RTS Plus

City of Gainesville

ADA Services Quick Reference Guide



This guide is also available online in multiple formats for the visually impaired at Go-RTS.com.

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.

Table of Contents

RTSPlus ADA Services 2
How to Get ADA Certified 2
How do I schedule a ride with RTSPlus? 2
When can I schedule a ride? 2
How much does a ride cost? 2
How do I pay for a ride? 3
What should I do when the vehicle arrives? 3
What if I need to cancel a ride? 3
RTSPlus hours of operation 3
RTSPlus Services Contact Information and Resources 3

Frequently Asked Questions

RTSPlus ADA Services:

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 a valid ADA card.

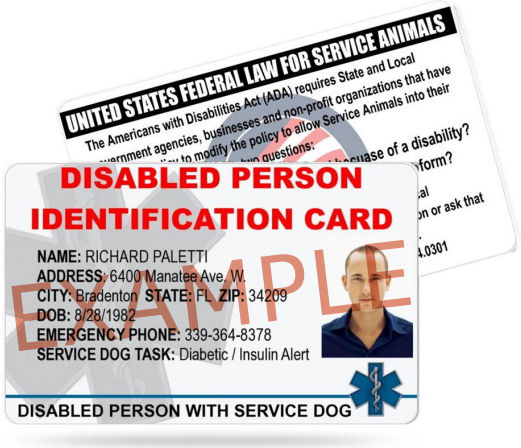
RTSPlus also offers complementary door-to-door paratransit service in lift-equipped vehicles for those ADA paratransit certified riders who are unable to use the fixed-route service.

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

How to Get ADA Certified:

To become ADA certified, potential applicants need to contact the Center for Independent Living of North Central Florida (CILNCF) to schedule an ADA Paratransit Screening.

The CILNCF is located at **222 SW 36th Terrace, Gainesville, FL 32607** which is on the RTS Route 5 standard bus route. For more information, contact ADA Paratransit Coordinator Myrtle Hoffman at **(352) 378-7474** or visit their website **https://www.cilncf.org**.



How do I schedule a ride with RTSPlus?

1. **Through the RTSPlus App:**
   Use the RTSPlus app, found in the Android and Google Play stores, or use the QR codes below.

Android Apple

See the detailed How-To app guide on page 4 for more information.

2. **Visit our website:**
   Visit us at **https://rtsplus.app.ridewithvia.com**.

3. **Call RTSPlus:**
   You can call **(352) 393-7433** to set up your travel reservation from 8:00 am to 4:00 pm seven (7) days a week.

When can I schedule a ride?

RTSPlus Hours for Scheduling By Phone*:

- **Monday - Sunday:** Starts 8:00 a.m. to 4:00 p.m.

You can schedule a ride as late as 11:59 p.m. the day before, and up to 14 days in advance.

** Consecutive trips must be scheduled at least sixty (60) minutes apart.*
** No same-day bookings accepted.*

How much does a ride cost?

The charge per ride on RTSPlus remains $3.00 per trip.

How to download and use the RTSPlus App 4
RTSPlus ADA Weekday Service Map 6
RTSPlus ADA Weekend Service Maps 8
Additional App Information 9
RTS Mobility on Demand 10
RTS Standard Route Service 10
Service outside of the RTS Area 11
RTSPlus ADA Statement 11
Emergency Services 11

How do I pay for a ride?

Fares can be paid in advance within the RTSPlus app, or at the farebox using **exact fare only*** when you board the vehicle.

NOTE: * RTSPlus drivers do not make change.

What should I do when the vehicle arrives?

Riders should be ready at least 15 minutes before you scheduled pick-up time.

The RTSPlus service will send you a phone notification for when your driver is about to arrive. The driver will knock on your door to let you know they are ready to pick you up. Be sure to be ready for the driver to make it to your destination in time.

What if I need to cancel a ride?

There are two options for canceling a ride:

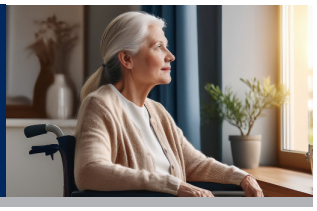
1. You can cancel a ride using the RTSPlus app.

See the How-To app guide on page 9 for more information.

2. Call RTSPlus and cancel a ride with customer service.

RTSPlus hours of operation:

Weekday Service: Starts 6:00 a.m. to 10:00 p.m.
Saturday Service: Starts at 7:00 a.m. to 6:00 p.m.
Sunday Service: Starts at 10:00 a.m. to 5:00 p.m.



RTSPlus Services Contact Information and Resources:

RTSPlus Service Reservations:
(352) 393-RIDE or (352) 393 -7433

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 www.ftri.org/relay for more information.

RTS Customer Service:
(352) 334-2600

Download a copy of the ADA Service Guides

ADA Service Guides

Access the web version of the app at
https://rtsplus.app.ridewithvia.com

Everything you need to know

Welcome to RTSPlus! We're so glad you're here.
We put together a few steps to help get you on board.

Featured maps and locations are examples for demonstration purposes only.

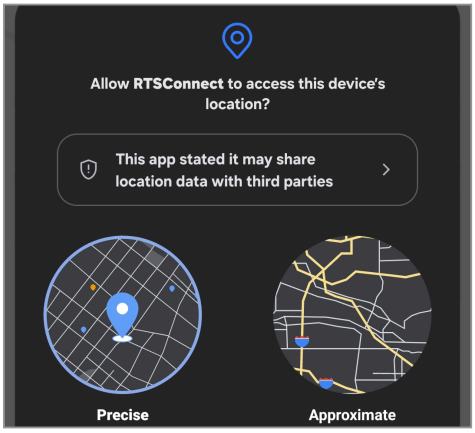
Step 1. How to download the App:

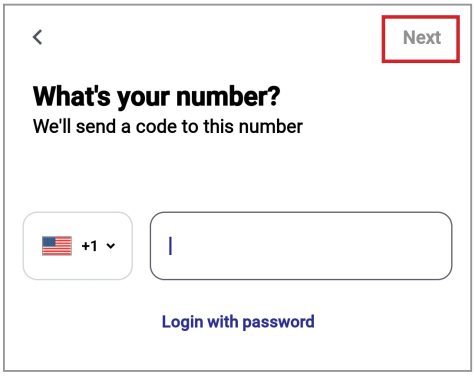
Use the QR code below, or search RTSPlus in the Apple or Google Play Store.

If prompted, allow **location access**. Then create an account with a phone number and the verification code you receive. Then select **Next** at top right.

ANDROID QR

APPLE QR

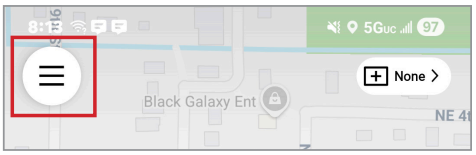


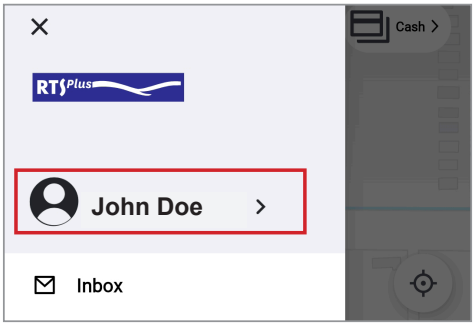


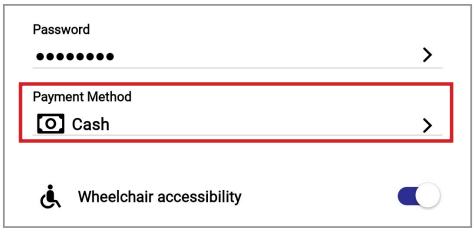
Step 2. Set your payment type:

You may need to set your **Payment Type** before attempting to schedule a ride. Otherwise, your ride may be invalid. Go to the **Rider Menu** located at the top left of your screen.

Select your **Account Name**. Go to **Payment Methods**. Add your preferred payment option, if applicable.



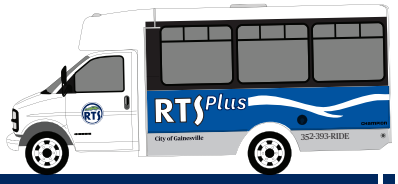




NOTE: *You do not need a user name and password at this time to edit your payment methods.*

You can create a user name and password as an alternative way to log into the app.

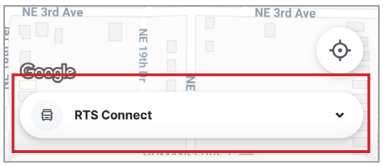
about the RTSPlus app.

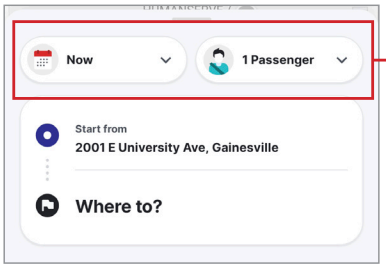


Step 3. Set your service type, date, arrive by time & number of riders:

Select **Date, Arrival By** and **how many passengers** will be traveling.

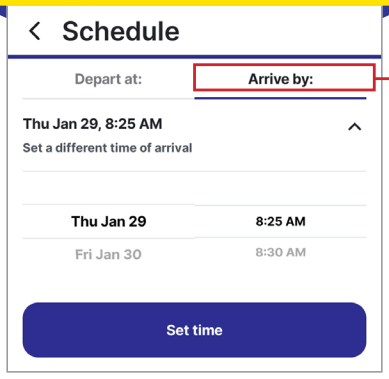
You can request a ride during service hours the day before (for ADA, before 11:59pm), or you can book a ride **up to 14 days** *in advance.*





NOTE: *Be sure to select your Payment Type* **BEFORE** *you attempt to set an appointment arrival time.*

NOTE: *Set arrival time at least* **15 minutes before** *actual appointment time.*



NOTE: *An arrival of 15 minutes* **before** *your actual appointment gives you time to exit the Vehicle to take any stairs, elevators, walkways, etc. to get to your appointment on time.*

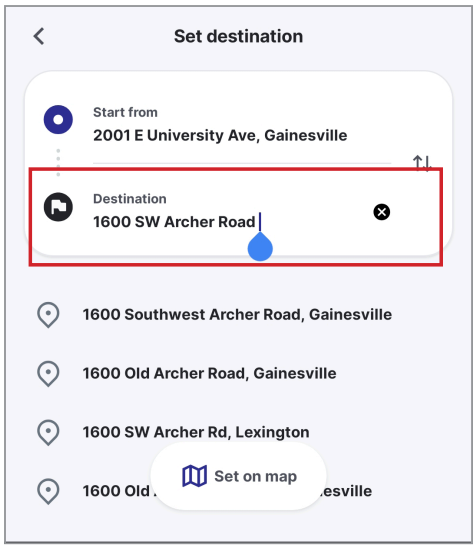
More Info

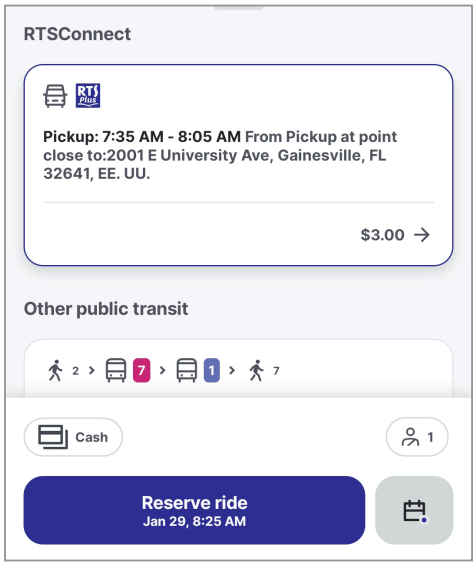
See page 9 for more detailed instructions for setting Arrival By and Departure times.

Step 4. Set your destination:

In the **Start From** section, enter the specific address of your pick-up location.

NOTE: Do not rely on the Current Location option that may auto-fill in the **Start From** section as the GPS may not be accurate. In the **Where to** section, enter the specific address or your drop-off location.



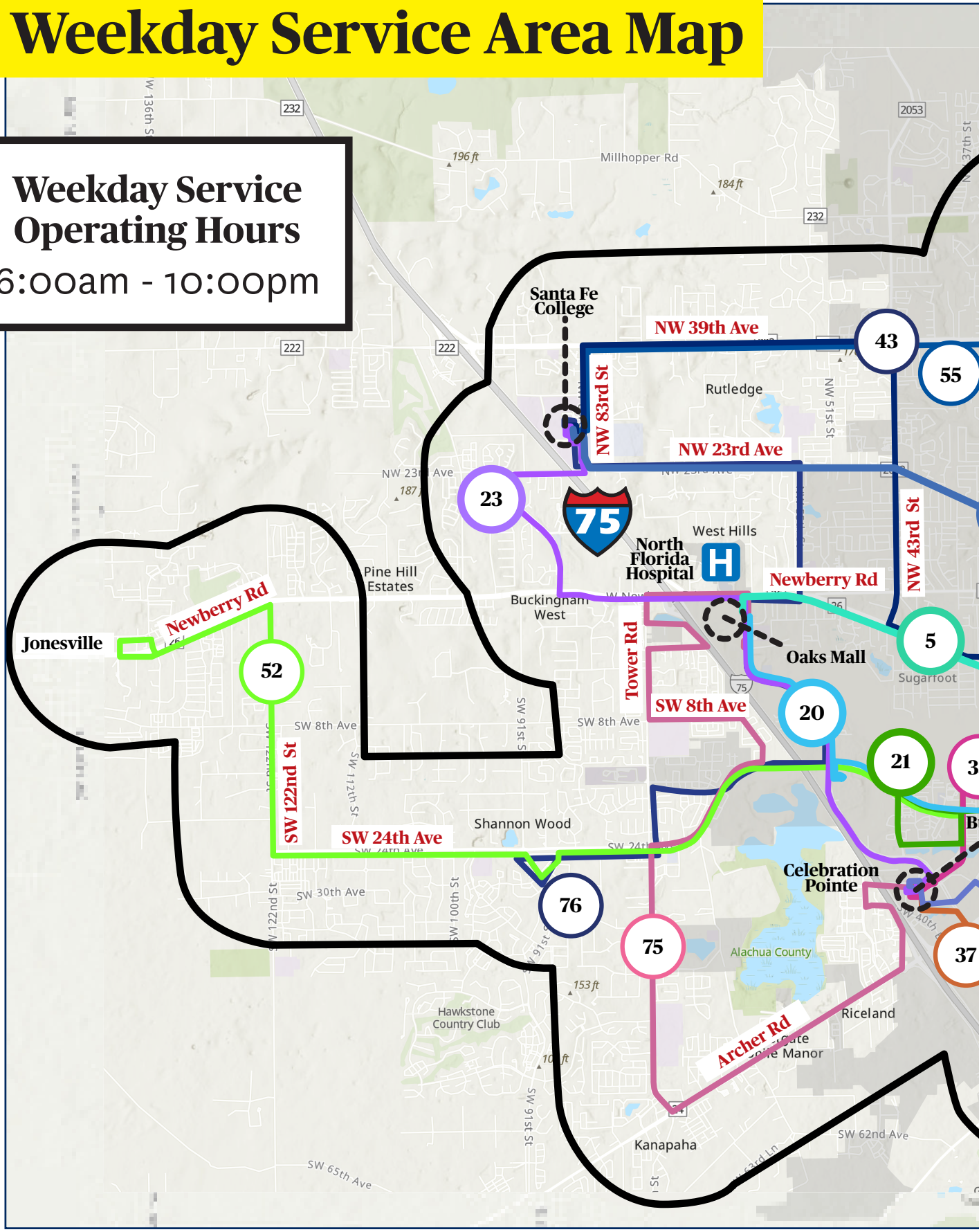


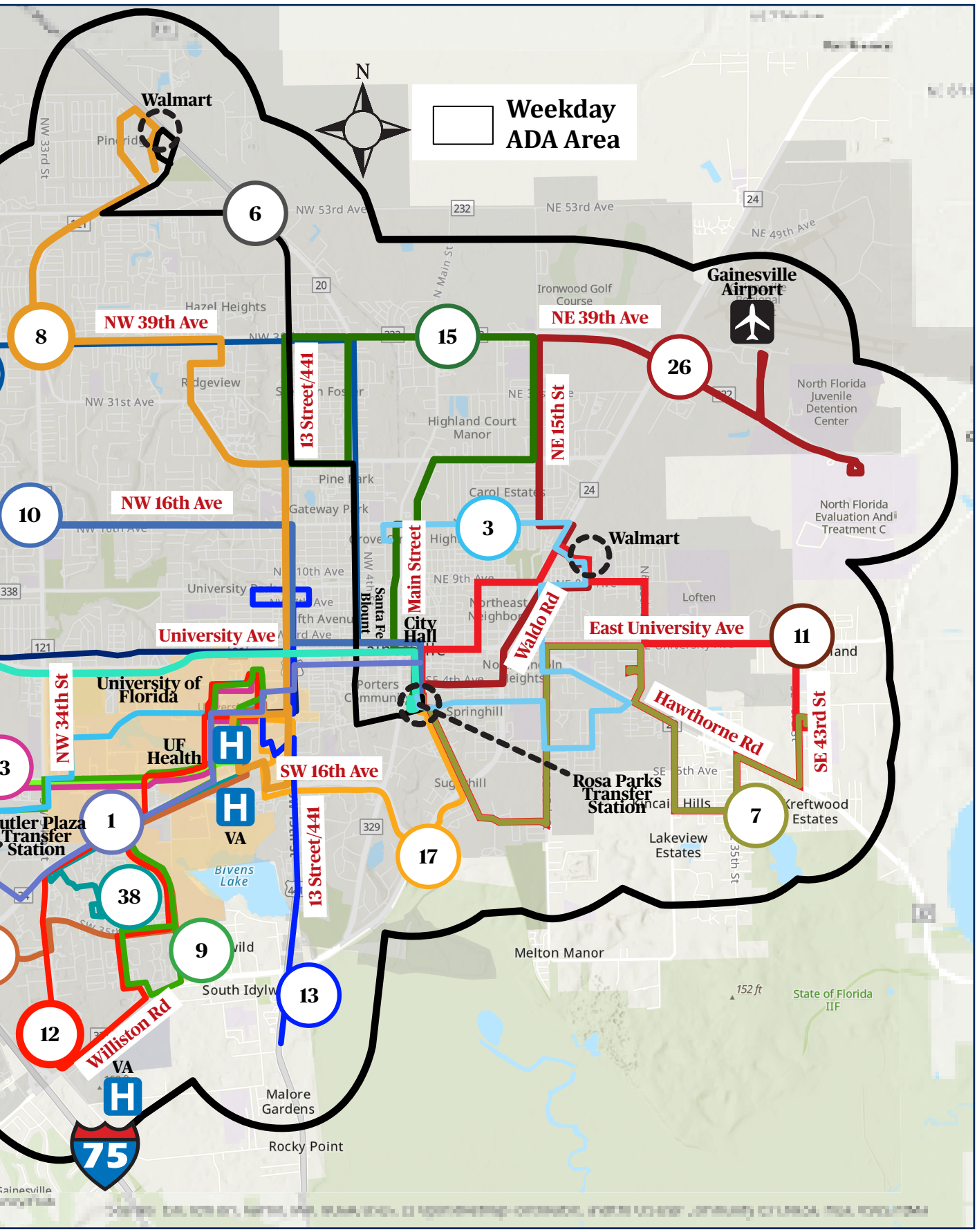
How-To Continued on page 9

Weekday Service Area Map

Weekday Service Operating Hours

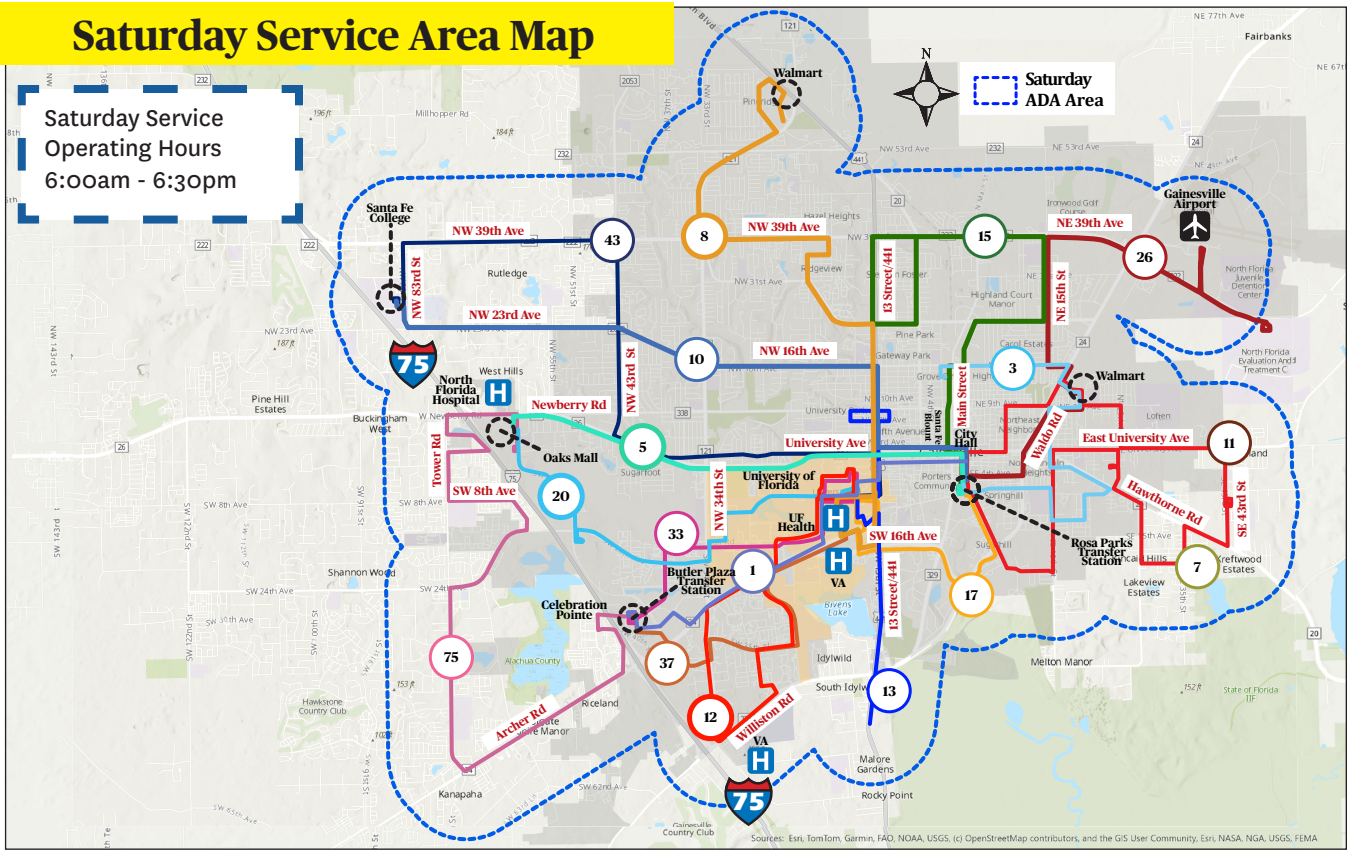
6:00am - 10:00pm



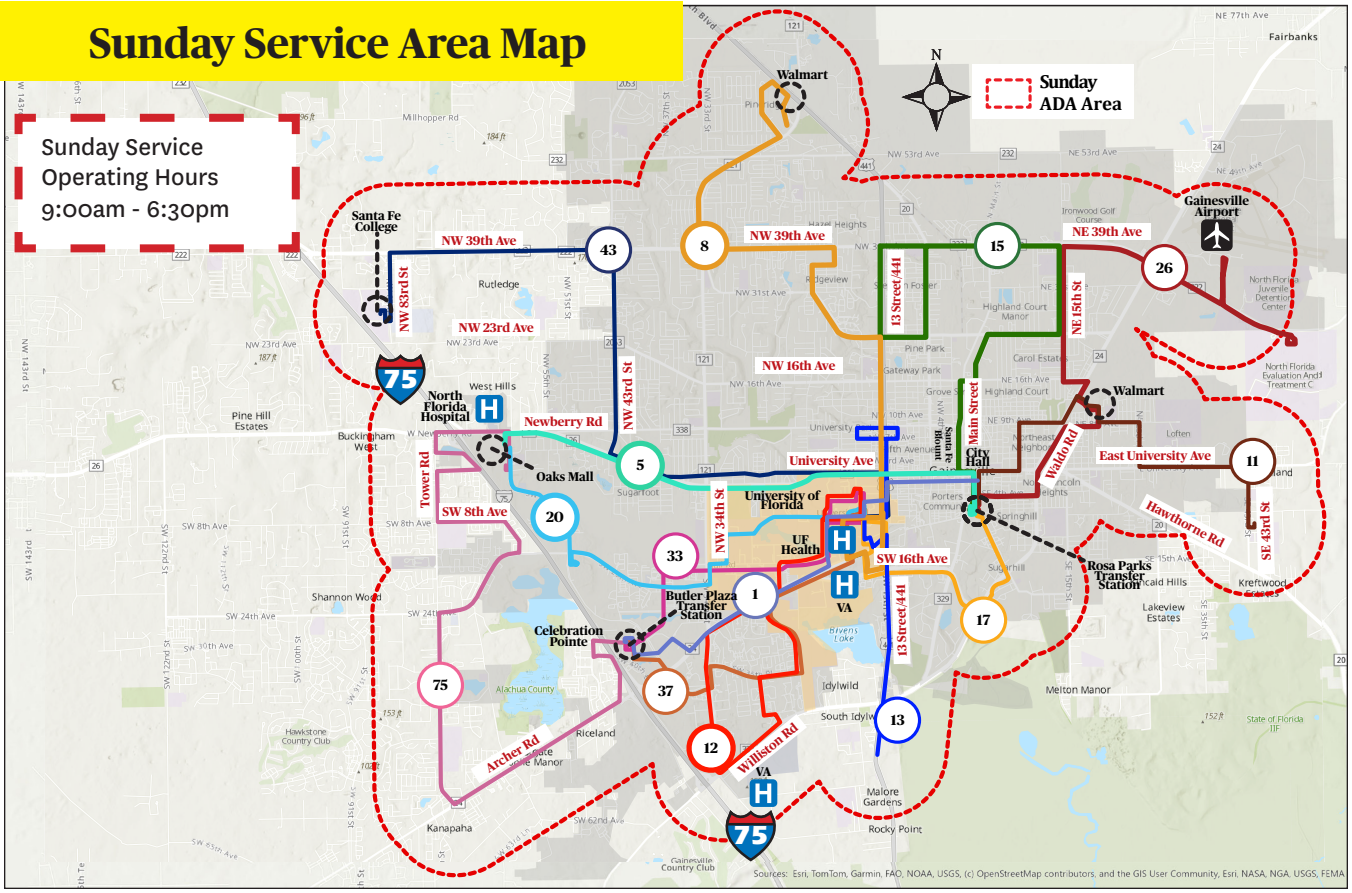

N
Weekday
ADA Area
Walmart
6
NW 53rd Ave
NE 53rd Ave
NE 49th Ave
Gainesville
Airport
8
NW 39th Ave
15
NE 39th Ave
26
13 Street/441
NE 15th St
Hazel Heights
Ridgeview
NW 31st Ave
Ironwood Golf
Course
Highland Court
Manor
North Florida
Juvenile
Detention
Center
10
NW 16th Ave
Pine Park
Gateway Park
Carol Estates
3
Walmart
North Florida
Evaluation And
Treatment C
Main Street
City
Hall
Waldo Rd
East University Ave
11
University Ave
NW 34th St
University of
Florida
UF
Health
Springhill
Hawthorne Rd
SE 43rd St
SW 16th Ave
Rosa Parks
Transfer
Station
Lakeview
Estates
Kreftwood
Estates
7
1
VA
17
38
Bivens
Lake
9
13
Melton Manor
South Idylwild
12
Williston Rd
VA
Malore
Gardens
Rocky Point
75
152 ft
State of Florida
IIF

RTSPlus ADA Weekend Service Maps:

Saturday Service Area Map



Sunday Service Area Map



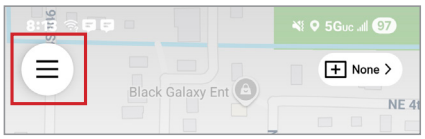
Additional App Information.

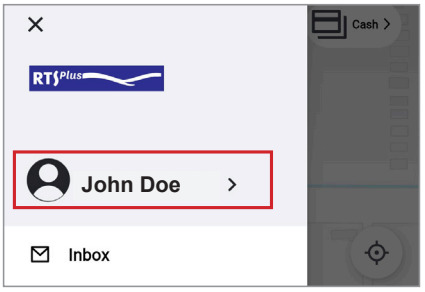
How to set payment, see your scheduled rides, and edit and cancel a ride.

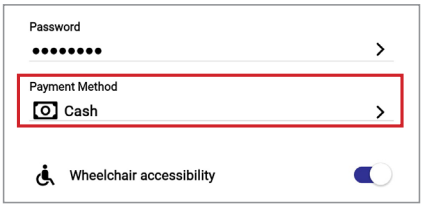
Payment Type:

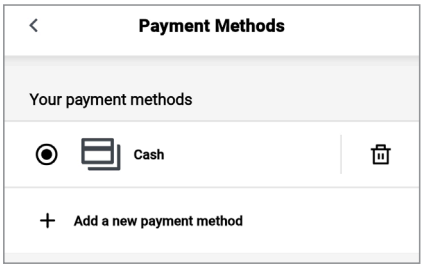
You can pay for your rides with exact fare in cash on the bus or with a debit/ credit card on the RTSPlus app.

Go to the **Rider Menu**, click on your account name, go to **Payment Methods**, and add your preferred option, if applicable.





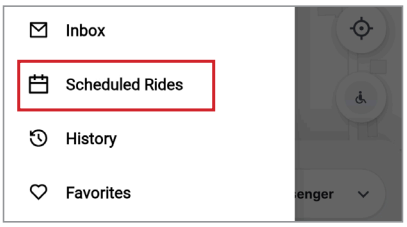


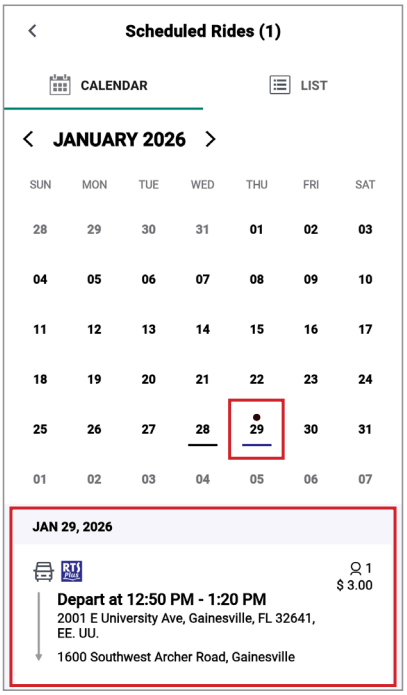


View Scheduled Rides:

You can also see all scheduled rides from the **Rider Menu**.

Select **Scheduled Rides** to access the calendar or list view of your future rides.

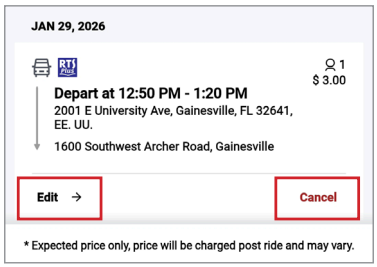




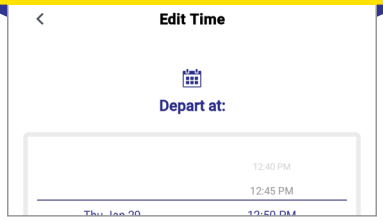
Edit or Cancel a Ride:

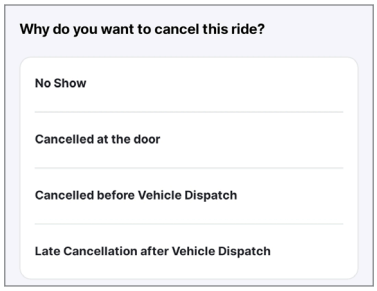
To edit or cancel a scheduled ride, go to the **Rider Menu** and select **Scheduled Rides**. Select the ride you want to edit or cancel, and then select **Edit** to change the date or time, or select **Cancel** to cancel the ride.

Cancellations are possible **up to 30 minutes before** your actual appointment time.



REMINDER: *Arrival should be at least 15 minutes* **before** *actual appointment time.*





More Info

Setting Arrival By time:

As the Depart tab is shown first by default, you will need to select the **Arrival By** tab.

It's good practice to use a preferred **Arrival By** time with an **arrival of 15 minutes before your actual appointment**. This method gives you buffer time to exit the transport vehicle and take any stairs, elevators, walkways, etc. to get to your appointment on time.

Select your **Date**, and then **Arrival By** time.

You will be given a selection of arrival times for your appointment. Select the option that best fits your needs.

Note: *Depart time is better for when you want to be picked up at a specific time but do not need a specific arrival time. For example, you need transport after attending an event and you are ready to go back home.*

RTS Mobility on Demand:

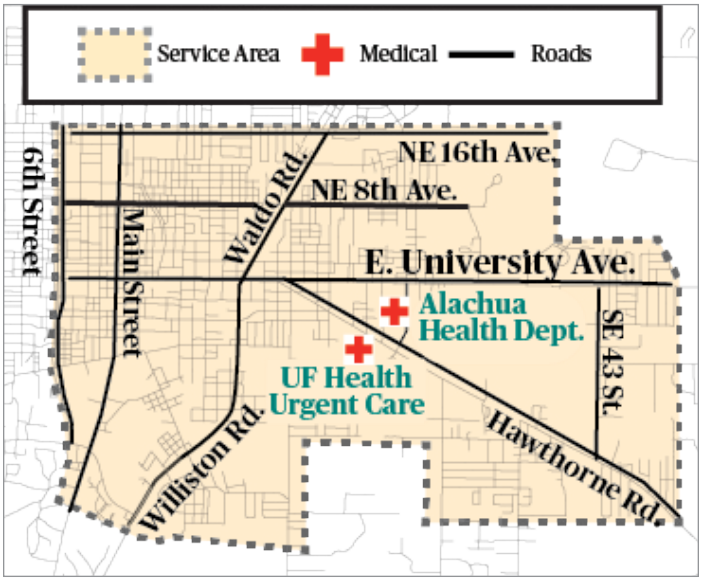
Riders in East Gainesville can call the city's Regional Transit System (RTS) "Mobility on Demand" (MOD) service for free transportation to clinic visits, health screenings and other essential community resources. The shuttles go door-to-door for passengers who can't walk to an RTS bus stop or need additional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

Serviced locations 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

RTS Standard 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.



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

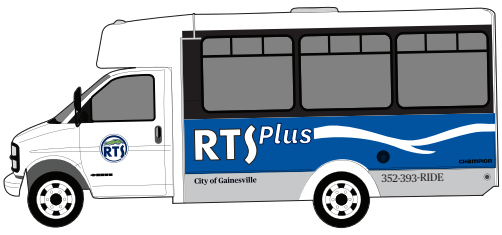
Track your bus in real time, find nearby stops, find routes and plan your trip. Save your favorite bus stop(s), subscribe to rider alerts and service detours, and set up text message alerts so you know when your bus is due to arrive.

Android Apple

Want to Join the RTSPlus Team?

Paratransit Operator for RTS

All 'regular' employees are eligible for traditional benefits such as health insurance, life insurance, paid leave, 11 paid holidays a year, a pension plan and a deferred compensation plan, and tuition reimbursement.



Service outside of the RTS Area:

The RTSPlus service area is defined by the RTS fixed-route Bus service area. For trips which begin or end outside of the RTSPlus service area, especially for dialysis and other medically necessary trips, your trip may be eligible to be covered by one of the following services which are operated on behalf of Alachua County by MV Transportation.
For more information or to book a trip, please call MV Transportation at (352) 375-2784.

*Tr*a*nsportation Disadvantaged Program (TD): these funds are allocated according to need. TD sponsors medical trips such as dialysis appointments which begin or end outside RTSPlus service areas and times.*

**5311 Rural Rides Program: this is a County-Federal partnership which subsidizes trips on a first come, first serve basis which serve areas designated as rural by the US Census bureau.*

- 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

RTSPlus ADA Statement:

The Americans with Disabilities Act (ADA) is a federal civil rights law that prohibits discrimination against people living with disabilities.

People with disabilities are entitled to all of the rights, privileges, advantages, and opportunities as others who take part 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 (or City 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.

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

City of Gainesville

RTS

Updated February 2026