

Working Together Grant Transit Authority and People For People



Grant Transit Authority and People for People have been working together for years to be able to provide safe and reliable transportation to the citizens of Grant County. Grant Transit Authority currently contracts with People for People to provide all paratransit services. When you schedule a trip it may be a Grant Transit Authority fixed route bus that comes to your location or at other times it may be a People for People bus. This ensures that Grant Transit Authority's resources are fully utilized and allows for the optimum number of rides every day. Although a People for People bus and driver may come to your home to pick you up, Grant Transit Authority is funding your transportation.

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) 765-9249

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 service.

ADA- This is the Americans with Disabilities Act; before qualifying to receive ACCESS transportation you are required to complete an application and in-person assessment.

PARATRANSIT- GTA contracts with People For People to provide paratransit curb to curb services to those individuals who have completed an ADA application and have been certified as ADA eligible.

GTA Fixed Route 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 4:30pm 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 only provided if you are 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.