

Central Transit's ADA Paratransit Service

Central Transit's ADA Paratransit service is a great way for residents of Ellensburg with physical or mental disabilities, temporary injury or illness to access accessible door to door shared ride transportation services within the City of Ellensburg. To qualify for services, apply online at www.adaride.com or call 877-232-7433. You may also call HopeSource at 509-933-2287 or visit them in person at 700 E Mountain View, #501 in Ellensburg. Please note: Eligibility decisions may take up to 21 days.

Central Transit Paratransit Updated – 1/21	Service Hours: Monday – Sunday 7 AM to 8 PM
Service Description	Accessible door to door shared ride transportation service within $\frac{3}{4}$ of a miles of the fixed route.
Cost	The service is fare free.
Eligibility Requirements for Paratransit Riders	Complete & submit application including the section from a medical professional.
Personal Care Attendants & Guests	PCA's pay no fare & have a reserved seat. Guest's pay no fare & rides are reserved based on available seating.
Scheduling a Ride	Must schedule rides at least 1 day in advance. Call HopeSource Mon-Fri 8AM to 4PM at 509-933-2287 or schedule in person at 700 E Mt View #501 in Ellensburg.
Pick-up Time Negotiations	Pick-up times may be negotiated no more than 1 hour before or after the riders requested time.
Pick-up Window	The vehicle will arrive within +/- 15 minutes of the requested pick-up Riders must be ready when the driver arrives.
Scheduling Future Rides	No more than 14 days in advance.
Priority Rides	No priority is given based on where or when the rider travels.
Paratransit Riders From Out of Town	Must present documentation from the rider's transit agency for verification.

All Paratransit vehicles are equipped with a lift to accommodate the boarding of persons using mobility devises or ambulatory riders unable to use the stairs.

For other Central Transit services please visit our website @ www.ci.ellensburg.wa.us/centraltransit or www.hopesource.us

Additional Central Transit ADA Paratransit Rider Information

- When scheduling a trip, please be ready to provide the following information:
 - The date you will be traveling
 - Your pick-up address, including building/business names, specific pick-up information or landmarks.
 - The time you would like to be picked up **or** the time you need to reach your destination.
 - The physical address of your destination, including specific drop-off information.
 - Telephone number at your destination.
 - If a personal care attendant (PCA) will travel with you.
 - If guests other than your PCA will travel with you, including children.
 - If you will be using a mobility devise.
 - If you will be using a car seat or booster seat for your child.
- When scheduling rides for specific times, allow plenty of time to finish your appointment in order to meet the vehicle at your scheduled pick-up time.
- Be mindful of opening and closing times at your destination to avoid waiting outside the building before or after business hours. When scheduling your trips, please follow these suggestions:
 - Allow adequate time to reach your destination.
 - Allow extra time for the pick-up and drop-off of other passengers before reaching your destination.
 - Allow for traffic conditions and adverse weather days.
- Please notify us of a cancellation no later than 4 PM the day before the scheduled pick-up.
- Cancellation deadline is no later than one (1) hour prior to scheduled pick up.
- Repeated pattern of no shows or late cancellations may result in suspension of service.
- If assistance is needed, please let the driver know how they can assist you.
- Service Animals are welcome. The service animal must be on a leash, tether or harness unless use of such a device would interfere with the task the service animal performs, or if the person's disability prevents the use of such devices. The service animal must remain under control of the owner and behave appropriately at all times. *NOTE: Regardless of training or certification, service animals may be denied transportation if the animal's behavior poses a direct threat to the health or safety of others. If you have any questions, please call 509-933-2287.*
- Pets (non-service animals) must be enclosed in a pet carrier that will remain secured. Pet and carrier may not exceed 25 pounds.
- Passengers under 10 years of age must be accompanied by an adult or responsible person of at least 14 years of age.
- Washington State law requires the use of seat belts, car seats and booster seats.
- An accompanying adult is responsible for putting on seat belts and or securing children in car seats and/or booster seats.
- All mobility devises must be properly secured.
- No profanity or rude behavior allowed on the vehicle.
- No eating or drinking while in the vehicle.
- Shopping limit of 3 bags each weighing under 10 pounds which can safely be stored out of the aisles. A PCA is not allowed to bring on additional bags or packages.
- There is no service on the following holidays: New Year's Day, Presidents Day, Memorial Day, Independence Day, Thanksgiving Day and Christmas Day.