



# Regional Transit

**Sacramento Regional  
Transit District**  
A Public Transit Agency  
and Equal Opportunity Employer

**Mailing Address:**  
P.O. Box 2110  
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**Administrative Office:**  
1400 29th Street  
Sacramento, CA 95816  
(916) 321-2800  
(29th St. Light Rail Station/  
Bus 36,38,50E,67,68)

**Light Rail Office:**  
2700 Academy Way  
Sacramento, CA 95815  
(916) 648-8400

**Human Resources Office:  
Employee Relations Office:**  
2830 G Street, 2nd Floor  
Sacramento, CA 95816  
(916) 321-3800  
(Bus 30,31,34,67,68)

Public Transit Since 1973

[www.sacrt.com](http://www.sacrt.com)

October 1, 2009

Dear Paratransit Rider:

The purpose of this letter is to inform you that the Sacramento Regional Transit District (RT) will begin enforcing its ADA paratransit No-Show/Late Cancellation Policy effective October 1, 2009.

A **no-show** occurs when the paratransit vehicle arrives at your pick-up location within the 30-minute pick-up window, waits the required five (5) minutes and you do not board the vehicle. A **late cancellation** occurs when you cancel a trip less than two (2) hours before the scheduled trip. Therefore, you are responsible for cancelling trips you no longer need. **To cancel a trip, please call Paratransit, Inc., at 916-429-2009 or (TDD) 916-429-2568 to speak with a reservationist.**

RT will begin tracking no-shows and late cancellations for all ADA Paratransit Eligible Clients to monitor missed and late trips. If a client reserves seven (7) or more trips within any month and no-shows and/or late cancels forty (40) percent or more of those scheduled trips; this will be considered a *pattern or practice* of missed trips and a violation of our No-Show/Late Cancellation policy. A pattern or practice involves intentional, repeated or regular actions, not isolated, accidental or singular incidents. Clients incurring excessive missed trips may be suspended for a reasonable period and will have the right to appeal the decision.

If you have any questions about this letter or would like to receive a copy of our No-Show/Late Cancellation Policy, please call RT's Paratransit Eligibility office at **(916) 557-4685** or (916) 557-4686 **(TDD)** for assistance.

Sincerely,

Priscilla Vargas  
Accessible Services Administrator