



Access Huntsville is a public transportation service available to individuals with disabilities within the ADA

or Americans with Disabilities Act Huntsville service area, as well as senior citizens over the age of 65 who live within the City of Huntsville paratransit service area and do not live near an Orbit bus route.

The ADA service area is defined as all areas within three fourths ( $\frac{3}{4}$ ) of a mile outside of fixed route bus network. Please be advised that trips outside of the normal paratransit service area will be made based on availability of buses and operators. Every attempt will be made to accommodate all scheduled trips; however, there are no guarantees, and some occasional capacity constraints can be expected.

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## TICKET INFORMATION

One (1) ticket per trip is required to ride Access Huntsville. Tickets are **\$2.00 each** and can be purchased in the Huntsville Transit office located at 500 B Church Street or by mail. Please call (256) 427-6811 for more information.



A Public Transportation Service  
for Individuals with Disabilities

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## CONTACT

PHONE:

(256) 427-6857

Fax: (256) 427-6854

1-800-548-2546 (TTY)

1-800-548-2547 (Voice)

EMAIL:

[Access@HuntsvilleAL.gov](mailto:Access@HuntsvilleAL.gov)

IN-PERSON:

500-B Church Street,  
Huntsville, AL 35801

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## FEEDBACK

We want feedback on your experience with Access Huntsville service and staff. Our goal is to provide service and transportation that is safe, courteous, efficient and helpful.

If you have a comment or question, please e-mail or call us via the contact information listed above.

**huntsville  
transit** \_\_\_\_\_



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## HOURS OF OPERATION & RIDE SCHEDULING

Monday – Friday: 6 a.m. - 9 p.m.  
Saturdays: 7 a.m. - 7 p.m.

## SCHEDULE A RIDE

To schedule an Access Huntsville trip, please complete an application with Huntsville Transit. This process may take up to twenty-one (21) days upon receipt of your application.

Request an application and/or schedule rides:

EMAIL:  
[Access@HuntsvilleAL.gov](mailto:Access@HuntsvilleAL.gov)

PHONE:  
(256) 427-6857

Scheduling a ride via phone? If so, please be advised that Huntsville Transit representatives can only respond to scheduling requests between 7 a.m. and 5 p.m. If calling after 5 p.m. or on the weekend, please leave a message, and a Huntsville Transit representative will call you back during administrative office hours.

You may schedule trips on Access Huntsville up to fourteen (14) days in advance. Providing advanced notice helps Huntsville Transit better serve all.

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## FREQUENTLY ASKED QUESTIONS

*Will Access Huntsville Drivers come to my door for pickup and drop-off?*

Access Huntsville is an origin to destination service. This means your driver will assist you to the Access Huntsville vehicle from the entrance of your house or building, and the driver will also assist you from the vehicle to the entrance of the building to which you are traveling.

*What do I do when I'm ready to return home after being dropped off by Access Huntsville?*

Call (256) 427-6857.

Access Huntsville can pick you up within an hour of your call.

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## VISITOR POLICY

Please provide proof of paratransit eligibility by e-mail, fax or mail.

As a visitor, you will be able to use Access Huntsville paratransit service for twenty one (21) days within a three hundred and sixty five (365) day period.

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## TRIP CANCELLATIONS & NO SHOWS

After arriving for pickup, the driver can wait no more than five (5) minutes before departing. If you are not boarded and ready to go after 5 minutes, please be advised that your trip will be counted as a "no show."

**You can cancel a trip up to two (2) hours before your scheduled appointment. Failure to give proper cancellation notice may result in your trip being counted as a "no show."**

**A client who has a frequency rate of greater than three (3) no-shows in a month and seven (7) % no-shows during the past twelve (12) months will be considered to have exhibited a pattern or practice of missing scheduled trips and/or making late cancellations, and this may result in his or her Access Huntsville service being suspended.**

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## PERSONAL CARE ATTENDANTS

One personal care attendant (PCA) may travel with you free of charge. A PCA is defined as a person traveling with you to help you to and from the vehicle and inside your destination once you arrive. Tell the dispatcher if you will have a PCA when you schedule a ride with Access Huntsville.