

CATEGORIES OF ELIGIBILITY

People who are determined to be eligible for Paratransit Service are assigned an eligibility category that is consistent with their ability to use the fixed route bus and rail services.

Categories are:

- **Unconditional**, if the applicant is determined to be unable to ever independently use the fixed route bus or rail services, even with training. A rider might receive unconditional eligibility but could be transported through a “seamless” transfer (the paratransit waits for the fixed route bus) to a fixed route bus.
- **Temporary**, if the applicant is unable to use the fixed route bus or rail services for a limited period of time.
- **Conditional**, if the applicant can use the fixed route bus or rail services sometimes, but may require Paratransit Service in special circumstances when the interaction of the

individual's disability and the environment or a special circumstance creates a barrier for safe, independent use of the fixed route bus or rail services for a particular trip.

Examples of conditional eligibility include people with extreme fatigue after dialysis, or a bus stop which requires a person who is blind to negotiate a dangerous pedestrian area, like a large open parking lot with no reference points.

We will notify you of your determination status and/or eligibility in writing within 21 days. If your eligibility is not determined within 21 days, you may be entitled to receive presumptive eligibility and will be allowed to use ADA Paratransit until your eligibility determination is complete.

APPOINTMENTS

Appointments are required for a mobility evaluation. Call the Paratransit Evaluation Center at 801-287-2263 or our toll free number is 1-877-882-7272 ext 2263 if you live outside the Salt Lake area. You may call Monday through Friday from 8:30 a.m. to 4:30 p.m. Upon request, free complimentary

transportation to the appointment will be provided.

Appointments are confirmed in writing including the date, time and location of the evaluation and any additional documentation that may be required.

APPEAL PROCESS

Applicants who are determined not eligible or who do not agree with the conditions established for their use of the Paratransit Service may file an appeal within sixty (60) days of the date the initial eligibility determination was received. Additional information regarding the Appeal Process is available upon request through UTA's ADA Compliance Officer at 801-287-3536.

VISITORS

Visitor status would be granted. If their disability is not apparent UTA will ask the visitor to sign a certification document that states that they are unable to use fixed-route transit. Visitors will be eligible for up to 21 days of service, per 365-day period. If the visitor requires more than 21 days of service they would need to apply for UTA ADA Paratransit service in the same fashion as a resident.

Paratransit Evaluation Center
4384 South 50 West
Murray, UT 84107
Enter from Fireclay Ave
(4295 South from Main Street)



ADA Program

PARATRANSIT SERVICES

Eligibility Process



For More information Call:
801-287-2263

UTA PARATRANSIT SERVICE ADA PROGRAM

UTA'S Paratransit Service ADA program is a service of the Utah Transit Authority, for people with physical, cognitive, mental illness or visual disabilities who are functionally unable to independently use the UTA fixed route bus service either all of the time, temporarily or only under certain circumstances. For all persons found to be Paratransit eligible, UTA's Paratransit Service only covers areas that are $\frac{3}{4}$ of a mile boundary of a fixed bus route and around the TRAX rail stations. It only runs during the same days and hours of our fixed route bus line and TRAX rail stations.

100% of the fixed route bus and rail services is wheelchair accessible with lift-equipped or low floor buses and trains. In addition, other accommodations such as stop announcements made by drivers and assisting passengers with disabilities make using the fixed route bus service possible for many people with disabilities. People who are able to use the fixed route bus and rail services should do so whenever possible.



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. At the same time, unavailability of fixed route service by itself does not constitute eligibility for a person who could otherwise take the same trip on the bus, were the service available.

FUNCTIONAL ASSESSMENTS

The functional assessment is an instrument to help determine whether the applicant has the ability to use the fixed route bus and rail services and, if so, under what circumstances. Functional assessments are evaluations used to predict either physical or cognitive ability.

The physical functional assessment consists of boarding an accessible fixed route bus and TRAX light rail service, negotiating various inclines, surfaces, curbs, curb-cuts, balance, strength, coordination, endurance and range of motion. Please dress appropriately for an outdoor assessment.

The Functional Assessment of Cognitive Transit Skills (FACTS) is administered to applicants with cognitive disabilities. FACTS is a validated



assessment tool designed to assess the transit skills of a person by using a simulated bus trip. Skills evaluated include bus travel skills, community safety skills and general orientation.

Variables in the environment as well as the applicant's ability to perform the tasks required in getting to the bus stop and using the fixed route bus and rail services is considered.



EVALUATION PROCEDURE

All persons seeking eligibility for Paratransit Service ADA Program must appear in person and must complete the evaluation process.

The purpose of the evaluation is to determine whether the applicant can ever use the fixed route bus and rail services, even after training and, if not, what specific circumstances would create a barrier to the applicant's independent use of the fixed route bus service.

The components of the Paratransit Service mobility evaluation may include verification of disability, the applicant's own assessment of his/her ability to use the fixed route bus and rail services, and a functional assessment, if needed. Information provided by a health care professional regarding the applicant's ability to use the bus may also be considered in how a person's disability affects their functional ability to ride fixed route bus and rail services.

The application form needs to be completed by the applicant. If any additional healthcare forms are required, they must be completed by your healthcare provider. The application and any additional forms must be brought with the applicant at the time of their interview. The application and forms are designed to gather information regarding his/her disability and the applicant's own assessment of his/her environment and functional ability to use the fixed route bus and rail services.