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NADTC

ADA Paratransit Customer Rights & Responsibilities Bookmark

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 attendants rides free of

charge when accompanying you on a trip.

• You have the right to file a complaint with

the transportation provider.

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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:

National Aging and Disability Transportation Center

Washington, DC

Toll-free: 866.983.3222

[contact@nadtc.org](mailto:contact@nadtc.org)

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