



**ADA  
Paratransit**



## **SERVICE GUIDE FOR PERSONS WITH DISABILITIES**

**Learn if you qualify and how to apply**

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## ADA: WHO IS ELIGIBLE?

Under ADA regulations, there are three categories of persons who are eligible for ADA paratransit service. An individual with a disability qualifies who:

1. Is unable, as the result of a physical or mental impairment, to get on, ride or get off an accessible vehicle on the public bus system;

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**OR**

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2. Needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to get on, ride and get off an accessible vehicle BUT such a vehicle is not available on the route when the individual wants to travel; OR

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**OR**

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3. Has a specific impairment-related condition (including vision, or impairments causing disorientation) that prevents travel to and from a station or stop on the system. If a person who is ADA eligible uses a personal care attendant, the attendant may accompany the ADA eligible passenger at no cost. Persons who are ADA eligible may also bring a companion, who must pay the appropriate Your Ride fare. Additional companions may travel on the same trip if space is available.

***ADA Persons may be eligible part or all of the time, depending on conditions that affect their mobility.***

## HOW TO APPLY FOR ADA ELIGIBILITY

To be certified as ADA eligible, passengers must submit an application. Application forms are provided by the MTA. The purpose of the application is to gather relevant information regarding the nature of the person's disability and how it affects their ability to travel. The questions address ADA eligibility criteria, such as ability to travel to and from the bus stop, ability to get on and off of the bus, and need for any trips that may be accessible through the regular bus system.

All information regarding applications and the application process is available in accessible formats on request. Persons who need assistance in completing the application can call the phone numbers listed below.

### TO REQUEST AN APPLICATION BY PHONE:

Call (810) 767-6950, ext. 100  
or (810) 767-0100

### IN WRITING:

MTA, Attn: Customer Service/ADA Coordinator  
1401 S. Dort Hwy., Flint, MI 48503

### OR THROUGH THE MTA WEBSITE:

[www.mtaflint.org](http://www.mtaflint.org)

## HOW ADA ELIGIBILITY IS DETERMINED

Persons wishing to become ADA eligible should request an application from the MTA. The application can be completed and submitted by the applicant. If requested to do so, MTA staff will help complete applications. Applicants must name a health professional who can verify their mobility limitations. MTA staff will review applications. Staff will determine eligibility based on the information provided.

If there is a question regarding eligibility, staff may contact the health professional named on the application. Staff has also identified resource persons in the community who are qualified to assist in reviewing applications when eligibility cannot be easily determined.

A decision regarding eligibility will be made within twenty-one days of the date that the **COMPLETED** application was received by the MTA. If eligibility is not determined within the twenty one day period, the applicant is presumed eligible until and unless the completed review determines otherwise. Persons who are presumed to be eligible may use Your Ride until their eligibility status is determined.

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## **HOW ADA ELIGIBILITY IS DETERMINED (CONT.)**

Persons who are presumed to be eligible may use Your Ride until their eligibility status is determined.

Applicants will be notified of the staff decision regarding their eligibility in writing or other accessible formats as required. If an application is approved, an ADA eligibility identification card will be sent to the applicant.

If applicants are conditionally eligible, they will be informed of the conditions under which they are ADA eligible. If an application is denied, the applicant will be informed of the reasons for denial. Persons who are deemed conditionally eligible, or ineligible, are advised of the MTA's appeal process.

## **APPEAL PROCESS**

An applicant for an ADA eligibility card who is determined to be conditionally eligible or ineligible, may appeal to the MTA's Elderly and Disabled Local Advisory Council (LAC) within sixty (60) days of the initial decision. If the applicant chooses, a request for appeal may be made in writing, by fax or other appropriate format and addressed to the Chairperson of the LAC.

### **The appeal may be mailed to:**

Chairperson - Elderly & Disabled LAC  
MTA  
1401 S. Dort Hwy.  
Flint, MI 48503

### **Appeals letter may be faxed to: (810) 237-8712**

The applicant's appeal will be heard at the LAC's next regular meeting. The LAC meets on the second Wednesday of every month at 10:00 a.m. in the Administration building. At the LAC meeting, there will be an opportunity to hear from both the applicant and the MTA staff. The applicant may present additional information at this time. If a decision is not made within 30 days of the completion of the appeal process, the MTA is obligated to provide service until and unless it issues a decision to deny the appeal.

The LAC may seek independent expertise in its evaluation of the applicant's ADA eligibility. The LAC will respond to the appeal with a decision in writing, or other appropriate format within (30) days of the appeal hearing. The notification will give reasons for the LAC's decision.

## **WHAT IS ADA CERTIFICATION?**

The main goal of ADA (Americans with Disabilities Act) is providing transportation that is totally accessible to people with disabilities. However, the law recognizes that some people with disabilities cannot use city buses even if it is accessible, and that alternative means of transportation are needed.

Paratransit (Your Ride) service that is comparable to the regular bus service is the alternative for these passengers. Paratransit is transportation that is tailored to individual travel needs. The MTA meets this need with its Your Ride service, which is curb-to-curb transportation.

## **ADA ELIGIBILITY vs. YOUR RIDE ELIGIBILITY**

All public entities that operate a Paratransit system, such as MTA's "Your Ride", must establish a process for certifying individuals who meet ADA eligibility criteria. The current process of determining eligibility for Your Ride is more lenient than ADA eligibility certification. Eligibility for Your Ride will continue to be determined the same as in the past. MTA will have a separate process to certify persons who are ADA eligible. While Your Ride transportation will not be restricted to only those individuals who are ADA eligible, in accordance with the Americans with Disabilities Act, those who are ADA eligible will be given first priority should ridership exceed available transportation. ADA eligibility will also benefit those who qualify by giving them access to public transportation when they are visiting in other transit districts.

**FOR ADDITIONAL INFORMATION, CALL  
MTA'S CUSTOMER SERVICE DEPARTMENT  
(810) 767-0100**

## **VISITOR POLICY**

Visitors to Genesee County may be eligible for ADA paratransit service. A visitor is any person who lives outside of Genesee County, and is visiting the Flint area for not more than 21 days in a 365 day period beginning with the visitor's first use of the service during such 365 day period. Visitors must present documentation of their eligibility. This would be either:

1. An ADA eligibility card issued by another transit agency, subject to a check by MTA's staff with the paratransit coordinator of the issuing agency.
2. Visitors who are from an area that does not have ADA paratransit service can establish eligibility through a combination of personal ID and documentation of their disability. The personal ID should show both a picture of the individual and identify the home address of their place of residence.

If visitors have not been certified as eligible by another public entity but claim they are ADA paratransit eligible, they are entitled to "presumptive eligibility" and shall be provided with 21 days of paratransit service.

If visitors will be in the Flint area and using MTA paratransit service for more than twenty one (21) days, they must apply for an MTA ADA eligibility card.

When you are certified as ADA Eligible by the MTA, you will be eligible for paratransit when visiting other cities where there is a bus system. You should contact the transit agency in the city you are visiting and inquire about their visitor policy. Your MTA ADA eligibility card should serve as proof of eligibility. ADA certified passengers are eligible for reduced fares on fixed primary, peak and Your Ride services only.

**If you wish to apply for a  
ADA eligibility card please contact:**

**MTA Customer Service Department  
(810) 767-0100**

**Or stop by the MTA Administration Building  
1401 S. Dort Hwy., Flint, MI 48503**

**Or visit the MTA website  
[www.mtaflint.org](http://www.mtaflint.org)**



**MASS TRANSPORTATION AUTHORITY**

*Wherever life takes you!*

*The mission of the Mass Transportation Authority is to transport all people that desire public transportation services within Genesee County through an integrated system that is safe, efficient and responsive.*

[www.mtaflint.org](http://www.mtaflint.org)



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