently. Customers have the opportunity to appeal a No-Show or Late Cancellation.

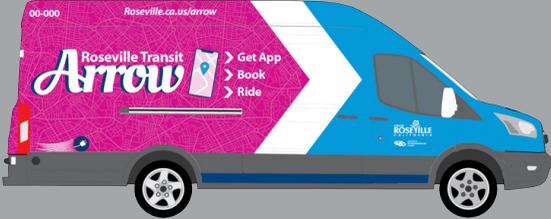


roseville.ca.us/arrow
(916) or (530) 745-7560
316 Vernon St., Suite 150
Roseville, CA 95678

Updated 2/2023



ADA Paratransit Service



- > **Get App**
- > **Book**
- > **Ride**

Dial-A-Ride is now Arrow



roseville.ca.us/arrow
(916) or (530) 745-7560



Travel anywhere within Roseville city limits.

Affordable convenience

Arrow combines the convenience and flexibility of ride-hailing services with the capacity and affordability of traditional transit.

Professional drivers

Ride with confidence. Roseville Transit drivers have undergone thorough background checks and safety training.

No surge pricing or same-day fares

Arrow fares stay the same no matter when you ride.

Service hours

Monday - Friday: 5:45 a.m. - 10 p.m.
Saturday & Sunday: 8 a.m. - 5 p.m.
Holiday schedules may apply.

This brochure is available in accessible formats upon request. Call (916) 774-5293. Or, contact the California Relay Service by dialing 711 for assistance.

About Americans with Disabilities Act (ADA) Paratransit Service

Roseville ADA Paratransit service operates as a complement to Local service routes and is available to individuals with disabilities preventing them from using Local buses.

Paratransit is a shared-ride transit service. Travel time will be similar to a Local bus trip, rather than a car or taxi. The service may be used for any purpose.

Paratransit Certification

The City of Roseville’s certification process follows the Federal Transit Administration’s ADA guidelines. Eligibility is determined by an individual’s ability to get to/from the bus stop, board/exit the bus, and the ability to navigate the Local service.

ADA Paratransit provides eligible passengers:

- Assistance beyond the curb, when necessary and feasible to provide
- ADA Paratransit fare
- Discounted fare for one companion for an individual traveling with the passenger
- If approved, a personal care attendant to accompany you on your trips free of charge.

To apply, request an application from the Alternative Transportation office or download at roseville.ca.us/transit. Once a request is made, applicants may begin riding with Paratransit benefits while eligibility is determined.

Applicants have 60 calendar days in which to return a completed, signed, original application to the Alternative Transportation office by mail or in person. All information is kept confidential and will be used to determine if the applicant can ride the Local bus system or if the applicant is eligible for Paratransit services. A determination will be made in 21 days.

If approved, applicants will be notified by letter, of their Roseville Paratransit certification status. A Roseville Transit Paratransit photo ID card must be obtained within 6 months of approval. The ID

confirms ADA eligibility and must be shown each time upon boarding. There is no charge for new and recertification Roseville Transit Paratransit photo ID cards. However, a replacement ID is available for a fee.

If Paratransit eligibility is denied, a letter indicating the reason(s) for the denial and how to appeal the decision will be mailed. Denial of eligibility applies only to Roseville Paratransit service.

Types of Eligibility

Temporary

Eligibility may be granted to an individual if the disability or incapacity is expected to last more than 90 days and is long-term but not permanent.

Visitor

The city of Roseville is required to provide service for any combination of 21 days during any 365-day period beginning with the visitor’s first use of the service during that 365-day period.

The City of Roseville may request that the visitor apply for eligibility in order to receive additional service beyond this number of days.

Recertification

To continue Paratransit eligibility, a recertification application, must be mailed at least 30 days prior to the eligibility expiration date indicated on the Roseville ADA Paratransit ID card. At any time, individuals have the right to request a new determination if there have been changes in their situation.

Mobile App

Download the GO South Placer mobile app. Or, use the desktop site. Visit roseville.ca.us/arrow.



Riding Arrow

Open GO South Placer On-Demand Transit app

The app allows you to book trips within Roseville Transit or Placer County Transit service areas.

You can also book at roseville.ca.us/arrow. **Or, you may call (916) or (530) 745-7560 to schedule your trip over the phone.** Agents can assist you 7 days a week, 8 a.m. – 5 p.m.

Please contact us to make a subscription for recurring trips.

Select Roseville Transit Arrow

Choose your pickup and dropoff locations

Select your options:

- Number of riders
- Accessibility needs
- Payment type

Book your trip

Rides can be booked the same day, up to 14 days in advance.

Payment is accepted in the app. Simply select a Single Ride fare pass. If you are paying by credit or debit card, you may book rides up to 7 days in advance.

Be ready for your pickup

Please be ready for the Arrow bus during your designated pickup window. Keep an eye on the app to track the current location of your bus and receive ride notifications. Drivers will only wait 2 minutes.

Share your ride

Other customers may be picked up or dropped off while you’re riding Arrow.

By riding, you agree to follow the Code of Conduct, available at roseville.ca.us/arrow.