



**Paratransit Education and
Advocacy Collaborative**

BEFORE reserving a paratransit ride...

We recommend having the following information ready:

1. Paratransit Reservations Phone Number
2. Your Rider ID Number
3. Date of your trip(s)
4. Address where you will be picked up
5. Address where you will be dropped off
6. Time you want to be picked up
7. Time you want to be dropped off
8. Repeat steps 1-4 for the return trip or additional trips.
9. Ask for a trip reservation confirmation number. (If a trip confirmation is not given to you, you may want to write down the date, time and name of the person who took your reservation.)

A Paratransit Trip Log form on the back of this sheet is also available for download if you have Excel on your computer. Go to <http://www.paratransittexas.org/self-advocacy-tools>. This tool can be used to track the timeliness (or other concerns) of your paratransit rides over a 30-90 day period. In doing so, you will have specific information when registering complaints with a transportation provider.

Sponsored by the Paratransit Education and Advocacy Collaborative
1-877-542-5101 www.paratransittexas.org

