

Dial A Ride Application Information Sheet

General Information

Federal Standards -How is paratransit eligibility determined?

Disability alone does not determine paratransit eligibility; the decision is based on the applicant's functional ability to use the fixed route bus and is not a medical decision. The Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations in Appendix D to 49 C.F.R. Section 37.125 explain: "The substantive eligibility process is not aimed at making a medical or diagnostic determination. While evaluation by a physician (or professionals in rehabilitation or other relevant fields) is used as part of the process, a diagnosis of a disability is not dispositive. What is needed is a determination of whether, as a practical matter, the individual can use fixed route transit in his or her own circumstances." Transit agencies, with input from the communities they serve, devise the specifics of their individual eligibility processes.

Sec. 37.123 ADA paratransit eligibility: Standards

Requirements: Under 49 CFR § 37.123(e)(1)(3), a transit agency's eligibility processes, application materials and public information must be comprehensive enough to permit the transit agency to determine that the following individuals are ADA paratransit eligible:

Eligibility Categories

The regulations require that ADA complementary paratransit be provided to the following categories of individuals:

- **A person with a disability who cannot navigate the transit system without assistance.** Referred to by the FTA as Eligibility Category 1, an individual under this category is unable, as the result of a disability, and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system

which is readily accessible to and usable by individuals with disabilities [Section 37.123(e)(1)]. Examples of individuals who would qualify under this category include those with intellectual, cognitive, vision, or psychiatric disabilities who cannot independently navigate the fixed route system for some or all of their trips.

- **A person with a disability who requires an accessible vehicle when one is not available.** Referred to by the FTA as Eligibility Category 2, an individual under this category needs the assistance of a wheelchair lift or other boarding assistance device and is able to use accessible fixed route service, but the available fixed route service is not accessible [Section 37.123(e)(2)]. Eligibility under this category is necessary when accessible vehicles are not being used to provide service on the fixed bus route the individual wishes to use, or if a boarding or disembarking location (i.e., bus stop) is inaccessible and the lift or ramp cannot be deployed there (more information is available in the Vehicle and Facility Accessibility section of this toolkit).
- **A person with a disability who is unable to reach the transit stop.** Referred to by the FTA as Eligibility Category 3, an individual under this category has a specific impairment-related condition which prevents the individual from traveling to or from a bus stop in the fixed route system [Section 37.123(e)(3)]. The individual's specific impairment-related condition is a key factor. For example, for an individual who uses a wheelchair, a lack of sidewalks or barriers along the sidewalk (such as lack of curb ramps, or an object constraining the width of a sidewalk so as to be impassable) may prevent them from being able to travel to a bus stop. An individual who is unable to be outside in temperature extremes due to their disability may be prevented from traveling to a bus stop during those times of extreme temperatures. An individual with a vision disability may be unable to cross a complex intersection in order to get to or from a bus stop.

Eligibility Determinations or Presumptive Eligibility Within 21 Days

Requirement: Under 49 CFR § 37.125(c), a transit agency that has not made a written eligibility determination by the 21st day following submission of a complete application must treat the applicant as eligible on the 22nd day and provide service until and unless the transit agency denies the application. Transit agencies that

require functional assessments must schedule such assessments within a reasonable period of time (7-10 days). The transit agency's process must communicate to applicants the right to this presumptive eligibility, so they are aware of their rights to schedule and use the service beginning on the 22nd day.

Written Eligibility Determinations Including Specific Reasons for Denials

Temporary or Conditional Eligibility Determinations Requirements: Under 49 CFR § 37.125(d), determinations of eligibility must be made in writing. The documentation must include the name of the eligible individual, the name of the transit provider, the telephone number of the entity's paratransit coordinator, an expiration date for eligibility, and any conditions or limitations on the individual's eligibility including the use of a personal care attendant (PCA). Under § 37.125(e), if applicants are found to be ineligible, the determination must state the specific reasons for the decision (a mere statement that the applicant has been found to be ineligible is not sufficient). If an individual has been determined to be conditionally or temporarily eligible, the determination must state the conditions under which eligibility is granted and the basis for that determination. Information concerning the applicant's right to appeal under § 37.125(g) must also be provided.

Recertification of Eligibility at Reasonable Intervals

Requirement: Under 49 CFR § 37.125(f), transit agencies are permitted to require paratransit riders to recertify eligibility at reasonable intervals.

Federal Guidelines - Dial A Ride Application - All questions must be answered.

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The Arc of Tri-Cities transportation service requires Dial-A-Ride approval in order to use its vans to transport clients to and from home and other activities. All people who participate in The Arc programs, or who desire transportation, must fill out a Dial-A-Ride application and turn it into The Arc of Tri-Cities.

Contact Information

Please complete all information

Two daytime phone numbers (Dial A Ride may try to contact you for further clarification). If they try contacting, and you do not respond they will close the **application**.

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- **Condition/Mobility Aids Checklist Application for Dial A Ride Service**

Please check all conditions that apply

- **When you travel outside your home, what mobility aids do you use?**

Check all that apply

NOTE- when traveling outside the home is the person independent or do they need a care giver or parent to be with them. Example would you send your child to the mall on a bus by them selves to go to the mall. If the answer is no then indicate what you require for your child to successfully leave your home.

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Question 1

Please state your disabilities.

List all physical, mental, and cognitive disabilities and health issues that affect your child's functional abilities to use a fixed route transit system.

Question 2

Address intersection

Question 3

Can you walk or use your wheelchair or assistive device(s) to get from your home to that intersection **without assistance?**

NOTE -Would you let your child walk to the bus stop travel independently to a location example Fred Meyer and have them travel back with out assistance?

If the answer is no - please explain why?

Typical reasons for individuals with developmental disabilities and the barriers they face to access typical transportation include:

- Walking speed
- Endurance
- Coordination
- Strength
- Balance
- Gait
- Dexterity
- Orientation to Place
- Directional Way finding
- Ability to Detect Changes on Surfaces
- Ability to Detect Environmental Cues (Hearing)
- Proficiency in Using Mobility Aids

Mental Health: *(Mental Health can demonstrate same functional limitations as cognitive)*

- Ability to concentrate
- Anxiety
- Ability to accomplish tasks
- Problem Solving
- Ability to Communicate Needs
- Orientation to Person, Place and Time Judgment and Safety Skills

Cognitive:

Cognitive functional abilities needed to perform the tasks required to use a fixed route transit system. The following list can be due to disability or developmental age

- Orientation to Person, Place and Time Judgment and Safety Skills
- Problem Solving

- Coping Skills
- Short and long-term memory
- Concentration (Attention to Task)
- Ability to Seek and Act on Directions
- Ability to Process Information
- Ability to Communicate Needs
- Ability to ask for Help
- Consistency
- Ability to Read
- Memory
- Reading ability
- Recognition of landmarks
- Developmental stage
- Ability to Communicate Needs
- Ability to follow directions
- Recognition of landmarks

Visual:

- Orientation to Place
- Directional Way finding
- Ability to Detect Changes on Surfaces

Seizures:

Do your seizures affect their functional ability to use the fixed route transit system?

- Frequency
- Description - *Example Grand-mal, Absence, Tonic Clonic, etc...*
- Detailed description of effect of the seizure on the person

Behavior

- Not able to sit still without cueing and reminders
- Non-verbal and touches strangers
- Becomes aggressive when frustrated
- Needs cueing to keep seat belt on or to stay in seat

Question 4

Can you find your way to a bus stop without getting lost?

please explain: _____

List reasons why the child may or may not have difficulty, examples include

- Limited comprehension
- Understanding time
- Inability to know and ask questions on where the bus stop is
- Can not cross street safely- jay walking

Question 5

How long can you stand and wait for a bus? 15 minutes 10 minutes 5 minutes Less than 5 minutes?

NOTE How long can you child stand and wait for a bus independently with out cueing, or supervision?

Does the individual have trouble remembering things like addresses, phone numbers, what stop to get off at, where the bus stop is and proper street safety?

Question 6

All buses have a 'destination sign' in front which shows the route name and number.

- *Can you read a bus destination sign?*
- *Can you ask the driver where the bus is going?*
- *Can you give or write a note to the driver?*
- *Can you understand the driver's answer?*
- *If no to any questions, please explain: _____*

Question 7

*In your opinion, do you feel that your disability is conditional or circumstantial?
If yes, please explain: _____*

CDC - Definition - Developmental disabilities are a group of conditions due to an impairment in physical, learning, language, or behavior areas. These conditions begin

during the developmental period, may impact day-to-day functioning, and usually last throughout a person's lifetime.

Question 8

*If you were on a bus, could you pay the fare by putting money in the fare box?
Yes D No D If no, please explain: _____*

Question 9

*If you were on the bus, could you recognize where you needed to get off of the bus?
If no, please explain: _____*

Question 10

*Please tell us **about the time when you can use BFTs local bus service.** (Example: If short distance to bus stop; take attendant; need to get somewhere the same day, etc.)*

Question 11

Have you ever received Orientation and Mobility Training (Travel Training)? If yes, please list which BFT routes you learned to travel.

Question 12

Please tell us why you feel that you cannot use BFTs local bus service for some or all trips. (Example: surgery, injury, weather, fatigue (conditional)).

NOTE - Eligibility for paratransit is to be based on an **individual's functional ability**, specifically whether they are able to use the fixed route system independently. It is not intended to be based on a medical diagnosis or type of disability. **(See Question 3 NOTES)**

A If you face challenges that prevent you from using fixed routes, please tell us what kinds (Example: No sidewalks in my area; no accessible bus stops).

Question 13

13. How do you currently travel (Example: self, family, friends, bus, Dial-A-Ride, etc.)? _____

NOTE- If your child is in school - you can clarify school bus, or Special Education School Bus System

Question 14

Do you require someone to travel with you? If yes, please explain:_____

NOTE: Is there an aid on school bus, does family or care giver have to travel with person.

Question 15

Can you wait independently or alone at your residence and places to which you travel?
If no, please explain

NOTE- This would allow Dial A Ride to drop off the participant with out ensuring they are dropping them off to someone specific - just to location. Or if they were taking them home it would be fine to have no one home.

Ben Franklin Transit Dial A Ride Professional Certification -

Attach to application

- A medical provider must complete this section.
- Taking a copy of your completed application to your office staff will assist them.
- Send both to The Arc of Tri-Cities

Turn Dial A Ride Applications and Professional Certification into The Arc of Tri-Cities

- All applications must be fully completed-
- Dial A Ride has 21 days to make a decision from when The Arc of Tri-Cities turns them in. Due to the number of participants in our summer camp and their limited staffing. We will be turning them in on Mondays and Thursdays.
- Applications can be closed if they attempt to make contact and you do not respond or due to lack of information
- A functional assessment in person might be asked of you to complete the application
- You do have the right to appeal their decision
- Successful completion of this application allows you to access paratransit services year-round. It also allows The Arc of Tri-Cities to transport you to and from your home within the Ben Franklin Transit boundaries.

The Arc of Tri-Cities is able to access Dial A Ride vehicles and funding to support transportation cost through Ben Franklin Transit Dial A Ride Eligibility.