

## ADA & Paratransit Service

Public transportation in Windham and Southern Windsor area is becoming more accessible to persons with disabilities. Thanks to the Americans with Disabilities Act (ADA), improvements in accessibility make traveling on fixed route buses easier for all riders.

We are committed to developing a public transportation system that everyone can use. We encourage individuals with disabilities to take advantage of the independence and flexibility that is provided by our bus routes.

**WHAT IS ADA COMPLEMENTARY PARATRANSIT SERVICE?** ADA complementary paratransit service is shared ride, curb-to-curb transportation service. Connecticut River Transit, Inc. (CRT) dba THE CURRENT offers this service to individuals with disabilities who are unable, because of their disability, to use fixed route buses.

**WHO CAN USE THE CURRENT ADA PARATRANSIT BUS SERVICE?** An individual who has a disability and cannot travel on the fixed route buses may be eligible for this service.

**HOW DO I FIND OUT IF I AM ELIGIBLE FOR THE CURRENT ADA PARATRANSIT SERVICE?** To help us accurately determine your eligibility you will be asked to complete an application, attend an in-person interview, and possibly participate in a functional assessment to determine whether you are eligible.

**HOW DO I APPLY FOR THE CURRENT ADA PARATRANSIT SERVICE?** You may download an application from this site, or call our office anytime during normal business hours to request an application.

**HOW AND WHEN WILL I FIND OUT IF I AM ELIGIBLE?** You will be notified of your eligibility by letter. This decision will be made within 21 days of the date we receive your completed application. If a decision is not made within 21 days, we will provide you with service until a final decision is made.

**WHAT HAPPENS IF I AM NOT ELIGIBLE FOR ADA COMPLEMENTARY SERVICE?** Once the assessment is complete, you will be considered either:

Eligible to ride THE CURRENT ADA PARATRANSIT SERVICE  
Eligible with conditions, or  
Ineligible to ride THE CURRENT ADA PARATRANSIT SERVICE

Passengers considered as eligible to ride *THE CURRENT ADA PARATRANSIT SERVICE* will be sent a "Riders Guide"

Applicants determined to be ineligible or eligible with conditions may appeal their evaluation. An independent panel has been established to hear appeals and does include a person with a disability. We will include information on how to appeal a decision in your letter.



***We Provide the Ride!***

WHAT OTHER SERVICES DOES THE CURRENT OFFER? For everyone's benefit, drivers are required to announce major stops, intersections, and connecting points to help riders recognize their bus stop or point of transfer.

Priority seating is available for riders who have difficulty standing while the bus is moving.

All CRT buses are equipped with lifts, kneelers, or ramps to assist riders who use wheelchairs or who have difficulty getting up and down the bus steps. Reserved spaces with securement straps are available for riders who use wheel-chairs to provide a safe and secure ride.

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706 Rockingham Road  
Rockingham, Vermont 05101  
(802) 460-7433  
TTY 711

Office Hours:  
8:00 a.m. - 4:30 p.m.,  
Monday-Friday

except for the following holidays:

New Year's Day  
Memorial Day  
4th of July  
Labor Day  
Thanksgiving Day  
Christmas Day



**We Provide the Ride!**

## FREQUENTLY ASKED QUESTIONS

***What guidelines does THE CURRENT use to decide if applicants are eligible for ADA complementary paratransit service?***

The Americans with Disabilities Act (ADA) includes criteria for deciding if a person is eligible for complementary paratransit service. CRT follows these criteria. We consider each person's functional ability to use fixed route bus service. We also consider if there are times when fixed route buses can be used and times when ADA complementary paratransit service is needed. Eligibility is not based solely on the type of disability or age of an applicant, or on an applicant's preference for curb-to-curb service.

***The effects of my disability can change from day-to-day. On some days I can use the fixed route buses, but on other days I can't. Would I be eligible for ADA complementary paratransit service?***

Yes, you may be eligible to use ADA complementary paratransit service at those times when your disability prevents you from using fixed route buses. This is an example of conditional eligibility.

Many people with disabilities can use fixed route buses for some of their trips, but qualify for ADA complementary paratransit service when their disability or barriers in the environment prevent them from getting to and using fixed route buses for other trips.

***Can I use ADA complementary paratransit service if there are no bus routes near where I live?***

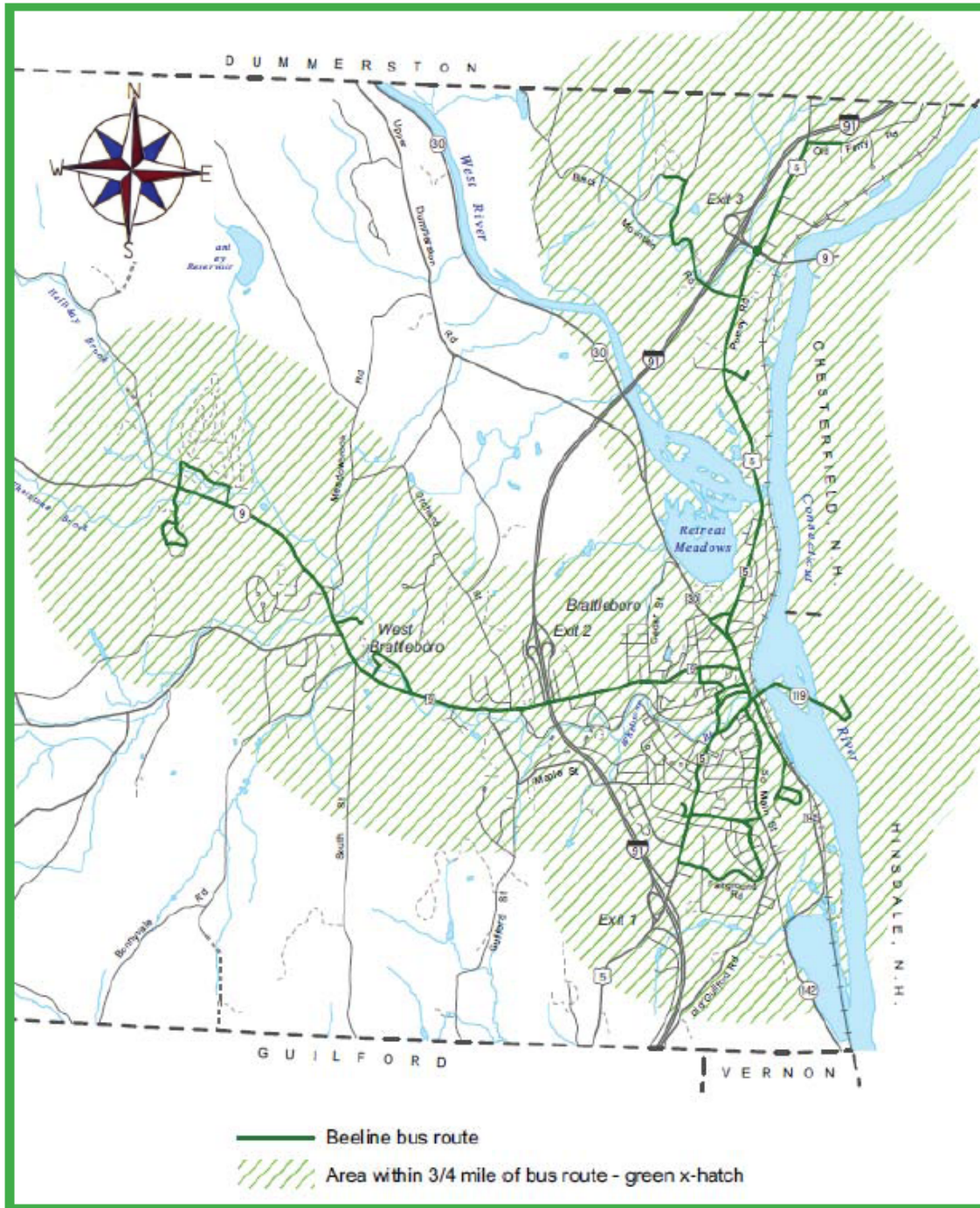
No, ADA complementary paratransit service is meant to provide transportation that is comparable to fixed route service. It is therefore provided only where there is fixed route bus service. ADA complementary paratransit service is available for pick-ups and drop-offs at places that are within three quarters of a mile of fixed route bus service. Also, ADA complementary paratransit service only operates during the times and days when CRT fixed routes operate. In areas or at times where CRT does not provide fixed route bus service, no ADA complementary paratransit service is offered. There may be other local transportation options provided by other organizations in your area.

CRT operates fixed route bus service in Brattleboro and on our Okemo Seasonal Route



***We Provide the Ride!***

## BRATTLEBORO ADA COMPLIMENTARY PARATRANSIT SERVICE AREA SHADED



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