

“GO, too” ADA Complementary Paratransit Service

The Americans with Disabilities Act of 1990 (the ADA) requires public transportation providers, such as **GO bg transit**, to provide nondiscriminatory access to transportation to persons with disabilities. One of the ways that we comply with this law is by operating wheelchair accessible lift-equipped buses. Our courteous and professional drivers are happy to assist anyone who needs help with riding the lift, securing a wheelchair, identifying stops and exiting the bus.

However, if your disability **prevents** you from riding on the GO bg transit bus system, you may be eligible for ADA Complementary Paratransit service.

What Is ADA Complementary Paratransit Service?

It is a component of public transportation that provides "origin to destination" service upon request to persons with disabilities. Reservations must be made at least one day in advance and are available on a first come/first served basis. The starting point of the trip and the destination must be within three quarters of a mile from one of the GO bg transit regular routes. The trip must be made during the regular operating hours of the regular bus routes, which are 5:30 a.m. to 6:00 p.m.

Who Is Eligible?

ADA Complementary Paratransit service is public transportation for persons with physical, cognitive or visual disabilities who cannot independently ride the regular bus system. *Having a disability does not automatically qualify one for eligibility.* The key principle is that the disability must prevent travel on regular buses, not just make it more difficult or less comfortable than origin to destination service.

How To Apply

Step 1 – Call Community Action to request an application.

Step 2 – Complete the application form. Then call Community Action to request an in-person interview.

Step 3 – Bring your completed application and participate in the interview with Community Action. If you use a mobility aid (cane, wheelchair, etc.), be sure to bring it with you.

Eligibility Decisions

You will be notified of our decision regarding your eligibility within 21 days after the in-person interview is completed. If we are not able to make a decision within that timeframe, you will be granted temporary eligibility to ride until a final decision is reached.

Conditional – In some cases, “conditional” eligibility will be granted. This means that the person is able to use the regular bus system for some, but not all trips. Conditions may be based on very cold or hot weather, the absence of an accessible path of travel to and from bus stops, and many other variables specific to the applicant.

We offer personalized training to customers who are granted conditional eligibility and who wish to learn to use the GO bg transit bus system.

Unconditional – Customers with unconditional eligibility may use ADA Complementary Paratransit for all of their trips.

Not Eligible – Customers who are found to be not eligible for ADA Complementary Paratransit service may be eligible for half-price fares under a special program that is available to Seniors (60+), persons who have a Medicare card, and persons with disabilities. If you are found to be not eligible, we will provide information regarding the half-fare program with your notification letter.

Appeals – A written request for reconsideration of our eligibility determination may be filed within 60 days of our decision. An appeal must contain additional information that was not available to the interviewer during the original application process. A copy of our appeals process is provided with denial of eligibility letters or with letters conferring conditional eligibility.