

Paratransit Services

Fulton County Transit Authority provides paratransit service for individuals with disabilities through the Americans with Disabilities Act (ADA) Complementary Paratransit Service. Paratransit Services provide transportation services to eligible persons who are physically unable to use the FCTA route system.

Paratransit Service operates throughout Fulton, Hickman, Graves, and Carlisle counties providing one-way (Unlinked Passenger Trips [UPTI]) or round-trip door to door services.

Paratransit Services allow for a personal care attendant (PCA) to travel for free with an eligible rider. In addition, one accompanying companion is permitted to ride if a seat is available. The accompanying companion is charged the regular fare. PCA and/or accompanying companion must be picked up and dropped off at the same location as the eligible rider.

Cost: Fulton County Fares - Fulton to Fulton: \$3 per trip/per person, \$5 round trip/per person; Hickman to Hickman: \$3 per trip/per person, \$5 round trip/per person; Fulton to Hickman: \$10 per trip/per person, \$18 round trip/per person; Hickman to Fulton: \$10 per trip/per person, \$18 round trip/per person

Fares for Hickman, Graves, and Carlisle counties – Fares City to City: \$3 per trip/per person, \$5 round trip/per person; City to County: \$3 per trip/per person, \$5 round trip/per person; Fulton to Clinton: \$10 per trip/per person, \$18 round trip/per person; County to City: \$10 per trip/per person, \$18 round trip/per person

Operations – Monday through Friday 9 a.m. to 4 p.m. for Demand Response. Medical and other trips are based on scheduled times through the FCTA Scheduling Department.

Paratransit Services does not operate on weekends or the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

Scheduling – To arrange a ride, call 270-472-0-662 Extension 2 Monday through Friday 8 a.m. until 4 p.m. To provide the best possible service to you and all riders, we ask that you call three days ahead to schedule a pick-up. Calls will be accepted during business hours up to a day in advance. All clients should be ready at least an hour before their drop off appointment time. FCTA cannot change Paratransit pick-up or drop-off locations on the same day of your scheduled ride. You may change your trip times or locations up to 4:30 p.m. on the day before your ride. If you have a scheduled ride that you no longer need, please call as soon as possible to cancel your ride.

Eligibility – Persons with a documented disability that prevents the use of FCTA Fixed Route Service are eligible to use the Paratransit Service, in accordance with the Americans with Disabilities Act (ADA). An ADA application must be completed and approved before an individual is able to use the Paratransit Service. The ADA application can be downloaded from the FCTA website. If you prefer a copy to be mailed to you, call the FCTA office at 270-472-0662. Mail completed FCTA ADA Application to FCTA, PO Box 1601, Fulton, KY 42041.

Visitors – Visitors and new residents who have been certified as ADA paratransit eligible by a different public agency may use the FCTA Paratransit Service for a period of 21 days based on the eligibility. If an individual wishes to use the FCTA Paratransit Service after these 21 days, they must complete a FCTA ADA Application prior to the end of this period to maintain eligibility.

Reasonable Accommodations – Paratransit is a door-to-door service. Drivers cannot provide assistance beyond door threshold as the driver cannot leave the bus or other riders unattended due to safety and security concerns. However, FCTA will honor reasonable accommodations on request. All requests should be made in advance by filling out and submitting a Reasonable Accommodations Request to FCTA.

Etiquette – Please be ready to board when the vehicle arrives for your scheduled pick-up. This will allow the driver to stay on schedule for other riders. Please wait in an area where you can see or hear the vehicle arrive. The driver is not permitted to honk the horn to alert you. Drivers can wait a maximum of five minutes upon arrival at your residence for pickup. When boarding, please limit packages to what you can carry safely in a single boarding.

ADA Complaints – FCTA strives to ensure that its facility, program, and services are available to those with disabilities in accordance with the Americans with Disabilities Act (ADA). If you feel that your ADA protection has been violated, you may file a complaint with FCTA. The ADA Complaint Procedures and Complaint Form can be downloaded from the FCTA website. You may also contact FCTA's Executive Director Paul Maxwell at 270-472-0662 for more information or for assistance in completing the form. The completed form must be returned to FCTA at 302 Eastwood Drive in Fulton, KY or mailed to FCTA, PO Box 1601, Fulton, KY 42041.