

Tehama County Transit ADA Certification Program Eligibility and Information

Tehama County Transit offers a number of services for individuals who qualify for ADA certification including:

- ParaTRAX (a dial-a-ride curb-to-curb service in the greater Red Bluff area),
- Deviated TRAX routes (a deviation of up to ¾ of a mile from normal TRAX fixed routes outside the ParaTRAX service area), and
- Discounted fares on TRAX routes (south-county routes and monthly passes)
- Additionally, certified individuals are eligible for similar services throughout the United States.

Eligibility Criteria

In order to be eligible for ADA certification a person must be unable to ride accessible fixed-route transit and must meet one or more of the following criteria:

Category 1: Individual's inability to use system

Any individual with a disability who is unable to use the system due to a physical or mental impairment. For example, if he/she is unable to:

- wait, either standing or seated, more than 15 minutes
- get on or off a lift-equipped vehicle without assistance grasp handles or railings
- maintain balance while seated on a moving vehicle
- identify the correct bus or stop
- understand transit directions needed to complete the trip

Category 2: Inaccessibility of the system

Any individual who can use an accessible system, but cannot do so when a portion of the system is not fully accessible. For example, the system is not considered fully accessible when:

- a lift cannot be deployed at the boarding/disembarking location the individual wishes to use
- a "common" wheelchair cannot be accommodated on the vehicle

Category 3: Individual's inability to get to the system

Any individual with a disability who has a condition which prevents them from traveling to a boarding location or from a disembarking location on an accessible transit system. For example:

- the individual's mobility impairment prevents traversing the terrain necessary to access the desired fixed-route service
- weather conditions interact with an impairment-related condition to prevent travel
- variations in the health/functional ability of the individual prevent travel
- individual's mobility impairment prevents travel beyond a certain distance, and the particular stop is beyond that threshold
- visual, cognitive or developmental impairment prevents travel to or from a stop for exceptional (non-routine) trips

Conditional Eligibility

Applicants meeting one or more of the above criteria would be eligible for ADA paratransit service. Because eligibility depends on a functional definition of disability as it applies to actual trips, applicants may

only be eligible for ADA paratransit for specific trips. Such applicants are conditionally eligible for ADA paratransit service. When considering eligibility for specific trips, the three service categories of ADA eligibility summarized above will be used.

Application Process

To become certified for ADA services, an individual must complete an application and submit it for processing. Completed applications will be processed within 21 days. Eligibility determination may require a personal interview with the applicant and/or verification by a professional familiar with the applicant's condition.

Personal Care Attendants

Applicants requiring the use of a personal care attendant to assist with mobility will be required to disclose this information as part of the eligibility review process. Should an attendant be required, this will be indicated on the rider's identification card. Upon presentation of the card, a personal care attendant will be allowed to ride without charge when accompanying the eligible individual to or from the same origin and destination.

Companions

When making a reservation for complementary paratransit service, including requests for dial-a-ride service, the ADA-eligible individual may request that space be reserved for one or more companions. One individual, in addition to a personal care attendant (if applicable), will be provided service as a companion of the eligible person. Service will be provided to additional companions on a space available basis. Companions will be charged the same fare as the ADA-eligible individual.

In order to be considered a companion, the person accompanying the eligible individual must be traveling to/from the same origin and destination. A family member or friend accompanying an ADA-eligible rider will be regarded as a companion and not as a personal care attendant, unless the family member or friend is acting in the capacity of a personal care attendant.

Visitors

Tehama County Transit paratransit services will be provided for up to 21 days to anyone who presents an identification card stating their ADA eligibility from another area. Visitors requesting service for a longer period of time will be required to comply with the Tehama County Transit eligibility certification process. Frequent visitors may also be required to establish local eligibility.

Appeal Process

Applicants who wish to appeal conditional eligibility or denial of eligibility may do so within 60 days of receipt of their notification from Tehama County Transit. A complete explanation of the process will be provided to the applicant at the time of eligibility determination or upon request by calling 530-385-2877.

Paratransit Service Process and Policies

Tehama County Transit ADA Paratransit Services Process and Policies, applications, and Riders Guides are available by calling 530-385-2877 or visiting us on-line at www.taketra.com.