

DISABILITY & AGING RIGHTS



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TRANSPORTATION

Comparison of the ADA Requirements for ADA Paratransit vs. Non-ADA Paratransit/Dial-A-Ride

The Americans with Disabilities Act (ADA) is a civil rights law and does not require that public transportation be provided in every community where people live. However, if public bus and/or rapid rail service is provided, it must follow Title II of the ADA. These transit agencies must also provide ADA paratransit service, which is “origin-to-destination” demand-response transportation for people with disabilities who cannot use the bus or rail system all or some of the time. Some transit agencies, villages, towns and cities provide a non-ADA paratransit-like service, sometimes called “dial-a-ride” service. Typically, this service is provided to older adults and people with disabilities. However, requirements for dial-a-ride service are much more limited than for ADA paratransit service.

SERVICE CRITERIA	ADA PARATRANSIT	NON-ADA PARATRANSIT
<p>Service area</p>	<p>Must be the same as fixed-route bus and/or rapid rail. Within 3/4 mile of a fixed bus route or in a 3/4-mile radius around each rapid rail station.</p>	<p>No requirement. May be within city limits or in a very limited area.</p>
<p>Response time</p>	<p>Must be provided on a “next-day” basis. ADA paratransit-eligible customers should be able to call anytime during regular business hours to request a trip for anytime service is provided for the next day. A pickup must be scheduled and provided within one hour before or after the requested pickup time.</p>	<p>No requirement.</p>
<p>Fares</p>	<p>The fare may not exceed twice the fare that would be charged to a person paying full fare for a trip of similar length, at a similar time of day, on the fixed route or rapid rail system. Fares for companions must be the same as for the ADA paratransit-eligible person. If a person needs a personal assistant because of a disability, the PA rides free of charge.</p>	<p>No requirement.</p>



SERVICE CRITERIA	ADA PARATRANSIT	NON-ADA PARATRANSIT
<p>Trip purpose restrictions</p>	<p>No restrictions or priorities based on trip purpose are allowed.</p>	<p>No requirement. Trip purposes or destinations may be limited.</p>
<p>Hours & days of service</p>	<p>ADA paratransit service shall be available during the same hours and days as fixed-route and/or rapid rail service.</p>	<p>No requirement. Hours and days of service may be limited.</p>
<p>Limitations on service (aka “capacity constraints”)</p>	<p>The following are <i>not</i> allowed: Restrictions on the number of trips; waiting lists for service; large numbers of significantly untimely pickups or return trips; large numbers of trip denials or missed trips; and large numbers of trips with excessive trip lengths.</p>	<p>No requirement. Non-ADA paratransit service may be limited.</p>
<p>Subscription service = traveling to/from the same origin/destination several times a week (e.g., to school, work, etc.) without needing to call in every day.</p>	<p>Not required. If subscription service is provided for ADA paratransit customers, it may be limited by use of waiting lists, trip purpose restrictions, etc.</p>	<p>Not required. If subscription service is provided, it may be limited by use of waiting lists, trip purpose restrictions, etc.</p>

For more information:

Dial-a-Ride Service Directory for Northeastern Illinois:
www.pacebus.com/sub/paratransit/sd_dial_a_ride.asp

Pace Paratransit Service Guidelines:
www.pacebus.com/sub/paratransit/ADA_policy.asp

ADA Paratransit Service Directory for Northeastern Illinois:
www.pacebus.com/sub/paratransit/ADA_policy.asp

Regional Transit Authority Travel Training Program:
www.rtachicago.org/rider-resources/accessible-transit/travel-training

Equip for Equality's Transportation Information and Resources:
www.equipforequality.org/issues/discrimination-ada-rights/transportation



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20 North Michigan Avenue
Suite 300
Chicago, IL 60602

www.equipforequality.org
1-800-537-2632
1-800-610-2779 (TTY)

Illinois Department on Aging
One Natural Resources Way
Suite 100
Springfield, IL 62702-1271

Senior HelpLine:
1-800-252-8966
1-888-206-1327 (TTY)
www.illinois.gov/aging

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