

July 17, 2020

Dear ADA Paratransit Customer,

We would like to inform you that your ADA Paratransit Service will be provided by the City of Salisbury Transit System, starting Monday, August 3. Previously, the Rowan Transit System provided the city's ADA Paratransit service via a third party. Due to the transition from the third party, Rowan Transit will no longer take reservations as of Thursday, July 30, nor provide ADA Paratransit as of Friday, July 31. Starting Monday, July 27, please call Salisbury Transit at 704-638-5252 or 704-638-5253 to make reservations for ADA Paratransit trips.

I encourage you to visit our website and familiarize yourself with our ADA Paratransit Rider's Guide (www.salisburync.gov/Paratransit). This guide will help you better understand how to schedule a ride, explain our no-show policy, and guidelines for a positive experience when riding with us. To request an ADA Paratransit Rider's Guide in the mail, please call our office at 704-638-5252, 704-638-5253, or send an email to Ms. Terry Simmons at tsimm@salisburync.gov. Copies of the ADA Paratransit Rider's Guide are also available at the City of Salisbury's Customer Service Center located at 1415 S. MLK Jr. Ave. The ADA Paratransit Rider's Guide also can be provided in an alternate form upon request.

Weekday Scheduling

Monday through Friday, 8 a.m. to 5 p.m., all passengers may schedule reservations by calling 704-638-5252 or 704-638-5253. Trips may be reserved up to seven days before the actual trip. Same-day service is not offered. Early bookings allow more time to provide a quality scheduled trip.

Weekend Scheduling

Saturdays from 8:00 a.m. to 5:00 p.m., ADA Paratransit passengers can make reservations for Monday, the next business day. If it is a holiday and Salisbury Transit/ADA Paratransit is closed, ADA passengers may leave their trip information and contact telephone number on the after-hours voicemail for next business day trips.

Below is additional information to ensure a smooth transition from Rowan Transit to Salisbury Transit:

1. Monday, July 27 - Salisbury Transit will start taking reservations for trips taken on or after August 3.
2. Thursday, July 30 - The last day Rowan Transit will take reservations for trips.
3. Friday, July 31 - The last day Rowan Transit will transport ADA Paratransit riders.
4. Monday, August 3 - Salisbury Transit will start transporting ADA Paratransit riders.

If you have any questions or concerns about the transition, please contact Transit Planner/Operations Supervisor Kimberly Bell at 704-638-5252, 704-638-5253, or kimberly.bell@salisburync.gov.

Sincerely,

A handwritten signature in black ink that reads "Rodney Harrison". The signature is written in a cursive, flowing style.

Rodney Harrison
Salisbury Transit Director