

Eligibility Requirements for ADA Paratransit Service

***To request this brochure in large print,
audio tape, Braille, or Spanish,
please call (916) 557-4685 or TDD 557-4686***

PUBLIC TRANSPORTATION SERVICES FOR DISABLED & SENIOR CITIZENS

Fixed-Route Service (Bus and Light Rail Trains)

In accordance with the Americans with Disabilities Act of 1990 (ADA), Sacramento Regional Transit District (RT) provides fully accessible fixed-route service in the greater Sacramento area. Seniors and individuals with disabilities can ride RT at a reduced fare. RT encourages individuals with disabilities to take advantage of the independence and flexibility that is provided by our bus and light rail train system, which offers the following accessible features:

- Stop announcements.
- Priority seating for riders who have difficulty standing while the vehicle is moving.
- Lift equipped buses to assist riders who use wheelchairs or have difficulty getting up and down the bus steps.
- Reserved wheelchair securement spaces on buses.
- Boarding ramps at most light rail stations to assist passengers who have difficulty climbing steps.
- Braille and raised-print signage posted at light rail stations to assist blind and visually impaired customers.
- Detectable warning tile at light rail stations to assist visually impaired passengers in navigating the system.

ADA Paratransit Service

For individuals who meet the requirements under the Americans with Disabilities Act (ADA), door-to-door paratransit service is provided through RT's ADA paratransit provider, Paratransit, Inc. If you are interested in using ADA paratransit service, you must apply and be found eligible by RT according to ADA guidelines.

ADA PARATRANSIT ELIGIBILITY REQUIREMENTS

How does RT determine if applicants are eligible for ADA paratransit service?

On September 6, 1991, the United States Department of Transportation issued final regulations under the Americans with Disabilities Act (ADA). These regulations 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 causes him or her to be unable to use 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:

- A person's disability and functional abilities.
- Accessibility of the fixed-route system.
- Architectural barriers.*
- Environmental conditions.*

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

What constitutes a disability?

The ADA defines a disability as a physical, visual, or mental impairment that substantially limits one or more of the major life activities of an individual. Major life activities include caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

Who can use ADA paratransit service?

You may be eligible for ADA paratransit service if, as a result of your specific disability or health-related condition:

- You are unable to travel to or from transit stops or stations within the service area; or
- You are unable to independently board, ride or exit an accessible fixed-route (bus or light rail) vehicle; or
- You cannot independently "navigate the system" even if you are able to get to a transit stop and can get on and off the vehicle. (Example: A person who can't ride the bus independently, recognize bus stops, understand how to complete bus trips, determine the fare, etc.)

How do I apply?

If you think you are eligible, call RT's Paratransit Certification Office at **(916) 557-4685** or **(916) 557-4686 TDD** and ask to be mailed an ADA Paratransit Application. Let them know if you need the application in an alternative format such as large print, audio tape, Braille, etc. If you have questions about the application form or need help filling it out, call the Paratransit Certification Office for assistance.

ADA Paratransit Eligibility Certification

You are required to fill out an application and describe your disability or condition that prevents you from using fixed-route service. Your disability or condition must meet ADA requirements for certification. When RT receives your completed application, it will be evaluated, and eligibility will be determined based on your functional ability to use RT's fixed-route transit system. The reviewer may request additional information, such as a phone or in-person interview with you, or a written medical/professional verification.

Within 21 days of RT's receipt of your completed application, you will be notified by letter as to your eligibility status, which will be one of the following:

Unconditional – Due to a disability or health condition, you are ***always*** prevented from independently using the fixed-route buses or light rail trains. This level of eligibility allows you to use ADA paratransit services for any trip in RT's defined service area.

Conditional – You are only prevented from using the fixed-route bus or light rail at times when certain disabling or extreme environmental or architectural barriers exist. Paratransit, Inc. service is available to you at these times only. (Example: A person who uses a manual wheelchair and cannot travel over steep terrain would be eligible for paratransit on a conditional basis when using fixed-route service for a particular trip requires crossing a hilly area.)

RT does limit services to conditionally eligible persons on a trip-by-trip basis. For 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 destinations.

Temporary – You have a health condition or disability that temporarily prevents you from using the fixed-route service (can be either conditional or unconditional). (Example: An individual's condition may improve over time or may be aided by travel training.)

Ineligible for ADA paratransit service.

If you are determined eligible for ADA paratransit services, you will receive, in the mail, your eligibility letter and a rider's information guide to ADA paratransit service.

If it is determined that you are not eligible for services, you will be notified in writing of the exact reasons for this decision and given information on the appeals process.

If you do not get written notice of your eligibility determination within 21 days after RT receives your completed application, you may ask for and get paratransit services until a decision is made, by calling (916) 557-4685 or (916) 557-4686 (TDD).

For more information about ADA paratransit eligibility or to request an application, call:

(916) 557-4685 or 557-4686 TDD