

## **BTA Paratransit Call-A-Ride Service**

### **1. What is the Paratransit Call-A-Ride service?**

For riders who have a disability that prevents them from making some or all of their trips on fixed route buses, the BTA offers a shared-ride service called **Paratransit**. This service is sometimes called “ADA Paratransit Service” because it is provided as part of our efforts to meet the requirements of the Americans with Disabilities Act of 1990 (or ADA).

### **Transportation Disability Definition**

Individuals with disabilities are defined by the Federal Transit Administration as individuals **“who by reason of illness, injury, age, congenital malfunction, or other incapacity – temporary or permanent disability (including any individual who is a wheelchair user or has semi-ambulatory capabilities), cannot use effectively, without special facilities, planning or design, mass transportation service or a mass transportation facility.**

Individuals that are not considered to have mass transportation disability and do not qualify as being disabled are those whose sole incapacity or disability is: pregnancy, obesity, impairment due to un-prescribed drugs or alcohol, controlled epilepsy, and persons whose sight or hearing or other disability can be corrected with mechanical devices.

### **2. Eligibility Requirements**

To be eligible for transportation, you must provide proof. The following documents must be provided.

- **Healthcare Provider Statement and Photo ID.** The statement must have been signed and dated by the healthcare provider within the next 45 days.
- BTA Call-A-Ride will accept photo identification issued by a state or federal agency, an example is a state driver’s license or passport.
- **NO OTHER PROOF OF DISABILITY WILL BE ACCEPTED.**

### **3. How to apply:**

Complete the personal section of the application. Bring application and proof of qualification to the following office:

UBAOG – BTA  
330 East 100 South  
Roosevelt, Utah 84066

\*Note: The UBAOG Office will be closed on major holidays

**The following individuals will be considered ADA Paratransit eligible:**

- An individual with a disability who is unable to board, ride, or disembark from any vehicle on the fixed-route system, which is readily available and usable, as a result of a physical or mental impairment (including vision), and without the assistance of another individual (i.e., except the operator of a wheelchair lift or other boarding assistance device).
- An individual with a disability who needs the assistance of a wheelchair lift service or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities.
- If the individual wants to travel on a route in the system during the hours of operation, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route (e.g. when a lift is inoperable on the fixed-route system).
- An individual with a disability who has a specific impairment related condition that prevents the individual from traveling to a boarding location or from a disembarking location of the fixed-route service.

**Denial of Paratransit Service:**

There are certain circumstances under which an individual, otherwise eligible for ADA Paratransit services, may be denied those services, these circumstances are:

- A person whose behavior threatens or has threatened the safety of Paratransit personnel or other clients.
- Persons who demonstrate a consistent pattern of missing scheduled Paratransit trips, “no-shows”, may lose their eligibility.
- A person located outside ¼ mile of any non-commuter fixed route that is operated by BTA. If an area is surrounded by these ¼ mile corridors, paratransit services will be extended into these areas.

Such temporary suspensions of eligibility, as well as permanent loss of eligibility because of violent or threatening behavior, may be appealed through the appeals process. In the case of temporary suspension due to “no-shows”, suspension of service will not begin until the appeals process is complete.

## **BTA Paratransit Service**

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. The Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations in Appendix D to 49 C.F.T. Section 37.125 explains: "The substantive eligibility process is not aimed at making a medical diagnostic determination. While evaluation by a physician (or professionals in rehabilitation or other relevant fields) may be used as part of the process, a diagnosis of a disability is not dispositive. What is needed is a determination of whether, as practical matter, the individual can use fixed route transit in his own circumstances." Transit agencies, with input from the communities they serve, devise the specifics of their individual eligibility processes. The DOT ADA regulations in Section 37.125 set only broad requirements that all agencies must incorporate, such as written notification of eligibility decisions and an opportunity for an appeal. This regulation may be accessed at the following link:

[http://www.fta.dot.gov/12876\\_3906.html](http://www.fta.dot.gov/12876_3906.html)