



**Grant Transit Authority is committed to providing safe and reliable transportation services to the citizens of Grant County. ACCESS ADA paratransit services help ensure transportation is available to eligible riders throughout the community. Depending on scheduling and service availability, trips may be provided by different vehicles within our transit system. This coordination helps maximize available resources and allows us to provide the greatest number of rides possible each day while continuing to meet the transportation needs of our riders.**

## **NO SERVICE DAYS**

Grant Transit Authority does not provide service on the following holidays:

- **New Year's Day**
- **Martin Luther King, Jr. Day**
- **Presidents' Day**
- **Memorial Day**
- **Juneteenth**
- **Independence Day**
- **Labor Day**
- **Veterans Day**
- **Thanksgiving Day**
- **Day after Thanksgiving Day**
- **Christmas Day**

Please note that any Subscription trips that fall on any of GTA No-Service days (listed above) will be automatically cancelled.

### **GTA Fixed Route & ACCESS Paratransit Service is FARE FREE!**

COMMENTS/COMPLAINTS:  
Call: (509) 766-1688

**Grant Transit Authority is committed to ensuring that no person is excluded from participation in, or denied benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964 and as amended, the Civil Rights Restoration Act of 1987 (P.L. 100.259).**



# **Paratransit ADA Service**



## **Contact Information**

**Schedule ACCESS Rides**

509-766-1678

[access@grantrtransit.com](mailto:access@grantrtransit.com)

### **Mailing Address:**

Grant Transit Authority  
PO BOX 870  
Moses Lake WA 98837

### **ACCESS Coordinator**

Saira Martinez  
(509) 766-1688

## What is ACCESS?

This is a program funded by Grant Transit Authority to provide ADA service. This transportation is provided in Grant County within  $\frac{3}{4}$  of a mile of our current fixed route bus service.

**ADA** - This is the Americans with Disabilities Act. Before qualifying for ACCESS transportation, you are required to complete an application and an in-person assessment.

**PARATRANSIT**- ACCESS paratransit service provides curb-to-curb transportation for individuals who have completed the ADA eligibility process and have been certified as ADA eligible.

## GTA Fixed Route & ACCESS Guidelines

- Do not distract the driver.
- Do not use profanity.
- Maintain personal hygiene
- No loud talking or music.
- No eating or drinking.
- Do not use tobacco, alcohol, or drugs.
- No weapons are permitted.
- No laying down or sleeping.
- If you require assistance you must provide your own Personal Care Attendant.
- There is a two bag limit or equivalent grocery bag size.
- Wheelchairs must be secured in order to ride.
- Pets must be in an approved pet carrier.
- Absolutely no illegal activity, disruptive or threatening behavior.

## Scheduling a trip...

- Call before 4:00pm the day before your requested trip.
- Please have your certification number available prior to calling.
- You will need to give the schedulers the exact addresses of your pick-up and drop-off locations.
- GTA can not always schedule your trip at the exact time you request, in those instances, the schedulers will negotiate a trip time with you.
- ACCESS Service is a shared ride service therefore we may need to schedule your trip up to 60 minutes earlier or later than you request.
- Trips must be within the GTA Fixed Route times and within  $\frac{3}{4}$  of a mile of the regular fixed route.

## Canceling a trip

You must call at least 2 hours prior to your scheduled trip to cancel. **If you do not cancel within this time frame you will be counted as a no-show.**

## No-Shows

1 No-show; suspension warning  
2 No-Shows; suspension from ACCESS  
Any additional no-shows could lead to permanent suspension from ACCESS.

Please notify ACCESS Coordinator, Saira Martinez, at (509) 766-1688 if your address or telephone number has changed.

**Failure to do so may interfere with your service.**

## ACCESS Guidelines

- It's acceptable for the bus to arrive at your pick up location 15 minutes before or after your scheduled pick up time and you must be ready to board. Drivers will not be able to help you get ready for your trip.
- Drivers are not permitted to lift or carry items weighing over 50 pounds.
- This is curb to curb service.
- The driver will leave after waiting a maximum of 5 minutes and you will be considered a No-Show if you do not board within that time.
- Drivers are not permitted to wait at a location for you to complete an errand.
- Please wait in a location so that you are able to see the bus when it arrives.
- You will be required to wear a seatbelt if there is one available.
- Service is provided within  $\frac{3}{4}$  of a mile to the GTA Fixed Route.

Inability to follow any of the GTA Fixed Route or ACCESS Service guidelines can result in permanent suspension from all of GTA's services, including ACCESS Service.