



Greater Cleveland Regional Transit Authority Application For ADA Paratransit Service

The Americans with Disabilities Act of 1990 (ADA) is a civil rights bill that bans discrimination against people with disabilities. Under the ADA, transit agencies operating a fixed-route system must provide a comparable travel system for people with disabilities who cannot use the fixed-route system.

What is Paratransit Service?

Paratransit is the transportation service of the Greater Cleveland Regional Transit Authority (RTA) for persons with a functional disability who are unable to use RTA fixed-route bus or train service for some or all of their trips due to the effects of their disability. Paratransit is a "Shared-Ride" service that operates at the same times and in the same areas as the fixed-route buses and trains with very few exceptions. RTA Paratransit operates in full compliance with the Americans with Disabilities Act. Eligibility is not based solely on a diagnosis or type of disability.

Individuals are eligible based on 3 categories:

1. Inability to navigate the system independently.

Any person who is unable to board, ride, or exit any accessible RTA fixed-route bus or train without the assistance of another person, other than the operator, as a result of a physical, visual, or mental disability.

2. Lack of accessible vehicles, stations, or bus stops.

If accessible vehicles are not available or if a boarding or disembarking location is not accessible on the routes that the customer wishes to travel on.

3. Inability to reach a boarding point or final destination.

Any person with a functional disability who has a specific impairment related condition that makes it **impossible** for them to travel, all or some of the time, to a RTA fixed-route bus stop or train boarding location.

The Paratransit service area is defined as up to ¾ mile on either side of an existing bus route. Service is available on the same days and times as fixed-route service of the requested route. If you have a disability that prevents you from using the regular fixed-route service, you may be eligible for Paratransit.

ADA Paratransit service is considered a premium service and agencies by law can charge a fare that is double the standard fixed-route fare. The current one way fare is \$2.25, which is subject to change at any time.

RTA Paratransit Service

Is Not- a social service sponsored transportation program or for special event group trips. It is not designed to meet the needs of **every** disabled person; some people may require more service or assistance than RTA Paratransit can provide.

Is Not- for individuals who can use the regular RTA buses and trains but do not want to.

Is Not- door through door service. Drivers do not escort passengers inside buildings. They will escort passengers to and from outer doors only.

Is Not- responsible for custodial care of our passengers.

Does Not- provide mobility aids for passengers.

What is RTA Fixed-Route Service?

- RTA buses and trains operate along fixed-routes on an established schedule.
- They are 100% accessible with lifts, ramps, low floors and the ability to kneel.
- They have priority seating for people with disabilities and seniors.
- They have stop announcements (automated or by the operator).
- They have places to secure wheelchairs or scooters.
- Reduced fares are available for seniors and persons with a qualified disability.
- RTA fixed-route service operates in full compliance with the Americans with Disabilities Act (ADA).

To help us determine your eligibility for ADA Paratransit Service, please fill out the enclosed application as completely and thoroughly as possible.

All applications must be completed in their entirety or they will be returned to the applicant for completion before being processed.

To Apply:

1. You or your designee must fill out pages 4-11 **COMPLETELY**. Your licensed medical health professional must complete pages 14-16 or 17-18 depending on your disability.
2. Mail your completed application to:
RTA-ADA Eligibility
1240 West 6th Street
Cleveland, Ohio 44113-1331
3. Once your completed application has been received, and if additional information is needed, RTA will contact you to schedule an "Eligibility & Assessment" interview.
4. After the completion of the "Eligibility & Assessment" interview process, you will be notified of your ADA Paratransit eligibility status within 21 calendar days. If determined eligible, you will be provided with instructions on obtaining your ADA Paratransit ID Card.

What you should bring to the interview?

- A valid, state issued photo identification card
- A valid Medicaid identification card (if applicable)
- Mobility device that will be used when riding on Paratransit (cane, service animal, wheelchair, power chair, etc.)

PART II: DISABILITY AND HEALTH CONDITION INFORMATION

1. What disability have you been diagnosed with?

2. Date of diagnosis: _____

3. Does your disability prevent you from using the regular bus or rail service?

Yes No If yes, please explain:

4. Is your disability considered permanent? Yes No

If no, how long do you expect to have this disability?

5. Does your disability change from day to day or seasonally? Yes No

If yes, please explain:

6. Does your disability make it difficult for you to understand and remember how to find your way to and from the bus stop or rail station? Yes No

If yes, please explain:
