



PLEASE READ THIS BEFORE FILLING OUT THE APPLICATION

ADA Paratransit Service Eligibility Process

WHY DO WE HAVE PARATRANSIT?

The Americans with Disabilities Act of 1990 (ADA), a civil rights bill, was designed to remove the barriers which prevent people with disabilities from fully participating in American society. In public transportation, the ADA clearly states that regular bus service should be the primary means of public transportation for everyone, including people with disabilities.

Under the ADA, public transit agencies are required to provide origin to destination, demand-response Paratransit service which parallels the fixed route service in terms of days, times and service area. The service is only for those people with disabilities who do not have the **functional** ability to ride fixed-route buses, either permanently or under certain conditions. The fixed-route bus system is fully accessible, with wheelchair accessible buses and major transfer facilities.

In addition, other accommodations such as bus stop and route announcements and easy-to-read signs make using the fixed-route buses possible for many people with disabilities. People who can use fixed-route buses are expected to do so whenever they are able. The unavailability of fixed-route service does not constitute eligibility for a person who could otherwise take the same trip on buses, if service were available.

Travel Training instruction is available to those who need help in learning how to use the fixed-route buses.

WHO IS ELIGIBLE TO USE PARATRANSIT?

Under the ADA, disability alone does not qualify a person to ride Paratransit. A person must be functionally unable to use the fixed-route service. Paratransit service is provided to the following three general groups of people with disabilities:

1. People who have specific impairment-related conditions which make it impossible — not just difficult — to travel to or from a bus stop.
2. People who need an ADA accessible bus, but it is not available on the fixed-route when they need to travel. **All NAIPTA fixed-route buses are ADA accessible.**
3. People who are unable to board, ride, or disembark from the fixed-route buses even if they can get to a bus stop and the bus is ADA accessible.



Getting you where you want to go





Northern Arizona Intergovernmental Public Transportation Authority

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Those people who are certified eligible are classified as having unconditional, temporary, or conditional eligibility for ADA Paratransit Service as follows:

Unconditional status is assigned to people who are determined unable to ever independently use fixed-route buses, even with training.

Temporary status is assigned to people who are determined capable of using accessible buses but cannot do so at present, either because of a temporary disability or other temporary changes to the bus route, stops, or other conditions.

Conditional status is assigned to people who can use fixed-route buses some of the time, but would, under certain circumstances and for certain trips, be prevented from independently using fixed-route buses. Examples of conditional eligibility include people with extreme fatigue after treatments such as dialysis, a bus stop which requires a traveler who is blind to maneuver a dangerous pedestrian area such as a large, open parking lot with no reference points, or a fixed-route bus route that is not yet accessible.

EVALUATION PROCEDURE

All applicants seeking eligibility for ADA Paratransit Service must complete the eligibility determination process. This includes a medical verification of disability, the applicant's own assessment of his/her ability to use fixed-route buses, and an in-person evaluation interview. Information provided by a social service agency or other professional regarding the applicant's ability to use the fixed-route bus may also be considered.

The purpose of the in-person evaluation interview is to determine when and under what circumstances the applicant can use fixed-route buses and when Paratransit Service is required. The interview consists of a series of questions designed to evaluate the functional abilities, limitations, and individual needs of each applicant. Variables in the environment, as well as the applicant's ability to perform the tasks required to use the bus, are also considered.

Transportation assistance is provided as necessary to and from the evaluation appointment.

All requested information must be provided and the application process completed before an eligibility determination can be rendered.

APPEALS

Information regarding the appeals process is available from the Paratransit Program Manager. Applicants who are determined not eligible, or who do not agree with the conditions established for their use of ADA Paratransit Service, may request a review of their determination by the Appeals Committee.

We are always happy to hear from you. Questions? Need Assistance?
Please call: (928) 679-8911

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