

# 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:

1. Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), 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.
2. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities

3. Any individual with a disability who has a specific impairment-related condition that prevents the individual from traveling to a boarding location or from a disembarking location.

### **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.***

## PART I Eligibility Information-Page 2

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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.*

### **Question A**

*How have you most recently been traveling? Please check all that apply:*

Please list how you have traveled in town the last 30 days? Many who have a disability rely on friends, families, taxi, or school bus.

### **Question B**

*Please list your 3 most frequent trips you would use Dial-A- Ride Service for:*

Ben Franklin Transit requires Dial A Ride approval to use their vans to transport clients to and from home and some activities. All people who participate in our programming or who desire transportation must fill out a Dial Ride application and turn it into The Arc of Tri-Cities.

### **Question C**

*Do you currently use the regular bus service?*

Please explain your experience with using the fixed route system. Please check all that apply if you do not use the regular system. Reason for not using is also asked.

- I have never tried (*If you only check this it does not reflect functional limitations*)
- Check all the boxes that apply to the reason you have not used the fixed-bus route.
- Add clarification if needed.

### **Question D**

*Could you ride the regular bus if there was a bus stop or bus route near your home?  
If No-Please specify -*

This question offers you the opportunity to explain the physical or cognitive barriers you have to access the fixed-bus route. Medical diagnosis is not enough. A diagnosis of Autism or Down Syndrome does not describe the functional barrier to accessing the bus.

### **Question E**

*A travel training program is available at no cost to help you learn to use the regular bus system. Would you be interested in learning how to use the regular buses?*

The Travel Training program offers support and practice to order to learn how to use the fixed-route bus system. Upon completion, it is up to the individual and to families to maintain skill level.

### **Question F.**

*What is (are) your limiting disabilities or conditions that are preventing you from using the regular buses? Please check all that apply and explain:*

#### **Physical:**

*Are their physical functional abilities lacking to use a fixed route transit system.*

- 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
- 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

**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

### **Question G**

*How would you describe your current disability or health condition?*

Individuals with developmental disabilities have a disability that is considered permanent.

### **Question H**

*Do your limitations change from time to time because of medical treatments, medications, or for other reasons?*

Do medications, treatments affect your functional level? If so, how does it help or hurt?

### **Question I**

*Because of your disability(ies), do weather conditions (such as heat, cold, rain, snow, or ice) prevent you from using the regular bus without someone's help?*

Will you slip/fall walking to a bus stop if there is inclement weather? Will weather hinder your ability to use a mobility device?

### **Question J**

*Do you need to travel with a Personal Care Attendant (PCA)?*

The Arc of Tri-Cities provides Personal Care Attendants as part of its service delivery in Partners N Pals. Please answer this question as if you were using public Dial A Ride service.

### **Question K and L**

*Are you able to climb two 12-inch steps, without assistance?*

*If you are unable to climb steps, could you board a vehicle using a ramp or lift, without assistance?*

Both questions are assessing your ability to enter a vehicle and navigate sidewalks and stairs to get to the bus.

### **Question M**

*Can you find your way to/from the regular bus stop without someone's help?*

*Example: If you agreed to meet friends at a designated restaurant could you find it and your way back home without assistance?*

If No- Explain

The following can affect finding an address or a bus stop from a location:

- Memory
- Reading ability
- Recognition of landmarks
- Developmental stage
- Orientation to person, place or time
- Ability to ask for help
- Coping skills
- Ability to Communicate Needs
- Ability to follow directions
- Recognition of landmarks

### **Question N**

*Can you stand for 10 minutes while you wait for your ride?*

This question is answered by yes or no- additional details can be mentioned if the person is not able to stand and wait due to lack of understanding of time, attention span, ability to stay on task, coping skills, safety skills near streets and traffic, anxiousness, developmental stage (age), cognitive skills, or mental health issues.

### Question O

*Can you sit for 10 minutes while you wait for your ride? Yes No*

This question is answered by yes or no- Again, additional details can be mentioned if the person is not able to stand and wait due to lack of understanding of time, attention span, ability to stay on task, coping skills, safety skills near streets and traffic, anxiousness, developmental stage (age), cognitive skills, or mental health issues.

## **PART II: Mobility Aides**

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### Questions P, P1 and P2

Describe mobility aides that you use for daily living.

## **PART III Functional Abilities- This section addresses the ability to use the Fixed Transit System**

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### Question Q

*Please answer the following questions: - All of these would be answered as if the person was not being assisted to cross streets, find addresses, or manage time.*

- Can you ask for, understand, and follow directions?
  - *Will you recognize the need to ask for assistance? Do you know who to ask? Can you understand directions from a variety of people?*
- Can you cope with unexpected problems or changes in your routine?
  - *If you miss the bus or it was delayed how would you cope?*
- Can you recognize landmarks?
  - *Houses, doctors' offices, restaurants, family and friend's homes landmarks around them*
- Can you tell time?
  - *If you are late for the bus, do you know when the next bus will be arriving? Can you wait for it?*
- Can you cross a busy street at the crosswalk?

- *Do you know when not to cross a street? If you see the bus coming do you still have good safety skills not to run out to meet the bus?*
- *Can you see well enough to walk or travel in your community?*

If you checked “sometimes” on any item, please give clear detail.

### **Question R**

*How far can you walk/wheel (unsupervised and with the use of a mobility aid if needed) in the community without someone’s help?*

This question not only asks about the physical ability but cognitive/mental ability to travel. How far do you walk in the community without a caregiver/ family member/teacher/school bus driver offering care support?

### **Question S and S1-**

*Service animal questions*

## **PART IV Vision Specific Abilities**

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### **Questions T**

*Visual Impairment Section*

### **Question U**

*Please explain as completely as possible how your disability prevents you from getting on (boarding), riding, or getting off (deboarding) a regular bus or how it prevents you from getting to the bus line.*

Please be as thorough as possible when explaining disabilities.

### **Question V**

*In order to prepare our drivers to provide service to your residence, we need to know if there are conditions that might make it difficult for a Paratransit bus to pick you up or drop you off.*

Description of address they will be picking you up at.

### **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*.

### **Release of Information- See Attachment**

Donna Tracy has been added to the Release of Information in order to track the status of the Dial-A-Ride applications. Your information will not be shared with anyone else.

*Physician/Health Care Professional*

This should be the medical professional who is most familiar with your disability and functioning level. Office staff can complete the information. -

## **Ben Franklin Transit Dial A Ride Professional Certification -**

*Attach to application*

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- 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

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- 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.*