



PARATRANSIT SERVICE

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866-212.7771**

Requirements for ADA Complementary Paratransit

WHAT IS ADA COMPLEMENTARY PARATRANSIT?

There are people with disabilities who are unable to ride fixed route transit services even when those services are ADA compliant. Some people with disabilities are unable to get to their transit stop or station. For example, a person who is ambulatory but has difficulty walking may be unable to walk the distance to his closest stop or station. Perhaps a person who uses a wheelchair is unable to get to her stop because no sidewalks or curb cuts exist or snow blocks the route. It could be that a person who is blind or uses a wheelchair is unable to cross a highway with heavy traffic.

Some people with disabilities are unable to navigate the fixed route system. A person who is blind or who has a cognitive disability might have difficulty orienting himself in a complex system with many routes and many transit vehicles.

For individuals with disabilities who are unable to ride fixed routes, the ADA requires that paratransit services be provided at a level of service comparable to the fixed route system. Not all people with disabilities are eligible for ADA complementary paratransit services. Only those who are unable to access their fixed route system are eligible.

It is important to understand that under the ADA, paratransit functions as a “safety net” for people whose disabilities prevent them from using the regular fixed route system. It is not intended to be a comprehensive system of transportation that meets all the needs of persons with disabilities. By statute, complementary paratransit must provide a level of service that is comparable to that provided by the fixed route system.

ADA complementary paratransit services are provided by the same entity that provides the fixed route service, or that entity contracts with another agency to provide paratransit. Paratransit services provide accessible, origin to destination transit service for eligible individuals with disabilities. In other words, paratransit will pick you up at your home and take you to where you want to go, as long as your origin and destination are within their service area. These services are provided by advance request. An individual with a disability must schedule and reserve each paratransit trip.

Be aware that commuter bus and commuter rail services (service predominantly in one direction during peak periods with limited stops), intercity bus and rail systems (long distance travel between cities), and university transit systems are not required to provide comparable paratransit services.

ADA Complementary Paratransit is Comparable to the Fixed Route Service

ADA complementary paratransit service must complement the fixed route service. In other words, the paratransit service is comparable and parallel to the fixed route service. Paratransit must be comparable



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in that it must be offered on the same days and same times fixed route service is offered. If a fixed route does not offer evening and Sunday service, your paratransit provider does not have to offer evening or Sunday service.

Comparable also means that paratransit serves a geographical region similar to the geographical region served by fixed route. Although these requirements are quite complex, we can simplify by stating that, minimally, paratransit must serve all areas within a corridor which extends $\frac{3}{4}$ of a mile on each side of each route served by the fixed route system. To visualize this, get out your route map for the fixed route system and draw in that corridor $\frac{3}{4}$ of a mile on each side of each route and from each end point. That's the minimum geographic area that must be serviced by paratransit. Consult your local transit system to determine more specifically the exact locations in your area which are served by paratransit.

The type of service offered by paratransit is comparable to the type of service offered by fixed route. Just as you must share your ride with other passengers on fixed route, so too, you must share your ride with other passengers on paratransit. Be prepared to accommodate those additional stops into your schedule. Your trip on paratransit may take a comparable amount of time as it takes on fixed route. Also note that if your fixed route service alters routes or service hours, the paratransit service may experience comparable changes. A Comparison of ADA Complementary Paratransit and Other Types of Specialized Transportation Services

There is a significant difference between ADA complementary paratransit and other types of transportation which provide service by advance request for people with disabilities. Paratransit is intimately tied into fixed route services. Fixed route agencies provide paratransit or contract with another service to provide paratransit. Paratransit serves a similar geographical area as the fixed routes and provides services during the same times fixed route services are offered. A person with a disability is eligible to ride paratransit only if he is unable to access the fixed route.

Other types of specialized, demand responsive transportation services are different because they are not tied into fixed route services whatsoever and they serve a different transportation function than ADA complementary paratransit. These other types of specialized transportation might include senior transportation providers or medical transportation providers. Their service areas are not tied to the service areas of the fixed route providers. Their schedules are not related to the schedules of the fixed route service. Their eligibility requirements have nothing to do with the fixed route service. The ADA requirements for these other types of specialized transportation providers are different than the requirements for ADA complementary paratransit. These other types of specialized services may be referred to generically as "paratransit" but if they are not tied into the fixed route service, they are not considered to be ADA complementary paratransit.

Our guide will not be covering the requirements for these other types of specialized transportation. If you need information regarding the ADA requirements for these services, contact one of the resources listed in the back of this guide.



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APPLYING FOR PARATRANSIT SERVICE

Eligibility Criteria for ADA Complementary Paratransit

The ADA lists three types of individuals with disabilities who are eligible for ADA complementary paratransit. In addition, there are three categories of eligibility that the transit industry uses to classify riders. The following individuals with disabilities are eligible for ADA complementary paratransit:

1. Any individual who, as the result of a physical or mental disability, is unable to board, ride, or disembark from any accessible vehicle in the fixed route system without the assistance of another individual (excluding the operator). This individual is unable to independently navigate the system.
2. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device; however, no accessible vehicle is available on the fixed route at that time.
3. Any individual who has a specific disability related condition which prevents the individual from traveling to a boarding location or from a disembarking location associated with the fixed route. This individual is unable to get to or from his transit stop or station because of his disability or his disability prevents him from negotiating environmental barriers.

Once a transit agency has determined that an individual is eligible, a rider's eligibility can be classified in one of three ways:

1. **Unconditional** – the rider needs paratransit for all trips.
2. **Conditional** – the rider needs paratransit for some trips but can use fixed route service for other trips.
3. **Temporary** – eligibility is short-term for the length of time the rider is unable to use fixed route.

Eligibility may be unconditional or conditional depending on circumstances. For example, perhaps an individual who uses a wheelchair can get to and from her bus stop independently in most cases but is unable to do so in the snow. That individual may then be eligible for paratransit only when there is snow on the ground and not when the ground is clear of snow and thus, her eligibility is considered conditional.

Conditional eligibility can be applied to varying disability conditions. For example, a person with multiple sclerosis can experience increased functional limitations during a relapse and may be paratransit eligible during that time. Once she recovers from her relapse, she may return to a level of functioning which allows her to successfully utilize the fixed route. Conditional eligibility can also be offered on a trip-by-trip basis to an individual with a disability who can get to some stops or stations but not others. Perhaps a person who uses a wheelchair can get to stops that are fully accessible but other stops lack sidewalks or curb cuts. Then he will be eligible for paratransit services for trips that would include the inaccessible



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stops. If he has a trip that would only include accessible stops and paths of travel, he would be expected to ride on the fixed route.

An individual can be paratransit eligible based on a permanent or temporary disability. An individual with temporary eligibility has a temporary disability which falls into one of the three eligibility categories listed above, but his eligibility is short term. This person's eligibility will expire once the temporary disability ends and he is able to once again use the fixed route.

The ADA does not allow waiting lists for paratransit rides for eligible individuals with disabilities. If you have been determined to be eligible for paratransit by your transit system, next day rides must be immediately provided.

Paratransit providers are required to provide services to visitors (for up to 21 days per year) who are able to present documentation that they are paratransit eligible. So, if you are paratransit eligible in your home community, your paratransit service should provide you with documentation of eligibility. That documentation is sufficient for receiving services while you are visiting other communities. A visitor can also become eligible by providing documentation of your place of residence and, if your disability is not apparent, documentation of your disability (a letter from your doctor or rehabilitation professional).

The Eligibility Process

Each paratransit provider must have an eligibility process which cannot place unreasonable administrative burdens on the applicant. Application fees cannot be charged.

The application process should be based on evaluation of functional criteria and can include interviews and functional evaluation or testing of applicants. This process is not based on medical or diagnostic criteria. In other words, it doesn't matter what your diagnosis is, it matters what your functional ability is. An evaluation by a doctor or rehabilitation professional can be included but the focus is on functional ability, not on the medical diagnosis. If you choose or are required to submit a letter from your own doctor with your application, make sure that letter addresses your functional ability in relation to the above three eligibility criteria.

Information about the application process and paratransit services, the application materials themselves, and any notices and determinations must be provided in an accessible format if requested. Please refer to the section on alternative formats in the fixed route section of this guide for additional information.

A determination of eligibility must be made within 21 days of the date a completed application is submitted. All eligibility determinations must be provided to the applicant in writing. For people granted eligibility, the eligibility letter should include at least the following five elements:

1. The individual's name



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2. The name of the transit provider
3. The telephone number of the entity's paratransit coordinator
4. An expiration date for eligibility
5. Any conditions or limitations on the individual's eligibility, including the use of a personal care attendant.

If a determination is made that the applicant is ineligible or that eligibility is conditioned in any way, the reasons for that determination must be specified in detail to allow the applicant to appeal the decision. (See the section on eligibility appeals below.) The determination letter should also include information regarding the use of an attendant, if appropriate. If an eligibility determination has not been made within 21 days of the date the complete application is submitted, the applicant shall be treated as eligible and provided service unless and until the application is later denied.

A paratransit provider can require recertification of eligibility at reasonable intervals. The FTA considers reasonable intervals to be more than one year and less than three years. Eligibility for paratransit services is a very complex provision under the ADA. Contact one of the resources listed on the back page of this guide for additional details.

Eligibility Appeals

The ADA requires that every paratransit entity provide an appeals process through which individuals who are denied eligibility can appeal. Paratransit providers can require that all appeals be filed within 60 days of the denial. The process must allow an opportunity for the applicant to present evidence and arguments in person and/or in writing to an official from the paratransit service who was not involved with the initial decision to deny eligibility.

All appeals decisions must be in writing, stating the specific reasons for the decision. The decision should be made within 30 days of the completion of the appeals process. If the decision is not made within 30 days, the individual must be provided service beginning the 31st day, unless and until an adverse decision is rendered on his appeal.

PLANNING YOUR RIDE

Personal Attendants and Companions

An individual with a disability cannot generally be required to travel with a personal attendant on paratransit trips. The only exception is if a paratransit service legitimately is entitled to refuse service to an individual with violent, seriously disruptive, or illegal conduct, it may require an attendant as a condition of providing service it otherwise had the right to refuse. Otherwise, an attendant cannot be required.



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However, if you choose to ride with a personal attendant, your attendant must be allowed to ride. An attendant is a person who provides personal care and/or assistance to an individual with a disability. The paratransit provider can require you, as part of the application process, to make a statement regarding your intention to travel with an attendant.

In addition, individuals with disabilities who ride paratransit must always be allowed to bring one companion with them. A companion is a family member, friend, or business associate who is riding along with the individual with a disability but is not providing personal care services. As such, the paratransit rider can ride with one attendant and also one companion. Additional companions should be allowed on a space available basis.

Paratransit providers can require that reservations be made for personal attendants and companions at the same time a reservation is made for the paratransit rider. Attendants and companions must have the same origin and destination points as the paratransit rider.

Paratransit services are not required to provide eligible passengers with personal devices, such as wheelchairs or scooters, or to provide services of a personal nature, such as assistance in eating, toileting, or dressing. Operating the controls of a power wheelchair is generally considered to be a personal service and is not required under the ADA.

Fares

A paratransit provider can charge a rider up to twice the regular, non-discounted fare that would be charged for a comparable fixed route trip at the same time of day. To determine that cost, plot the same trip on fixed route and calculate the fares for that time of day. Include any transfer fees or premium service charges. Do not apply any discounts such as the discounts offered to older adults and individuals with disabilities. The transit provider can charge up to twice the resulting amount for the paratransit trip.

Companions are charged the same fare as the paratransit eligible individual they are accompanying. A personal care attendant who is assisting a paratransit rider must be given a free fare.

The Reservation Process

According to the ADA, paratransit services must provide rides to eligible persons when next day reservations are made. The requirement does not state that reservations must be made 24 hours in advance, only next day. That means that if you call at 4:00 in the afternoon for a ride at 8:00 the following morning, paratransit must provide that ride.

Keep in mind that paratransit providers only have to provide rides at times that correspond to the times the comparable fixed route runs. So, you will not be able to schedule a ride for a time during which the fixed route service is not operating.



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Reservations can be taken by a reservations agent or through technology such as an automated phone system or an internet website. The reservation system must be accessible to all paratransit eligible persons. Reservation services must be made available during the normal business hours in which the provider's administrative offices are open. The reservation service must also be available during those same hours the day before a service day, so passengers can make next day reservations. For example, if the administrative offices are not normally open on Sundays and there are no fixed route or paratransit services on Sundays, the reservation system must still be made available on Sundays, during those same business hours, so that riders can make reservations for paratransit service on Monday.

The ADA allows paratransit providers to negotiate pickup times with passengers. Nevertheless, paratransit cannot schedule a trip to begin more than one hour before or after the individual's desired departure time. Keep in mind that providers are allowed that window when you make your plans. For example, if you have requested a pick-up time of 8:00 AM, it is perfectly acceptable for them to negotiate a pick-up time with you as early as 7:00 AM or as late as 9:00 AM.

Negotiation is a two-way street. Riders have the right to negotiate as well. Be sure to tell the reservation agent if you have an appointment time which cannot be missed. For example, if you must be at work no later than 8:00 AM, tell the reservation agent. If you tell the reservationist your appointment time, the paratransit provider has an obligation to get you to your destination on time and not substantially early.

However, with that said, riders are not able to constrain both ends of the trip. In other words, you can't tell the reservationist that you must be at work by 8:00 AM but you expect to be picked up at 7:30. You may tell the reservationist that you need to be at work at 8:00 and your paratransit provider is obligated to get you there on time, but at that point the reservationist will tell you what time they will pick you up.

Keep in mind that you will probably be sharing your ride with other passengers and plan on making additional stops for those passengers. Allow enough time in your schedule to accommodate those other stops. You might ask the reservation agent if they can tell you how long your trip might take.

A paratransit provider cannot limit rides based on trip purpose. Just as a person who is using the fixed route system does not have to state the purpose of her trip to get a ride, neither does a person who is using the paratransit system.

In addition, a paratransit provider may not impose restrictions on the number of trips to which a passenger is entitled. After all, riders of the fixed route system do not have restrictions on the number of trips they can take.

ADA regulations allow for subscription reservations, i.e., having a standing reservation scheduled. For example, you might reserve the same times every day to go to and from work or the same time every Tuesday for a class. However, paratransit providers do not have to allow subscription reservations in all situations. Paratransit agencies can maintain a waiting list for subscription reservations. In addition, restrictions on subscription reservations based on trip purpose can be maintained. This does not mean



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that providers can deny your trip. It just means they may not allow you to establish a subscription reservation and you may still have to make a separate reservation for each individual trip.

Origin to Destination Service

Much confusion has existed between whether paratransit service must be curb-to-curb or door-to-door service. Curb-to-curb service means that a driver picks you up at your curb and drops you off at your curb and does not give you any assistance getting to and from your door. Curb-to-curb service means that you must be waiting at your curb for your pick-up.

In contrast, with door-to-door service a driver will come to your door to let you know she has arrived for your pick-up and the driver will assist you from your door to the bus or back to your door at your drop off. Assistance is provided to and from the front door of the building only. For example, at an office building, your driver will not go inside of the building and assist you to the door of your dentist's office on the third floor.

The ADA requires that paratransit service be "origin to destination." Paratransit providers may establish a base policy of curb-to-curb service. However, with that said, to meet the origin-to-destination service requirement, door-to-door service must be provided to those individuals who need assistance beyond the curb due to their disability.

As such, if a paratransit provider has established a base policy of curb-to-curb service and you are capable of getting to and from your door independently, you are not entitled to receive door-to-door service. Comparatively, should your disability, and environmental conditions, result in you needing assistance to get to and from your door, your need for door-to-door service must be accommodated despite the curb-to-curb base policy.

Regardless of whether a paratransit provider is providing curb-to-curb or door-to-door service, your driver is not required to carry your groceries or other items into your home or other destination. Driver assistance stops at the door.

Pick-up Window

Most ADA complementary paratransit providers have an established paratransit pick-up window, and a 30-minute window is typical in the transit industry. For example, a paratransit provider can establish a policy that states that they can pick you up within a window of 15 minutes before your scheduled time to 15 minutes after your scheduled time. If you receive curb-to-curb service, that means you must be out waiting at the curb 15 minutes before your scheduled time and you must be prepared to wait up to 15 minutes after your scheduled time. So, you might be waiting up to 30 minutes and that is allowed.

Correspondingly, many paratransit providers have established a policy that if you are not ready to board when they arrive, they will wait only 5 minutes for you. If you are not there and ready to board within those 5 minutes, they can then leave and mark you as a "no-show."



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DURING YOUR RIDE

Comparable Accessibility Features and Policies

Similar to the ADA requirements for fixed route, respirators, portable oxygen and service animals must be allowed on paratransit vehicles. The definition of a “common wheelchair” is the same for paratransit as it is for fixed route. The lift and ramp requirements are the same on paratransit as on fixed route. Please see the fixed route information in this guide for additional information.

If a lift or ramp is out-of-order on a paratransit bus, the bus must be taken out of service and repairs must be made promptly. A replacement bus must be dispatched as soon as possible.

Wheelchair Securement

Paratransit providers are allowed to adopt securement policies for paratransit that are different from their securement policies for fixed route. For example, a transit provider might have a policy that riders who use wheelchairs on the fixed route can decide for themselves whether to use securements. That same transit provider can have a policy that securements are required on paratransit. That is allowable under the ADA. If a paratransit rider refuses to follow the securement policy of a paratransit provider, the driver can refuse to transport that individual.

If a paratransit driver is not able to restrain a “common wheelchair” to her satisfaction, given the available securement technology and the nature of the wheelchair, she may not deny transport to you or your chair. Please see the fixed route information in this guide for additional information.

AS YOU CONTINUE TO RIDE

Suspension of Service

Paratransit riders who engage in a pattern or practice of missing scheduled trips (no-shows) can be suspended from paratransit services for a reasonable period of time. A pattern or practice involves intentional, repeated or regular actions, not isolated, accidental, or singular incidents. Most paratransit providers have policies which outline how many no-shows will constitute a pattern or practice.

Trips missed by a rider for reasons beyond his control cannot be counted as a no-show. Examples may include isolated situations involving a sudden family emergency or a sudden health problem, unexpected failure of assistive devices such as wheelchairs or transfer lifts, or unanticipated failure of assistive services such as a personal care attendant failing to arrive. However, if a rider has repetitive no-shows due to such unanticipated circumstances, that rider should be prepared to provide documentation to support his claim.



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The rider should always make every attempt to notify their paratransit provider in time to cancel a trip before the vehicle arrives. A late cancel can be counted as a no-show if it has the operational impact of a no-show on the system. The FTA has indicated that, in most cases, a cancellation occurring two hours prior to a scheduled trip does not constitute a no-show.

Just as on the fixed route, a paratransit provider is entitled to refuse to provide service to an individual with a disability who engages in violent, seriously disruptive, or illegal behavior, using the same standards for exclusion that would apply to any other person who acted in such a fashion. However, a paratransit provider cannot refuse to provide service to an individual with a disability solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees or other passengers but which does not pose a direct threat. If a paratransit provider is entitled to refuse service to someone under this provision, it may require an attendant as a condition of providing service it otherwise had the right to refuse.

If a paratransit provider intends to suspend service they must notify the passenger in writing, in an accessible format as necessary, and they must cite the reasons for the suspension, the length of the suspension period, and details of the appeal process. The appeals process must allow an opportunity for the rider to present evidence and arguments in person and/or in writing.

Patterns and Practices that Significantly Limit the Availability of Service

The ADA does not allow paratransit providers to engage in patterns and practices that significantly limit the availability of service. A pattern or practice involves intentional, repeated or regular actions, not isolated, accidental, or singular incidents. These patterns and practices might include a substantial number of significantly delayed pickups, a substantial number of trip denials or missed trips, or a substantial number of trips with excessive lengths.

In relation to a substantial number of trips with excessive lengths, always bear in mind that paratransit rides are not taxi rides. You will be expected to share your ride with other passengers and to allow for additional stops for those other passengers. Nevertheless, when the number of stops and the total trip time for a given passenger grows so large as to make use of the system prohibitively inconvenient, this provision is triggered. For example, if the total time for a paratransit trip exceeds the amount of time that it would take to make the same trip traveling by fixed route (plus 15-20 minutes to allow for walking to the bus stop and waiting for the vehicle to arrive), that may be considered prohibitively inconvenient.

Missed trips or delayed pick-ups for reasons beyond the paratransit provider's control cannot be a basis for determining that such a pattern or practice exists. For example, if a paratransit vehicle is in an accident, is in an unexpected traffic jam, or is delayed by an unexpected blizzard, those situations would not be under the control of the paratransit provider and are not considered to be a pattern or practice.



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In contrast, if repeated delays occurred due to frequent mechanical breakdowns, and a regular maintenance program was not followed, a pattern or practice might exist. In addition, if regular traffic jams are expected on a certain route at certain times, but the paratransit provider did not schedule trips to allow time to navigate those regular traffic jams, a pattern or practice might exist.

Missed trips that are the fault of the transit agency (e.g., driver error such as a vehicle arriving substantially after the pick-up time and the passenger had already given up and left, a vehicle never arriving at all, or arriving at the wrong address or the wrong entrance to a building) cannot be counted against the rider as a no-show.

Under the ADA, you cannot be denied a ride because the paratransit provider's capacity has been exceeded. In these situations, providers will often contract with other services to handle the overflow, including taxi services. These contracting services are held to the same non-discrimination requirements of the ADA. However, taxi services are not usually required to provide accessible vehicles and as such, they should be reserved for ambulatory passengers and others who are not limited by a lack of accessibility features. If a taxi is provided for a paratransit ride in lieu of regular paratransit vehicle, the rider is still only charged the normal paratransit fare.

ADA Complaint Procedures and Enforcement

In addition to the appeals processes for eligibility decisions and suspension decisions previously described, paratransit riders are also entitled to the same complaint procedures offered to fixed route riders. Please refer to that information in the fixed route section of this guide on page 22.

TIPS FOR RIDING PARATRANSIT

Many of the tips for riding paratransit are the same as the tips for fixed route so be sure to review those and apply them to your paratransit situation. Most notably, communicating your needs is critical. Beyond those, we have a few tips unique to the paratransit rider.

- If you need assistance completing the paratransit eligibility application, ask your paratransit service to provide you with that assistance. Additionally, you might obtain assistance from your local independent living center or other local advocacy group. Understand the eligibility categories before you apply.
- Thoroughly review all of your provider's policies before you start riding. Review all materials you are given and make sure you understand their reservation, pick-up window, no-show, and suspension policies, whether they are providing you with curb-to-curb or door-to-door service, and know the appeals process. If you don't understand any policy, ask questions.
- Be aware that paratransit providers may change policies from time to time and still be ADA compliant. Know what the ADA requires and what it doesn't and if you are not sure, contact one of the resources at the end of this guide.



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- Keep your appointments with paratransit and be on time. When you keep your reservations on a timely basis, you help to make it possible for your paratransit service to operate on a timely basis for other riders.
- Don't expect your driver to provide service beyond what the ADA requires unless your transit agency's policy specifies a higher level of service. If you are unable to manage your groceries or getting into your house by yourself, rather than trying to get your driver to do what the policy doesn't allow, consider getting a personal attendant or a friend to assist you.
- Have a Plan B. Sometimes, for a variety of reasons, a paratransit ride will not show up for you. Have a plan for what you will do in these circumstances. Carrying a cell phone with you with numbers programmed for paratransit customer service, friends and family can be critical for safety.

Resources

1. **DBTAC National Network of ADA Centers** – The Disability and Business Technical Assistance Centers (DBTAC) are a national network of 10 regional centers that provide technical assistance and information regarding the Americans with Disabilities Act.

www.adata.org

1-800-949-4232 (voice/TTY)

2. **Federal Transit Administration** – The FTA is responsible for civil rights compliance and monitoring to ensure nondiscriminatory provision of transit services.

www.fta.dot.gov/ada

1-888-446-4511 (voice) 1-800-877-8339 (TTY)

3. **U.S. Department of Justice** – The DOJ is the enforcement agency for Title II of the ADA which covers state and local governments. They may be appropriate to contact regarding broader ADA issues in relation to accessing programs of local governments.

www.ada.gov

1-800-514-0301 (voice) 1-800-514-0383 (TTY)

4. **Easter Seals Project ACTION** – Project ACTION promotes cooperation between the transportation industry and the disability community to increase mobility for people with disabilities under the ADA and beyond. They offer numerous resources, as well as training and technical assistance.

www.projectaction.easterseals.com

1-800-659-6428 (voice) 1-202-347-7385 (TTY)



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5. Disability Rights Education and Defense Fund (DREDF) – DREDF is a leading national civil rights law and policy center that works to advance the civil and human rights of people with disabilities through legal advocacy, training, education, and public policy and legislative development.

www.dredf.org/transportation

1-800-348-4232 (voice/TTY)