

MASS TRANSIT FREQUENTLY ASKED QUESTIONS

What is paratransit?

Paratransit is transportation for people with disabilities. It is a door-to-door service. You must call to reserve a ride.

Not everyone with a disability can use paratransit. You must be eligible for the service. It is only for those who are unable to use the fixed route bus or train. Some people may be eligible for all trips. Others may only be eligible for certain trips in certain situations. To be eligible, you must fit into one of the Americans with Disabilities Act (ADA)'s three eligibility categories:

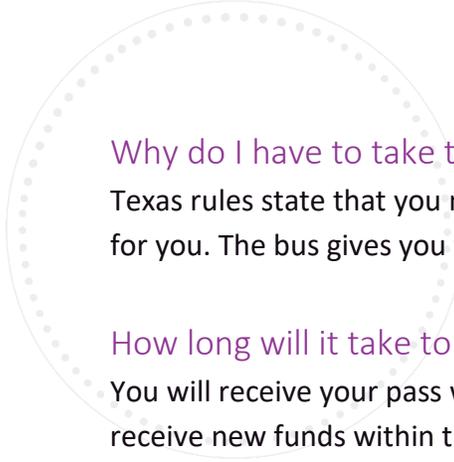
- **Category 1** includes people who can't get on, ride, or get off of a bus or train, even if it is accessible, because of their disability
 - People in Category 1 can use paratransit for all trips
- **Category 2** includes people who can ride accessible fixed route transit, but there is no accessible transit available on the route they want to travel
 - Examples include an accessible vehicle being down for maintenance; the vehicle having no wheelchair lift; or the vehicle's wheelchair lift being out of services
 - People in Category 2 can use paratransit for some trips
- **Category 3** includes people with disabilities that prevent them from getting to or from a transit stop
 - The impairment must prevent travel to or from a stop; significant inconvenience or difficulty is not enough
 - Architectural barriers (like steps or curbs) or environmental conditions (like distance, terrain, or weather) may make a person eligible for certain trips

How can I get paratransit?

You must apply for paratransit. Every transit system that offers paratransit has their own process for determining eligibility. However, transit systems do not establish their own rules for eligibility. They must follow the ADA's eligibility rules.

What buses do I take?

When setting your trip, the Representative will tell you which bus company to use. You will receive contact details for the bus company to get more information. The bus company can give you routes and schedules.



Why do I have to take the bus?

Texas rules state that you must take the bus if it is the most appropriate type of transportation for you. The bus gives you the freedom to access your appointment on your schedule.

How long will it take to get my bus pass?

You will receive your pass within seven to ten days. If you use a reloadable card, you will receive new funds within three days.