



**Paratransit
Policies, Services, and Riders' Guide
for Disabled Citizens**

For Additional Information
Contact:
City of Rome Transit Department
706-236-4523
168 North Avenue
P.O. Box 1433
Rome, Ga. 30162-1433



Revised March 2024

ELIGIBILITY PROCESS

Individuals who are interested in using paratransit service must apply through a written application process. Rome Transit Department (RTD) is responsible for determining eligibility for paratransit service. Paratransit service is provided to: "Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities."

If needed, related application materials are available in Spanish and all accessible formats by calling the transit office 706-236-4523 or by visiting www.rome.ga.us. For hearing impaired/TTY customers you can also contact Georgia Relay Service by dialing #711 or 1-800-255-0056. For hearing customers: 1-800-255-0135. Para clients con problemas de audición / TTY, llame al Servicio de retransmission de Georgia al 1-800-255-0056. Los clients que no tienen problemas de audición, llame al: 1-800-255-0135.

CATAGORIES OF ADA PARATRANSIT ELIGIBILITY

The Americans with Disabilities Act (ADA) list three types of individuals with disabilities who are eligible for ADA complementary paratransit. In addition, there are three categories of eligibility that the transit industry uses to classify riders. The following individuals with disabilities are eligible for ADA complementary paratransit:

1. Any individual who, as the result of a physical or mental disability, is unable to board, ride, or disembark from any accessible vehicle in the fixed route system.
2. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device; however, if there is no accessible vehicle available on the fixed route, eligibility will be granted.
3. Any individual who has a specific disability related condition which prevents the individual from traveling to a boarding location or from a disembarking location associated with the fixed route. This individual is unable to get to or from his transit stop or station because of his disability or his disability prevents him from negotiating environmental barriers.

A rider's eligibility can be classified in one of three (3) ways:

- Unconditional – the rider needs paratransit for all trips or "ADA Paratransit Eligible".
- Conditional – the rider needs paratransit for some trips but can use fixed route service for other trips or "ADA *conditional* Paratransit Eligible".
- Temporary – eligibility is short-term for the length of time the rider is unable to use fixed route.

Eligibility may be unconditional or conditional depending on circumstances. If RTD determines that an individual is "Not Eligible" for ADA paratransit services, the applicant will receive a letter

of denial with an explanation of reasons for the finding of "not eligible". The letter of denial will be accompanied with instructions on filing an administrative appeal if desired.

REASONABLE MODIFICATION POLICY

Transit providers are required under 49 CFR 37.5(i)(3) to make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services.

Passengers can request reasonable modifications for all modes (fixed route, general public and ADA Paratransit). Requests should be made at least the day before, but flexibility is available where possible for on-the-spot requests. If a modification of service is needed, feel free to contact the transit office at 706-236-4523 or TTY# 711. For on-the-spot requests, the driver will contact dispatch and dispatch will contact the Transit office for assistance if needed to try and facilitate the request on site. Documentation will be maintained regarding the request and the resulting action taken.

PRESUMPTIVE ELIGIBILITY

RTD will process applications within 21 days of receipt of a completed application. Applicants whose applications are not processed within this 21-day period will be granted presumptive eligibility. This means the applicant can start using the ADA Paratransit service until RTD makes a determination. All application information will be kept confidential.

VISITORS

RTD is required to provide services to visitors (for up to 21 days per year) who are able to present documentation that they are ADA paratransit eligible. If you are ADA paratransit eligible in your home community, your ADA paratransit service provider should make available to you documentation of your eligibility. That documentation must be provided to the RTD and is sufficient for receiving services while you are visiting.

APPEALS PROCESS

RTD has established an administrative appeal process. If an applicant is denied Paratransit service and decides to appeal, they can do so. RTD requires that an appeal be filed within 60 days of the denial. If an individual is determined "Not Eligible" for RTD ADA Paratransit service, the letter of denial will include instructions for filing an appeal.

The applicant will be allowed to present evidence and arguments in person and/or in writing to the appeals board. The appeals board will be comprised of five (5) persons not involved in the initial decision to deny eligibility and will be appointed by the Transit Director. Written notification of the appeals board decision shall include reasons for its finding and shall be tendered to the appellant in the appropriate accessible format. The appeals board decision should be made within 30 days of the completion of the appeals process. If the decision is not made within 30 days, the

individual must be provided service beginning the 31st day, unless and until an adverse decision is rendered on his appeal.

RESERVATIONS

Any trip reservation pick-up time may be negotiated up to one hour before or one hour after the requested time. For example, if you make a request to be picked up at 8:30 am to be at work by 9:00 am, we may request that you be picked up at 7:30 am in order to accommodate you and other passengers. Likewise, if you get off work at 5:00 pm, your pickup time could be scheduled any time before 6:00 pm. This is the type of flexibility that is necessary to accommodate all of our passengers' trips. Other options for exact time service currently available in the city of Rome are private and not operated through RTD, such as Taxi service or other private transport.

CUT OFF TIME

The cut off time for calling for a next-day's reservation is 5:00 pm. This is to allow for rearranging of pickup times, when necessary, correction and prevention of errors, and for calling passengers to confirm or clear up discrepancies. When Paratransit service demand is high, this is increasingly important. Call-backs for scheduled bus pick-up times will be handled by an automated call-back system after 5:00 pm. If you should miss your call-back and don't have an answering service, simply call RTD the following morning to find out your bus pick-up time.

ON TIME ARRIVAL

At the scheduled pick-up time, the passenger should ALWAYS be ready, at the curb, when the vehicle arrives. The drivers are instructed to wait no longer than five minutes beyond the scheduled pick-up time for passengers. Drivers arriving ten minutes before pick-up time or ten minutes after pick-up time shall be considered to be operating "on-time." There is a certain unpredictability of outside influences while driving a vehicle, such as traffic, another passengers' timing, etc. Never-the less, meeting schedules is a top priority for RTD and its drivers. Please remember that if a driver gives excessive/preferential *treatment* to any one passenger, and prioritizes such service over scheduling, NO passengers could be properly served.

WHEELCHAIR CUSTOMERS

RTD is a "curb to curb" service, but if a passenger is unable to navigate their wheelchair on his/her own, to and from the curbside location, then the passenger can request that the driver assist them to the door, but the driver cannot go beyond this limit or lose sight of the vehicle.

Per Section 37.3 of the DOT regulations implementing the ADA of 1990 (49 CFR Parts 27, 37, and 38) defines a wheelchair as a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. An electric scooter is considered a wheelchair as long as it meets the definition of "wheelchair" in Section 37.3 of the DOT ADA regulations. When you make your reservation, be sure to mention if you have difficulties walking,

are using a mobility device or are using a wheelchair. Wheelchairs must be provided by the passenger.

LIFT REQUIREMENTS

ADA regulations require that lifts have a minimum design load of 600 pounds and that the lift platform accommodate a wheelchair measuring 30" x 48". Our vehicles are equipped to transport "wheelchairs" which do not exceed 800 pounds when occupied. An Operator may deny transportation if carrying the wheelchair and its occupant would be inconsistent with legitimate safety requirements, as when, for example, the wheelchair is so large it would block an aisle or would interfere with the safe evacuation of passengers in an emergency. ADA specifies that a lift must permit both inboard and outboard facing of wheelchair users.

SERVICE ANIMALS

Under the Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at **49 C.F.R. Section 37.3**, "service animal" is defined as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items."

OXYGEN REQUIREMENT

Travel with oxygen equipment is permitted, but the equipment must be small enough so that the Operator does not have to assist with the loading and unloading of it. The safety and use of this equipment is the responsibility of the passenger.

TRANSIT OPERATORS

Safe and nondiscriminatory transportation is the responsibility of RTD. Section 37.173 of the DOT ADA regulations require that transit operators are properly trained to assist and treat individuals with disabilities with sensitivity, and to operate vehicles and equipment safely. RTD asserts that all transit operators have been properly trained in all areas to include the use of accessibility equipment and to accommodate the different types of wheelchairs and mobility devices.

Operators are expected to:

- Be courteous
- Drive safely
- Wear a seat belt
- Be properly uniformed
- Securely tie down wheelchairs using 4-point securement
- Traffic delays, tight schedules, weather conditions, passengers running late and other factors can cause stressful situations that could affect the quality of service for paratransit

customers. If an Operator or passenger acts in an unreasonable manner (or contrary to our policies and procedures) the problem should be reported immediately to Rome Transit Department (RTD).

CONDUCT AND REFUSAL OF SERVICE

Refusal of service may only occur in situations where riders engage in violent, seriously disruptive, or illegal conduct; or conduct that represents a direct threat to the health and safety of others. All passengers however, are expected to exercise proper conduct while on vehicles. The use of improper language (obscenities, discriminatory language/jokes, sexual language, etc.) as well as distracting behavior of any kind is not permitted. Refusal of service to an individual with disabilities shall not occur solely because the individual's disability that in results involuntary behavior that may offend, annoy, or inconvenience others.

Examples of situations not within the passenger's control may include but are not limited to:

- A sudden personal emergency
- Sudden change or decline in health and/or illness
- Late arrival of the paratransit vehicle
- An Operator does not provide appropriate assistance
- Disruptive behavior caused by a disability

In the event of a disruptive incident an investigation may be conducted. If the investigation reveals the disruptive behavior is due to a disability and is beyond your control, RTD may require you to travel with a Personal Care Assistant (PCA). If your PCA cannot help you to control your behavior, and/or a safety problem continues to exist, your service may be disallowed.

CUSTOMER SERVICE

RTD welcomes your compliments, complaints, and suggestions. It has been our experience that most problems can be easily resolved. We strive to serve you as efficiently and professionally as possible. However, if you do not call and make us aware that you are having a problem, the problem may persist. We are committed to protecting the confidentiality of our riders. However, please keep in mind that anonymous service complaints cannot receive responses. See below for an explanation of RTD Complaint Resolution process.

REPORTING CONCERNS/ SUGGESTIONS

If you have a concern about any area service, please contact us as soon as possible after the incident occurs. Be prepared to give us specific information about the incident. We suggest that you keep a notebook of your interactions to record when you call us, to whom you spoke, date and time and information about your reservation and the time you were picked-up and dropped-off. This will be information we will need to process your concern.

Our dispatch office is equipped with a computer system that tracks all of our rides, and the sooner you let us know about the problem, the easier it is for us to research what may have occurred and to respond back to you quickly. To file a complaint, please call 706-236-4523 or 706-236-5036 and provide the following information:

- Your name, address and telephone number
- Date and time of the incident
- Details of the incident, along with the bus number if applicable

All complaints will be investigated and resolved within a timely manner

ADA COMPLAINT PROCESS

In compliance with the Americans with Disabilities Act of 1990, the Rome Transit Department operates all of its programs and provides public transportation services without regard to disability. Any person who believes they have been mistreated by an unlawful discriminatory practice under the Americans with Disabilities Act has a right to file a formal complaint with the Rome Transit Department. Any such complaint must be made in writing or in person with the Rome Transit Department ADA Coordinator within one hundred eighty (180) days following the date of the alleged discrimination occurrence. ADA Complaint forms may be obtained from the Rome Transit Department administrative offices by calling 706-236-4523, or by visiting www.rome.ga.us. Electronic complaints will not be accepted. Anyone who requires assistance or a modification to complete the complaint form should contact the ADA Coordinator at **(706-236-4523) and TTY# 711 or 1-800-255-0056**.

Individuals of any specific class of individuals, personally or through a representative, may submit a complaint to FTA, however, FTA's practice is to encourage riders and others to resolve issues with local agencies when possible before filing a complaint with FTA. Those wishing to submit a complaint may do so independent of a transit agency's complaint process. FTA provides an optional Civil Rights Complaint Form on its website for complainants to complete within 180 days from the date of the alleged discrimination. This form can be accessed at www.transit.dot.gov/ADA or for further information on how to prepare a complaint you may contact the toll-free civil rights hotline at (888)446-4511.

Investigations

Within 10 working days of receipt of the formal complaint, the ADA Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The Assistant Director/Compliance Manager will serve as the ADA Coordinator.

The investigation will address complaints against any Rome Transit department(s). The investigation will be conducted in conjunction with and under the advice of the Federal Transit Administration's Civil Rights Unit.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem or issue. The complainant may be represented by an attorney or other

representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. Rome Transit Department will track all ADA complaints in consultation with the City of Rome's Legal Department as needed/required.

Based upon all the information received, an investigation report will be written by the ADA Coordinator for submittal to the Transit Director.

The complainant shall be notified of his/her right to appeal the decision to the City Manager and Transit Director. Appeals may be made to the State DOT agency or the Federal Transit Administration (FTA).

Methods of filing a complaint

The preferred method is to file your complaint in writing using an ADA Complaint Form and sending it to:

Rome Transit Department

Transit Director
P.O. Box 1433
Rome, Ga. 30162-1433

Complaint forms are available at www.rome.ga.us or by contacting the Transit Administrative office at 706-236-4523.

Complaints will be maintained in accordance with FTA record retention requirements as follows: (1) one year for the actual complaint and all related documentation. A summary log of complaints is then maintained on a rolling 5-year basis.

PASSENGER ASSISTANCE

Drivers may use their own discretion in the amount of assistance offered to passengers but never to an excessive degree. The required assistance includes helping to push a wheelchair onto and off the lift, and in maneuvering the wheelchair into place for strap downs, etc.), but also assisting certain passengers who need walking support in embarking and disembarking to the front door. RTD drivers are instructed **NOT** to run errands for passengers. We know that passengers will understand that they should not ask a driver to do something which is in opposition to operating procedures and regulations, so please don't ask them to do so.

Assistance with MINOR packages which the passenger is unable to handle in the process of boarding the chairlift and the bus is allowed. The drivers are instructed not to go beyond the prescribed limits (end of the chairlift). Drivers are never to make multiple trips on and off the bus to carry packages, however, and are instructed **NOT TO CARRY HEAVY PACKAGES AT ALL**. A passenger who arrives at the bus (with a shopping cart, etc.) with an item too heavy to

handle by his or herself or with too many items to handle alone should have other assistance (**personal care attendant**, etc.) **ALWAYS**, or make separate arrangements with merchants, etc., for help in handling the packages or for package delivery to the home of the individual.

An excessive number of bags will require too much time in loading/unloading and preventing room for others to ride. This service is equivalent to mainline service. The numbers of bags are limited, as on mainline, to **three** normal size grocery bags per passenger. Please do not bring on more than you can handle.

COMPANION AND PERSONAL CARE ASSISTANT (PCA)

As a certified rider you may arrange to bring one **(1) companion** along on each ride for the same fare that you would pay. You may add extra fare-paying companions to your trip only on a “space available basis”.

A Personal Care Attendant (PCA) is someone whose assistance you must have in order to ride paratransit. As a certified rider needing assistance, the PCA may ride with you at no charge. Your PCA and companion may both ride with you on the same trip. When you are making reservations for your ride, please tell the dispatcher if a companion or PCA will be riding with you.

Upon arrival at a destination, if a driver finds the destination closed or unattended, the passenger will be returned to the trip origin as soon as the driver’s schedule permits. A second attempt to transport the passenger to that destination will NOT be made on the same day. A destination may NOT be changed after the passenger is on board the vehicle. Please do NOT ask the driver to make an exception in your case, as drivers are directed to adhere strictly to this policy.

ADA COMPARABLE PARATRANSIT LATENESS/ NO-SHOWS/NO-SHOW POLICY

“No-Show” Defined:

- No one boarding the vehicle when it arrives on schedule or with-in our 15 minute pick-up window.
- No call by the customer (or the customer’s representative) to cancel the trip 1 hour before the pickup window.
- The driver cannot reasonably see the customer approaching the vehicle within 5 minutes of the scheduled pickup time.
- The driver notifies the dispatch office to verify that the operator is at the correct location.
- Late cancelations and cancelations at the door are also treated as No-Shows.

NO SHOWS BEYOND PASSENGER’S CONTROL

Trips canceled for reasons that are beyond the customer’s control will not be considered a No-Show. This includes missed trips due to sudden illness, family or personal emergencies, transit connection delay, extreme weather conditions, operator error, paratransit lateness, or other

unforeseen reasons for which it is not possible to call the Transit office to cancel in time to take the trip as scheduled.

It is the customer's responsibility to provide the reason for not canceling a trip. Contact the Transit office at (706)-236-4523 as soon as reasonably possible to ensure that No Shows occurring beyond a customer's control can be excused. Lack of any contact will result in a No-Show record remaining intact and may lead to warnings/service suspensions as detailed below.

NO SHOW NOTIFICATIONS

Customers will be notified of No Shows in writing by mail, or interactive voice response (IVR). Communications will list the total number of No Shows and the percentage of No Shows in reference to the number of trips booked. Specific dates, times, and locations of each No Show in the period will be provided in writing.

PATTERN OF EXCESSIVE NO SHOWS AND/OR LATE CANCELATIONS

Customers may be suspended from paratransit service when they show a "pattern and practice" of No Shows, which occurs when the number of No-Shows represents more than 10% of the trips booked by the customer over a 30 ride span. Rome Transit will review all recorded no-shows and late cancelations to ensure accuracy before recording them in a rider's account.

CALCULATION METHOD TO DETERMINE NO-SHOWS AND/OR LATE CANCELATIONS

At the end of each month, each passenger's trip request will be reviewed to identify those passengers whose No-Show/Late Cancellation rate is 10% or more. Excused occurrences will not be part of the calculation. The rate will be calculated as follows:

EXAMPLE OF NO-SHOW CALCULATIONS:

(No-Shows +Late Cancelations in 30-ride period) / (Total Trips Requested – Early Cancelations in 30-ride period) = Passengers' No-Show/Late Cancellation Rate

Consequences for Pattern and Practice of No Shows	
1 st Violation	Over 10% - Letter of warning and/or phone contact
2 nd Violation	Over 10% - 2 Day Suspension
3 rd Violation	Over 10% - 5 Day Suspension
4 th Violation	Over 10% - 10 Day Suspension
5 th Violation	Over 10% -30 Day Suspension

POLICY FOR APPEALING PROPOSED SUSPENSIONS

A rider (or a rider's representative) wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Riders must

submit written appeal requests within 5 business days of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from Rome Transit Paratransit service on the date listed on the suspension notice.

All suspension appeals follow Rome Transit Paratransit appeal policy.

Designated ride staff will review the information provided by the customer (or the customer's representative) and make a decision to either uphold the individual no show or to excuse it. This decision will be made within ten business days.

If No Shows have accumulated to a point where a suspension will be imposed, the rider (or the rider's representative) may file a verbal or written appeal for a review of all No Shows by contacting Rome Transit. Service will continue while the outcome of the appeal is decided.

If in any case, the rider is not satisfied with the review by the Ride Program, they may request a formal review by Rome Transit's Director of the program. A hearing will be scheduled on the matter during which the customer will be permitted to present any materials or testimony relevant to the appeal. A decision on the appeal will be made within ten business days.

Because you will be sharing your ride, it is important that you are ready to board when your vehicle arrives. Paratransit will wait only five (5) minutes, because there are other customers either on board or waiting for their scheduled ride. If you decide not to ride with us, it is very important that you cancel your trip at least one (1) hour before your scheduled pick-up time.

TIP: When you are making a reservation, you must tell the reservationist exactly where you will be waiting. However, at larger facilities, we may tell you to wait in a common pick-up area that has been pre-arranged with the facility. The operator will look for you in the area you tell the reservationist you will be waiting. Do not leave the area as you might miss your ride. If the Operator is not able to find you within five (5) minutes of arriving, or if you did not cancel at least one (1) hour before your scheduled pick-up time, you will be considered a no-show.

To avoid receiving a no-show, we ask that you contact us at least one (1) hour prior to your scheduled pick-up time to say that you will not be using your reservation. Doing so allows Paratransit to provide quality service. You may contact us to cancel your reservation or subscription (standing order) 24-hours a day, 7-days a week at 706-236-4523 or 706-236-5036 automated. To cancel your rides always give your name, the date(s) and time(s) of the ride or rides which you want to cancel. Give the address of the original pick-up and the destination, just as you are required to do when you are making reservations.

Please keep in mind that this service is provided to a large number of people and time slots for appointments may be limited. RTD takes enforcement of these rules seriously so that every rider's time is honored.

MEDICAL TRIPS

Please make every attempt to schedule medical trips between the hours of 9 AM and 2 PM. Lengthy office waits can cause severe conflicts in scheduling, so please *inform* the doctor/hospital about your transportation needs when making an appointment; this will help.

Emergency medical trips should always be handled by an ambulance service. If there is any indication that a medical emergency might arise during a trip which you have previously scheduled, you should cancel the Paratransit trip and call 911 for an ambulance.

You also need to be aware of your location in buildings (Ex: Harbin Clinic has multiple doors/entrances) This will ensure you know the correct location for return pick-ups.

HOLIDAYS

RTD is closed and does not offer service on most major holidays. These days are subject to change. For exact days, you can find the current operation schedule on the City's website at www.rome.ga.us, in the route guides, or by calling the administrative office. If you have regular ("standing") appointments or doctor's appointments, etc., on any of these holidays, which would require RTD's services, you will need to have these appointment times changed, or arrange alternate transportation.

SAFETY

Individuals carrying hazardous materials such as kerosene, gasoline, propane, firearms, dynamite, or anything else which might endanger other passengers, or the driver (for example, snakes) **WILL NOT BE ALLOWED TO BOARD** any RTD vehicle. Properly-trained animals (such as dogs to help visually-impaired persons) will NOT be considered a safety hazard, even though some of the other passengers might be made to feel quite uneasy by their presence. Such an animal, being used in such a role, must be an obvious *need*, and all passengers must understand why the animal is being allowed to travel on the vehicle.

The City of Rome Transit Department is happy to serve those who are disabled, or who meet the ADA and local requirements for eligibility. Eligibility is for those who are unable to, due to disability, ride the Main Line Fixed Route buses in our system without undue hardship. The criteria for determining who may be eligible are identified in ADA Regulations and are specified in various Rome Transit Department official materials. Certain disabled individuals' may not be eligible for Paratransit service but are eligible for half-fare rides on Main Line Fixed Routes. A passenger may request eligibility on a Trip-By-Trip basis, and there may be eligibility for certain trips, but not for all of their rides. Please check with the Rome Transit Department for additional information on eligibility requirements.

PARATRANSIT FARES

\$2.25 each time you board the bus.

Client may Purchase ticket:

10 ride ADA card \$22.00

50 ride ADA card \$107.50

Tickets can be purchased by calling RTD (Rome Transit Department) at (706) 236-4523 or the Paratransit office at (706) 236-5036. Passengers should always have correct change. Drivers do not carry change.

****The City of Rome Transit Department has instituted a temporary fare reduction for Fixed Route and non-DHS Paratransit service. During this period fare will be free for these services. ****

RTD

ADA Paratransit Service APPLICATION

Read the information below thoroughly before applying for RTD's ADA paratransit service.

If you have a disability that prevents you from using the mainline bus service, even with the chairlift, Paratransit service may be a good option for you. The Federal Transit Administration and the organizations representing disabled citizens across America agree that this service is designed for those who are, ***because of their type and/or degree of disability, unable to use accessible mainline bus service.*** This application can help to determine whether or not you have such a disability.

This service is mandated by Congress so that disabled persons can have access to service which is equivalent to mainline service. Examples of possible eligibility: A vision impaired rider unable to safely board/ride the mainline. Examples of possible ineligibility: A person with a disability that makes it difficult for them to walk up the steps on a bus, but that person lives within a reasonable walking distance from a bus stop and can walk unaided for that distance on relatively level ground to the bus with is equipped with a lift.

To apply, please do the following:

- ✓ Fill out the enclosed application form, or have someone fill it out for you.
- ✓ **Have your Physician to review this application and sign the Professional Verification form, applications are not complete without the physician's signature.**
- ✓ Return the completed application form to the Rome Transit Department, and understand that it may take 14 to 21 days before you hear whether you have or have not been deemed eligible. This time period (14-21 days) begins **after we have received your completed application**. *We will not review incomplete applications.*

ADA PARATRANSIT APPLICATION PROCESS

Applications are available for pickup at the Rome Transit Office at 168 North Avenue or by calling (706) 236-4523, on the City of Rome website at www.rome.ga.us , or can be mailed upon request. Related materials are available in all accessible formats by calling 706-236-4523. Georgia Relay Service telephone number to call "711". For hearing impaired/TTY Customers call: 1-800-255-0056. For hearing customers: 1-800-255-0135. Para clients con problemas de audición / TTY, llame al Servicio de retransmission de Georgia al 1-800-255-0056. Los client's que no tienen problemas de audición, llame al: 1-800-255-0135.

Completing this application will give you an opportunity to tell us if and why you might have difficulty getting to certain bus stops, where you would like to go but cannot, because of transit reasons, and why you are having trouble using the bus to get to these destinations. The more information you provide, the better RTD will understand your transportation needs and your travel challenges.

PARATRANSIT PASSENGER GENERAL INFORMATION

Client Name: _____

Address: _____

City/State: _____

Phone Number: _____

Date of Birth: _____

Emergency Contact Person and Relationship: _____

(Please select someone who is likely to be home and not with you while you are out)

Emergency Contact's Best Phone Number: _____

Emergency Contact's Address: _____

In the event that you should fall ill while on the bus, which hospital do you prefer?

Atrium Health Floyd

Advent Health Redmond

Physicians Name: _____ Phone _____

Do you use/require any of the following:

Wheelchair

Walker

Cane

Service Animal

Other: (Please list/explain) _____

PLEASE READ THE FOLLOWING STATEMENTS AND CHECK THE BOX BESIDE THE NUMBERS OF THOSE WHICH BEST DESCRIBE YOUR ABILITY TO USE *R.T.D.* BUS SERVICE BY YOURSELF. YOU MAY SELECT MORE THAN ONE STATEMENT, IF REQUIRED TO DESCRIBE YOURSELF AND YOUR DISABILITY ADEQUATELY.

1. I can use RTD bus service sometimes, but for certain trips, either I haven't been trained, or there are other barriers present.
2. I have a temporary disability which prevents me from getting to the bus stop. I will need RTD paratransit service only until I recover.
3. I have an ambulatory disability which prevents me from boarding even an *accessible* RTD bus (a bus with a chairlift, etc.) without assistance.
4. I have an ambulatory disability which prevents me from boarding a *non-accessible* bus, but I could board an *accessible* bus (one with a lift).
5. I can *never* get to the bus stop by myself, due to my severe and permanent weakness (related to disability), or due to some other health or mental problem.
6. I have a *cognitive* disability which prevents me from remembering and understanding all that I have to do to find my way to and from the bus stop and riding the bus.
7. I have a *cognitive* disability which presently prevents me from being able to ride the bus. I think that, with training, I can learn, but I don't know how right now.
8. I have a *visual* disability which prevents me from getting to and from the bus stop. I think that I can learn with training, but I don't know how right now.
9. I have a *visual* disability which prevents me from getting to and from the bus stop. I don't feel that I could ever accomplish this.
10. I have a medical condition that results in such impairment that I believe it makes it impossible to use the RTD mainline service.
11. I have an episodic disability. I can use the bus sometimes, but on "bad days," I can't make it to the bus stop, or even get on the bus.

Application Questionnaire

1. What is the disability that prevents you from using the mainline bus service?

2. Is your disability permanent? YES NO Explain. _____

3. Designate any mobility aids that you use (check **all** that apply):
 Manual wheelchair Prosthesis Crutches Walker Cane
 Leg braces White cane Guide dog Other(Please List) _____
 Motorized wheelchair- Brand, and Number of Wheels _____
4. Do you currently use any RTD bus service? Yes No
5. When was the last time you used RTD Mainline service?

6. Is there a RTD bus route that serve your neighborhood?

7. If you use RTD bus service now, what routes do you use? _____
8. What is the closest bus stop to your home? (Please give the location. Ex: The corner at North 5th Avenue and West 10th Street) _____

9. Can you get to this bus stop by yourself? YES NO SOMETIMES. If no, please explain:

9. If you use RTD bus service now, do you need the assistance of another person?
 ALWAYS NEVER SOMETIMES
10. If you need another person's assistance on the bus, what does this person help you to do?

11. What makes riding the Mainline bus difficult for you? _____

12. What are the specific conditions of your disability which prevent you from using the mainline bus? _____

13. Can you cross the street by yourself? YES NO. If YES, under what conditions?

14. How would you describe the terrain where you live? (Ex: very steep hill, long and gradual hill, etc.) _____

15. List below your four or five most frequent destinations and how you get there now:

<i>Destination Address:</i>	<i>Frequency Desired:</i>	<i>How you currently get there:</i>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

16. Are there places you would like to go now in Rome that you cannot travel? If yes, please list below.

<i>Destination Address</i>	<i>Frequency Desired</i>	<i>Why you can't get there now</i>
_____	_____	_____
_____	_____	_____

20. What is your disability and the reason for your disability? (If you have more than one disability, list all.)

Disability: (Ex: Blindness)	Reason for Disability: (Ex: Glaucoma)
_____	_____
_____	_____
_____	_____

21. Mark all of the categories below as they relate to your disability:

- a. Medically-defined cold/heat sensitivity? YES NO SOMETIMES
- b. Distance to fixed-route bus stop is too far? YES NO SOMETIMES
- c. Can you recognize destinations/bus stops, or landmarks? YES NO SOMETIMES
- d. Are you able to walk or travel the physical terrain to or from the bus stop? YES NO SOMETIMES
- e. Can you cross the street at busy intersections by yourself? YES NO SOMETIMES.

If your answer above is NO, name those intersections which are troublesome: _____

22. Do you ever have to use a personal attendant to travel? YES NO SOMETIMES. If you sometimes use a personal attendant to travel, describe the circumstances: _____

**In order for an attendant to ride with you at no charge, you MUST inform the RTD office that you will be accompanied by an attendant when you call for a ride request. The attendant is then responsible for assisting you. If you have not indicated above that you use*

an attendant, you must make arrangements with RTD to do so, so that enough room will be available on the vehicle for that extra person.

24. Approximately how many blocks can you travel independently? ____ blocks.
25. If you use a wheelchair, or a scooter what type is it? __Manual __Power
Make/Model of chair _____

26. Physical dimensions of chair, including foot and/or headrest: _____Wide _____High
27. In what form do you need a response to this application, as per your disability?
 Written Audio Large Print Braille Other: _____
28. Can you walk up and down steps independently? YES NO SOMETIMES.
29. Please indicate below the reasons why you are seeking ADA paratransit eligibility (check all which apply):
 I have heard about the greater convenience from others who ride paratransit.
 I can use mainline buses to go some places, but in other places, I cannot get to bus stops.
 Because of my disability, I cannot ever use mainline buses, even though they are equipped with chairlifts.
30. Which type of disability prevents you from using RTD's mainline bus service? (Check any/all, which apply.)
 Visual impairment/blindness
 Developmental disability
 Mental disability
 Physical disability (other than blindness) Please Name: _____
31. Is the disability described above temporary or permanent? Temporary Permanent
 I don't know
32. If you require the assistance of a Personal Care Attendant (PCA) i.e., someone who must be with you to assist you in daily life functions, please check the box that describes the extent.
 Yes, I always require a P.
 Yes, but I only require a personal aide for the following reasons, and depending on the type of trip which I am making.
 To help with medication To help get me to/from the vehicle
 To help me to eat To read signage, etc., to me
 To carry packages
 Other: _____

33. Have you ever tried to get on/off an RTD bus on your own (without a PCA)?
 YES NO

34. Which of the following might allow you to use RTD's mainline buses?
 Route and schedule information
 Closer bus stops to where I live and need to go
 Education on how use the buses/routes
 None of these would allow me to use a mainline bus.

Please list the names of two professionals, which may include physicians, rehabilitation agency directors, etc., who are familiar with your type and degree of disability. RTD may contact professional staff to verify the information you have provided.

Name: _____ Telephone Number _____

Name _____ Telephone Number _____

I declare that everything I have said in this application is true and correct, and that I am not only disabled, but to the extent that I believe I am incapable of riding RTD's mainline buses without hardship. Riding paratransit is the only way that I can have equal access to transportation services provided by Rome Transit Department.

Signature _____

Date _____

Service Reminders:

This is NOT "same day" service. All appointments must be scheduled not later than the day before by 5:00 pm.



[This service is for ADA-Disabled Individuals only.]

Paratransit Application Physician Verification Statement

I, (Physician), _____ have reviewed this application and certify that _____ (applicant) is, in my professional opinion, unable to ride RTD's mainline buses, even though they have wheelchair lift, due to the following reasons.

(Functional reason, not just the NAME of the disease or other malady):

I am **NOT** giving this statement simply because this person is a patient or client who wants this specialized, curb-to-curb service. I am giving it because this person needs the service *due to inability to ride the mainline buses* (which have chairlift equipment).

Physicians Signature

Date

License Number (Required in-order for application to be processed)