

Paratransit

ADA Paratransit is a shared ride, door-to-door service. This service is provided to people with disabilities who are unable to use fixed-route buses.

ADA Paratransit is federally mandated within 3/4 mile of fixed bus routes. Chandler goes beyond this requirement by providing citywide service.

Service Details:

- Monday-Sunday 4:00 am to 1:00 am
- Door-to-door service
- Shared rides
- Reservations must be booked 1 to 14 days in advance

Fare:

- \$4.00 per trip

Ridership:

- 25,000 annual trips
- 145 unique riders per month
- These riders are required to go through Valley Metro's process for determining ADA eligibility.



Key Highlights of Paratransit:

- Door-to-door service for individuals with disabilities
- ADA-compliant; ensures accessibility
- Requires eligibility verification
- Flexible scheduling within service areas

Eligibility application process:

1. Fill out an ADA Paratransit application found on <https://www.valleymetro.org/accessibility/ada-paratransit/eligibility> or call (602) 716-2100 to request an application.
2. Complete the application and mail it with the signed Release of Information form, using the provided envelope.
3. Valley Metro will verify your disability with the listed professional(s).
4. Upon verification, you'll be contacted to schedule an in-person evaluation.
5. Free round-trip transportation to the evaluation is available if needed.

