

**CCTA ADA Complementary Paratransit Services  
Service Area and Availability Policy**

I. PURPOSE

Federal regulations require that CCTA ADA complementary paratransit service shall be available throughout the same hours and days as the fixed route service. Therefore, CCTA's ADA service varies from municipality to municipality and between weekdays and weekends.

II. POLICY

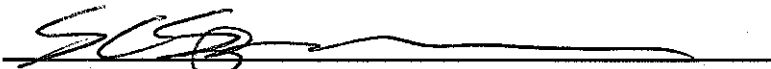
Per federal regulations, CCTA provides complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route. This corridor includes an area within a three-fourths of a mile radius at the ends of each fixed route. Within CCTA's core service area, complementary paratransit service is available to small areas not within the previously described corridors, but which are surrounded by corridors.

When CCTA makes changes to fixed route services, whether they be reductions in or additions to service, the complementary paratransit services will also be altered. In this manner, the complementary paratransit services will always be available throughout the same hours and days as the fixed route service.

CCTA's paratransit service area will be documented through paratransit service area maps that will be available on the website and to our paratransit contractor. The maps may vary by time of day, day of week, geography, and time of year, so as to include the fixed route service available at that time and location. Paratransit users may call CCTA's contractor who will review the service area and advise users whether the service is available when they wish to travel.

Adopted by the CCTA Board of Commissioners on May 28, 2008 \_\_\_\_\_.

BY:

  
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Chapin Spencer, Secretary of the Board