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National Aging and Disability Transportation Center
contact@nadtc.org
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PARATRANSIT

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 fixed-route 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.

www.projectaction.org

Easter Seals Project ACTION
ACCESSIBLE COMMUNITY TRANSPORTATION IN OUR NATION

Easter Seals DISABILITY SERVICES

DEPARTMENT OF TRANSPORTATION UNITED STATES OF AMERICA

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PARATRANSIT

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:

www.projectaction.org

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