



ADA FREQUENTLY ASKED QUESTIONS

What is Americans with Disabilities Act (ADA) Priority Paratransit service?

ADA paratransit service program (Dial-a-Ride) is for individuals who, due to a health condition or disability, are unable to use the lift-equipped fixed route buses for some or all of their trips.

What is the Americans with Disabilities Act (ADA)?

The ADA is a civil rights bill that requires public entities that have fixed route public transportation systems to provide comparable paratransit service to eligible individuals with disabilities. Comparable service includes; 1) origins and destinations within a corridor of $\frac{3}{4}$ miles on either side of each fixed route, along with any small area not inside any corridor but is surround by corridors; 2) providing paratransit service at any requested time on a particular day in response to a request for service made the previous day during normal business hours, including weekends and holidays. We may negotiate 1 hour on each side of your requested time; 3) the fare cannot exceed twice the full fare for a comparable trips on the fixed route system; 4) and ADA service must be available during the same hours and days of service as the fixed route.

Why must I apply for ADA service?

In order to provide the best service, we must determine which of our clients are eligible for ADA service. You must be determined eligible in order to schedule your need for ADA transportation service.

How do I apply for ADA service?

You must complete an application in full. Incomplete applications will be returned to you, causing delays in the application process. The process will take no longer than 21 days from the date we receive your complete application. You may have another individual complete the application for you. It may be necessary for us to seek additional information from you, by phone or in person. The more detailed information you provide, the better you enable us to make the most appropriate determination regarding your transportation needs.

What will the eligibility determination mean to me?

If you are determined fully eligible, you have the right to the level of service comparable to that which is provided to individuals without disabilities who use the fixed route service. If you are determined conditionally eligible, you have the same right under certain conditions that are based on your ability to use the fixed route (examples: for certain trips due to lack of accessibility, weather conditions). If you are determined temporarily eligible, you will have the same right for a specified period of time. If you are denied eligibility, you cannot use ADA service. However, if your circumstances change, you may reapply at any time.

How do I use ADA service?

After you have been determined ADA eligible, please call (208) 298-1341 to make a reservation for your trip as soon as your need for transportation arises, but no later than 5:00 p.m. the day before (including weekends and holidays). If you need to cancel your trip, please do so as soon as possible. You may also leave a detailed message to cancel a ride before or after the office hours of 8:00 a.m. – 5:00 p.m., Monday through Friday.

What if I am denied eligibility or do not agree with the eligibility determination?

You have the right to appeal the determination up to 65 days after receipt of the written notification of eligibility status. A Notice of Appeal will be sent to you with your determination letter.

What are the criteria for eligibility?

ADA service is for individuals whose health condition or disability prevents them from using the fixed route. Having a health condition or disability in and of itself does not guarantee eligibility. There are three categories of eligibility. The first category of eligible individuals are those with a disability who are unable, as the result of a physical or mental impairment, to independently board, ride, or exit vehicles which are readily accessible and useable by individuals with disabilities. The second category includes individuals with a disability who are able to board, ride and exit accessible vehicles, but the particular route or destination required is not serviced by an accessible vehicle or bus stop. The third category includes individuals with a disability who are prevented from traveling to or from a bus stop due to their specific impairment-related condition or in combination with environmental and architectural barriers.

I'm on Medicaid or Social Security. Don't I automatically qualify?

No. Qualifying for Medicaid or Social Security benefits does not automatically qualify you for ADA service. Eligibility is based on functional ability to utilize the fixed route system as a result of a health condition or disability, not a medical assessment.

What factors are not considered for eligibility?

The following factors are not considered when making ADA eligibility decisions: age, distance to a bus stop; lack of fixed route service to an area; weather conditions; and inability to speak English.

What if my condition changes? Will my information be kept confidential?

If your condition changes and you would like to be re-evaluated for ADA service, you may fill out a new application at any time.

The information used in determining your ADA eligibility will only be used for that purpose. Only information relevant to your required trip needs will be given to those who perform those services. The ADA allows us to share your eligibility status due to your functional ability to transportation agencies in other areas should you require their services.

Am I required to pay a fare to ride the service if I am considered eligible?

Yes, all riders are required to pay the current fare price. Please have exact amount, as drivers are unable to make change. For information on purchasing a discount pass or other questions regarding fares, please call (208) 298-1340.

What if I have questions or need assistance filling out the application?

If you have any questions, need assistance or require a format that is more accessible to you, please call (208) 298-1340. For a TTY/relay operator, dial:

TTY/ASCII: 1-800-377-3529
Voice: 1-800-377-1363
Speech-to-Speech: 1-888-791-3004
Spanish-to-Spanish: 1-888-252-0684

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