



## ADA Complementary Paratransit Services

In response to the Americans with Disabilities Act (ADA) of 1990, Washington County Transit (*WCT*) offers Paratransit service to persons who are certified as not able to utilize fixed-route public transportation. Paratransit is a demand-response shared-ride mode of transportation that is equivalent to the fixed-route service in terms of service characteristics.

To be eligible to use the Paratransit service, local residents and long-term visitors must complete an ADA Complementary Paratransit Eligibility Determination process. Eligible individuals will receive documentation of ADA Paratransit eligibility, which can be used in other geographic areas offering such service.

### Eligibility Criteria

- The individual is unable, as the result of a physical or mental impairment (including a vision impairment), and without assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.
- The individual with a disability can use the system with the assistance of a mobility device lift but the route they want to use is not 100% ADA accessible.
- The individual with a disability has a specific impairment-related condition, which prevents such individual from traveling to a fixed-route boarding location or from a disembarking location.
- Temporary eligibility for ADA Paratransit service will be allowed for those with a disability that is only temporary in nature. Temporary eligibility is established during the certification process.
- Individuals who are determined to be ADA paratransit eligible can use fixed-route service under certain conditions (for example, trips for which they have been trained to navigate or under variable conditions that affect an individual's disability), the eligibility will be considered "Conditional" and documentation which they are given will indicate the limitations/condition of their eligibility.
- Each applicant will be notified in writing by mail of his or her status within 21 days of *WCT* receiving a properly completed application. If determined eligible, the notification letter will serve as temporary eligibility documentation.
- Those persons determined to be **ineligible** will be informed as to why their application was rejected and provided instructions on how they can appeal the decision.



## **ADA Paratransit Service for Visitors**

ADA Paratransit eligible individuals visiting from other localities outside of *WCT's* service area will also be served when eligible trips are requested. If a visitor does not have ADA certification from another jurisdiction, but makes a claim of eligibility, that claim will be honored as required by the ADA. If the visitor is planning on staying in *WCT's* service area more than 21 days, he or she will need to formally apply for eligibility certification.

## **Personal Care Attendants**

Paratransit service allows for a Personal Care Attendant (PCA) to traveling with the eligible rider. The need to travel with a PCA will be determined as part of the eligibility determination process. PCA's will be able to ride along with the eligible rider at no additional cost.

## **Trip Purpose**

ADA Paratransit is provided for trips of any purpose. No priorities are placed on specific types of trips. Reasonable accommodations for origin to destination service will be considered. Pick-ups and drop-offs must be within the Paratransit service area.

## **Trip Scheduling**

Trip request(s) can be made until 4:00 PM the day prior, but not more than 14 days before the trip. Trips may be scheduled by calling *WCT* at 240-313-2750, Menu Option 2, or by emailing *WCT* at [paratransit@washco-md.net](mailto:paratransit@washco-md.net).

## **Service Hours**

*WCT* Paratransit operates Monday – Friday 6:15 a.m. to 9:15 p.m. and Saturday 7:45 a.m. to 9:15 p.m. Evening service is limited. Service is not available on Sundays or holidays recognized by *WCT*.

## **Passenger Fees**

*WCT* Paratransit one-way fare is \$2.00 per person. If you have a PCA, the PCA may ride with you at no charge. All other passengers ages five (5) and over, will be required to pay \$2.00 each.

**To apply for ADA Complementary Paratransit please contact *WCT*.**

Washington County Transit  
Attn: ADA Paratransit Coordinator  
1000 W. Washington Street  
Hagerstown, MD 21740  
240.313.2750, Menu Option 2  
[paratransit@washco-md.net](mailto:paratransit@washco-md.net)