

RIVERBANK-OAKDALE TRANSIT AUTHORITY (ROTA) DIAL-A-RIDE CERTIFICATION APPLICATION

PLEASE READ ENTIRE APPLICATION BEFORE FILLING OUT THE FORM

The American with Disabilities Act of 1990 (ADA) is legislation prohibiting discrimination against people with disabilities. One of the overriding principles of the ADA are to ensure that all people have equal access to public transportation. In order to ensure access, public transit vehicles and facilities are required to be fully accessible and usable by persons with disabilities. For people who are unable, due to a physical or mental disability (including mobility or cognitive impairments) to independently use the public fixed-route transportation **ROTA Trolley**, paratransit services must be made available.

If you believe that you have a disability (including mobility or cognitive impairments), which prevents you from independently utilizing the **ROTA Trolley** fixed-route transportation facilities and/or buses, please complete this application form and return it to **ROTA, 2949 Stanislaus Street, Riverbank, CA 95367**. The questions on this form are designed to provide assistance in determining your eligibility for paratransit service.

As an added service, riders age 65 or older are also eligible to use **ROTA Dial-A-Ride**. Please complete the appropriate portions of this application and return it to the above address.

Your completed application will be reviewed and a decision regarding your eligibility for paratransit service will be made within 21 days. You may be found eligible for paratransit services for your travel needs, or you may be found capable of using the **ROTA Trolley** fixed-route system. If you disagree with the decision made regarding your eligibility status, you may appeal the decision. It is possible that upon review of your application, you may be asked to provide additional information. All information requested throughout the certification process will be kept confidential.

Not everyone with a disability can ride **ROTA Dial-A-Ride** because that is not the intent of the ADA. Paratransit service is intended to function as a transportation **safety net** for individuals with cognitive or physical disabilities whose impairment prevents the use of the **ROTA Trolley** fixed-route system. The ADA stresses the importance of persons with disabilities having the opportunity, encouragement, and/or training to use fixed-route transportation (**ROTA Trolley**) as a means to integrate more fully into society.

If you have any questions about the **ROTA Dial-A-Ride** Paratransit application process, or the program in general, please call (209) 869-7444 or TTY through the California Relay Service at 1-800-735-2929.

A large print version or alternate format of this application is available by calling 869-7444.

HOW TO BECOME CERTIFIED ON ROTA DIAL-A-RIDE

There are three categories of eligibility when filling out this application, CHOOSE ONE ONLY. Priority service is given to those who meet ADA eligibility requirements. All others ride **ROTA Dial-A-Ride** on a space-available basis.

1. ALL APPLICANTS fill out **STEP 1** of the application.
2. Complete the certification section that applies to you in **STEP 2**. Check **A, B** or **C**. **SELECT ONE ONLY**.
 - A. AGE: Are you 65 years old or older? Then check Step 2, section **(A)** ONLY and attached verification of your birth date.
 - B. NON-ADA DISABLED: Do you have a disability, which makes using **ROTA Trolley** fixed-route system difficult, but not impossible? Then check Step 2, section **(B)** ONLY. Explain your disability on the reverse side of the application and have your physician, or authorized human service agency representative listed in **STEP 3** sign the application at the bottom of page 4.
 - C. ADA ELIBIGLE: Do you have a disability, which makes using **ROTA Trolley** fixed-route system impossible? Then check Step 2, section **(C)** and select criteria **C-1** or **C-2**, whichever applies to your situation. Have your physician, or authorized human service agency representative, explain your disability by completing **Steps 4** and **5** of the application.
3. Complete the Supplemental Questionnaire on page 5. The information provided in the Supplemental Questionnaire will not be used to determine your eligibility. This information is to assist the **ROTA** staff in meeting any special needs or service requirements you may have.
4. Mail or return the completed application and questionnaire to: **ROTA**, 2949 Stanislaus Street, Riverbank, CA 95367. It is important that you complete all applicable portions of this application – type or print please. Applications that are not complete or clearly written will be returned, which will delay the eligibility determination process.
5. If you are certified eligible for paratransit service, you will receive your **ROTA Dial-A-Ride** card within 21 days. If you are denied ADA eligibility, you may appeal the decision to the Riverbank-Oakdale Transit Authority. The Transit Assistant can be contacted at (209) 869-7128.

If you have any questions about the **ROTA Dial-A-Ride** Paratransit application process, or the program in general, please call (209) 869-7444 or TTY through the California Relay Service at 1-800-735-2929.

Date Received _____

Date Approved _____

ROTA DIAL-A-RIDE CERTIFICATION APPLICATION

All information on this form will be kept confidential

READ ACCOMPANYING INSTRUCTIONS BEFORE COMPLETING THIS FORM

STEP 1 TO BE COMPLETED BY ALL APPLICANTS

NAME: _____ PHONE: _____

ADDRESS: _____
Street City Zip

DATE OF BIRTH: _____

STEP 2 CHECK THE APPROPRIATE BOX – Certification based on:

A. Age Only – 65 and older. Attach copy of birth certificate, driver's license, Passport, or Medicare card, and return this application. **NO OTHER STEPS NEED TO BE FILLED OUT.**

B. Non-ADA Disabled. Using the **ROTA Trolley** Fixed-Route system is difficult, but not impossible. **COMPLETE STEP 4 ON REVERSE SIDE**, describing your disability and how it makes using the **ROTA Trolley** Fixed-Route system difficult. Have your physician or authorized human service representative (STEP 3) sign the application under STEP 4.

C. ADA Eligible. Under the Americans with Disabilities Act of 1990, individuals must meet one or more of the following criteria in order to be certified as ADA eligible. Check the appropriate box or boxes, which best describes the applicant's condition.

C-1 I certify that the above named individual, because of their disability, cannot **INDEPENDENTLY** board, ride, and/or disembark from any bus in the **ROTA Trolley** Fixed-Route system.

C-2 I certify that the above named individual has a disability related condition(s) that **PREVENTS** him/her from getting to or from a **ROTA Trolley** Fixed Route trolley stop.

GO TO STEPS 4 AND 5. HAVE YOUR PHYSICIAN OR AUTHORIZED HUMAN SERVICE AGENCY REPRESENTATIVE EXPLAIN YOUR DISABILITY AND HOW IT PREVENTS YOU FROM RIDING THE ROTA TROLLEY FIXED-ROUTE SYSTEM.

- FILL OUT REVERSE -

- APPLICATIONS NOT COMPLETELY FILLED OUT WILL BE RETURNED -

STEP 3 FOR NON-ADA AND ADA DISABILITY CERTIFICATION: Your physician or an authorized human service agency representative must sign this form. Authorized agencies are:

- Community Blind Center
- United Cerebral Palsy
- Independent Living Center
- Stanislaus County Area Aging Agency and Department of Veteran's Services
- Stanislaus County Department of Mental Health
- Association for Retarded Citizens
- California Department of Rehabilitation
- Valley Mountain Regional Center

The certifying Physician or human service agency representative completes STEPS 4 & 5.

STEP 4 THIS SECTION TO BE FILLED OUT BY PHYSICIAN OR CERTIFYING AGENCY REPRESENTATIVE. Physicians please read accompanying instructions on page 7.

_____ Name of Certifying Person (print)	_____ Signature
_____ Title	_____ Telephone number
_____ Agency	_____ Address
_____ Date	

STEP 5 PLEASE EXPLAIN APPLICANT'S DISABILITY COMPLETELY. If you checked (B) in Step 2, explain how it makes riding **ROTA Trolley** fixed-route system difficult. If you checked C-1 and/or C-2, explain how it PREVENTS the applicant from riding **ROTA Trolley** Fixed-Route system.

Condition is [] Permanent
 [] Temporary – From _____ to _____

RETURN COMPLETED FORM TO ROTA, 2949 Stanislaus Street, Riverbank, CA 95367

SUPPLEMENTAL QUESTIONNAIRE

ANSWERING THE FOLLOWING QUESTIONS WILL ENABLE US TO SERVE YOU BETTER

1. Are you able to board the trolley without assistance? Yes [] No []
2. Do you have any vision impairment or limitation? Yes [] No []
3. Do you have any hearing impairment or limitation? Yes [] No []
4. Do you use any of the following aids to mobility: (Check all that apply)
Manual Wheelchair [] Electric Wheelchair [] Powered Scooter []
Cane [] Crutches [] Guide Dog [] Other _____
5. Do you require the use of an oxygen tank? Yes [] No []
6. Do you require a Personal Care Attendant (PCA) ? Yes [] No []
7. Is your residence equipped with a wheelchair ramp? Yes [] No []
8. Are you able to use and communicate with a telephone? Yes [] No []
Use a TDD? Yes [] No []
9. Are you able to make/cancel your own appointments and travel arrangements? Yes [] No []
If not, who will make them for you? _____
10. Is there any other information which would be helpful to us to ensure we provide you our best service? _____

11. In case of emergency, notify:
Name: _____ Phone: _____
Relationship: _____

I certify that the information in this application is true and correct. I understand that falsification of the information may result in denial of service. I understand all information will be kept confidential, and only the information required to provide the services I request will be disclosed to those who perform the services. I agree to abide by the rules and procedures of **ROTA Dial-A-Ride** (see page 8). **I understand that it may be necessary to contact a professional familiar with my functional abilities to use public transit in order to assist in the determination of eligibility.**

Applicant's Signature

Date

PROFESSIONAL AUTHORIZATION

I hereby authorize (Enter the name, address and phone number of the licensed professional familiar with your disability or health related condition):

Name

Title

to release to **ROTA Dial-A-Ride** the necessary information about my disability in order to certify my eligibility for paratransit services. The information released will be used solely to determine my eligibility. I realize that I have the right to receive a copy of this authorization. I understand that I may revoke this authorization at any time.

Enter the name of the applicant and the date signed:

Print Applicant's Name

Date

Applicant's Signature

ADA GUIDELINES FOR CERTIFICATION

PLEASE READ CAREFULLY BEFORE CERTIFYING THE APPLICANT

The Americans with Disabilities Act of 1990 (ADA) states that a city, which has a fixed-route system, like **ROTA Trolley**, must also operate a paratransit system (**ROTA Dial-A-Ride**) for those persons not able to use the regular buses or trolleys.

The criteria for certifying that a person is eligible under ADA to ride **ROTA Dial-A-Ride** are:

IS THE APPLICANT FUNCTIONALLY ABLE TO RIDE THE REGULAR ROTA TROLLEY SYSTEM AND ARE THEY ABLE TO GET TO AND FROM A TROLLEY STOP?

Many people with either cognitive or physical disabilities are able to ride **ROTA Trolley**. Many agencies will help to travel train their clients on how to ride the regular trolley system. All trolleys in the **ROTA Trolley** system meet ADA accessibility standards.

HOWEVER, if a person with a disability cannot **INDEPENDENTLY** board, ride or disembark from the regular **ROTA Trolley** system, they are eligible to ride **ROTA Dial-A-Ride** under ADA guidelines (**C-1**).

Some examples are:

Inability to climb steps; cognitive inability to use the **ROTA Trolley** system, including transfers, fare payment and stop signaling; severe mental retardation; severe lack of coordination/motor functions; psychiatric disabilities causing disorientation; Alzheimer's disease; vision impairments; etc.

A second category (C-2) of eligibility includes individuals who have specific impairment-related conditions that PREVENT them from getting to or from a trolley stop.

Some examples are:

Chronic fatigue and excessive distance to the **ROTA Trolley** stop; special sensitivity to high or low temperature; severe cardiac conditions; dialysis; radiation/chemotherapy; a cognitive disability which impairs the ability to the individual to remember and follow directions; physical obstructions such as lack of curb cuts for wheelchairs; etc.

If the person meets one of the two criteria listed above, they are eligible under ADA, and thus Section C should be marked appropriately on the application form. If a person does not meet these criteria, they must be eligible under Section B, non-ADA disabled, on the application. **Please mark one section only.**

For more information or questions, please contact the Transit Assistant at (209) 869-7128.

ROTA DIAL-A-RIDE RULES AND PROCEDURES

Reserving a Dial-A-Ride Paratransit Trip: To be given priority over other riders an ADA certified rider must call prior to 5:00 p.m. the day before (or up to 14 days in advance) if they wish to ride **ROTA Dial-A-Ride**. **ROTA Dial-A-Ride** will make every effort to schedule ADA certified passengers for a ride within one hour (1 and ¼ hours in selected locations) of their scheduled time.

Subscription Policy: Subscription service is the practice of providing repetitive trips over an extended period of time without the passenger calling to request each trip. According to ADA guidelines, this service may not absorb more than 50% of the trips available on a given day. If for any given hour of service **ROTA Dial-A-Ride** exceeds the 50% subscription rate, new subscription passengers will not be scheduled. It is the responsibility of the passenger to reconfirm all subscription trips, which are scheduled after holidays, school vacations, or other breaks in service.

Meeting the Bus: Passengers must be ready to go 15 minutes before their scheduled pick up time. The driver will wait for five minutes. If you miss your ride, you will have to call again, but may not get a ride for at least two hours. If the bus is more than 15 minutes late, passengers will not be considered a no-show, if they are not present when the bus arrived.

No-Shows and Cancellations: If you do not need a ride after you have scheduled one, please call and cancel as soon as possible, but no less than 15 minutes before your pick up time. No-shows and those who do not cancel ahead of pick up time, or attempt to cancel after the van has arrived will be considered a no-show. Three no-shows in a year will be cause for suspension of **ROTA Dial-A-Ride** service for 30 days.

Visitors: Visitors to the ROTA service area that are ADA-certified by another transit system may ride **ROTA Dial-A-Ride** for 21 service days. Visitors requiring service beyond 21 service days must be certified on the **ROTA Dial-A-Ride** system if they wish to continue to ride.

Companions: While riding on **ROTA Dial-A-Ride**, each ADA-certified passenger can ride with one Personal Care Attendant (PCA), who provides individual assistance to qualified passengers. PCA's are charged the same rate as the qualifying passenger. The PCA must travel to and from the same destination as the passenger. Additional companions may be accommodated on a space available basis. Companions pay full fare and must travel to and from the same destination as the passenger.

Children: Children of any age pay the normal child rate and must be accompanied by a fare paying adult.

Seat Belts and Safety Belts: Passengers must wear, at all times, seat belts for ambulatory riders and safety lap belts that are secured to the floor of the bus for riders using wheelchairs and electric scooters. Passengers are required to follow other safety precautions given by the driver.

Shared Rides: The **ROTA Dial-A-Ride** is a shared ride experience. This means that other passengers may be on board during part of the transit to the passenger's destination, and that your scheduled pick up times or routes of travel may be altered so another passenger can be accommodated. It is likely that the vehicle will stop and pick up other riders as it proceeds to your destination.

Wheelchair Size and Weight Restrictions: Wheelchair lifts on the **ROTA Dial-A-Ride** buses are designed to lift common wheelchairs that do not exceed 30 by 48 inches, measured two inches off the ground. The maximum weight restriction for the lifts is 600 pounds (chair and occupant).

Denial of Service: The **ROTA Dial-A-Ride** has the right to deny service if the transport of a passenger is deemed unsafe or inappropriate.