RTS*Plus*

ADA Services Quick Reference Guide

Service begins
March 1, 2026

Complementary door-to-door Paratransit service in lift-equipped vehicles for ADA Paratransit certified riders who are unable to use the fixed-route service.

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RTS Plus ADA Services

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Our commitment to the community is making RTS rides available and accessible to everyone, including those with disabilities. ADA certified individuals can ride any RTS fixed-route service for free with your valid ADA card.

RTS Plus also offers complementary door-to-door paratransit service in lift-equipped vehicles for those ADA paratransit certified riders who are unable to use the fixed-route service.

RTS Public Transit Mission
To enhance the quality of life in our community by providing safe, courteous, equitable, reliable and energy-efficient transportation services.

RTS Plus ADA Compliance and Public Accommodations

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The Americans with Disabilities Act (ADA) is a federal civil rights law that prohibits discrimination against people with disabilities. Under this law, people with disabilities are entitled to all of the rights, privileges, advantages, and opportunities that others have when participating in public programs and activities and when using public services and facilities.
The City of Gainesville adheres to the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 and will make reasonable accommodations for access to City buildings, services, programs, and activities.

The City of Gainesville does not discriminate on the basis of a disability in its programs, activities or services. An ADA Coordinator (City's Equal Opportunity Director) has been designated to coordinate compliance with non-discrimination requirements contained in the Department of Justice regulations implementing Title II of the Americans with Disabilities Act.

How to get ADA Certified

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To become a ADA certified contact the Center for Independent Living (CILNCF). The CILNCF conducts ADA Paratransit Screenings for people with disabilities in Alachua county. Located at 222 SW 36th Terrace, Gainesville, FL 32607.
ADA Paratransit Coordinator Cammeron Smith at 352-378-7474 or visit there website https://www.cilncf.org/

Schedule a Ride with RTS plus Paratransit Service

You have choices:

1. Call RTS Plus at (352) 393-(RIDE)7433 to set up your travel reservation. From 8 a.m.-5 p.m.

2. Use the RTSplus app and you can schedule your ride as late as to 11:59 p.m. the day before and up to 14 days in advance. You can also pay and track your ride via the app. To download the app go to the apple store or Andriod Play store to download the RTSplus.app You can use the QR codes to direct you to get the RTS plus app also pay and track your ride via the website.

Android   Apple

3. Use our Website https://rtsplus.app.ridewithvia.com you can schedule your ride as late as to 11:59 p.m. the day before and up to 14 days in advance. You can also pay and track your ride via the website.

Scheduling Hours of Operation*
- **Weekday Service:** Starts 6 a.m. to 10:00 p.m.
- **Saturday Service:** Starts at 7 a.m. to 6:00 p.m.
- **Sunday Service:** Starts at 10 a.m. to 5:00 p.m.

Consecutive trips must be scheduled a minimum of sixty (60) minutes apart
No same day bookings accepted.

Service Fee Payment Methods:
The fee remains $3.00 per trip with an option to pay via the RTSplus app or with exact fare on the vehicle (Farebox does not provide change).

Fixed Route Service

ADA certified individuals can ride any RTS fixed-route service for free with your valid ADA card.
Go to go-rts.com to use our trip planner. Below are instructions to download the app to track your bus.

Bus Predictions Assistant
Text (844) 899-1556 and enter your bus ID number and receive a list of arrival times for routes that service your stop.

NEW!
Bus Predictions Assistant
Enter your bus stop ID number and get a real-time bus arrival time for your stop.

Find my Bus
Text **(844) 899-1556**

GNVRideRTS (mobile) and www.RideRTS.app (desktop)

Android   Apple

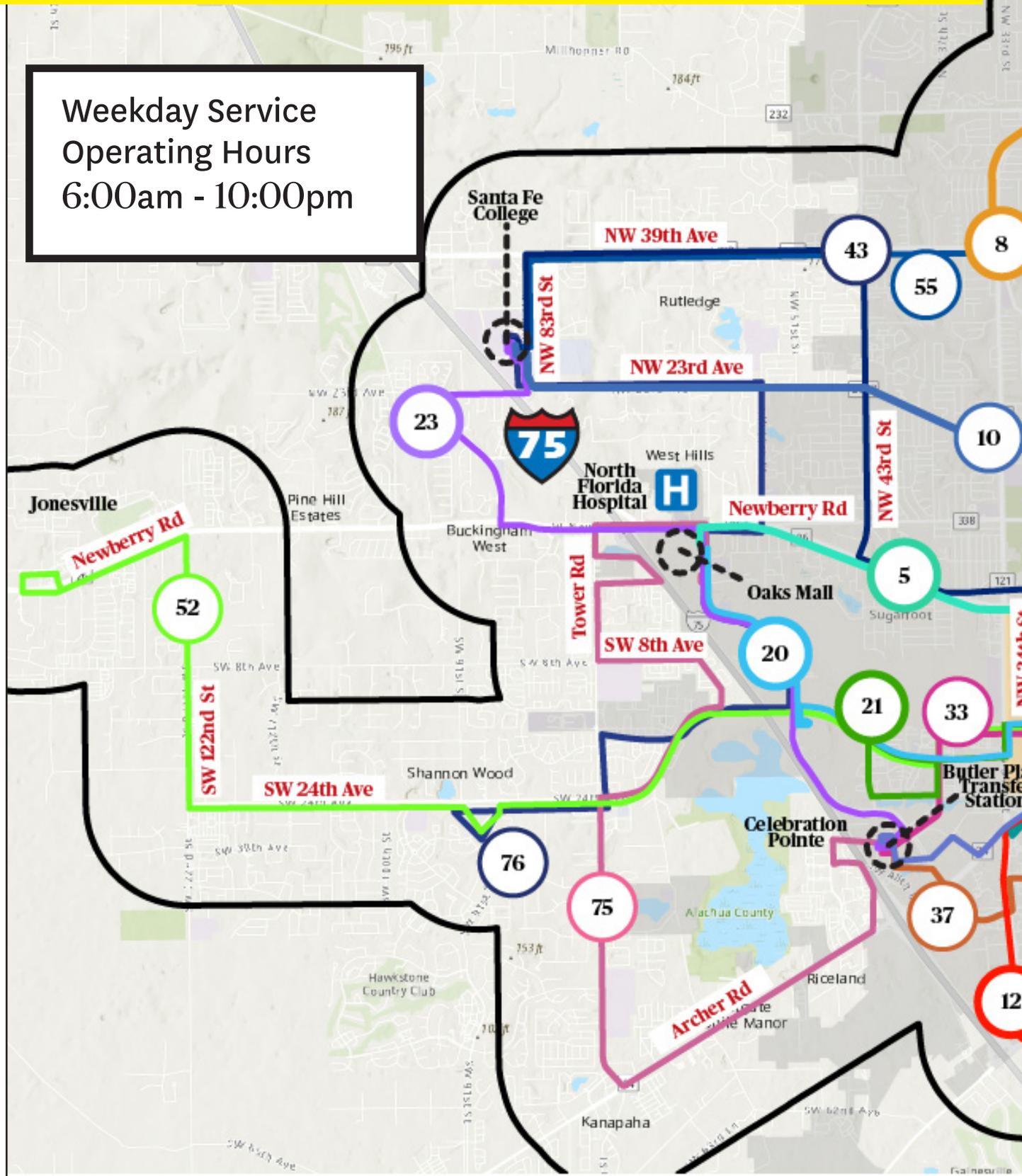Track your bus in real time, find nearby stops, find routes and plan your trip. Save your favorite bus stop(s), subscribe to rider alerts and service detours, and set up text message alerts so you know when your bus is due to arrive.
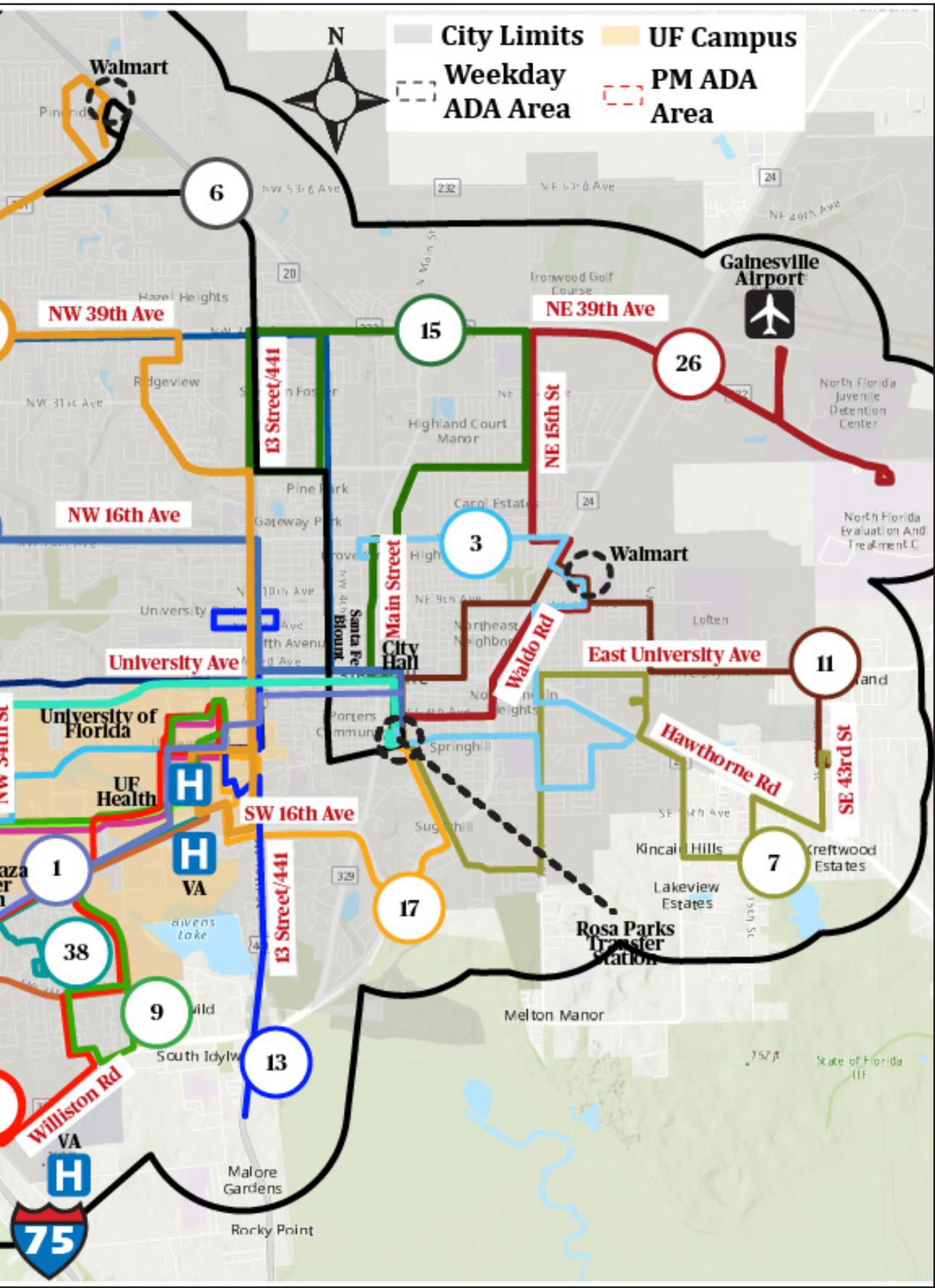
Transportation Outside RTS Service Area

Transportation Disadvantaged (or TD) Program: Rural transportation provided · 5311 Rural Transportation: Trips throughout Alachua County · Vocational Services · Foster Grandparents · Elder Care and the RSVP Program For more information on these services, please call MV Transportation at 352-375-2784.
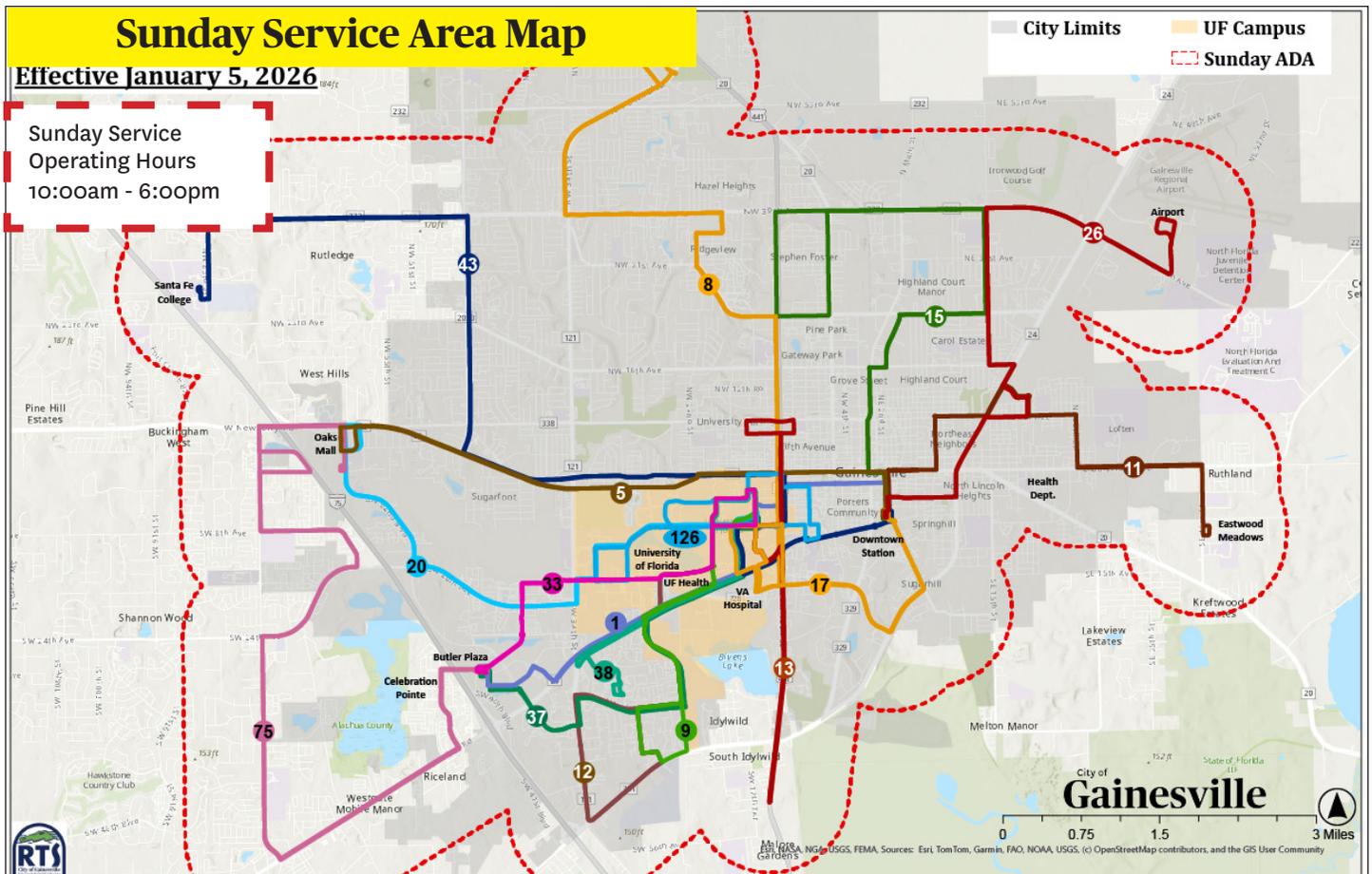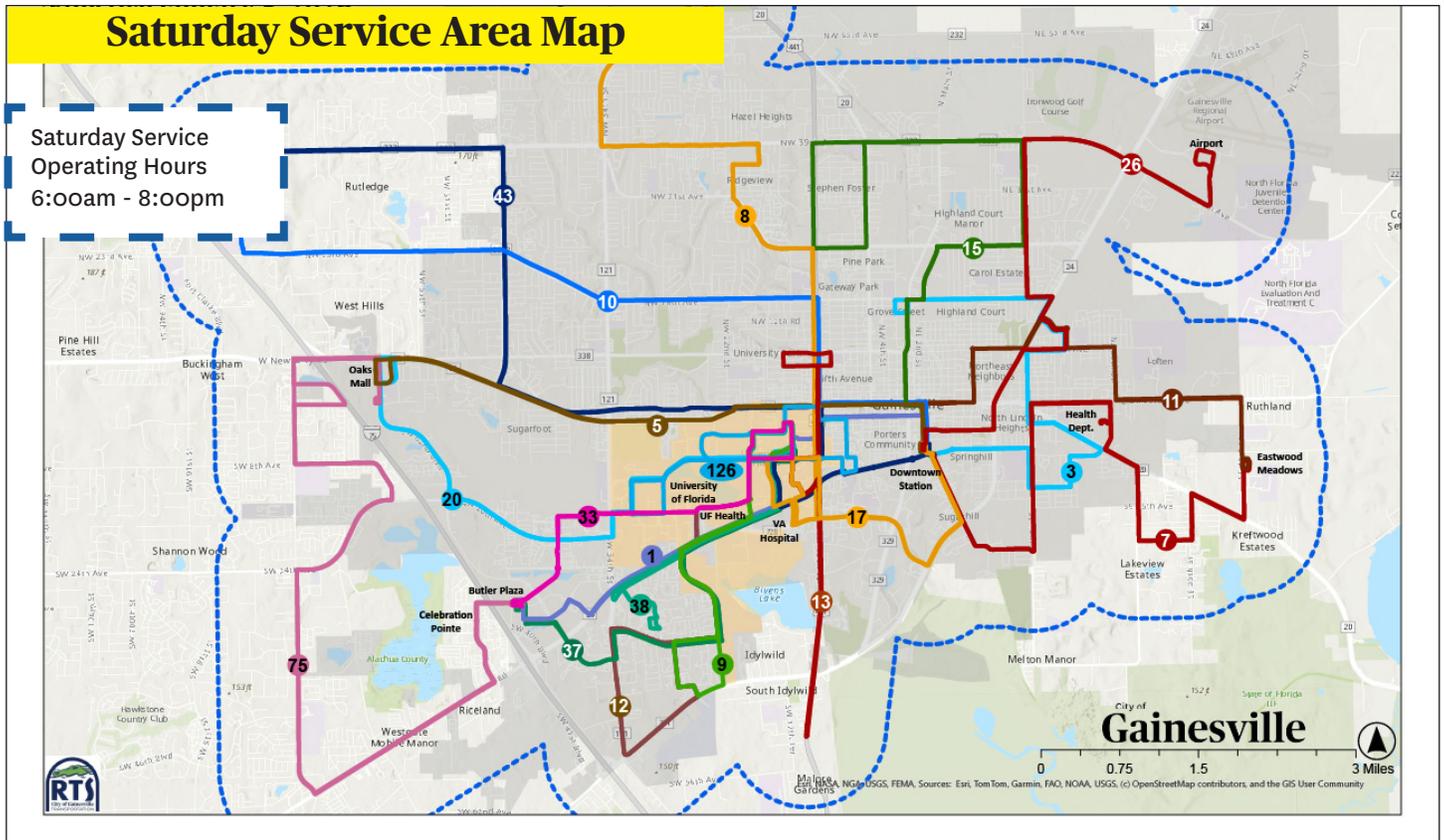
Weekday Service Area Map

Weekday Service
Operating Hours
6:00am - 10:00pm

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Walmart
Pinerid...

6

NW 53rd Ave
232
NE 63rd Ave
24
NE 49th Ave

20

Gainesville Airport

Hazel Heights

NW 39th Ave

15

NE 39th Ave

26

Ridgeview

13 Street/441

North Florida Juvenile Detention Center

NW 31st Ave

NE 15th St

Highland Court Manor

North Florida Evaluation And Treatment C

NW 16th Ave

Pine Park
Gateway Park

Carol Estates
24

3

Walmart

Main Street

High...

NE 9th Ave

Loften

University ...

Northeast Neighbor...

Waldo Rd

East University Ave

11

University Ave

City Hall

Porters Commun...

Springhill

Hawthorne Rd

SE 43rd St

University of Florida

UF Health

SW 16th Ave

Sugarhill

SE ... Ave

Kincaid Hills

Kreftwood Estates

7

H

VA

13 Street/441

329

17

Lakeview Estates

1

Bivens Lake

Rosa Parks Transfer Station

Melton Manor

38

9

...wild

13

152 ft

State of Florida ...

South Idylw...

Williston Rd

VA

H

Malore Gardens

75

Rocky Point

RTS Plus ADA Weekend Service Maps

Saturday Service
Operating Hours
6:00am - 8:00pm

Sunday Service Area Map

Effective January 5, 2026

Sunday Service
Operating Hours
10:00am - 6:00pm

City Limits | UF Campus
Sunday ADA

RTS Connect Service " Mobility on Demand"

Route 600: "Mobility on Demand" transit service offers free transportation to East Gainesville

Riders in East Gainesville can call the city's Regional Transit System (RTS) "Mobility on Demand" (MOD) service for free transportation to clinic visits, health screenings and other essential community resources. The shuttles go door-to-door for passengers who can't walk to an RTS bus stop or need additional support to reach their destinations reliably and affordably.

Important locations serviced include

- UF Health Urgent Care Center – Eastside
- Florida Department of Health in Alachua County
- Partnership for Strong Families Family Resource Center
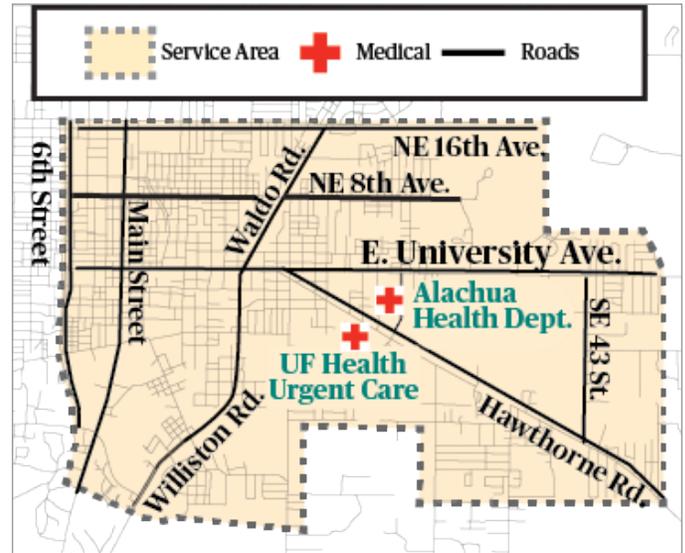- Cone Park Branch of the Alachua County Library

Hours of Operation

Mon -Fri: Frequency 30-60 min.
- Morning Service: 5:45 a.m. – 8:30 a.m.
- Afternoon Service: 3:45 p.m. – 7:15 p.m.

Sat: No Service

Sun: No Service

Mobility on Demand Service Area Map

Emergency Services

City of Gainesville Emergency Services

Emergency Shelter Information
If there is an impending hurricane, shelter information will be available by calling 3-1-1. It will also be available through the local media, including television and radio.

Special Needs
Those who have special needs should enroll in the Alachua County Special Needs Registry. The county will arrange for transportation and shelter for those who are enrolled in the registry. To enroll, call (352) 264-6500.

Pets
Service animals are allowed at emergency shelters.

What to take to the Shelter
If you find yourself needing to go to a shelter, be sure to arrive prepared by looking at what you should take to the shelter.

Visit www.floridadisaster.org for more information.

Alachua County Emergency Services

Alachua County Ready
Visit AlachuaCountyReady.com to stay up-to-date with the latest information during significant or large-scale incidents in Alachua County.

Alert Alachua
This system enables the County to provide you with critical information quickly in a variety of situations, such as severe weather, unexpected road closures, missing persons and evacuations of buildings or neighborhoods.

You will receive time-sensitive messages wherever you specify, such as your home, mobile or business phones, email address, text messages and more.

Sign up for Alert Alachua at www.alachuacounty.us/Depts/EM.

RTS Plus

General contact information

RTS Plus (352) 393-(RIDE)7433

App, RTSPlus.app online rtsplus.app.ridewithvia.com

RTS ADA Coordinator (352) 393-7826

Center for Independent Living (352) 378-7474

The Division of Blind Services (352) 955-2075

Florida Relay Center (800) 955-8771 or 7-1-1.

Visit https://www.ftri.org/relay for more information.

Alachua County Special Needs Registry (352) 264-6500

Comments or suggestions (352) 334-2600