



## **Town of Truckee**

# **Paratransit Eligibility Program**

## **Priority Service**

### **What is a Paratransit Eligibility Program?**

The Americans with Disabilities Act (ADA) requires transit agencies to provide priority paratransit services to people with disabilities who cannot use the fixed route bus.

The Town of Truckee Paratransit Eligibility Program is a process to determine ADA capacity. Eligibility is based on a rider's ability to use accessible buses in Truckee. It is not based solely on disability, age or medical diagnosis. It is based on the person's ability.

Can the person, without the help of anyone:

- Get to and from the bus?
- Get on and off the bus?
- Understand which bus to get on and when to get off the bus?

An ADA-certified person who requests their ride by 5:00 P.M. the day in advance will receive priority scheduling over persons with no ADA eligibility.

## **Americans with Disabilities Act (ADA) Eligibility Program**

The Town of Truckee contracts with a transit operator to provide transit services within the Town. One of those services is a **Demand Response** service referred to as “**Dial-a-Ride**”. The Americans with Disabilities Act (ADA) Paratransit Service is a specialized priority transportation service for persons who are unable to independently use fixed-route bus service due to a disability or health-related condition some or all of the time. This specialized priority paratransit service is provided by the Town of Truckee as part of the federal requirements of the Americans with Disabilities Act.

### **How to Begin the Paratransit Eligibility Application Process**

Request an ADA Paratransit Eligibility Informational Booklet (this publication) by calling the Town of Truckee Transit Division at (530) 582-2489 or download the form by clicking this link. The booklet includes an application for a rider interested in ADA eligibility to complete and sign.

In order to be placed as a priority for ADA paratransit services (Dial-a-Ride), you must first be certified as eligible. Please read the following instructions before filling out the attached application form. All information that you supply will be kept strictly confidential. The Town of Truckee, along with the transit operator, will review the application and may call the applicant for any clarification needed. An eligibility determination will be reached and a notice of eligibility will be mailed along with a Paratransit Eligibility Card within 21 days of receipt of a COMPLETED application. In the case that none of the eligibility criteria have been met and if the applicant wishes, an appeal can be sent to the Town. Information on the appeal process will be included in the notice of eligibility.

Evaluation of your application may require additional information, such as a phone call, personal interview, assessment with you, or consultation with your doctor or therapist. Eligibility is not based on age, economic condition, or inability to drive an automobile. Interested applicants should note that having a medical condition or a disability will not automatically qualify them for ADA paratransit eligibility.

Please **FULLY** answer all of the questions in this booklet and email it to [mobility@townoftruckee.gov](mailto:mobility@townoftruckee.gov) , or mail to:

Town of Truckee Transit Division  
Attn: Alfred Knotts  
10183 Truckee Airport Road  
Truckee, CA 96161



**Request for Certification of  
Americans with Disability Act Paratransit Eligibility**

The information obtained in this certification process will only be used by the Town of Truckee for the provision of transportation services. Information regarding the evaluation of your functional ability to use transit services will only be shared with other transit providers to facilitate travel in those areas. The information will not be provided to any other person or agency.

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Email:** \_\_\_\_\_

**Mailing (if different than above):** \_\_\_\_\_

**Phone Home:** \_\_\_\_\_

**Cell:** \_\_\_\_\_

**Alternate:** \_\_\_\_\_

1. What is your medical condition(s)/disability, and how does it specifically prevent you from using the TART Fixed Route bus service in Truckee?

\_\_\_\_\_  
\_\_\_\_\_

2. Is the condition temporary?    YES    NO    (*circle one*)

If yes, when is it expected to subside?

\_\_\_\_\_  
~~XXXXXXXX~~ ED^

3. How does this disability prevent you from using Fixed Route bus services? Please explain completely. Use room at the end of the booklet, if necessary.

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4. Are there any other effects of your disability of which we need to be aware?

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**The following information will be used to ensure that an appropriate vehicle is used to provide your transportation and so an accurate analysis of your trip requests can be made by the Town of Truckee.**

5. Do you use any of the following mobility aids? (Please indicate yes or no in each box.)

Yes    No

Manual Wheelchair	
Electric Wheelchair	
Power Scooter	
Does the Total weight of the chair or scooter <u>and</u> yourself exceed 800 lbs?	Yes No
Crutches	
Guide Dog	
Walking stick (visibility impairment)	

*\*Please note that we may not be able to accommodate wheelchairs or scooters that exceed these specifications when occupied: 48 inches in length- 32 inches in width- 800 pounds (including the individual.)*

6. Do you currently use any transit or paratransit service in the region?

**YES**   **NO**   If yes, which ones? \_\_\_\_\_

7. What is the maximum distance you can travel without the assistance of another person? \_\_\_\_\_

8. Does your disability prevent you from traveling this distance in snow, ice or over certain terrain? (Explain)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Can you climb up and down three 12-inch steps to get on and off a bus?

**YES**   **NO**   **Sometimes**

10. What is the maximum period of time you can wait outside without support?

\_\_\_\_\_

11. Is this time period affected by extremes of hot or cold weather?

**YES**   **NO**   If yes, please describe

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Additional Notes with Application:**

\_\_\_\_\_  
\_\_\_\_\_

*By typing in my name below, I hereby certify all information is true and correct to the best of my knowledge.*

Signature \_\_\_\_\_

Date \_\_\_\_\_

If this application has been completed by someone other than the person requesting certification, that person must also complete the following:

Name \_\_\_\_\_

Address \_\_\_\_\_

Home Phone (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

*By typing in my name below, I certify all information is true and correct to the best of my knowledge.*

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Return completed application to:**

Town of Truckee Transit Division  
10183 Truckee Airport Road  
Truckee, CA 96161  
Attn: Alfred Knotts

**email:** [mobility@townoftruckee.gov](mailto:mobility@townoftruckee.gov)

**Telephone:** (530) 582-2489

**Town Web Site:** [www.townoftruckee.gov](http://www.townoftruckee.gov)

**Authorization to Release Personal Information**  
**(To be completed by applicant. A doctor's statement is not required.)**

I hereby authorize the release of information to the Town of Truckee about my functional travel abilities. The information released will be used solely to determine my eligibility for ADA paratransit service.

Name of Professional\*

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Agency/Organization

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Phone Number

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I understand that I have the right to receive a copy of this authorization. I understand that I may revoke this authorization at any time.

Name of Applicant (please print)

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*By typing in my name below, I certify all information is true and correct to the best of my knowledge.*

Signature of Applicant

Date

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\*Verifying "professional" may be a rehabilitation specialist, disability evaluator, mental health caseworker, physician or others such individual knowledge of your disability or disabilities and functional travel abilities.

Town of Truckee Transit Division  
10183 Truckee Airport Road  
Truckee, CA 96161

## Transit Policies

Reservations: Reservations on Dial-A-Ride are required by 5:00 P.M. one day in advance. Same day reservations are not accepted.

Wheelchair Policy: To ensure the safety of our passengers, all wheelchairs must be fitted with working brakes, and motorized wheelchairs must be turned off while on-board the bus. Wheelchairs must be secured in the bus with tie downs.

Dial-A-Ride On-Time Window: Dial-A-Ride arrival “on-time” window for service is 15 minutes prior to the scheduled pick-up time to 15 minutes after the scheduled pick-up time. The Dial-A-Ride has a 3-minute waiting period at the scheduled stop. If the client fails to board the bus the ride is considered a “No-Show”.

No-Show Policy: Passengers **must call** in advance to cancel their Dial-A-Ride reservation at least 2-hours before the scheduled ride. Non-canceled rides will be declared a “No-Show”. The return ride will not be automatically canceled. Three (3) “No-Shows” will result in suspension of service. Notice of service suspension is provided to the client in writing.

Non-Discrimination Policy: The Town of Truckee is committed to providing public transportation in an environment that is free from discrimination on the basis of race, color and national origin. The Town of Truckee operates services without regard to race, color and national origin. Any person who believes that he/she has been subjected to discrimination on the basis of race, color or national origin with respect to Town of Truckee Transit services should contact the Town of Truckee Transit Division at 530.582.2489 or [aknotts@townoftruckee.gov](mailto:aknotts@townoftruckee.gov).