



EASTERSEALS PROJECT ACTION CONSULTING

ADA Paratransit Manager Certification (CAPM)





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Easterseals Project Action Consulting (ESPAC) now offers certification for professional paratransit managers. Certified through the Center for Urban Transportation Research at the University of South Florida, the program provides paratransit managers of all experience levels with the Certified ADA Paratransit Manager credential. Credits earned through ESPAC, other professional organizations, and work experience can be applied toward the total 60 hours needed for initial certification.

Paratransit Managers need to have a comprehensive understanding of the Americans with Disabilities Act requirements, transportation service, human resources, and eligibility and operations appeals processes. Managers dedicated to going beyond the minimum requirements will also want to have a firm understanding of emergency preparedness, governance, and public engagement. When you acquire these

advanced skills, current and future employers will know that you have a comprehensive understanding of all aspects of paratransit management.

Become a Certified ADA Paratransit Manager by:

- Completing a series of foundation and elective courses
- Preparing a professional portfolio (if requesting to use work experience as a substitute for a course)
- Completing the required 60 credits within 2 years for initial certification
- Passing an online test to verify skills and knowledge in paratransit management

Program Fees

Certification program fees can be found on the ESPAC website at **www.ProjectAction.com**.

Steps to Certification

All of the following steps should be completed within two years of program registration. Step 1 courses must be taken through ESPA Consulting. Step 2 and Step 3 courses may be taken through ESPAC or other organizations.

Step 1—Complete Foundation Courses (36 total hours):

- Introduction to ADA Complementary Paratransit Management (12 credit hours)
- ADA Complementary Paratransit Management Essentials (12 credit hours)
- Taking Paratransit Service to the Next Level: It's Not Just About Meeting Minimum Requirements (12 credit hours)

Step 2—Complete Courses on Required Topics (9 total hours):

- Conditional Eligibility
- Appeals Process
- Emergency Preparedness

Step 3—Complete Elective Courses (15 total hours):

- Electives must pertain to transit management and/or ADA complementary paratransit service

A total of 60 credit hours are required prior to beginning Step 4 below.

Step 4—Certification Test

- Online test to verify skills

Substituting Work Experience for Credits

If you are a professional in the field of ADA complementary paratransit management, you may be able to substitute your work experience for the Introduction to ADA Complementary Paratransit Management foundation course. The requirements can be found at **www.ProjectAction.com**.

Retaining Your Certification

Once you've successfully completed your CAPM certification, you will want to retain your credentials. Every two years after initial certification, the following are required:

- 10 credit hours of coursework related to ADA complementary paratransit
- Online test to verify skill retention on ADA complementary paratransit management
- A \$50 administration fee at the time of recertification





Questions

Answers to frequently asked questions about the CAPM program are available at **www.projectaction.com** along with a complete list of courses, webinars, and in-person training events currently scheduled, details on program credits, work experience portfolio requirements, and the requirements for the transfer of credits from training organizations outside of ESPAC.

Getting a Jumpstart on Certification

Coursework completed in the past 1–2 years may count toward your certification. Confirm your credits with ESPAC if any of the following apply:

- You have completed and Easterseals Introduction to Paratransit Management online course or in-person workshop in the past two years
- You have participated in the most recent APTA Bus & Paratransit Conference and/or the Community Transportation Association of America Annual Conference
- You have completed the ADA Coordinator Training Certification Program (ACTCP) within the past year

Photo credits: Cowlitz Tribe, Dallas Area Rapid Transit and Transit Authority of River City



Easterseals Project Action Consulting

1425 K Street NW Suite 200, Washington, D.C. 20005
Toll-free (844) 227-3772 • TTY: (202) 347-7385
espaconsulting@easterseals.com • www.projectaction.com



Center for Urban Transportation Research

4202 E. Fowler Avenue, CUT 100, Tampa, Florida 33620-5375
(813) 974-3120 • www.cutr.usf.edu



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