

# What is Paratransit?

ADA Paratransit Service\* is for individuals with a disability that prevents them from using the accessible fixed route bus service.

The hours of operation compliment MMVTA fixed route hours of service.

If you require a Personal Care Attendant (PCA), that person rides for free.

You may also bring one traveling companion who must have the same pickup and drop off location as the paratransit rider. A companion pays general public fare.



**\*You must apply for ADA service and be determined as eligible under the guidelines of the American with Disabilities Act through MMVTA.**

# How to Schedule a Trip

Reservations are available Mon.-Fri. from 7:30 AM until 5:00 PM.

Call Freedom Transit: 724.223.8747

**To reserve a trip, you must call on the previous business day (holidays are not business days.) Reservations can be taken up to two weeks in advance.**

**NOTE:** An answering service is available to take trip requests on Saturdays for Sunday trips by contacting number above.

Buses will not operate on: Thanksgiving Day, Christmas Day, New Year's Day, Easter, Memorial Day, July 4th and Labor Day

**When making reservations, please provide the following:**

- Your name, address and phone number
- Your ID and card issue number for ADA
- Your destination day, time and location
- If you will be traveling with a PCA or a companion
- If you will be using a mobility device

Please keep in mind when making your reservation, the Driver may arrive 15 minutes before or 15 after the pick-up time that you schedule with the reservationist.

For example, if you schedule a 1:30 pick-up, the driver may arrive as early as 1:15 or as late as 1:45.



# Remember to Cancel

If you should need to cancel your scheduled ride before the day of your trip, please call Freedom Transit at 724.223.8747 or 1.800.331.5058 to do so.



If you need to cancel your ride on the day of your trip, please call Tri-County Access at least one hour prior to your scheduled pick-up time:

Tri-County Access: 724.379.6802

# Fare Information

Due to the special nature of this service, the fare is \$3.00 one-way for each trip. We do not accept half-fare or senior citizen free cards or any current discounts or special fare programs.

**Exact fare is required when boarding bus. Driver will not have change.**

## Key Reminders

- As a Shared Ride Service, there must be limits to what we allow passengers to carry on the vehicle. Items transported must be limited to what can be “reasonably” carried by one person in one trip. Our drivers will provide reasonable assistance in this area as part of the service, but that does not include lifting heavy or bulky packages, or making multiple trips.
- Due to the 15 minute window, the minimum time we can schedule between drop off and pick-up time is 30 minutes.
- Once the vehicle arrives, the driver can only wait up to 5 minutes for you to board the vehicle before leaving.
- The driver can only pick-up/drop off at the location indicated on your reservation.

## How to Apply & Other Contact Information

To apply, provide feedback, comments, concerns or questions

Call: 724.489.0880 or  
Visit: [www.mmvta.com](http://www.mmvta.com)

1300 McKean Ave., Charleroi



*On the Move...for You!*

## To contact the Reservationist:

Call: 724.223.8747  
Toll-Free: 1.800.331.5058  
TTY: 1.800.654.5984



Effective 05/15/2024

## Mid Mon Valley Transit Authority Paratransit Program



Service provided by:  
**Freedom Transit**



Call: 724.223.8747  
Toll-Free: 1.800.331.5058  
TTY: 1.800.654.5984