

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 TRAX light rail service. Categories are:

- **Unconditional**, if the applicant is determined to be unable to ever independently use the fixed route bus or TRAX service, 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 TRAX service for a limited period of time.
- **Transitional**, if the applicant is determined to be able to learn to use the fixed route bus or TRAX service with training.
- **Conditional**, if the applicant can use the fixed route bus or TRAX service 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 TRAX service 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.

APPOINTMENTS

Appointments are required for a mobility evaluation. Call the **Paratransit Mobility 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 9:00 am to 4:30 pm. Upon request, free complimentary transportation is 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.

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



The graphic features the UTA logo at the top, followed by 'PARATRANSIT SERVICES' and 'ADA PROGRAM' in large, bold letters. Below the text is a stylized illustration of a city skyline with a paratransit van and several figures, including one using a wheelchair, walking towards the van. The background includes architectural lines and circular patterns.

Eligibility Process

For More information Call:
801-287-2263

REV 8/27/2008

UTA PARATRANSIT SERVICE ADA PROGRAM

UTA'S **Paratransit Service** ADA program is a service of the Utah Transit Authority, for people with physical, cognitive 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 Area** is service between pickup points and destinations that are located **within ¾ of a mile on any side of an existing fixed bus route during the times those routes run.**

100% of the fixed route bus and TRAX light rail service 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 TRAX light rail service 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.

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 TRAX light rail service, 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 TRAX light rail service, 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 TRAX light rail services.

The application form needs to be completed and brought with the applicant at the time of their interview to be reviewed with the person conducting the interview. The application is designed to gather information from the applicant regarding his/her disability and the applicant's own assessment of his/her environment and functional ability to use the fixed route bus and TRAX light rail service.

FUNCTIONAL ASSESSMENTS

The functional assessment is an instrument to help determine whether the applicant has the ability to use the fixed route bus and TRAX light rail service and, if so, under what circumstances. Functional assessments are evaluations used to predict either physical or cognitive ability. They are designed and conducted by independent professionals.

The physical functional assessment consists of boarding and riding an accessible fixed route bus and TRAX light rail service, negotiating various inclines, surfaces, curb, curb-cuts and crossing streets. Skills evaluated include balance, strength, coordination 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 using the fixed route bus and TRAX light rail service is considered.