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## ADA Complementary Paratransit Service

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Freedom Transit operates the ADA Complementary Paratransit Service in Washington County. The ADA Complementary Program is a paratransit shared-ride service that can be utilized for work, church, shopping, medical appointments, etc. in and around the City of Washington. A \$1.75 co-pay is required for all trips. All trips, both pickup and return, must lie within  $\frac{3}{4}$  mile of local fixed route bus routes. Lift-equipped vehicles are used for this shared-ride service.

### Eligibility

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ADA Service is for individuals that, due to a mental or physical disability, cannot utilize the Washington local fixed route bus service. Presence of a disability by itself does not make you eligible. Eligibility is also not based on your age, inability to drive, or the inconvenience of bus service. Your independent ability to use the bus is the basis for eligibility.

You must submit an application which can be obtained by contacting Freedom Transit. The application includes a section to be completed by a licensed/certified professional. Once your application is submitted, it will be reviewed to determine eligibility under the guidelines of the American with Disabilities Act and you will be notified of your eligibility within 21 days. Full, temporary, conditional or visitor eligibility will be considered. Visitors should contact Freedom Transit to sign up for the service and may use this service for up to 21 days in a 1 year span. Applicants have the right to appeal an eligibility decision within 60 days of receiving the determination. Those who are determined to be eligible will be provided with transportation to and from the area that “complements” local fixed route bus system.

### Registration

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Please call the Freedom Transit office to request an application to be mailed to you or you may obtain an application online at [www.washingtoncitytransit.org](http://www.washingtoncitytransit.org).

- Application Form is to be completed by the applicant or by someone completing the form for him/her.
- Professional Verification Form should be completed by a physician, organization or agency that can verify the applicant’s disability that is presented in the Application Form.
- Personal Care Attendant (PCA) Certification Form should be completed by a physician, organization or agency to certify the need for a personal care attendant by the applicant. (This form is optional)

Once these forms have been completed and signed by the appropriate persons, the applications are to be returned to Freedom Transit for review.

### Days/Hours of Operation & Scheduling a Ride

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Service operates Monday through Friday, 6:45 AM – 7:20 PM, Saturday, 8:30 AM – 6:25 PM

Customer Service Representatives are available Monday through Friday from 7:30 AM until 5:00 PM.

To reserve a ride you must call before 5:00 PM on the previous business day (holidays are not business days).

Reservations must be made at least 1 day in advance but can be made up to 14 days in advance of the date needed for transportation. This service does not operate on: New Year’s Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day, and Christmas.

### Where Can I Go Using The ADA Complementary Program?

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ADA Complementary Paratransit service is available to you during the same days and hours that local fixed route bus service operates. Trips must be to and from areas within  $\frac{3}{4}$  of a mile from local fixed bus routes. If you need to schedule a trip that is not during a day, time or area covered by the local fixed bus route schedule, don’t worry – you may qualify for trips under other services operated by Freedom Transit. Please contact a Freedom Transit Customer Service Representative for more information.