

## Paratransit Appeals Process

If your eligibility for paratransit service is denied, you will receive written notification and instructions for appealing the decision. If you disagree with the denial, you may use the appeals process, even if you receive conditional eligibility.



As part of the appeals process, you may be asked to participate in a functional assessment. The purpose of a functional assessment is to determine if applicants have the physical and cognitive abilities to use bus and light rail service and, if so, under what conditions.

The functional assessments are conducted in partnership with qualified professionals from local community agencies familiar with your type of disability/health conditions. The independent professional may come to your residence or preferred location to conduct a functional assessment.

All eligibility decisions made during the appeals process will be final. However, if your condition changes (in the future) and you believe that you may become eligible for ADA paratransit service, we urge you to reapply.

## Paratransit Fares

The fare for a regular one-way paratransit trip is established at twice the one-way adult cash fare of VTA's bus and light rail services.



# ACCESS Paratransit Service



## Application Inside

Apply in just  
2 Simple Steps!



## VTA Accessible Bus & Light Rail Services

One of VTA's top priorities is to provide mobility and access for all of our customers. All buses are equipped with lifts or ramps to make boarding easier for persons who use mobility devices or anyone needing help negotiating steps. Bus operators are always available to assist boarding passengers. Light rail stations offer level boarding; there are no steps required to get on board.



VTA buses and light rail vehicles have priority seating available near the front as an added convenience for individuals who need it. Operator and automatic announcements, large print visual display boards and tactile signage keep passengers informed throughout VTA's bus and light rail system. VTA accommodates passengers with disabilities using bus and light rail services by making reasonable modifications to operating policies, practices and procedures upon request in accordance with the United States Department of Transportation's Final Rule to 49 CFR Parts 27 and 37.

If you are interested in learning more about VTA or to request a reasonable accommodation, please contact VTA Customer Service.

## VTA Paratransit Service

VTA ACCESS Paratransit is a shared-ride, public transportation service for persons with disabilities. VTA offers paratransit service to persons whose disabilities prevent their independent access to, or use of, VTA's bus and light rail system as specified by the Americans with Disabilities Act paratransit eligibility requirements (Appendix 49 CFR 37.123).

All VTA ACCESS Paratransit vehicles are ADA accessible and assignment to a particular vehicle is at VTA ACCESS Paratransit's discretion.



## Contact Us

### VTA Customer Service

**(408) 321-2300**

**TTY (408) 321-2330**

**[vta.org/reasonablemod](http://vta.org/reasonablemod)**



## Paratransit Eligibility

The Americans with Disabilities Act (ADA) establishes the criteria for paratransit eligibility.



Specifically, eligibility is based upon your functional inability to use the bus or light rail system, some or all of the time. Eligibility is not based on your age, economic condition, or inability to drive an automobile. Please note that having a medical condition or a disability does not automatically qualify you for ADA paratransit eligibility.

VTA partners with contractors to conduct an application process to determine eligibility based on ADA paratransit eligibility standards (Appendix 49 CFR37.123) summarized below:

**CATEGORY 1** - Any person with a disability who is unable to board, ride, or disembark from an accessible vehicle without the assistance of another person (except for the operator of a lift or other boarding device).

**CATEGORY 2** - Any person with a disability who needs the assistance of a lift ramp to board, ride or disembark from an accessible vehicle and an accommodating vehicle is not available or key stations have not been made accessible.

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

**VTA ACCESS Paratransit** will work with applicants and eligible customers to accommodate their individual needs during the eligibility process and when using paratransit services by making reasonable modifications to operating policies, practices and procedures upon request in accordance with the United States Department of Transportation's Final Rule to 49 CFR Parts 27 and 37. Call VTA ACCESS Paratransit if you have any questions or need to request a reasonable modification.



## Accessible Formats Available

Paratransit application and service information is available in accessible formats, including large print, Braille, audio, and plain file text. Call VTA ACCESS Paratransit to request this information in accessible formats.

Si a usted le gustaría recibir la versión en español de este folleto, llame al Servicio al Cliente de VTA (VTA Customer Service) al (408) 321-2300, o TTY al (408) 321-2330.

Nếu quý vị muốn nhận tập sách nhỏ này bằng tiếng Việt, xin gọi Dịch Vụ Khách Hàng của VTA ở số (408) 321-2300. (TTY) (408) 321-2330.

如果您想索取這份小冊子的中文版本請致電 VTA 顧客服務 (408) 321-2300，TTY (408) 321-2330。

## 2 SIMPLE STEPS to apply for VTA Paratransit service!

### 1 One-Page Application

Mail or drop off the signed and completed application form and authorization to contact your physician or licensed professional. VTA ACCESS Paratransit will then contact you, or your representative, to schedule a phone interview.



### 2 Phone Interview

VTA ACCESS Paratransit will call you to review your application and help determine your eligibility.



- Takes 15-30 minutes.
- You will be asked about the functional abilities and limitations that may keep you from independently using bus and/or light rail services.
- VTA ACCESS Paratransit will follow up with your physician or appropriate third party professional to validate disabilities and functional limitations.
- Within 21 days following the interview and verification of disability, you will receive a decision regarding your VTA ACCESS Paratransit eligibility by mail.

### Second Level Assessment

- If your eligibility for ADA paratransit has not been sufficiently established, we may need to call you for a second phone interview or arrange to meet with you so you can clarify your need for paratransit.
- Within 21 days of the second interview, you will be notified of an eligibility decision.
- If your completed application takes longer than 21 days to process, you shall be granted presumptive eligibility until you have been informed of your eligibility decision. You may schedule and use the service on the 22nd day.

## Paratransit ID Card

If your application is approved, you will receive a start-up kit in the mail which includes instructions on how to use the paratransit service.

You will also receive a paratransit ID card as proof of eligibility.

If you are able to take some of your trips on bus or light rail, we will arrange to take your photo for your paratransit ID card, as this will allow you to ride free on VTA bus and light rail service.

