

ADA Complementary Paratransit Service

If you have a disability with functional limitations that prevents you from utilizing Transylvania County's fixed route service, you may be eligible for ADA Complementary Paratransit services. Disabled persons must complete the certification process by filling out the application at the link below, by call (828) 884-3203, Option 2 or by visiting our office at 106 E Morgan Street, Brevard, NC 28747. There are two parts to the application. Part A must be completed and signed by the individual or a representative of the individual and Part B must be completed and signed by a professional familiar with your disabilities and how they impact your ability to ride the bus. Both parts of the completed application must be returned to Transylvania County Transportation Office for review and approval.

Please allow 21 calendar days for processing of your application. You will receive a letter stating approval or denial of certification and any applicable reasons.

Visitors

If you are visiting Transylvania County and you present documentation that you are ADA paratransit eligible in your home jurisdiction, Transylvania County will provide paratransit service to you while you are here for up to 21 days per year; that is per 365-day period from the first day of use.

If you have a disability and are visiting Transylvania County, but your home jurisdiction does not provide ADA complementary paratransit service, Transylvania County will provide paratransit service upon verification of your disability. You may receive service for up to 21 days per year; that is per 365-day period from the first day of use.

Please contact us as soon as possible if you are going to be visiting and would like to use the service.

Cost

The current price is \$1.00 for a one-way trip. Fares may be paid with exact cash as drivers do not make change.

Personal Care Attendants (PCAs) and Companions

If you need special assistance, one person may accompany you as a PCA at no charge. The driver will assist you from the door of your residence to the vehicle and from the vehicle to the door of your destination. Please inform Transportation if you will be accompanied by a PCA and/or companion when making your reservation for the trip.

Applications

Please complete one application per person even if all persons live at one address.

ADA Paratransit Documents

Guide

Application