



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

**Revised October 2023**

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



## **ELIGIBILITY PROCESS**

Individuals who are interested in using paratransit service must apply through a written application process. Rome Transit 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."

## **ADA PARATRANSIT APPLICATION PROCESS**

Applications are available for pickup at the Rome Transit Office at 168 North Avenue or by calling (706) 236-4523. The application is also available to download on the City of Rome webpage at [www.rome.ga.us](http://www.rome.ga.us) The application may also 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 clients que no tienen problemas de audición, llame al: 1-800-255-0135.

## **CATAGORIES OF ADA PARATRANSIT ELIGIBILITY**

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**

Effective July 13, 2015, 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.

### **Procedure**

Passengers can request reasonable modifications for all modes (fixed route, general public demand response, and ADA Paratransit). Requests should be made at least the day before but flexibility is required for on the spot requests. The Transit Manager will review all requests and provide the determination. For on-the-spot requests, the driver should contact dispatch. Dispatch will contact the Transit Manager. Documentation will be maintained regarding the request and the resulting action taken.

### **Public Information**

The following statement is posted on the website and the rider guide: Passengers with disabilities may request reasonable modifications to current service procedures to access the service. To make a request, please call us at 706-236-4523 or email [cgriffin@romea.us](mailto:cgriffin@romea.us). Please submit requests at least the day before the trip.

## **PRESUMPTIVE ELIGIBILITY**

RTD (Rome Transit Department) 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 (Rome Transit Department) 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 (Rome Transit Department) has established an administrative appeal process through which individuals can obtain review of their eligibility determination. RTD requires that an appeal be filed within 60 days of the denial. As noted above, if an individual has been determined "Not Eligible" for RTD ADA Paratransit service, the letter of denial will include instructions on 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 Transportation 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 31<sup>st</sup> 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 might request that you be picked up at 7:30 am in order to be able to accommodate you and other passengers. Likewise, if you are finished work at 5:00 pm, we might arrange to pick you up at any time before 6:00 pm, this is the type of flexibility that we need to be able to accommodate all of our passengers, even though it might be a personal inconvenience for certain passengers at particular times. More personalized service than we are able to provide will have to be provided to you by a taxi service, where (by charging a higher fee) this type of individual attention can be given.

### **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 RTD (Rome Transit Department) Paratransit service demand is heavier, this in turn becomes 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 on the following morning and 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' slowness, etc. Never-the less, meeting schedules is a top priority with 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.

Passengers should always have correct change. Drivers do not carry change. When shopping, passengers should limit the carry-on bags to 3 bags.

### **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).

## **REPORTING CONCERNS/SUGGESTIONS**

If you have a concern about any area of our paratransit services, 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.

## **CIRCUMSTANCES THAT ARE BEYOND YOUR CONTROL/PROPER CONDUCT**

All passengers are expected to exercise proper conduct on all vehicles. The use of improper language (obscenities, etc.), open talk about sexual experiences, telling of discriminatory jokes, or to threaten the health, mental stability, or safety of other riders or the driver through distracting behavior of any kind is not permitted. This includes giving or sending cards to the driver, which contain romantic or erotic messages, or making verbal statements to the same effect.

**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

If an investigation reveals disruptive behavior is due to a disability and is beyond your control, your service may not be suspended. However, 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.

## **COMPLAINT RESOLUTION**

Because it is important to us that all of our riders have a pleasant experience on our system we welcome your comments, complaints, and suggestions. If you experienced a problem, please contact us as soon as possible. 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

## **HOW TO FILE A COMPLAINT**

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 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](http://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.

### **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 time for pick-up.
- There has been no call by the customer (or the customer's representative) to cancel the trip 1 hour before the pickup window.
- The vehicle arrives at the scheduled pick-up location within the 15-minute pick-up window and no one boards the bus.
- The driver cannot reasonably see the customer approaching the vehicle within 5 minutes pass 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 will be 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 percent of No Shows in reference to the number of trips booked in the period. 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 in a 30-day period. 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-day period) / (Total Trips Requested – Early Cancelations in 30-day period) = Passengers’ No-Show/Late Cancellation Rate

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

## **POLICY FOR APPEALING PROPOSED SUSPENSIONS**

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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.romea.us](http://www.romea.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.**

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### **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.

## **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](http://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.

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**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 5<sup>th</sup> Avenue and West 10<sup>th</sup> 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.)

<b>Disability: (Ex: <i>Blindness</i>)</b>	<b>Reason for Disability: (Ex: <i>Glaucoma</i>)</b>
_____	_____
_____	_____
_____	_____

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 \_\_\_\_\_

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**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** \_\_\_\_\_

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*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):

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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)**