

HOW TO USE REDI-WHEELS AND REDICOAST

*San Mateo County*  
**TRANSIT DISTRICT**



# San Mateo County Paratransit Rider's Guide

JANUARY 2022 EDITION

# HOW TO USE REDI-WHEELS AND REDICOAST

## San Mateo County

## Paratransit Rider's Guide

To request a copy of this guide in an accessible format,  
please call 1-800-660-4287

This information is also available at  
[www.samtrans.com/Accessibility](http://www.samtrans.com/Accessibility)

للتزجمة، أتلصل على 1.800.660.4287

如需翻譯，請電 1.800.660.4287.

अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

翻訳のご用命は、+1.800.660.4287 までお電話ください。

번역을 원하시면, 1.800.660.4287 번으로 전화하십시오.

دیریگ تماس 1.800.660.4287 شماره با ترجمه یرا

Если вам нужны услуги переводчика,  
обращайтесь по телефону 1-800-660-4287.

Para traducción llama al 1.800.660.4287

Para sa pagsasalin sa ibang wika, tumawag  
sa 1.800.660.4287

Cần dịch thuật, xin gọi 1.800.660.4287.



# ABOUT

## REDI-WHEELS AND REDICOAST

ADA Paratransit is for persons with disabilities who cannot independently use regular bus service some of the time or all of the time. The San Mateo County Transit District (SamTrans) provides ADA paratransit service using Redi-Wheels on the Bayside of the county and RediCoast on the Coastside. Trips must be scheduled at least one day in advance.

The purpose of this guide is to enable San Mateo County paratransit riders, their families, and advocates to become familiar with the paratransit services offered by Redi-Wheels and RediCoast and to help ensure that our customers enjoy the best riding experience we can provide.



The information contained in this guide is divided into sections by topic, and is listed in a table of contents beginning on the following page. Please note that Redi-Wheels and RediCoast policies are subject to change without notice. Experienced customers should review this guide carefully, as some sections and policies have changed.

All SamTrans buses are accessible, and many persons with disabilities are able to use the regular fixed-route bus service. However, if you are unable to use accessible fixed-route transit for some or all of your trips, you may be eligible for paratransit. If you're not sure whether you're able to use the regular bus, call SamTrans at **1-800-660-4287**. SamTrans can provide travel training to paratransit users or non-paratransit users who wish to learn how to use SamTrans and Caltrain.

# CONTENTS

Who can use Redi-Wheels and RediCoast .....	6
Eligibility for Redi-Wheels and RediCoast .....	6
Do I need to renew my paratransit eligibility? .....	7
What should I do if I lose my paratransit ID card? .....	7
Hours and Fares .....	8
Service Hours .....	8
Redi-Wheels .....	8
RediCoast .....	8
Fares .....	8
To purchase ticket books .....	9
By mail .....	9
In Person .....	9
Other Services .....	9
Service Area .....	9
Redi-Wheels and RediCoast Service Area Map .....	10
Planning for Your Trip .....	11
To schedule a ride .....	11
To cancel a ride .....	12
On-time Pickup Window .....	12
If you miss your ride home .....	13
Transfers to neighboring Paratransit systems .....	14
Customers are expected to be ready and waiting .....	15
Drivers can: .....	15
Drivers cannot: .....	15
Questions & Answers .....	16
Where will I be picked up and dropped off? .....	16
Will other people be on the vehicle with me? .....	16

How long will my trip take? .....	17
Can the driver drop me off first? .....	17
Can I take a friend or family member with me? .....	18
Can I bring my service animal? .....	18
What if I cannot ride in a vehicle with a service animal? .....	18
How many bags can I bring? .....	19
Can paratransit accommodate scooters and Segways? .....	19
What happens if I don't show up for my ride? .....	20
How can I learn how to ride SamTrans or Caltrain? .....	20
What if I will be traveling to San Mateo County as a visitor? .....	20
What if I need to use paratransit outside of San Mateo County? .....	20
How do I make a comment about my ride experience? .....	21
What if I need to request a change to a policy or procedure because of my disability? .....	21
What if I need to travel in a particular type of vehicle? .....	22
Rules of the Road .....	23
No-Shows & Late Cancellations Policy .....	25
Tips to Avoid No-Shows & Late Cancellations .....	27
Phone Numbers .....	29
Redi-Wheels .....	29
RediCoast .....	29
Other Bay Area Paratransit Agencies .....	30
Paratransit Advocacy Groups .....	30
(for Redi-Wheels) .....	30
(for RediCoast) .....	30

**IF YOU HAVE MORE QUESTIONS AFTER REVIEWING THIS GUIDE,  
PLEASE CALL 650-508-6241.**

# WHO CAN USE REDI-WHEELS AND REDICOAST

## ELIGIBILITY FOR REDI-WHEELS AND REDICOAST

Before using Redi-Wheels or RediCoast, it is necessary to establish each rider's eligibility to use ADA paratransit service. SamTrans requires an application and interview to determine rider eligibility. The evaluation process can take up to 21 days from the date of the interview. A friend, relative, or other support person can assist you with the application and interview.

If you are a visitor to San Mateo County who uses ADA paratransit in your home jurisdiction, please have your home agency call **650-508-6241** to arrange "visitor" eligibility for you. Visitors to San Mateo County who are ADA paratransit eligible are entitled to 21 days of visitor eligibility in any 12-month period.

If ADA paratransit service is not available in your area, or if you are not signed up to use paratransit where you live, but you would like to use Redi-Wheels or RediCoast while you are visiting San Mateo County, please call **650-508-6241** for more information.

If you live in Alameda, Contra Costa, Marin, Napa, San Francisco, Santa Clara, Solano or Sonoma County, and you travel into or through San Mateo County using ADA paratransit, you can be certified for "intercounty" eligibility, which will run concurrently with your eligibility status in your "home" county. Please call **650-508-6241** for more information. (*See also **Transfers to neighboring Paratransit systems** on page 14 and **What if I need to use paratransit outside of San Mateo County?** on page 20*)



## DO I NEED TO RENEW MY PARATRANSIT ELIGIBILITY?

You are eligible until the expiration date on your ID card. You must renew your eligibility to continue riding beyond that date. To reapply, call **650-366-4856**.



## WHAT SHOULD I DO IF I LOSE MY PARATRANSIT ID CARD?

Call **650-366-4856** and a replacement card will be mailed to you. You may continue to use Redi-Wheels and RediCoast for the duration of your eligibility period while your replacement card is being sent to you. However, passengers must be prepared to provide identification if requested by the driver, and it is recommended that you carry your Redi-Wheels or RediCoast ID card with you for this purpose when you ride.

# HOURS AND FARES

## SERVICE HOURS

### REDI-WHEELS

Daily: 5:30 a.m. - midnight  
Call Redi-Wheels for information  
on limited 24-hour service.

### REDICOAST

Daily: 6 a.m. - 9 p.m.  
Call RediCoast for information on  
Non-ADA service hours.

For **reservation hours and telephone numbers**, see page 29.

## FARES

Fares subject to change.

**The exact fare for each one-way ride is due when you board the vehicle for that ride.** Drivers are not able to make change, and overpayment of one fare cannot be counted toward any subsequent fare.

- One-way trip - \$4.25
- Block of 10 tickets - \$42.50
- Lifeline fare (one way) - \$1.75
- Block of 10 lifeline fare assistance tickets - \$17.50

People who receive Supplemental Security Income, General Assistance, or Medi-Cal may be eligible for Lifeline, the reduced fare program. Call **650-508-6241** for an application. You must be a San Mateo County resident.

The official SamTrans Mobile ticketing app lets you use your phone to pay your fare using SamTrans and other Bay Area public transit systems. For more information please visit [www.samtrans.com/mobile](http://www.samtrans.com/mobile).



## TO PURCHASE TICKET BOOKS

### BY MAIL

Receptionist  
SamTrans  
PO Box 3006  
San Carlos, CA  
94070-1306

### In Person

Monday to Friday  
SamTrans Customer Service Window  
1250 San Carlos Ave.  
San Carlos, CA 94070

Form is available to print at [www.samtrans.com/howtobuy](http://www.samtrans.com/howtobuy).

## OTHER SERVICES

Paratransit customers can ride all scheduled SamTrans fixed-route buses for free by using their Redi-Wheels or RediCoast card and a photo Identification.

Redi-Wheels and RediCoast are services of the San Mateo County Transit District.

## SERVICE AREA

Redi-Wheels serves the Bayside of San Mateo County and Pacifica.

RediCoast serves the Coastside of San Mateo County.

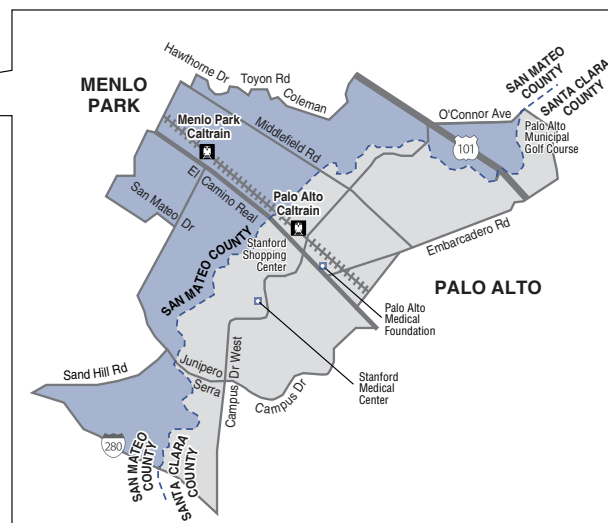
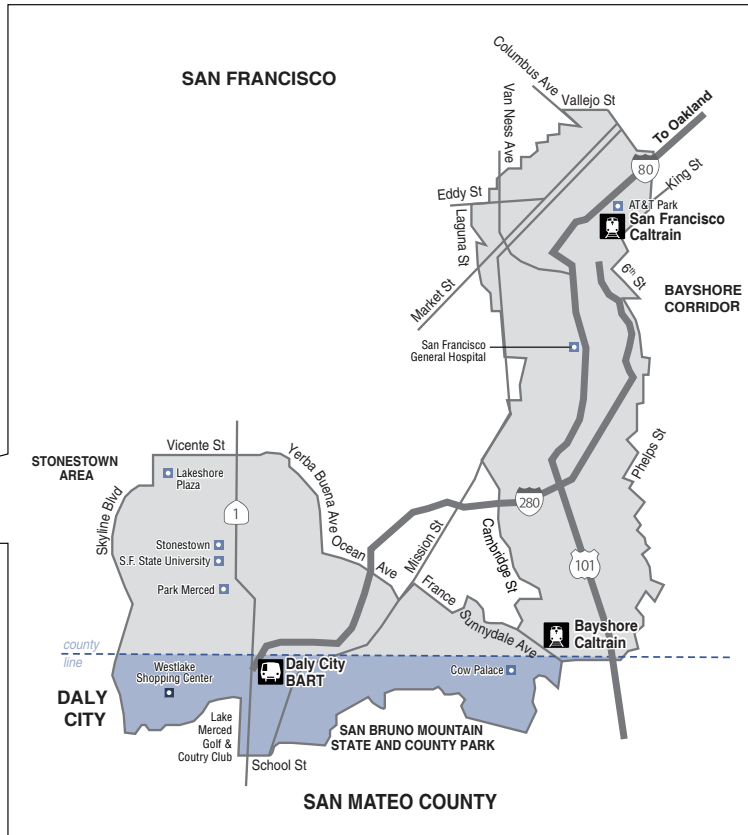
Redi-Wheels and RediCoast also serve the Stonestown, Highway 101 Corridor of San Francisco, and some areas of Palo Alto - including Stanford Medical Center and the Veterans Administration Medical Center. Refer to the map on the opposite page for service area.

You can travel throughout the greater Bay Area by transferring to other paratransit services. Call **650-508-6241** for more information.

*See map on page 10.*

# REDI-WHEELS AND REDICOAST SERVICE AREA MAP

## Paratransit Service Area Map



- Redi-Wheels Service Area
- RediCoast Service Area
- Redi-Wheels Service Outside San Mateo County

# PLANNING FOR YOUR TRIP

## TO SCHEDULE A RIDE

You must call between one and seven days in advance to book your trips. Same day changes or same day reservations aren't possible. If you are making a round trip, reserve your return ride at the same time. *Please see page 29 for reservation hours of operation.*

Please bear in mind that ADA paratransit is a "shared-ride" service, and that trips on Redi-Wheels and RediCoast take about the same amount of time as similar trips taken using SamTrans bus service, including transfers and the time to walk to and from the bus stop.

Pickup times are subject to negotiation – the reservationist will offer you one or more options within one hour (before or after) of your requested pickup time.

You can also schedule trips by appointment time. If you are traveling to an appointment (for example, a doctor's appointment), please tell the reservationist what time you need to arrive at your destination. They will tell you what time you need to be picked up in order to ensure that you arrive on time at your destination.

Please also let the reservationist know what mobility aids or devices (such as a wheelchair, walker, or white cane) you will be using during your trip and if you will be travelling with an attendant or service animal, so we can ensure that the appropriate space is reserved on the vehicle for you to take your ride. If you regularly go to the same place on the same day and time, you might want a subscription trip. For more information, please call reservations at the number indicated on your Redi-Wheels/RediCoast card.

If you are booking multiple rides for the same day – for example, a round trip from home, or a trip to the bank, the post office, and the drugstore, before returning home – please remember to allow at least one hour between requested pickup times.

## TO CANCEL A RIDE

Call the dispatcher at **650-482-9360** for Redi-Wheels or **650-560-0360** for RediCoast at least **two hours** before your scheduled pickup, or as soon as you know you will be unable to take your ride as scheduled.

Please [see page 29](#) for dispatcher hours and phone numbers. You also are responsible for calling the other paratransit service if you have scheduled a transfer.

## ON-TIME PICKUP WINDOW

**Redi-Wheels and RediCoast pickups are considered on-time if the vehicle arrives between the negotiated pick up time and 20 minutes after the negotiated pickup time.** This is called the pickup “window.” Riders must be ready to board a vehicle that arrives at any time within the pickup window.

If your vehicle does not appear within the on-time pickup window, please call the dispatcher at **650-482-9360**. Please wait until at least 20 minutes after your negotiated pickup time to call for an update.

The driver will wait for you to appear for a maximum of five minutes – either from the time the vehicle arrives to pick you up, or from your negotiated pickup time, whichever is LATER (in cases where the vehicle arrives early).



## IF YOU MISS YOUR RIDE HOME

Redi-Wheels and RediCoast have a “no-strand” policy. If you miss your return ride, you will not be left stranded. Call the dispatcher and explain your situation, and arrangements will be made to take you home.

Please keep in mind that it may take up to an hour or more for a vehicle to come back to pick you up, particularly during busy periods, such as the mid-day hours on weekdays.

If you miss one pickup as part of a multi-leg trip – for example if you are out running errands and your first stop takes longer than expected, causing you to miss your second ride – you may want to revise your plans, if you can. If you miss your subsequent scheduled trips, you will need to call the dispatcher and wait for a vehicle to be sent each time you are ready to travel on to your next location.

# TRANSFERS TO NEIGHBORING PARATRANSIT SYSTEMS

**If you are leaving San Mateo County, Redi-Wheels or RediCoast will drop you off at the transfer point and depart, whether or not the neighboring agency's vehicle has arrived to pick you up.** If you are traveling into San Mateo County, the Redi-Wheels or RediCoast vehicle will wait up to 15 minutes from your scheduled transfer time for you to arrive.

**You are responsible for arranging the reservation for each portion of your trip.** When scheduling your return trip, please allow 30 minutes between your arrival at the transfer point and your scheduled pick-up by Redi-Wheels.

If you will be late to a transfer point, ask the driver to call the dispatcher so that the other paratransit service provider can be notified. If a vehicle scheduled to pick you up at a transfer point is late, call the dispatcher.

Before you begin your trip, always make sure that you have with you the telephone numbers for the dispatch offices of all paratransit systems you will be riding that day. If your appointment runs late or you miss a connection, make sure to inform all of the systems you will be riding to get home, so that they can adjust their plans to pick you up accordingly. (*See also **What if I need to use paratransit outside of San Mateo County?** on page 20*)

## CUSTOMERS ARE EXPECTED TO BE READY AND WAITING.

Customers should be waiting before the vehicle is scheduled to arrive. The driver will only wait five minutes (from the time the vehicle arrives, or from your negotiated pickup time, whichever occurs later) for you to appear before leaving. The driver cannot enter a building to look for you.

Drivers can assist you between the outside door and the vehicle if the distance is no more than 100 feet and the driver will not lose sight of the vehicle for more than a few moments. You must be waiting where you can tell if the vehicle has arrived. **Please tell the reservationist at the time you book your trip if you will need assistance from your door to the vehicle.** Drivers cannot leave their vehicles unattended to look for riders.

### DRIVERS CAN:

- Help fasten lap belts
- Assist sight-impaired passengers
- Assist with wheelchair maneuvering
- Offer an arm for stability
- Drivers can carry up to four standard grocery bags, in 1 trip, with a maximum weight of 20 pounds
- Open the front door at your pick up or drop-off location

### DRIVERS CANNOT:

- Enter a residence
- Enter a building to look for a passenger
- Lift or carry any wheelchair
- Access some driveways and parking lots
- Lose sight of the vehicle for more than a few moments
- Maneuver the vehicle in a way that could be hazardous, including backing out of a driveway



# QUESTIONS & ANSWERS

## WHERE WILL I BE PICKED UP AND DROPPED OFF?

Redi-Wheels and RediCoast provide “origin to destination” service, generally from curb to curb, with door to door assistance provided upon request. Please inform the reservationist at the time you book your ride, if you need assistance to or from the vehicle.

Redi-Wheels and RediCoast can provide service to or from almost any address inside our service area. (*See [Service Area](#) on page 10 for details*) When reserving a ride, please have the address of both your pickup and drop-off locations available. In some instances, it may be necessary for Redi-Wheels or RediCoast to survey the location before door to door service can be provided.

Redi-Wheels and RediCoast will usually provide service to the entrance of your choice at locations with multiple entrances and exits, such as shopping malls. However, at some common locations Redi-Wheels and RediCoast are only able to provide service to designated pickup and drop-off points, sometimes marked with a Redi-Wheels sign. These drop-off points have been selected for safety reasons and to make it easier for drivers to locate customers and vice-versa for their return trip home. Questions about where you will be picked up and dropped off can be answered when you reserve your ride. **It is not possible to change your return pickup location at the time of your drop-off.**

## WILL OTHER PEOPLE BE ON THE VEHICLE WITH ME?

Redi-Wheels and RediCoast are shared-ride public transit services, just like SamTrans bus service. It is likely that there will be other people on the vehicle with you. This helps to keep the service sustainable.

Please bear in mind that the vehicle may make several stops to pick up and drop off other passengers during your trip, particularly if you are traveling a long distance. Federal law prohibits ADA paratransit systems (like Redi-Wheels and RediCoast) from prioritizing one trip over another. The driver may assign seats. We cannot guarantee a specific seat in a vehicle.

## HOW LONG WILL MY TRIP TAKE?

Trips on Redi-Wheels/RediCoast should be expected to take about the same amount of time as the most similar trip taken on SamTrans bus service, including walking to and from bus stops, waiting for the bus to come, and any transfers between buses.

New riders should keep in mind that trips on public transit often take significantly longer than direct trips taken by private car or taxicab. This is due to the shared-ride nature of bus service, and the routing of buses to provide the most travel options for the most people in the service area. For more information about SamTrans fixed-route bus service, including estimated travel times, please call **1-800-660-4287**.

**Please tell the reservationist if you have an appointment time!**

## CAN THE DRIVER DROP ME OFF FIRST?

Redi-Wheels and RediCoast drivers must perform their pickups and drop-offs in the assigned order. They are not permitted to deviate from their scheduled routes under normal circumstances. Redi-Wheels and RediCoast routes are designed to meet the needs of all riders as efficiently as possible. It is common for several other riders to be picked up and dropped off before the first rider reaches their destination – **there is no “first-on, first-off” rule**.

In some cases it may be necessary for the vehicle to pass near your drop-off location in order to perform another pickup or drop off on time, before returning to complete your trip. In other cases, trips may be added to your route while it is in service, in order to help recover from service disruptions elsewhere in the system.

Redi-Wheels and RediCoast serve many customers per day, on dozens of routes, and the patience and understanding of our riders is appreciated.

## CAN I TAKE A FRIEND OR FAMILY MEMBER WITH ME?

Let the reservationist know that you will have a guest with you. Guests pay the same fare as the Redi-Wheels customer. If you have more than one guest, he or she will ride on a space available basis. A personal care attendant may ride free if you are certified to ride with an attendant.

If you are traveling with a child under eight years old, you must provide an appropriate safety or booster seat for that child as required by California law. Red-Wheels and Redicoast **do not provide** booster seats.

## CAN I BRING MY SERVICE ANIMAL?

Service animals, such as guide dogs, may ride on paratransit. Service animals must remain under the handler control at all times for the duration of the trip. Let the reservationist know if you are traveling with a service animal.

While riding in a vehicle, the service animal is required to sit, stand or lay on the floor of the vehicle and may not block the aisle. Service animals are permitted to ride on your lap if necessary for them to perform their function.

If the animal misbehaves, the customer will be asked to gain control of the service animal and maintain control for the duration of the trip. Should control not be maintained the animal will be removed from the vehicle. If there are multiple occurrences of misbehavior, the animal's riding privileges may be revoked. Examples of misbehavior include unprovoked growling or attacking passengers, the driver or other service animals.

A service animal is defined as a guide dog, signal dog or other animal individually trained to work or perform tasks for an individual with a disability. If the animal is not a service animal, it must be transported in a carrier.



## HOW MANY BAGS CAN I BRING?

Passengers are limited to **four standard bags** of groceries, or the rough equivalent. Please inform the reservationist if you will be traveling with luggage or groceries.

Items may be carried on Redi-Wheels or RediCoast if they:

- are secured, and/or held by passenger
- do not take up needed seat space
- will not harm or potentially harm, inconvenience, or soil others
- do not block the aisle or doorways

## CAN PARATRANSIT ACCOMMODATE SCOOTERS AND SEGWAYS?

Redi-Wheels and RediCoast can take any mobility device that can be safely boarded and transported, including wheelchairs, three and four-wheel scooters, etc. It is recommended that customers transfer from the scooter to a seat in the vehicle, if possible.

For guidance on using an Electric Personal Assistive Mobility Device, such as a Segway, call the SamTrans Accessibility Specialist at **650-508-6202** before you book your trip.

## WHAT HAPPENS IF I DON'T SHOW UP FOR MY RIDE?

Riders who establish a pattern or practice of no-shows and/or late cancels may be subject to temporary suspension of their Redi-Wheels/RediCoast service. The following information explains SamTrans' no-show policy. The term "no-show" refers to not showing up for a scheduled reservation time, late cancellations (less than two hours before the negotiated pickup time), or cancellations at the door. No-shows or late cancels do not count against the customer if they are due to Redi-Wheels or RediCoast errors or if they occur for reasons beyond the customer's control. (See ***Tips to Avoid No-Shows & Late Cancellations** on page 27 and 28*).

## HOW CAN I LEARN HOW TO RIDE SAMTRANS OR CALTRAIN?

SamTrans offers travel training free of charge to teach people with disabilities to ride SamTrans buses and Caltrain, when possible. For more information, call **650-508-6202**.

## WHAT IF I WILL BE TRAVELING TO SAN MATEO COUNTY AS A VISITOR?

If you are visiting San Mateo County from somewhere else, please have your home agency contact the Redi-Wheels office at **650-508-6241**, to set up visitor status. Visitor Status request are processed within 24 hours or less, during business hours. (Please see ***Eligibility for Redi-Wheels and RediCoast** on page 6 for more information*)

## WHAT IF I NEED TO USE PARATRANSIT OUTSIDE OF SAN MATEO COUNTY?

If you will be traveling outside of San Mateo County, and you need to use the local paratransit service during your trip, please contact the Redi-Wheels office at **650-508-6241**, prior to the beginning of your trip to have your information sent and your visitor status set up with the local paratransit service provider.

## HOW DO I MAKE A COMMENT ABOUT MY RIDE EXPERIENCE?

Call us at **1-800-660-4287 (TTY 650-508-6448)**, fill out our online form at [www.samtrans.com/contact](http://www.samtrans.com/contact), send an email to [rediwheels@samtrans.com](mailto:rediwheels@samtrans.com), [redicoast@samtrans.com](mailto:redicoast@samtrans.com) or fill out the yellow comment card found on the vehicle.

On sedans and taxis, request a comment card from the driver.

## WHAT IF I NEED TO REQUEST A CHANGE TO A POLICY OR PROCEDURE BECAUSE OF MY DISABILITY?

SamTrans is committed to ensuring that no person, solely by reason of his or her disability, is excluded from participation in, is denied benefits of, or is subjected to discrimination under any SamTrans programs or activities.

SamTrans considers all requests for reasonable modifications of its policies, practices, or procedures when necessary to avoid discrimination on the basis of disability.

To request a modification, please complete a brief request form at [www.samtrans.com/ReasonableModificationForm](http://www.samtrans.com/ReasonableModificationForm), or call Customer Service at **1-800-660-4287**.

*Please note that requests for vehicle preference, exclusive rides, or other "priority" service cannot be granted.*

## WHAT IF I NEED TO TRAVEL IN A PARTICULAR TYPE OF VEHICLE?

Please remember that Redi-Wheels and RediCoast cannot offer customers a choice of what type of vehicle will be used to provide their trips.

Redi-Wheels and RediCoast use a variety of vehicle types to provide trips, including small buses, minivans, sedans, and taxicabs. The vehicle type used to provide any specific trip is decided based on the most efficient solution for Redi-Wheels or RediCoast to provide all of the trips scheduled that day.

**All trips for wheelchair users are provided using wheelchair-accessible vehicles.**





# RULES OF THE ROAD

Smoking, including use of electronic cigarettes, is never allowed on the vehicle. Eating and drinking on the vehicle are permitted if necessary due to your disability. Customers who need to eat or drink while on board the vehicle must use spill-proof containers as appropriate and avoid eating foods that could trigger allergic reactions such as peanut products, messy or strongly-smelling foods, and must not litter.

Seat belts must be worn.

For their safety and the safety of others, customers are responsible for their own behavior and that of their guests or attendants. The vehicle operator may assign customers to particular seats.

Customers who do not demonstrate appropriate behavior while on the vehicle may be sanctioned.

Sanctions range from a verbal warning to suspension of service, depending on the severity of the offense. Customers who behave in a violent or seriously disruptive manner may be subject to immediate and permanent suspension.



Examples of inappropriate behavior include:

- Speaking or behaving abusively or making threats toward staff or other riders
- Refusing to remain seated and belted in
- Opening vehicle door while vehicle is in motion
- Being excessively noisy
- Allowing someone else to ride using your name
- Failure to maintain adequate personal hygiene
- Repeatedly failing or refusing to pay the correct fare upon boarding

If an investigation reveals that the customer's disruptive behavior is due to a disability and is beyond the customer's control, the customer's service won't be suspended.

However, Redi-Wheels or RediCoast may require the customer to travel with a personal care attendant in order to prevent or control the behavior. If this does not help, the customer's service may be discontinued.

Customers who have been notified in writing that their right to transportation has been suspended due to behavior may appeal the suspension to the SamTrans Manager, Accessible Transit Services, who will set up an appeal hearing with appointed panel members.

Requests for appeals must be made in writing to:

SamTrans  
Accessible Transit Services  
PO Box 3006  
San Carlos, CA 94070-1306

Passengers subject to immediate suspension for violent or seriously disruptive behavior may not ride unless or until the term of their suspension is complete, or their suspension is overturned on appeal.

## REDI-WHEELS/REDI COAST NO-SHOWS AND LATE CANCELLATIONS POLICY

Customers who don't show up for a scheduled ride, or who cancel less than two hours before their scheduled ride or cancel their ride at the door, are considered a "no-show." Customers who establish a pattern or practice of no-shows may have their riding privileges temporary suspended.

**Customers may be subject to service suspension if they meet BOTH of the following criteria during a rolling 30-day period:**

- 1. The customer has accrued three or more no-shows/late cancels, AND**
- 2. The customer's no-shows/late cancels are at least 6% of their requested trips**

Customers who receive a no-show/late cancellation infraction within the rolling 30 day period will receive a warning letter, which list each infraction. This warning letter provides the customer with the opportunity to dispute any of the listed no-show infraction that were outside the customer's control.

A customer's first no-show suspension in a rolling year will be for **7 calendar days**.

The second no-show suspension in a rolling year will be for **14 calendar days**.

All subsequent no-show suspensions in a rolling year will be for **30 calendar days**.

If it has been more than 1 year since the end of the customer's most recent suspension, the customer will start over and the first no-show suspension will be for 7 calendar days.

SamTrans will not knowingly penalize paratransit customers for no-shows or late cancellations that occur for reasons beyond their control. If you miss a ride for reasons beyond your control, it is your responsibility to inform SamTrans Accessible Services at **650-508-6335**.

To cancel a ride, please call Redi-Wheels dispatch at **650-482-9360**. Dispatch is open from 5 a.m. to 12 midnight, seven days a week.

If you miss one of your rides for any reason, it is your responsibility to cancel any subsequent rides scheduled for that same day. **Redi-Wheels will not cancel subsequent rides automatically.** If you fail to cancel these rides and do not appear for your scheduled pick-ups, you will be charged with additional no-shows.

If you have any questions about this policy, please call **650-508-6241**.



## TIPS TO AVOID NO-SHOWS & LATE CANCELLATIONS

Customers who don't show up for a scheduled ride, or who cancel less than two hours before their scheduled trip are considered a "no-show." Customers who establish a pattern or practice of no-shows may have their riding privileges suspended temporarily. Customers may be suspended if they meet **BOTH** of the following criteria within any 30 day period:

- The customer has accrued three or more no-shows/late cancels, **AND**
- The customer's no-shows/late cancels are at least 6 percent of their booked trips.

**Customers will NOT be penalized for missed trips that occur due to Redi-Wheels or RediCoast errors, or for reasons beyond the customer's control.** If you miss a ride for reasons that you feel are beyond your control, please contact SamTrans Accessible Services at **650-508-6335** to explain the situation.

Knowing the following information can help you avoid no-shows:

- 1 Watch for the Redi-Wheels or RediCoast vehicle. The driver may wait no more than 5 minutes for you to appear. You need to be ready to go when the vehicle arrives.
- 2 You must be waiting for your pick-up where you can tell when the vehicle arrives. The driver may not enter a building to look for you.
- 3 If you miss one of your rides, and do not intend to use any subsequent rides you have scheduled for that same day, it is your responsibility to cancel those rides as soon as possible. **Redi-Wheels and RediCoast will NOT cancel subsequent rides automatically.** If you do not cancel these rides and do not appear for your scheduled pickups, you may be assessed additional no-shows.
- 4 If you have subscription rides reserved (sometimes called "standing order" trips), it is your responsibility to notify Redi-Wheels or RediCoast when you won't need them temporarily due to holidays, vacations, planned hospitalization, etc.

- 5 Always figure travel time into your plans when reserving your trip with Redi-Wheels or RediCoast.
- 6 Remember to allow for the on-time pickup window when booking your trip if you need to arrive at your destination by a specific time. For example, if the comparable SamTrans bus trip takes 45 minutes, your actual arrival at your destination could be delayed by up to 20 minutes if your vehicle arrives to pick you up near the end of the on-time window.
- 7 The Redi-Wheels or RediCoast reservationist will not book consecutive pick-ups less than one hour apart. If you are taking multiple rides in a day, make sure to allow sufficient time to complete your previous trip and your errand at each location before your next pickup.
- 8 If you find yourself staying at your destination longer than anticipated (example: a medical appointment takes longer than you thought it would), please call the Redi-Wheels dispatcher as soon as you know you won't make your scheduled ride. Once you are ready, call the dispatcher again and arrangements will be made to pick you up.
- 9 At times, Redi-Wheels will use private taxicabs to pick-up customers. Any taxicabs in service for Redi-Wheels will display a Redi-Wheels placard on the side of the vehicle. Keep on the lookout for these vehicles, as well as the regular Redi-Wheels vehicles.



# PHONE NUMBERS

## REDI-WHEELS

**RESERVATIONS** 650-482-9350

(8:30 a.m. – 5 p.m., 7 days a week including holidays)

**DISPATCHER** 650-482-9360

For Cancellations and “Where’s My Ride?” Inquiries;  
(5:00 a.m. – midnight, 7 days a week including holidays)

## REDICOAST

**RESERVATIONS** 650-560-0360 x0

(8:30 a.m. – 5 p.m., 7 days a week including holidays)

**DISPATCHER** 650-560-0360 x101

For Cancellations and “Where’s My Ride?” Inquiries;  
(6 a.m. – 9 p.m., 7 days a week including holidays)

## INFORMATION

650-508-6241

[rediwheels@samtrans.com](mailto:rediwheels@samtrans.com)

[redicoast@samtrans.com](mailto:redicoast@samtrans.com)

[www.samtrans.com/accessibility](http://www.samtrans.com/accessibility)

## ELIGIBILITY OFFICE

650-366-4856

## COMMENTS & LOST & FOUND

1-800-660-4287

(TTY 650-508-6448)

[www.samtrans.com/contact](http://www.samtrans.com/contact)





## OTHER BAY AREA PARATRANSIT AGENCIES

### **SAN FRANCISCO PARATRANSIT**

415-285-6945

### **MARIN ACCESS**

415-454-0902

### **SONOMA COUNTY PARATRANSIT**

707-585-7516

### **SOLTRANS PARATRANSIT (VALLE- JO / BENICIA)**

707-648-4666

### **WESTCAT DIAL-A-RIDE (PINOLE / HERCULES)**

510-724-7993

### **COUNTY CONNECTION LINK (CONCORD / MARTINEZ)**

925-938-7433

### **WHEELS DIAL-A-RIDE (DUBLIN / PLEASANTON / LIVERMORE)**

925-455-7500

### **EAST BAY PARATRANSIT**

510-287-5000

### **MTA ACCESS PARATRANSIT (SAN JOSE / SANTA CLARA COUNTY)**

408-321-2300

## PARATRANSIT ADVOCACY GROUPS

(for Redi-Wheels)

### **SAN MATEO COUNTY PARATRANSIT COORDINATING COUNCIL**

PO Box 1035

San Carlos, CA 94070

650-299-1442

[sanmateopcc2@gmail.com](mailto:sanmateopcc2@gmail.com)

[www.sanmateopcc.org](http://www.sanmateopcc.org)

(for RediCoast)

### **COASTSIDE PARATRANSIT COMMITTEE**

Senior Coastsiders

925 Main St.

Half Moon Bay, CA 94019

# TITLE VI RIGHTS

---

SamTrans operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes they have been discriminated against based on race, color or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. You may download a complaint form at [www.samtrans.com/titlevi](http://www.samtrans.com/titlevi) or request one by calling 1-800-660-4287 (TTY 650-508-6448).

---

للترجمة، اتصل علي 1.800.660.4287

如需翻譯,請電 1.800.660.4287.

अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

翻訳のご用命は、+1.800.660.4287 までお電話ください。

번역을 원하시면, 1.800.660.4287 번으로 전화하십시오.

دیری‌بگ تماس 1.800.660.4287 شماره با، ترجمه ی‌برا.

Если вам нужны услуги переводчика, обращайтесь по телефону 1-800-660-4287.

Para traducción llama al 1.800.660.4287.

Para sa pagsasalin sa ibang wika, tumawag sa 1.800.660.4287.

Cần dịch thuật, xin gọi 1.800.660.4287.

# SAN MATEO COUNTY PARATRANSIT RIDER'S GUIDE



## **REDI-WHEELS | REDICOAST**

1250 San Carlos Avenue  
San Carlos, CA  
94070-1306

**1-800-660-4287**

**[www.samtrans.com/accessibility](http://www.samtrans.com/accessibility)**