

ADA Complementary Paratransit Service is a transportation service designed for individuals with disabilities as defined by the American Disability Act (ADA) that provides transportation for individuals who cannot otherwise access PAT's fixed route bus service for some or all of their trips. ADA Paratransit is a shared ride, advanced reservation, origin-to-destination service provided by PAT. Passengers may use the service to travel to destinations within a three-quarter (3/4) miles radius of PAT's fixed route service.

What constitutes a disability?

The ADA defines a disability as a physical or mental impairment that substantially limits one or more of the major life activities of an individual.

PAT's buses are equipped with accessibility devices to serve persons with disabilities, and not all disabilities will be deemed eligible for ADA Complimentary Paratransit Service. This service is limited to individuals with disabilities who:

- Are unable to board, ride or disembark from an ADA accessible vehicle without the assistance of another person (except for the bus driver and lift)
- Could ride an accessible vehicle but the route is not accessible
- Have a specific impairment-related condition that prevents them from traveling to or from a boarding or disembarking location

## How to Apply

To determine eligibility, applicants are required to complete an application that can be found at [www.pulaskitransit.org](http://www.pulaskitransit.org) Please note there are two parts to be completed and submitted.

Please return applications via any of the following options:

- **Fax:** Attention Pulaski Transit to (540) 980-7871
- **Mail:** Pulaski Transit, 141 E Main St., Suite 500, Pulaski, VA 24301

## **PAT Paratransit Eligibility After 21 Days**

Staff will review applications promptly. Eligibility decisions will be made within 21 days of receipt of a complete application. A written determination will be mailed to applicant within this time period. Eligibility will be reviewed after a three year period.

If an eligibility determination for PAT Complimentary Paratransit Service has not been made within 21-days of PAT receiving a completed application, applicant will automatically obtain presumptive paratransit eligibility until final determination is made.

If an application is denied eligibility, the applicant has the option to appeal PAT's decision.

Feel free to contact Pulaski Transit for assistance, by calling (540) 980-5040.

## **Scheduling a Trip & Trip Cost**

If you are certified, you may begin using the Paratransit service. Please call 540-980-5040, Monday through Friday between 7 a.m. and 4:30 p.m. to schedule your trip(s). Trips must be scheduled at least one day in advance, but not more than 14 days in advance. The trip cost is \$ 1.50 per scheduled trip. Once on the PAT fixed route there will be no charge to ride the PAT fixed route. Exact change is required and is due upon boarding the vehicle.

## **ADA Eligibility Card**

Certified PAT Paratransit passengers will receive an ADA Eligibility Card with an ID number. This non-transferable card also allows the holder temporary eligibility on any ADA compliant paratransit system in the United States. PAT reserves the right to require a new eligibility assessment at any time. A new eligibility assessment may be required for, but not limited to:

- Possibility of improvements in a passenger's ability to use the PAT Fixed Route.
- Any improvements in public physical barriers previously preventing a passengers use of the fixed route.

## Visitors with Disabilities

Individuals traveling to Pulaski who present documentation of ADA Paratransit eligibility by a public entity, are eligible for paratransit services for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service. If service is requested beyond this period, individuals will be required to apply for certification.

## Personal Care Attendant and Companion

If a Personal Care Attendant is approved as part of the application process, that person will be required to travel with you (free of charge). You may request to have a companion travel with you. Please let the scheduler know at the time of your reservation. A companion is required to pay the normal fare of 75 cents.

## Travel Training

Travel training is designed to teach seniors and people with disabilities how to travel safely and independently on a fully accessible fixed-route bus. Travel training determines how disabilities affect travel and then travel skills are tailored to each person's needs. Remember, riding the bus does not jeopardize the ability to use PAT services, but allows the passenger more flexibility and freedom to travel whenever they choose.

### Benefits include:

- Learning to travel independently
- Greater self-esteem
- Flexibility of scheduling allowing freedom of movement within the town limits of Pulaski

For more information of PAT Paratransit services, or any of the above please call 540-980-5040.