

VOTRAN Gold provides transportation under various programs. Eligibility requirements vary by program. Program determination is based on verification of the written application and may also include professional verification and an in-person functional assessment. Your cooperation and flexibility will allow VOTRAN Gold to better serve you.

### **ADA Program Guidelines**

The Americans with Disabilities Act (ADA) of 1990 requires any public transportation system operating fixed route bus service to provide accessible transportation for disabled individuals by making all fixed route vehicles accessible to persons with disabilities and providing complementary ADA paratransit services for persons who are prevented from using the accessible fixed route service due to a disability. VOTRAN provides ADA paratransit services in accordance with the Code of Federal Regulations, Title 49, Part 37. ADA services are an unfunded federal mandate paid for by our local funding partners.

### **Fares**

Fares for all passengers are \$3.00 each way, regardless of age or destination.

### **Children**

There is no age limit for ADA eligibility. However, minors under 7 must be accompanied by an adult.

### **Additional Passengers**

A Personal Care Attendant (PCA) is a person designated or employed specifically to help the eligible VOTRAN Gold customer meet their personal needs. One PCA may travel with an eligible VOTRAN Gold customer at no charge. Eligible VOTRAN Gold customers must be pre-registered as needing a PCA.

A Companion is a person who travels with an eligible VOTRAN Gold customer but not in a care taking mode. Eligible VOTRAN Gold customers may travel with a companion on a space available basis. Each companion will be charged

the same fare as the eligible VOTRAN Gold customer and must have the same origin and destination.

## **Visitors**

Customers that are ADA eligible with another transit provider may use VOTRAN Gold by providing documentation of their eligibility status prior to needing to travel. This same right applies to VOTRAN Gold customers traveling to other communities that offer complementary paratransit services.

Visitors who register with ADA providers may travel for any combination of 21 days during any 365-day period, beginning with the visitor's first use of the service during such 365-day period.

## **Wheelchair Service**

VOTRAN Gold is door-to-door. When you make your reservation, be sure to mention if you have a mobility device or are using a wheelchair. Wheelchairs must be provided by the passenger and you must be on the ground floor at the time you are to be picked up. Drivers cannot maneuver wheelchairs up or down more than one step. A wheelchair is a 3 or 4 wheeled mobility aid designed for and used by individuals with mobility impairments, whether operated manually or powered. Our vehicles are equipped to transport common wheelchairs and with a weight of 600 pounds when occupied.

## **Service Area**

Federal regulations require VOTRAN Gold to provide service when both the origin and destination of each trip is within three-quarters of a mile of the closest fixed route. No trips are provided to origins or destinations outside of Volusia County.

## **Reservations**

ADA service is pre-scheduled. All trip requests must be made at least one day prior to the date service is needed. Trips may be scheduled up to seven days in advance.

## **Transportation Disadvantaged Program Guidelines**

Transportation Disadvantaged (TD) customers are those who live more than three-quarters of a mile from the closest fixed route, cannot access the fixed route bus service or obtain their own transportation due to disability, age, or income. It is a coordinated statewide effort to group customers together for a shared ride service. The state Transportation Disadvantaged grant that pays for trips in this category is funded by a \$1.50 vehicle registration fee and voluntary donations.

### **Fares**

Fares for the Transportation Disadvantaged program are \$3.00 each way, regardless of age or destination.

### **Children**

An adult must accompany any child under age 7.

### **Additional Passengers**

A Personal Care Attendant (PCA) is a person designated or employed specifically to help the eligible VOTRAN Gold customer meet their personal needs. One PCA may travel with an eligible VOTRAN Gold customer at no charge. Eligible VOTRAN Gold customers must be pre-registered as needing a PCA.

A Companion is a person who travels with an eligible VOTRAN Gold customer but not in a care taking mode. Eligible VOTRAN Gold customers may travel with a companion on a space available basis. Each companion will be charged the same fare as the eligible VOTRAN Gold customer and must have the same origin and destination.

### **Wheelchair Service**

VOTRAN Gold is door-to-door. When you make your reservation, be sure to mention if you have a mobility device or are using a wheelchair. Wheelchairs must be provided by the passenger and you must be on the ground floor at the

time you are to be picked up. Drivers cannot maneuver wheelchairs up or down more than one step. A wheelchair is a 3 or 4 wheeled mobility aid designed for and used by individuals with mobility impairments, whether operated manually or powered. Our vehicles are equipped to transport common wheelchairs and with a weight of 600 pounds when occupied.

## **Service Area**

Transportation Disadvantaged service is provided to customers whose origin address and/or destination address is further than three-quarters of a mile from the closest fixed route. No trips are provided to origins or destinations outside Volusia County.

## **Reservations**

Since Transportation Disadvantaged is a limited ride program, reservations are taken on a first-come, first-served basis, one day prior to the date service is needed.

TD trips may be prioritized based on need:

- Critical Care Trip
- Other Medical Trip
- Employment Trip
- Educational Trip
- Other Purpose Trip