

This publication was downloaded from the National Aging and Disability Transportation Center’s website ([www.nadtc.org](http://www.nadtc.org)). It was developed by Easter Seals Project ACTION, a technical assistance center operated by Easter Seals, Inc. through a cooperative agreement with the U.S. Department of Transportation, Federal Transit Administration.

Easter Seals Project ACTION

ADA Paratransit Customer Rights & Responsibilities Bookmark

Accessible Community Transportation in Our Nation

Let the ADA give you a lift!

Do you have a disability?

Do you have places to go?

Tips for Using ADA Paratransit Service:

• You may apply for paratransit service
if you are unable to use fixed-route service.

• Paratransit eligibility is based on:

• Whether you can board, ride or

disembark from an accessible vehicle.

• Availability of an accessible vehicle

on your desired route and/or hour of

service.

• Existence of a specific impairment,

condition or physical barrier that

prevents you from getting to or from

the bus stop.

• Expect to pay up to double the fixedroute

fare for an ADA complementary

trip. Expect to pay premium charges for

service offered beyond the transit

authority’s ADA obligations.

• You may negotiate times with the transit

provider. You are not required to

schedule a trip more than one hour earlier

or later than you would like to travel.

• Personal care attendants ride free of

charge on paratransit.

• You have the right to file a complaint with

the transportation provider if necessary.

Customer Responsibilities

• If you qualify for ADA complementary

paratransit, be aware that it is

a shared-ride service, and you have

responsibilities as a passenger.

• Make sure you understand the

pickup window and vehicle wait

time so that you are prepared to

board when the vehicle arrives.

• Be prepared for the driver to make

stops ahead of yours. You may not

be the first one dropped off even if

you were first to be picked up.

• Prior to making a trip reservation,

review the information needed

to book the trip. Be prepared to

provide the necessary information

when you call.

• Know your provider’s no-show and

late-cancellation policies. Cancel

reservations as soon as you determine

you don’t need the trip. Be

aware that you may be penalized

for an excessive number of late

cancellations or no-shows.

• Treat the driver and other passengers

with courtesy and respect.

• If an appeal becomes necessary

because of denied eligibility, be

familiar with the appeals process.

To learn more about accessible

public transportation, contact:

Easter Seals Project ACTION

1425 K Street, NW, Suite 200

Washington, DC 20005

800-659-6428 or 202-347-3066

202-347-7385 (TTY)

202-737-7914 (Fax)

projectaction@easterseals.com

Easter Seals Project ACTION is funded through a

cooperative agreement with the U.S. Department of

Transportation, Federal Transit Administration.

[www.projectaction.org](http://www.projectaction.org)

July 2010