

## ADA CERTIFICATION

The Americans with Disabilities Act (ADA) of 1990 requires public transit agencies to provide Paratransit service to people with disabilities who cannot access the regular fixed-route bus service due to their disability or function limitation. All Fort Smith Transit buses are equipped with ramps and are accessible to individuals with disabilities.

ADA Paratransit is a service provided to individuals who are unable to use a fixed-route bus service because of a disability or function limitation. An inability to use a fixed-route bus service may include: being unable to travel to or from bus stops, board or exit buses, or understand how to ride and use the bus system.

A disability does not guarantee eligibility for ADA Paratransit. Your disability must impact your ability to board, ride and exit a fixed-route bus.

There are three types of eligibility:

- **Conditional Temporary:** You are able to use the fixed-route bus sometimes and need Paratransit sometimes. The functional limitation is expected to improve.
- **Conditional Permanent:** You are able to use the fixed-route bus sometimes and at other times you need Paratransit service. The functional limitation will not improve and may become worse.
- **Unconditional:** You cannot use the fixed-route bus due to functional limitations.

To enable us to accurately determine your eligibility for this service, please complete an ADA application as completely and accurately as possible. The questions are meant to determine the circumstances under which you may be able to use Paratransit services.



Application for Certification of  
ADA Paratransit Eligibility



## AMBLE SCHEDULING APP

**You now have two quick and easy ways to book, cancel, and manage trips for you and your guests!**

Fort Smith Transit is excited to offer you an improved way to manage your On Demand and Paratransit trips!

You now have two quick and convenient ways to book or cancel your trips: through our website at AMBLE, or through the Amble mobile app from the Apple Store or Google Play.

All you need to create an account is your name, your customer ID, and birthdate. For more details on the program and how to join, please call (479) 783-6464 or email [transit@fortsmithar.gov](mailto:transit@fortsmithar.gov).

As always, thank you for riding with Fort Smith Transit!



Visit our  
website for  
more  
information



# DEMAND | PARATRANSIT RIDE GUIDE

Administration  
6821 Jenny Lind  
Fort Smith, AR 72908

Office: 479-783-6464  
Monday - Friday 5AM - 6PM  
Saturday 7AM - 5PM

Toll Free 877-335-9555  
For Hearing Impaired- Dial 7-1-1 For Arkansas Relay Service

*for more info*

[www.fortsmithar.gov/transit](http://www.fortsmithar.gov/transit)





## WHAT IS PARATRANSIT AND DEMAND RESPONSE?

Fort Smith Transit provides curbside service for passengers with qualifying disabilities (Paratransit) and/or passengers traveling outside the fixed route coverage area (Demand Response). When scheduling curbside service, please check to ensure you have provided the office with the most recent information regarding any changes that may affect your schedule.

Client registration is required before scheduling for curbside service.

## WHO CAN USE FST'S PARATRANSIT AND DEMAND RESPONSE?

FST's Demand Response service is for those who reside, those who travel outside the fixed route network or those who did not qualify for an ADA Paratransit Ride.

Under the ADA, a disability alone does not automatically qualify a person to use the FST ADA Paratransit Service. A person who lives within 3/4 of a mile of a fixed route must be functionally unable to get to or use the fixed-route bus service to qualify to use FST's ADA Paratransit Service.

ADA Paratransit Service is provided to the following three general groups of persons with disabilities:

- ☑ Persons who have specific impairment-related conditions which make it impossible (not just difficult) to travel to or from the bus stop.
- ☑ Persons who need a wheelchair lift or ramp and a wheelchair lift-equipped vehicle/bus are unable to deploy their lift/ramp in a particular location due to physical constraints of that particular bus stop.
- ☑ Persons who are unable to board, ride, exit, or otherwise navigate the fixed-route bus system, even if they can get to a bus stop.

FST provide services beyond what is required by ADA law and allow passengers living outside the fixed-route areas to schedule rides if there is space available, In addition to those who are considered ADA eligible.

For more rider tips and the Passenger Code of Conduct please go to [www.fortsmithar.gov/transit](http://www.fortsmithar.gov/transit)

## PARATRANSIT AND DEMAND RESPONSE FARES

Base Fare: \$2.50

Additional Service Trip Fare: \$3.00  
(Demand service when fixed routes are closed)

Seven (7) Years & Younger: Free (with paying passengers 12 years old or older)

Verified Personal Care Attendant (PCA) Rides Free when providing care assistance.

When boarding, be sure to have the exact fare ready. Drivers cannot make change.

## SCHEDULING A PARATRANSIT AND DEMAND RESPONSE RIDE

Demand Scheduling Hours  
8:00am - 3:00pm, Monday through Saturday.

Paratransit Scheduling Hours  
8:00am - 5:00pm, Monday through Friday.  
8:00am - 4:00pm, Saturday.

Service Hours  
5:30am to 7:00pm, Monday through Friday.  
7:00am to 7:00pm, Saturday.

Sunday and holiday schedules are available by answering machine and can be confirmed as early as 5:00 a.m. the next business day. Fort Smith Transit does not provide same-day service. Customers must schedule one day in advance and may schedule multiple trips from one to five days in advance with one call depending upon availability. Dispatchers will select the pick-up and drop-off times available nearest your request. Call the office for information regarding paratransit certification.

All demand response trips are on a space availability basis and are still considered pending until 5 PM the night before the ride is to take place.

## HOLIDAY SERVICE

There is no transit service on these holidays: New Year's Day, July 4th, Thanksgiving Day or Christmas Day. There is Limited service on these following holidays: MLK Day, Good Friday, Memorial Day, Juneteenth Day, Labor Day, and Veteran's Day. All other holidays follow regular service.

For Lost & Found, please call 479.783.6464. Any unclaimed Lost & Found articles are discarded after 30 days.

FST will make reasonable modifications to its policies and practices to accommodate individuals with disabilities or special needs. To request a modification, please call 479.783.6464. This printed material will be provided in an alternative form upon request.

## TIPS FOR RIDERS

1. Passengers are asked to be ready at the beginning of their 30 minute ride time window given to them by the dispatcher. Passengers are requested to wait at the exact doorway and address indicated when the trip was scheduled.
2. Drivers will not come to the door unless special assistance is requested at the time you call to make your reservation, and then only once the passenger has come outside. Drivers can only assist in reaching the door of your destination.
3. Once a driver arrives within the given 30 minute ride time window, they will wait no longer than 5 minutes, and then proceed on to their next passenger.
4. Please call the dispatch office at least 2 hours in advance to cancel a ride. Failure to call and cancel your ride at least 2 hours in advance will be considered a No Show and prevents other passengers from scheduling a ride during that time.
5. Frequent No Shows can result in a suspension of your riding privileges. Please see the Rider's Guide for full details on the No Show policy and other policies on our services.