



**Mountain Line**

216 W. Phoenix Ave. • Flagstaff, AZ 86001 • 928-679-8900 • [www.mountainline.az.gov](http://www.mountainline.az.gov)

## PLEASE READ THIS BEFORE FILLING OUT THE ADA ELIGIBILITY APPLICATION

### ADA Paratransit Service Eligibility Determination Process

#### WHY DO WE HAVE PARATRANSIT?

The Americans with Disabilities Act of 1990 (ADA) is a civil rights bill that 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 transit service in terms of day, times, and service area. The service is only for those people with disabilities who do not have the **functional** ability to ride fixed route transit buses, either permanently or under certain conditions.

The fixed route transit 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 transit buses possible for many people with disabilities. People who can use fixed route transit 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 transit bus system.

#### WHO IS ELIGIBLE TO USE PARATRANSIT?

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

1. People who have a specific impairment-related condition which makes 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 transit bus system when they need to travel.  
**All Mountain Line fixed route buses are ADA accessible.**
3. People who are unable to board, ride, or disembark from fixed route transit buses even if they can get to a bus stop and the bus is ADA accessible.

*Getting you where you want to go*



People who are certified as eligible for paratransit services are classified as having unconditional, temporary, or conditional eligibility for ADA Paratransit Service as follows:

**Unconditional** status is assigned to people who are determined to be unable to independently use fixed route transit bus service for all trips, even with training.

**Temporary** status is assigned to people who are determined to be capable of using accessible fixed route transit 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 transit bus service for some trips but would be prevented from independently using the fixed route transit bus service under certain circumstances. Examples of conditional eligibility includes people with extreme fatigue after treatment 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 transit bus route that is not yet accessible.

## EVALUATION PROCEDURE

All applicants seeking eligibility for ADA Paratransit Services must complete the eligibility determination process. This includes the applicant's self-assessment of their ability to use the fixed route transit bus system (Part A and B of the application), a professional verification of disability (part C of the application), and an eligibility 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 eligibility interview is to determine when and under what circumstances the applicant can use fixed route transit bus service and when paratransit service is required. Transportation assistance to and from the interview is available if necessary. 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. The application process including the interview must be completed before an eligibility determination is made.

## 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.

If you have questions or need assistance, please contact our Eligibility Specialist by phone: 928-679-8911; or email: [eligibility@mountainline.az.gov](mailto:eligibility@mountainline.az.gov).