

VITRAN PLUS PARATRANSIT SERVICE POLICY FOR VISITORS

VITRAN Plus ADA Paratransit service is available to visitors with disabilities who do not reside in the United States Virgin Island and can present documentation that they are ADA paratransit eligible in the State or jurisdiction in which they reside.

With respect to visitors with disabilities who do not present such documentation, VITRAN Plus requires at minimum, the documentation of the visitor's place of residence, and if the individual's disability is not apparent, of his or her disability the visitors will be required to provide the minimum amount of information.

VITRAN Plus encourages visitors to complete the application process before they arrive, by mail, email, fax, or the online process so that the application can be processed expeditiously.

Once this documentation is presented and is satisfactory, VITRAN will make service available on the basis of the individual's statement that he or she is unable to use the fixed route transit system. For the period of a visit, the visitor is treated exactly like an eligible local user, without any higher priority being given to either.

A letter will be issued to the visitor which clearly states the terms and limitations of their eligibility. VITRAN's service will be made available to the eligible visitor for any combination of 21 days during any 1-year period beginning with the visitor's first use of the service during that period.

VITRAN is not required to serve someone based on visitor eligibility for more than 21 days. After that, the individual is treated the same as a local person for eligibility purposes. This is true whether the 21 days are consecutive or parcelled out over several shorter visits. A person who is visiting longer than 21 days should apply for regular eligibility as soon as they arrive.

Visitor's returning to the United States Virgin Island whose eligibility has expired must reapply for visitor status paratransit eligibility. Visitor status will be granted only once per year. Those planning on returning to the United States Virgin Island within one year or to be a more frequent visitor will be encouraged to apply for standard eligibility.

For more information on filling out the ADA application, please call

(340) 773-1290 Ext. 2231 or go online to www.dpw.vi.gov/vitran. You can also fax a copy to VITRAN at (340) 778-8906.