



Americans with Disabilities Act (ADA) Paratransit Services (Dial-A-Ride) Application Process & Eligibility Requirements

Dear Applicant,

Please be sure to fill out all entries in the Dial-a-Ride Certification Application. Although you can complete most of the packet, pages 5-7, (the Professional Verification Form), must be completed and signed by a health care professional who is familiar with your disabilities and abilities. Be sure to sign and date your application to certify all information you provide us is true and accurate.

Once Amador Transit receives your complete application packet, we will assess your eligibility within a 21-day period. The purpose of this assessment is to determine your ability to use Amador Transit's fixed route bus system. During this period, transit staff may ask you to answer additional questions about your abilities. If your eligibility remains in question, transit staff may ask you to demonstrate your abilities to a member of Amador County's HealthCare Rehabilitation Department (at no cost to you).

This application and assessment process reserves Dial-A-Ride service for only those individuals with disabilities who cannot use our regular fixed route bus system, either some or all of the time. Eligibility requirements and levels of service are described on the following pages.

If this process determines you are eligible, you may begin using the Dial-A-Ride service within the established policies.

Thank you for your time and effort in completing this application process. Please contact me should you need any assistance in completing this application.

Sincerely,

April Miller, Mobility Manager
209-267-9395
Email: mobility@amadortransit.com

Americans with Disabilities Act (ADA) Paratransit Services (Dial-A-Ride) Application Process & Eligibility Requirements

While access to fixed route transportation service is the main goal of the transportation provision of the Americans with Disabilities Act (ADA), the law recognizes that some persons with disabilities are not able to use fixed route service, even if it is fully accessible. As a result, complementary paratransit service is required by ADA (Section 223) to serve persons who, because of their disability, cannot use fixed route service.

Amador Transit offers curb-to-curb service Monday-Friday comparable to the service hours offered on regular fixed routes, but is available by reservation only to certified ADA eligible users. Due to the special requirements of this service, passengers may be picked up as much as 15 minutes before or after their negotiated scheduled reservation times.

Dial-A-Ride service operates in Jackson and Sutter Creek for trips beginning and ending within $\frac{3}{4}$ of a mile from the fixed-route. (Outside the Dial-A-Ride service area, fixed-route service can deviate by pre-arrangement up to $\frac{3}{4}$ mile to serve ADA eligible riders.)

ELIGIBILITY REQUIREMENTS FOR ADA DIAL-A-RIDE CERTIFICATION

The regulations under the Americans with Disabilities Act of 1990 are quite specific in defining who is eligible for this specialized service. A person must have an actual physical, visual, or mental functional limitation, which prevents his or her use of accessible fixed route transportation. The diagnosis of a potentially limiting illness or condition is not sufficient for paratransit eligibility.

The ADA law says the following factors must be considered in determining ADA paratransit eligibility for certification: •

- A person's disability and functional abilities.
- Accessibility of the fixed route system.
- Architectural barriers, such as steep hills.*
- Environmental conditions, such as snow, ice, extreme heat or cold.*

* A person's age, the distance to bus stops, weather, and environmental barriers, do not alone, establish eligibility.

ADA Dial-A-Ride Certification is granted at three levels:

- **Unconditional** – Due to a disability or health condition, you are always prevented from independently using the fixed route bus. This level of service allows you to use ADA Dial-A-Ride service for any trip in the defined area.
- **Conditional** – You are only prevented from using the fixed route bus at times when certain disabling or extreme environmental conditions exist. ADA Dial-A-Ride service is available to you at these times only. (Example: A person who uses a manual wheelchair and who cannot negotiate steep terrain would be eligible for paratransit service when crossing a hilly area.) Service to conditionally eligible persons may be limited on a trip-by-trip basis. (Example: A person with a developmental disability who is travel-trained to use regular bus service solely between home and work may only be eligible for paratransit service for trips to other locations.)
- **Temporary** – You have a health issue or disability that temporarily prevents you from using the fixed route service.

Amador Transit Mobility Management will make an eligibility determination within 21 days of receipt of your complete application. All applicants will receive a written response. If you are found to be eligible for ADA Dial-A-Ride certification, you will be sent an identification card that must be shown to the driver upon boarding. Please have a picture ID with you also.

If you are found to be not eligible for certification, you will receive a letter so stating and have the right to file an appeal.

INSTRUCTIONS FOR COMPLETING DIAL-A-RIDE CERTIFICATION APPLICATION

Please type or print clearly. All questions of this application must be answered in full or the application will be considered incomplete and it will be returned and will delay processing. All information will remain confidential.

If you have any questions or need help to complete this form, please feel free to call **209-267-9395**. You may fill out this application yourself, or you may have someone assist you who are familiar with you and your condition.

When your application is complete, please mail it or bring it to:

(Mail may require extra postage)

**Amador Transit Mobility Management
11400 B American Legion Drive
Jackson, CA 95642**