



AGING SERVICES OF NORTH CENTRAL MASSACHUSETTS

Formerly the Montachusett Home Care Corporation

## MART ADA Paratransit Program Door-to-Door Transportation

ADA Eligible Paratransit Service is only available to transportation disabled individuals. Service is provided by lift-equipped vans and is available in the areas that MART provides fixed route bus service.

### The ADA Para-transit Service Program:

- This is for disabled individuals who cannot use the regular MART bus for some or all of their trips
- This service is an origin to destination service for ADA eligible customers
- This program operates on the same days of the week and hours as the regular fixed route bus
- Provides a service that is comparable in time to the regular fixed route bus
- This is a shared ride service. Costs are based on town and can be found at <http://www.mrta.us/services/ada-van-service/ada-program-description>
- Operates in compliance with Federal Transit Administration (FTA) regulations
- The ADA Paratransit Service program is not available everywhere and at all times and it is not a personal taxi service; you should expect to be traveling with other riders

### Who Qualifies?

Under the ADA regulations, there are three categories of persons who are eligible for ADA Paratransit Service: Any individual with a disability qualifies who:

- Is unable as a result of physical or mental impairment, to get on, ride, or get off an accessible vehicle on the public transit system: or
- Needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance to get on, ride and get off an accessible vehicle, but such vehicle is not available on the route when the individual want to travel; or
- Has specific impairment-related condition including vision, hearing or impairments causing disorientation which prevents travel to or from a station or stop on the system.

### Eligibility and Applying

- Permanent – Individuals must complete the MART ADA Eligible Paratransit Application including medical certification of transportation. Re-certification takes place every 48 months for individuals with a permanent disability. Application found at <http://www.mrta.us/sites/default/files/pdf/ADA%20APPLICATION%20FINAL%20May%20202017.pdf>
- Temporary – Individuals with a temporary disability may be determined eligible for a period of time as designated by their doctor but not to exceed one year. Re-certification will take place every 12 months.
- Visitors – Visitors to the MART area who represent themselves to be transportation disabled and present proof of legal residence will be presumed eligible and may receive service for 21 days. If an individual has been certified as “ADA Paratransit Eligible” by another public entity, that certification will be honored up to 21 days.
- MART has 21 days following the submission of a complete application, to process the application. If MART has not made a determination of eligibility after 21 days, the applicant shall be treated as eligible, and MART will provide service until a determination of eligibility or denial is made.

Disclaimer: This resource comes as a courtesy from ASNCM. You are hereby notified that Aging Services of North Central Massachusetts does not recommend, guarantee, or assume liability for the performance or lack thereof, for any of the resources listed. *Compiled by the Information & Referral at Aging Services of North Central Massachusetts. (Updated annually 6/2021; revised 6/2021)*