**WHAT IS ADA PARATRANSIT SERVICE?**

The Conroe Connection ADA Complementary Paratransit Service is a specialized, origin-to-destination service provided within 3/4 mile of a fixed bus route. As required by the Americans with Disabilities Act, the service is required for individuals with disabilities who are not able to use the fixed route service. This may be due to an inability to: board, ride or disembark independently from any readily accessible vehicle on the Conroe Connection fixed route system.

**SCHEDULING A TRIP**

To schedule a ride, a rider must be eligible for the ADA Complementary Paratransit Program. Eligibility Forms are available at (936)522-3536 or www.cityofconroe.org/departments/transit.

Reservations can be made up to seven (7) days in advance. Next day reservations can be made prior to 5:00 p.m. the day before.

Reservations are taken from 8:00 a.m. to 5:00 p.m., Sunday through Friday. Drivers do not take or make reservations. To schedule a reservation, call (844) 299-6242.

**SERVICE POLICIES**

There are no restrictions based on a trip purpose for paratransit service.

Conroe Connection does provide subscription services for medical and dialysis trips as long as it does not impede any other scheduled trips.

Paratransit riders must bring exact change. Drivers do not carry cash. Conroe Connection does not provide assistance over the threshold of any facility, nor do we provide assistance with bags, packages, or other items.

Weapons or firearms are prohibited on paratransit vehicles.

Smoking, eating, and drinking are not permitted on paratransit vehicles.

Paratransit riders exhibiting violent, disruptive, or illegal behavior will be suspended from the service.

Paratransit riders must wear seatbelts while the vehicle is in motion.

All wheelchairs must be secured while on-board the paratransit vehicle.

Conroe shall make reasonable modifications when necessary to ensure equal access.

ADA information can be provided in an alternative format upon request.
FARES

One-way fares
Eligible rider ................................................................. $ 2.00
Personal Care Attendant .................................................. Free
Companion Rider .......................................................... $ 2.00

Paratransit riders must be able to attend to their own needs. If the paratransit rider is unable to perform these tasks, a Personal Care Attendant (PCA) must be present to assist.

Individuals can ride for half-fare on the fixed route bus service or $0.50 for one-way trips.

SERVICE AREA AND HOURS

Conroe Connection ADA Complementary Paratransit Service provides origin-to-destination service through the ADA Complementary Paratransit Service to eligible paratransit riders 3/4 mile around the four (4) fixed route bus service.

Service operates Monday to Friday from 7:00 a.m. to 7:00 p.m.

CONNECT WITH US

E-Mail All Questions to:
transit@cityofconroe.org

Phone Numbers

Reservations & Service Questions
(844) 299-6242

Eligibility & Application Questions
(936) 522-3536

Physical Address
Historic Isaac Conroe House
202 Avenue A. Conroe, Texas
77301

Mailing Address
City of Conroe
P.O. Box 3066
Conroe, TX 77305

Safety Equipment
CCT highly encourages the use of Masks and other personal protective equipment (PPE). Our drivers use PPE gear and hand sanitizer. We will also provide you with a face mask if you do not have one.

Disinfecting & Sanitization
Our fleet is routinely cleaned and disinfected on a weekly basis using Vital Oxide, a medical-grade disinfectant by a 3rd party vendor. CCT drivers also wipe down seats, handrails, and other hotspots at the beginning of every shift, midpoint stops and at the end of each route.

Social Distancing
We enforce social distancing with multiple seat spacing signs so you can ride comfortably while staying 6ft apart to keep yourself and your fellow community members’ safety first.

PARATRANSIT SERVICE

AMERICANS WITH DISABILITY ACT

- Service area provided within ¾ of a mile of the Fixed Route

- Approved Applicants Only

Rider’s Guide

Hours of operation are Monday through Friday, from 7:00am to 7:00pm

Conroe Connection
The City of Conroe
Transportation Department
www.cityofconroe.org/departments/transit

Last updated: April 2020