



ADA Paratransit: A Simple Guide for Riders

Washington County Transit (WCT) provides ADA Paratransit service to help individuals with disabilities travel safely and independently when fixed-route buses are not accessible to them

What is ADA Paratransit?

ADA Paratransit is a shared-ride, reservation-based service required by the Americans with Disabilities Act (ADA).

This service provides transportation for important life activities like medical appointments, grocery shopping, employment, and community programs.

Who is eligible for ADA Complementary Paratransit?

Individuals with a disability may qualify for ADA Complementary Paratransit if the individual has an inability to:

- Board, Ride, or Exit an Accessible Bus
- Travel to or from a Bus Stop
- Understand or navigate the fixed-route system

Eligibility is based on how a disability affects your ability to use the fixed-route bus. Eligibility is determined through an application process.

How ADA Complementary Paratransit Works

- Trips must be scheduled in advance
- Rides are shared with other passengers
- Pick-up times are scheduled within a window, not an exact minute
- Service operates during the same hours as fixed-route buses
- ADA Paratransit is a curb-to-curb service unless additional assistance is approved.

Eligible trips are scheduled within $\frac{3}{4}$ mile of a fixed route bus line.

Understanding the Service; ADA Complimentary Paratransit service is a shared public transportation service.

Because of this:

- Trips are scheduled in advance
- Service is not same-day or on-demand
- Rides may include other passengers
- Travel times may be longer than fixed-route service

These guidelines help ensure the service remains reliable and available for all eligible riders.

Using Fixed-Route Service

Many riders successfully use both fixed-route buses and ADA Complimentary Paratransit depending on their needs.

All WCT fixed-route buses are:

- Fully accessible
- Equipped with ramps or lifts
- Operated by trained drivers
- Our team can help you determine which service works best for your trip.

How to Apply for ADA Paratransit

- Complete an ADA Paratransit application
- Provide required medical verification
- Submit your application to WCT
- Receive eligibility determination
- Once approved, our staff will help schedule your first trip.

Need Help or Have Questions?

We are here to help. Call Washington County Transit. Visit our website.

240-313-2750 | www.washco-md.net/transit