

Sudbury Senior Center

Policies and Procedures for Qualifying Annex Transit Riders and Communication of that Service to Riders

With the introduction of Annex Transit to the GoSudbury Taxi program riders using wheelchairs and those with other disabilities affecting use of transportation services will have access to the rides they need on a more flexible schedule. Annex Transit provides drivers trained in serving passengers with various disabilities. This brings greater transportation equity to GoSudbury.

To better understand the criteria for an individual to qualify for these services, please refer to the Federal Transportation Authority website at:

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/part-37-transportation-services-individuals-disabilities>

For your convenience below please find the highlights of Part 37-- Transportation Services for Individuals with Disabilities

Disability means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

Sec. 37.123 ADA paratransit eligibility: Standards.

(e) The following individuals are ADA paratransit eligible: (1) Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable individuals with disabilities.

(2) Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.

If you believe that you qualify as a rider for services offered by Annex Transit, please contact Ana Cristina Oliveira, Outreach/Information Specialist for the Fairbanks Community Center at oliveiraa@sudbury.ma.us or by phone at (978) 443-3055. She will work with you during the screening process to obtain certain necessary information on your special needs to ensure the dispatch agent can communicate those to the company providing the transit service.

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