



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.
- Your personal care attendant rides free when accompanying you on a trip.
- You have the right to file a complaint with the transportation provider.

www.nadtc.org



A program of the U.S. Department of Transportation, Federal Transit Administration administered by Easterseals and the National Association of Area Agencies on Aging (n4a) with guidance from the U.S. Department of Health and Human Services, Administration for Community Living.

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.

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To learn more about accessible public transportation, contact:

**National Aging and Disability
Transportation Center**

Washington, D.C.
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