

Dear Applicant,

Thank you for your recent inquiry regarding ADA eligibility for Metro Mobility and Amblicab Paratransit Services. Paratransit service is made available to those individuals with disabilities who are **prevented** from using Metro Transit, the fixed route bus, some of the time or all the time. Eligibility is determined by application, interview, and a possible functional evaluation.

The application is designed to gather information regarding the applicant's disability and how it prevents them from using the fixed route bus. The applicant's own assessment of their environment and functional ability to use the fixed route bus, Metro Transit, is very important to this process. Additional professional information (**doctor or therapist letter**, etc.) included with the application is helpful and in **most evaluations required**.

The ADA paratransit eligibility evaluation is completed in person. It is an evaluation process to determine the applicant's ability to use public transportation. The guidelines for eligibility are taken from the Department of Transportation Regulation 49 CFR, part 37:

1. If you cannot independently negotiate an accessible Metro Transit bus due to a disability.
2. If the bus is not accessible to you and the equipment you use due to a disability.
3. If you are unable to travel to or from a bus stop or wait a reasonable period of time at a bus stop due to a disability.

ADA eligibility is a transportation decision, *not* a medical one. Eligibility is **not** based on a letter from the Social Security administration, your age, trip purpose, financial resources, inability to drive, not having bus service where you live, or that bus service may not be convenient to use.

Eligibility determination outcomes can either be conditional or unconditional; temporary or permanent. If conditional, the conditions for use will be explained at the certification evaluation and listed on your ADA eligibility determination letter. Eligibility outcomes may be temporary or permanent (for a maximum of 3 years, when recertification is required). Recertification requires both a new application and evaluation.

Once the client (or representative) completes and returns the application, it is reviewed by the evaluator. Incomplete applications may be returned if additional information is needed. A call is then made to the applicant (or representative) by the office staff to set up an appointment. A call to the client is made within a week (usually less) after receiving the application. The sooner the completed application is *mailed* to the office (address is on the application), the sooner the certification process can begin. If transportation is not available to the client, Metro Mobility will provide a ride to and from the Transit Services.

Please MAIL applications or fax to:

Metro Mobility Certification Office
1015 Transit Dr.
Colorado Springs, CO 80903
(719) 392-2396 ext. #5
(719) 385-5419 Fax

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