

Paratransit Plan



Getting you where you want to go!

Cottonwood Area Transit (CAT)

340 Happy Jack Way

Cottonwood, AZ 86326

Phone - 928-634-2287

Fax - 928-634-1685

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Introduction to Cottonwood Area Transit

The City of Cottonwood is the operator of Cottonwood Area Transit (CAT) and Verde Lynx. The Transportation Department operations and call center are located at:

Cottonwood Area Transit
Verde Lynx
340 Happy Jack Way
Cottonwood, AZ 86326

Phone – 928-634-2287
Fax – 928-634-1685

Contact Person:

Bruce Morrow
Transportation Manager
Phone – 928-340-2755
bmorrow@cottonwoodaz.gov

Description of the Fixed Route System

The CAT system provides service to the City of Cottonwood, Town of Clarkdale, and rural areas of Yavapai County surrounding Cottonwood. Population of the area is approximately 40,000, with Cottonwood's population estimated at 12,000.

The fixed route service is made up of two routes that run on a schedule of 7:00am to 6:00pm, Monday through Friday. The Red Route averages 48 trips a day and services Clarkdale and Yavapai College, as well as Old Town area of Cottonwood. The Blue Route averages 120 trips a day and services the primary medical and commercial and retail areas of Cottonwood, the rural Yavapai County area of Bridgeport, and the southern rural communities of the Verde Villages. Both routes operate on an hourly basis. CAT also operates a commuter service between Cottonwood and Sedona known as the Verde Lynx. This service runs 8 daily roundtrips between Cottonwood and Sedona, Monday through Saturday, 6 roundtrips on Sunday, and connects with the CAT routes Monday through Friday. All services run on major holidays, with the exception of Thanksgiving Day, Christmas Day, and New Year's Day. See attached schedules for map of routes.

CAT operates two buses, one each, on the Red and Blue routes. CAT also operates a single bus for the Verde Lynx commuter service. All our buses are ADA accessible and all our routes are accessible to people with disabilities, including those that require a wheelchair. CAT has a total of 10 buses and 1 minivan, all capable of providing rides to persons that require a wheelchair.

Fixed route fares are as follows: Cash fare per ride on the CAT buses is \$1.25, all day passes are \$3.00, 20 trip passes are \$25.00, and monthly passes are \$40.00. Verde Lynx commuter service is \$2.00 per trip, \$40.00 for a 20 trip pass, and a monthly pass costing \$60.00. Also available are All Access Passes that provide rides on both CAT and Lynx are \$7.50 for daily and \$80.00 for the monthly.

Description of the Complementary ADA Paratransit Service

CAT Provides ADA qualified clients paratransit services, curb-to-curb, five days a week to coincide with the hours the fixed route service operates. Paratransit services run 7am – 6pm, Monday through Friday. Clients may call for a ride 24 hours in advance and up to 7 days in advance and use the answering machine on the weekends to make reservations for Monday. CAT can provide limited same-day rides, providing they do not “bump” existing reservations in the system. CAT Paratransit service operates in a roughly $\frac{3}{4}$ mile corridor around out fixed routes.

Other options in the area include Verde Valley Caregivers Coalition, a non-profit organization that provides rides, counseling, application assistance, and other services to those that are in need. Additionally, there are two taxi service providers, CK’s Need A Lift and Tender Hearts, that can provide rides to any ADA qualified person, including those that need wheelchair assistance.

Per ADA guidelines, fares for paratransit services can be no more than two times the regular fare for fixed routes. Fares for the paratransit service are \$2.25 per ride. There is a 20-trip pass available for \$45.00 and a monthly pass available for \$75.00. See attached fare chart for more details. Clients may qualify for low income fares of \$1.00 per trip if their income falls at or below Federal poverty guidelines. There are programs available through NACOG (Northern Arizona Council of Governments) to assist low-income persons with transit and other needs.

CAT follows Federal guidelines in the scheduling and transporting its clients. People are informed when they apply for the service that drivers may arrive at their residence or other pick-up point at any time 15 minutes before or 15 minutes after their scheduled pick-up. This policy is also reaffirmed when clients call in to make their reservations for rides. CAT also informs the client that the driver will wait up to 5 minutes at their pick-up point for them to get out to the bus and board.

CAT places no restrictions on the trip purpose and the hours of service match those of the fixed route service. CAT has the ability to add buses and drivers on those days when the demand is highest in order to ensure that all rides will be honored. CAT also has supervisors and a manager trained in paratransit operations and can fill in as needed when a bus breaks down or there is a need that falls outside the regular demands of the system. CAT has a minivan that is handicapped accessible, with the ability to load a wheelchair that can also be used as needed.

DEMOGRAPHICS

Based on the 2010 Census, the Verde Valley grew in population, but in some places like Camp Verde the growth was less than some people were expecting. Population in Yavapai County also exploded nearly 26 percent from 167,517 in 2000 to 211,033 people counted in 2010. In the Verde Valley, every municipality in the region gained population except for Sedona. The city in the red rocks lost 161 over the last three years with a 2010 population of 10,031.

In Cottonwood, population grew by nearly 22 percent, pushing Cottonwood ahead of Camp Verde as the most populous town in the Verde Valley. Cottonwood's 2010 population stands at 11,265, up from 9,179 a decade earlier, a gain of 2,086 people. Clarkdale also enjoyed near 20 percent growth, with recorded population numbers jumping from 3,422 to 4,097 over the past 10 years. That's fewer people than the census bureau predicted, as it estimated Clarkdale was home to 4,252 people in 2009.

The following table shows the population breakdown of the major areas that we service:

Community	1990	2000	2010
Cottonwood	5,918	9,179	11,265
Clarkdale	2,144	3,422	4,097
Sedona	7,720	10,192	10,031
Verde Villages	7,037	10,610	13,483
Totals	22,819	33,403	38,876

According to the Arizona Department of Commerce Community Profiles, Clarkdale has a population of 4,159 (2012 estimate), of which 1,669 are in the 60+ category, or approximately 40% of the population. Cottonwood shows a population of 11,438 (2012 estimate), of which 3,373 are in the 60+ category, or approximately 29.5% of the population. The area continues to see increasing population, with the percentage of the population reaching 60 and above growing a little faster than the total population. The need for paratransit services continues to grow. Please see the attached compliance matrix for CAT Paratransit.

ATTACHMENTS

A) CAT ADA Compliance Matrix

ADA Requirement	CAT Performance	Meets Requirement
Service Area		
ADA paratransit services must be offered in a all areas defined as being within 3/4 mile of a fixed route.	CAT Paratransit is provided throughout the greater Cottonwood area within 3/4 mile of the fixed route service.	CAT Paratransit meets this ADA Requirement
Coverage		
Service must be offered during the days and times when fixed route service is offered.	CAT Paratransit service is provided in parallel to the fixed route service hours throughout the CAT service area.	CAT Paratransit meets this ADA Requirement
Fares		
Fares for ADA paratransit may be up to twice the cash fare for equivalent fixed route service for riders who are not mobility limited.	The fare for an adult CAT fixed route rider is \$1.25. CAT Paratransit fare is \$2.25/one way passenger trip.	CAT paratransit fares are in full compliance being less than the maximum allowable by ADA
Eligibility		
Individuals who are unable to use fixed route transit due to a disability or mobility impairment must be eligible for paratransit.	CAT Paratransit provides transportation service to ADA-certified registrants.	CAT Paratransit meets this ADA Requirement
Reservations		
Must be able to make "next day" reservations. Longer reservations and standing reservations may be offered.	CAT Paratransit accommodates advance reservations from 1 to 7 days in advance as well as subscription bookings. Additionally, same day rides are accepted on a space available basis if called in before 1 pm.	CAT Paratransit meets this ADA Requirement
Trip Purpose and Trip Limit Restrictions		
There may be no prioritization or limitation placed on trip purposes, and there may be no limitation as to the number of trips an individual may take on paratransit.	There are no trip purpose restrictions or limits on the number of trips an individual can book.	CAT Paratransit meets this ADA Requirement

Subscription Trips or Standing Orders		
Subscription trips or standing orders may not exceed 50% of capacity during any time period when capacity is limited.	Rule does not apply if there are no trip denials.	CAT Paratransit meets this ADA Requirement
Passenger Assistance		
Curb-to-curb service is required, with passengers traveling from their residence or destination locations to and from the vehicle.	CAT provides curb-to-curb service, with additional help provided if requested in advance and the bus may be left unattended to assist the passenger.	CAT Paratransit meets this ADA Requirement and exceeds it on a case-by-case basis when requested.
Capacity Limitations		
Under a recent ADA legal interpretation, no trip request booked at least one day in advance can be denied. However, agencies can offer travel time alternatives within one hour before or after the originally requested drop off or pick up times.	CAT does not deny time call bookings. However, same day bookings may be denied due to capacity constraints. Passengers are offered alternative times to ride or may be picked up as soon as a bus can get to them.	CAT Paratransit meets this requirement.
Guests and Attendants		
Guests who may or may not have mobility limitations may ride the paratransit service provided they have reserved in advance, pay the full fare for their ride and are subject to capacity constraints. Attendants who are required to assist a rider with mobility may ride at no charge, provided they are registered as a Personal Care Attendant (PCA) and have reserved in advance.	CAT Paratransit transports and does not charge a fare for PCAs travelling with ADA clients. CAT provides service to guests and children on a space available basis.	CAT Paratransit meets or exceeds this requirement.
Vehicle Design		

<p>Vehicles must be designed to accommodate both ambulatory passengers and persons using an electric wheelchair, scooter, or non-powered wheelchair.</p>	<p>CAT operates a fleet of wheelchair accessible cut-away vans, MV-1 Mobility Vans, as well as a passenger minivan. CAT paratransit operates sufficient wheelchair accessible vehicles to meet wheelchair capacity requirements.</p>	<p>CAT Paratransit is in compliance.</p>

B) CAT FARES – As of 10/01/2015

CAT FIXED ROUTE

Regular Fare	\$1.25
All Day Pass	\$3.00
Day Pass Vouchers.....	\$3.00
20 – Trip Pass.....	\$20.00
Monthly Pass.....	\$40.00

CAT FIXED ROUTE – Senior/Veteran/Student

Regular Fare	\$0.50
All Day Pass	\$1.50
20 – Trip Pass.....	\$10.00
Monthly Pass.....	\$20.00

ADA PARATRANSIT

Regular Fare	\$2.25
LITS Fare (Cash Only)	\$1.00
20 – Trip Pass.....	\$40.00
10 – Trip Pass	\$20.00
Monthly Pass	\$75.00
LITS Passes Half Price Regular Fare Price	

ADA PARATRANSIT – Senior/Veteran/Student

Regular Fare	\$1.00
20 – Trip Pass.....	\$20.00
10 – Trip Pass	\$10.00
Monthly Pass	\$37.50

VERDE LYNX

Regular Fare	\$2.00
Within Sedona.....	\$1.00
Monthly Pass.....	\$60.00
20 Trip Pass.....	\$35.00
Single Trip Voucher	\$2.00

VERDE LYNX – Senior/Veteran/Student

Regular Fare	\$1.00
Within Sedona.....	\$0.50
Monthly Pass.....	\$30.00
20 Trip Pass.....	\$17.50

All Access (CAT+Lynx+YAT)

Daily Pass.....	\$6.00
Monthly Pass.....	\$75.00

All Access (CAT+Lynx+YAT) – Senior/Veteran/Student

Daily Pass.....	\$4.00
Monthly Pass.....	\$40.00

C) CAT Paratransit Policies

Introduction to Paratransit

The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed route service to provide complementary paratransit services to peoples with disabilities who cannot use the fixed route bus service because of disability. The ADA regulations specifically define a population who are entitled to this service as a civil right.

In general, ADA complementary service must be provided within a $\frac{3}{4}$ of a mile of a bus route, at the same hours and days, for no more than twice the regular fixed route fare. Eligible customers who are outside the service area could still use the service if they are able to get themselves within the service area.

The ADA further requires that paratransit rides be provided to all eligible riders if requested any time the previous day. The ADA allows providers to negotiate trip time with the customer, but no more than an hour before or an hour after the requested time.

Cottonwood Area Transit (CAT) Paratransit is the complementary paratransit system to the local fixed route bus service operated by CAT. CAT Paratransit operates the same hours and serves the same areas as the fixed route system. Paratransit service is provided for customers who are functionally unable to use the fixed route service.

This policy manual is designed to be a quick reference guide for operators and customers. This manual is not comprehensive of all the policies and practices of CAT.

Reservation Policy

Subject: Reservations, Cancellations, No Shows

Purpose: To establish guidelines for the above subject

Guidelines:

CAT Paratransit accommodates advance reservations from 1 to 7 days in advance as well as subscription or standing order reservations. Additionally, same day rides are accepted on a space available basis if called in before 1pm.

Reservations may be made by calling the CAT main number (928-634-2287) from 8:00 am to 4:45 pm, faxed to the CAT fax number (928-634-1685) or emailed to the CAT email address (cat@cottonwoodaz.gov).

Cancellations must be called in to the CAT office at least 1 hour before the scheduled pick-up time. Failure to cancel your ride in a timely manner will be considered a “No Show” for purposes of potential suspension of service or termination of service. See the appropriate policy following in this document for further information.

Staff Cell Phone Use Policy

Subject: Staff Cell Phone Use Policy

Purpose: To establish guidelines for acceptable cell phone use

Guidelines:

In the interest of safety, employees are prohibited from using cell phones and other personal communication devices while operating CAT owned and operated equipment.

Below are guidelines for staff on ways to be compliant with this policy.

1. Cell phones are to be turned off and safely stored while operating CAT vehicles or equipment. Vehicles and equipment include, but are not limited to, buses, vans, service vehicles, carpool vehicles, rental cars, and other equipment.
2. Cell phone use is **not** permitted while a vehicle is on route or stopped at locations on route or while passengers occupy a CAT vehicle.
3. Cell phone use is **not** permitted while Operators are occupying the driver's seat of any CAT vehicle, even if the vehicle is stopped at the side of the road or at a designated stop.
4. Cell phone use **is** permitted while parked at the transfer centers. Drivers need to secure vehicle and step out of vehicle while on cell phone.
5. Cell phone use **is** permitted for Paratransit drivers stopped at pick up or drop off locations with a wait time of more than 15 minutes. Drivers need to secure vehicle and step out of vehicle while on cell phone.
6. Cell phone use **is** permitted during breaks or lunch periods or when there are no passengers in the CAT vehicle. Drivers need to secure vehicle and step out of vehicle while on cell phone.
7. Cell phone use **is** permitted by management and senior staff using hands free equipment only when responding to an emergency situation. Vehicle should be stopped in a safe location before using cell phone.
8. If emergency contact with employees is required, the office is available to contact persons operating CAT vehicles or equipment. If the office is closed, shift leaders and managers are available by cell phone contact. Contact numbers can be provided to immediate family for use in case of an emergency.

Violation of this policy is subject to disciplinary action, up to and including termination.

Paratransit Vehicle Use policy

Subject: Vehicle use, pre-trip, post-trip inspections, rotations, and cleanliness

Purpose: To establish guidelines for the above subject

Guidelines:

Vehicle use – A Paratransit vehicle can only be used for official business. Because of the nature of our service, breaks and lunches cannot be planned to be at a certain location. Operators may go to a convenient location to be able to take a break or lunch. Vehicles must be secured. All doors must be locked if the vehicle is going to be left out of eyesight.

Pre-trip and Post-trip Inspections – Before leaving the lot or when relieving on-the-line, the operator will check the vehicle. Defects must be recorded on the Pre-trip Checklist. If the defect is serious enough to affect the safety of the vehicle, it should be reported to the Field Supervisor or Office immediately, and the bus will be replaced. Post-trip inspections shall be conducted. Safety Defect Reports shall be submitted to the Field Supervisor at the end of each evening shift.

Vehicle Rotations – Vehicles will be assigned to a specific route for a week at a time. Vehicles may be switched mid-shift in the case of a breakdown. As soon as the vehicle is repaired that same vehicle will be placed back on route.

Vehicle Cleanliness – Operators are responsible to maintain clean vehicles. At the end of each shift, operators shall sweep the vehicle, wipe down the dash, remove unnecessary papers, and clean out trash for their assigned vehicle. Trash shall be disposed of at the local CAT transportation building.

Lift/Ramp Use Policy

Subject: Lift/Ramp Use

Purpose: To establish rules and guidelines on when to use a wheelchair lift/ramp in an equipped vehicle.

Guidelines:

The lift/ramp is a tool to use for the loading/unloading of customers.

Any customer can use the lift/ramp to board or to disembark the vehicle upon request.

This includes ambulatory customers.

Operators should ride on the lift for only the following reasons:

- A customer has requested the additional service.
- The customer is a double amputee.
- The operator feels that the person needs the additional help.

Two-way Radio Usage Rules

All operators will use the radio for proper communication purposes.

The operator *shall* use the radio to:

- report an accident, incident, emergency, etc. occurring on or off the bus;
- report an equipment malfunction;
- report any unusual situations such as a route blockage, passenger problem, or lost article;
- ask for route clarification (NOTE: It is the operator's responsibility to know the route and, if not sure about a route or any special conditions on the route, to find out before leaving the CAT transportation building);
- communicate schedule information for passengers including transfer and arrival times

The operator shall *not* use the radio:

- while fueling the vehicle;
- around designated "Blasting Area" or "do not use radio" construction areas;
- if another conversation is in-progress, except in grave emergencies;
- to send personal messages (the radio must be used strictly for business);
- for prolonged or sensitive business conversations (switch to the administration channel or use cell phone when stopped)

Ten-codes

An operator should always identify him/herself by route number or unit number (if not on route), and use common English speaking. Ten codes have been discontinued.

Paratransit Payment Policy

FARES:

Each person** riding Paratransit is responsible for making payment at time of boarding.

- The driver manifest will show amount due from the client.
- The driver will request payment upon boarding. No client will be provided with a ride without prepaying.
- Monthly, Daily, or Punch Passes can be presented as payment. The driver is to punch the pass and record pass used on manifest. CAT's punch pass is equal to \$2.25 per punch.
- All cash is to be placed in the vehicle's bank bag or Fare box and will be turned in at the end of the day.
- If fixed route has a free fare day, Paratransit must also have a free fare day.

Drivers' manifests will be compared to the drivers' bank bag or fare box totals. Driver should note cash amount, pass, or punch amount.

The Paratransit fares will be included with the daily or weekly deposit.

**If a client fare is paid for by agency authorization, this will be noted on the driver's manifest. These clients will not be asked to pay at boarding as their bill is paid by an outside funding source. Personal attendants will be provided a ride free of charge per ADA guidelines.

Comparable Fixed Route Ride Time Policy

Subject: Comparable Fixed Route Ride Time

Purpose: To establish guidelines for how long a customer may be able to ride on the van.

Guidelines: CAT has always had a policy where a customer can ride on the vehicle for a maximum of an hour. There is a need for this policy to be revised to be comparable to the fixed route ride times and therefore is accurate for all Paratransit systems of CAT. The following formula is used throughout the industry.

Ride Time = time to walk the distance to bus stop + $\frac{1}{2}$ FR wait time + FR ride time + time to walk from the bus stop to the destination

For example:

A CAT Customer lives at
2240 E Rio Mesa Drive and he is going
to the Safeway

Walking to the bus stop = 8 mins
FR Wait Time = 20 mins
FR ride time = 8 mins
Walking from bus stop = 6 mins

Total time = 42 minutes

For example:

A CAT Customer lives at
2240 E Rio Mesa Drive and he is going
to the Safeway

Walking to the bus stop = 8 mins
 $\frac{1}{2}$ FR wait time = 10 mins
FR ride time = 8 mins
Walking from bus stop = 6 mins

Total time = 32 minutes

Wait Time Policy

Subject: Wait time policy

Purpose: To establish a policy to designate a wait time when picking up customers.

Guidelines: The wait time is five (5) minutes.

The operator will start the wait timer from the moment that their wheels stop turning when they pull up to an address to pick up a customer, if the time is within the “ten minute window” either side of the requested pick-up time. If the time is not within the “ten minute window”, the operator may not begin to time until the “ten minute window” starts.

The operator may call into dispatch after about 2 to 3 minutes of waiting. Operators may honk horn and go knock on the door if the door is within sight of the van and there are no clients on board that may not be left alone. Upon calling in, the operator may ask dispatch to place a call to the customer to notify them that the van is waiting.

If the customer does not come out within the five minute wait time, the operator will place a call into dispatch to inform them that there is no movement at the stop. Dispatch will then advise the driver to either drive to the next pick-up or wait if they have information that the client is on the way out, but has not reached the door.

Mobility Aid Policy

Subject: Mobility Aids and how to transport them

Purpose: to establish guidelines on how to transport them

Guidelines:

Definition: A mobility aid is a helpful tool that a person may use which assists the person to be more mobile.

All mobility aids must be transported.

All wheelchairs and scooters must be secured to the vehicle using the equipped wheelchair securement system. Wheelchair and scooter users will be requested to place their device in the off position with brakes locked. This is not mandatory but is strongly recommended.

Other mobility aids may also need to be secured to the vehicle. This may be done by the customer grasping the object, folding the device and placing it under the seats, or by securing the device to the vehicle floor by using the equipped wheelchair securement system.

Mobility aids include but are not confined to the following list:

- Oxygen tanks up to 100lbs
- Walkers
- Canes
- Wheelchairs
- Scooters
- Crutches

Footstep Policy for Non-Door-to-Door Requests

Subject: Footstep Policy

Purpose: To establish a policy for guidance on how much service to give for origin to destination ride requests.

Guidelines: The operator shall take no more than 6 steps from the perimeter of the bus to assist “origin to destination” riders.

For example: The driver has five different customers on the bus and stops to pick up the sixth. The sixth customer’s home is 65 feet from the curb. When the bus arrives the customer is not out at the curb and one of the other five customers currently on the bus won’t stay seated and continually unbuckles the seatbelt. The sixth customer is locking their front door and is trying to get out to the bus. In order for the driver to maintain complete control of the vehicle and to insure the highest safety for all parties involved the operator should use the five minute wait time window and wait for client number six to make to journey to the bus alone. Many unsafe projections could occur if the driver were to leave the bus and go the 65 feet to the door to help the sixth customer to the bus. If client number six used a wheelchair and needed the help to maneuver the chair to the bus, the driver would be advised not to go more than SIX steps away to make sure they could intervene quickly if any unplanned circumstance should occur.

Same Day Paratransit Trip Scheduling

Subject: Same Day Scheduling

Purpose: To set up Procedures for Same Day Trip Scheduling

Guidelines:

1. Customers will be able to call for a trip on the same day Monday through Friday 8am to 1pm.
2. Customer trips will be approved on a first come first serve basis and will be denied if there is not capacity to accommodate the trip.
3. ADA Mandated priorities must be adhered to when scheduling trips i.e. requested 'same day trips' may not be scheduled (will be denied) if it bumps an ADA trip outside of the 10 minute pick up time, makes a customer late for an appointment or keeps a customer on a van more than the comparable fixed route ride time.
4. A dispatcher will schedule the trip while the customer is on the phone and will let the customer know if and when their trip will be. If this is not possible, the dispatcher will call the customer back as soon as possible with trip information.
5. Cost of 'Same Day Trips' is the same as what the cost is per trip for the customer currently.

Personal Care Attendants, Companions, Service Animals and Pets

Subject: PCAs, Companions, Service Animals, and Pets

Purpose: to clearly identify the guidelines for the above subject

Guidelines:

An eligible person's PCA (Personal Care Attendant) shall be provided a trip free of charge as long as the PCA is riding with an eligible person. A companion of an eligible person shall also be provided a trip but shall pay the same fare as the eligible person. A second companion, however, shall be provided a trip only if space is available. PCAs and companions shall have the same origin and destination as the eligible person.

Definitions: PCA – A PCA is someone specifically designated or employed to help the eligible person meet his or her personal care needs and is considered a “mobility aid” similar to a wheelchair or cane. A PCA may be a friend or family member.

Companion – A companion is a friend, family member, business associate, date, etc. A companion is not a PCA unless the eligible person regularly uses a PCA and the companion is actually acting in that capacity. Unless the eligible person states that he or she uses a PCA, any individual accompanying the eligible person shall be regarded as a companion and shall pay a fare.

Service Animals and Pets – Eligible persons will inform Dispatch of their intent to use a service animal. Pets are welcome as long as the pet is in a pet carrier and the eligible person can carry the carrier with the pet inside it. Pets and service animals must be under the control of the animal's owner. Larger pets may be accommodated if they can be controlled and not cause discomfort for other passengers that may be on the bus. Please call dispatch and inform them if you intend to bring a large pet that is not a service animal.

49 CFR 37.3 defines a service animal 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”.

Seatbelt Policy

Subject: Seatbelt use in Paratransit Vehicles

Purpose: To establish rules for seatbelt use in Paratransit vehicles

Guidelines:

It is ***strongly recommended*** that seatbelts, for passengers, should be worn while being transported in a Paratransit vehicle. Ambulatory passengers should wear the provided seatbelt. Passengers using a wheelchair or scooter should use the lap and shoulder belt. Children and infants riding in car seats should have their car seats securely fastened to the bus seat.

Operators must always wear their seatbelts while the bus is in motion.

Suspension of Service Policy

Subject: Paratransit customer suspension policy

Purpose: To incorporate a suspension policy

Guidelines:

1. An ADA eligible person who engages in violent, seriously disruptive or illegal conduct, to themselves or others, while receiving ADA Paratransit service shall be refused ADA Paratransit service. This policy is the same on the Fixed Route service.
2. A person with ADA Paratransit Eligibility who establishes a pattern of late cancellations may have his or her ADA Paratransit service suspended.
3. *Pattern or Practice:* A “pattern or practice” is established when an ADA eligible person has three (3) late cancellations or no shows in a one month period. Once a “pattern or practice” is established during a month, each additional late cancellation or no show is subject to sanction. A rider may only have disciplinary actions taken against them for late cancellations and no shows.

Types of Cancellations:

Late Cancellation: Client called to cancel trip but the time of the call is within 1 hour of the scheduled pick up time.

Cancel at Door: Client cancelled after the driver arrived due to circumstances beyond the client’s control.

Same Day Cancel: Client cancelled trip on the same day as the ride, prior to the 1 hour window.

No Show: Driver arrived at the point of pick up but client wasn’t there or decided not to ride.

Missed Trip: Client was not present for trip where there were multiple client pickups at the address.

Suspension: When an ADA eligible person has established a pattern or practice of late cancellations and or no shows, he or she may have service suspended or terminated.

How does it affect the Rider?

Customers should expect:

1. A warning letter after three late cancellations or no shows combined in any one month.
2. One week suspension if there is another late cancellation or no show in the next month. After the week’s suspension, service will be reinstated.
3. Any further late cancellations or no shows may result in a one month suspension of service.
4. Additional late cancellations or no shows may result in termination of service.
5. Service will be reinstated after arrangements have been determined between the customer and the Transportation Manager.

Door to Door Policy

Paratransit Policy on Door to Door Service

The current policies of the CAT Paratransit programs are to provide origin-to-destination service (curb-to-curb). We understand that origin-to-destination service can be a hardship on customers who need additional assistance, yet lack a family member, caregiver, or other agency to provide such assistance. In order to respond to this need, CAT has implemented the following policy:

CAT Paratransit will provide door-to-door service for customers who need such service and have no other resource(s) available. Paratransit customers must request this additional service.

This is a significant policy shift for CAT and will require the help of caregivers, family members and other agencies to be successful. Clearly, CAT has limited resources of vehicles and drivers. If Paratransit staff were to provide door-to-door assistance to all customers, we would have to drastically reduce the total number of trips we provide. For these reasons, CAT staff will be relying on customers, family members, caregivers and other agencies as follows:

- Staff of other agencies will be requested to assist customers whenever possible.
- Customers will be encouraged to request door to door service only when there is no other option available.
- Family members and caregivers will be required to provide additional assistance whenever possible.
- Drivers may not enter the home of a customer. Customers must be able to come out of the door to the driver.
- Drivers may not leave the vehicle and venture to a place where an obstacle may obstruct the driver's view of the transit vehicle. The Driver must be able to view the vehicle at all times.
- A path from the door to the bus must be clear for the driver and customer to navigate at both pick-up and drop-off locations.
- If any of the above makes the request impossible to be filled, the additional service will be denied. Drivers will help as much as they can.

By providing this service whenever a request is made, CAT will be compliant with the Origin-to-Destination guidance from the FTA found at http://www.fta.dot.gov/12876_4058.html

Customer Baggage Policy

Subject: Customer baggage amounts

Purpose: To establish guidelines for the above subject

Guidelines: Customers may bring along baggage with them if the baggage meets the following criteria:

- Baggage must be able to be carried by the customer or by their PCA independently
- Baggage must be able to be carried on to the bus in one (1) trip only
- Baggage must not take up other passenger's space and must be moved if another passenger needs the seat that the baggage is taking up
- Shopping carts (Walmart, Fry's, Safeway, etc.) are not allowed on the bus

If, for any reason the above limitations are broken, the operator will radio into dispatch to receive authorization to accept or deny the customer's ride. The customer will need to make other arrangements in the case of a denial. Customers may call dispatch, **in advance**, to see if modified arrangements can be made.

Double Amputee Policy

Subject: How to assist a person that is a double amputee

Purpose: To form procedures for employees who may have the opportunity to assist a customer that is a double amputee. To make sure customers and employees are as safe as possible.

Guidelines: Persons that have both legs amputated have less weight in the front of their mobility device (wheelchair). Since there is significantly less weight in the front of their wheelchair than in the rear of their chair, the possibility of a wheelchair turning over backward is much more likely. Therefore the following guidelines are recommended for the safety of transit customers and employees.

Never pull the customer's wheelchair backward.

Always push a customer's wheelchair in a forward motion.

Direct the customer to go on to the wheelchair loading device (ramp/lift) forward facing and assist them by either pushing them up the ramp or by riding the lift with them.

Hand To Hand Policy

Subject: Hand to Hand customer transfers

Purpose: To establish procedures for hand to hand customer transfers.

Guidelines: A hand to hand transfer is needed when a customer cannot be left alone. This would be for customers who have disabilities that prevent them from being capable of taking care of him/herself or that are easily confused. Parents, care providers, customers and the eligibility worker will help make a determination when a customer should have hand to hand transfer status. This must be communicated to dispatch in order that it can be placed on the driver manifest.

An example of how this kind of transfer would work is as follows:

A customer is picked up from their origin and taken to the van by someone in authority. The van operator accepts the customer and seats the customer in the van. When the van arrives at the customer's destination, the driver assists the customer off the van and delivers the customer to another person that is to receive the customer.

Passengers with Open Wounds, Sores, Other Potential Hazards

When using the bus, passengers with disabilities who have health-related open wounds, sores, or other potential physical issues need to ensure that all wounds and sores are properly covered and that all physical needs are planned for (incontinence).

Passengers with disabilities who have open wounds and sores shall be transported unless their medical condition or personal hygiene presents a direct threat to other passengers. Any passenger, including passengers with disabilities, may be refused access to public transportation if visible body fluid leakage or dripping is occurring while at the bus stop. The passenger may also be requested to exit the bus if leakage or dripping occurs after they have boarded. Such leakage or dripping can create a biohazard to other passengers on the bus.

The existence of wounds and sores may limit securement on all securement points. The operator shall secure as many points as possible and transport the passenger.

Ride with Us

- ❖ Reservations for next day service (24 hours) can be made by calling 928-634-2287 for CAT Paratransit 8am to 4:45pm Monday through Friday. Same day trips may be requested up to 1:00 pm and are honored on a space available basis.
- ❖ Trips requests may be scheduled up to 7 days in advance.
- ❖ “Will Calls” should expect to wait up to 60 minutes for a pick up from the time the call is placed.
- ❖ We may negotiate pick up times, but we will not require a trip to begin more than one hour before or after your desired departure time. (DOT ADA Regulations – Section 37.131)
- ❖ The trip fare is due at the time of your trip and must be in the exact change.
- ❖ A vehicle will usually arrive on time, but allow them 10 minutes either way.
- ❖ The driver will wait up to 5 minutes after they arrive. Please make sure your pathway or driveway is clear to get to the vehicle safely.
- ❖ CAT Paratransit provides “origin-to-destination” or “curb-to-curb” service. Additional assistance is provided in some situations if requested. Drivers may not go inside a building for a client.
- ❖ Be sure to let us know how many people will be riding when you set up your trip. Personal Care attendants may ride for free; Companions pay the same amount the client would pay.
- ❖ Eating, smoking, and consumption of alcohol are not allowed in the vehicle.
- ❖ Drinks are allowed in spill-proof containers only.
- ❖ Fighting, pushing and vulgar language will not be tolerated and will result in suspension.
- ❖ Clients may bring on board only what they can carry on in one trip into the bus. All items must be secured.
- ❖ Please remember to take all of your personal items with you when you arrive at your destination.

D) CAT ADA Eligibility Process and Policy

I ADA PARATRANSIT ELIGIBILITY

- A. Reference – Reference Sections in this policy are found in 49 CFR Part 37
- Transportation for Individuals with Disabilities (ADA).

Section 37.123 – ADA Paratransit Eligibility: Standards

Section 37.125 – ADA Paratransit Eligibility: Process, Section (a)-(f)

Section 37.131 – Service Criteria for Complementary Paratransit

- B. Policy – Within the limits of the ADA service criteria, it is the policy of Cottonwood Area Transit (CAT) to provide ADA paratransit service to all persons with disabilities who fall under at least one of the following eligibility categories:

CATEGORY 1: Any person who cannot, as a result of a physical, cognitive, or sensory disability, independently (except for the assistance of a bus driver) board, ride, or disembark from any vehicle which is accessible to and usable by persons with disabilities.

CATEGORY 2: Any person with a disability who can independently board, ride, or disembark from an accessible vehicle but an accessible vehicle is not available to that person on the route and at a time a trip is desired; also, a person who must embark/disembark on a lift is eligible under this category when the lift cannot be deployed at the bus stop he or she requests.

CATEGORY 3: Any person with a disability who has a specific impairment-related condition which prevents him or her from getting to and from a bus stop or waiting a reasonable period of time at the bus stop.

The basis for eligibility under this category is that the interaction between an architectural and/or environmental barrier and a specific impairment related condition prevents a person with disability/disabilities from getting to and from a bus stop. Distance, terrain, and weather are examples of environmental barriers. Difficulty alone in traveling to or from a bus stop is not a basis for eligibility.

Eligibility in any of these categories shall be based on a functional determination, not a medical determination.

- C. Conditions of Eligibility – ADA Eligibility shall be granted by Condition as follows:

Unconditional - A person shall be eligible to ride Paratransit for all trips at all times, within the limits of the ADA service criteria. A Temporary condition may be granted to a person with a temporary disability for a specific length of time.

Conditional – A person shall be eligible to ride Paratransit only when there is no accessible Fixed Route Transit bus on a route and at a time he or she desires a trip. A person who must embark/disembark an accessible bus on a lift shall also be eligible to ride Paratransit when the lift cannot be used at the bus stop he or she requests.

A person shall be eligible to ride Paratransit on a conditional basis and may be eligible to ride Paratransit for some trips but not others. Conditional eligibility may be related to the environment (distance, terrain, weather, etc.), whether or not a person is trained to make a trip independently and/or other variables that prevent a person from riding Paratransit on some days.

- D. Application And Certification Process

1. Application form and materials: The application form for ADA Paratransit Eligibility must be completed by the applicant or by another person on behalf of the applicant. Social service agencies may also provide assistance to the applicant. If additional assistance is needed to complete the application, the applicant may call CAT for assistance.
2. Application submission: Applications may be submitted by mail or in person at the CAT office. Upon receipt, each application form shall be reviewed for completeness including a signed statement of impairment from a qualified medical professional. Applications that are considered to be complete must be date-stamped. A copy of an incomplete application shall be returned to the applicant with a letter indicating what information is missing. Incomplete applications shall not be processed.
3. Application processing: Completed applications shall be processed by the ADA Eligibility staff of CAT. When necessary, the assistance of a contracted medical and/or disability professional may be solicited. Medical documentation must be provided by the applicant. The application is designed to provide sufficient information to determine the eligibility of most applicants. It may be necessary to make a telephone call to the applicant to clarify certain responses.

If after review and making additional contacts, the ADA Eligibility staff is still unable to determine the functional limitations of the applicant, they may refer

the applicant to a medical professional. The medical professional may be a clinical social worker, independent living specialist, occupational therapist, psychiatrist, physical therapist, rehabilitation specialist, audiologist, ophthalmologist, registered nurse, psychologist, physician or other professional who can assess the functional limitations of persons with disabilities.

When an application is received, the medical professional shall review the application and make a recommendation. If necessary, the medical professional may conduct a telephone or in-person interview with the applicant. The recommendation of the medical professional shall be forwarded to the ADA Eligibility staff who shall determine the eligibility of the applicant.

4. Timing: A complete application shall be processed and a determination issued within 21 calendar days of receiving a completed application. If the review process is unable to be completed within 21 days, the applicant shall be given temporary eligibility until the applicant is notified of his or her eligibility status.
5. Notice of action: The ADA Eligibility staff shall notify applicants in writing that they have been granted or denied ADA Paratransit Eligibility.

If an applicant is denied ADA Paratransit Eligibility, the ADA Eligibility staff shall notify the applicant in writing stating the specific reason or reasons eligibility was denied. The letter shall include information regarding the Administrative Appeals Process. Blind or visually impaired applicants shall receive materials in appropriate alternate formats.

II ELIGIBILITY APPEALS PROCESS

- A. Reference - Section 37.125 (g) – ADA Paratransit Eligibility: Process
- B. Policy - Applicants who are denied ADA Paratransit Eligibility or who have been given conditional eligibility may appeal the determination.
- C. Appeals Process -
 1. Submission of an appeal: The applicant initiates an appeal by writing a brief, one-page letter stating that he or she wishes to appeal the decision. If the person's disability prevents him or her from writing a letter, the person may initiate an appeal by contacting CAT's Transportation Manager by telephone (928-634-2287).

Appeals should present information that would support a reconsideration of the application. The appeal may identify other persons who could support the case for reconsideration.

2. CAT Action: When a letter or phone call requesting an appeal has been received, CAT shall schedule a hearing before the Appeals Review Board.
3. The Appeals Review Board: An independent Appeals Review Board shall be formed to review all appeals. The members of the board shall have had no involvement in the initial eligibility determination but shall be generally familiar with the goals and objectives of the ADA Paratransit Eligibility Program. No member of the Board shall directly supervise any staff member that made the original eligibility determination.
4. The appeals process: A person making an appeal shall be given the opportunity to present additional information to the Appeals Review Board. The information presented may be written information, personal testimony, and verification from a credible witness, or presented in any other format that may add clarification to the person's functional limitations.
5. Appeal determination: The determination of the Appeals Review Board shall be provided in writing. Appropriate alternate formats shall be provided. If the denial is upheld, the letter shall state the specific reason or reasons for the determination.
6. Timing: An appeal must be submitted within 60 calendar days of the date of the letter of denial. A determination on the appeal shall be made within 30 calendar days of the date of the hearing.
7. Eligibility Pending Appeal Determination: If a determination is not made within 30 days of the administrative hearing, the person shall be given temporary ADA Paratransit Eligibility until a determination is made.

III RECERTIFICATION

A. Reference

Section 37.125 (f) – ADA Paratransit Eligibility: Process

- B. Policy – Persons with ADA Paratransit Eligibility shall recertify at least once every three years. Persons with a temporary or conditional eligibility may request recertification if they believe their condition has changed significantly. CAT reserves the right to require recertification of an ADA Paratransit Eligible person at any time.

- C. Notification – CAT shall notify an ADA Paratransit Eligible person approximately 60 days before the end of the eligibility period. The process for evaluating the application shall be the same as described in Section One, “ADA Paratransit Eligibility” above.

IV SUSPENSION OF SERVICE

- A. Reference: Section 37.125 (h), *ADA Paratransit Eligibility: Process*, Page 45635. Also, Appendix D to Part 37, Subpart F, Section 37.125, *ADA Paratransit Eligibility – Process*, Page 45747.

B. Policy:

1. An ADA eligible person who engages in violent, seriously disruptive or illegal conduct, to themselves or others, while receiving ADA paratransit service shall be refused ADA paratransit service.
2. A person with ADA Paratransit Eligibility who establishes a pattern of late cancellations may have his or her ADA paratransit service suspended.
3. *Pattern or Practice*: A “pattern or practice” is established when an ADA eligible person has three (3) late cancellations or no shows in a one month period. Once a “pattern or practice” is established during a month, each additional late cancellation or no show is subject to sanction. A rider may only have disciplinary actions taken against them for late cancellations and no shows.

Types of Cancellations:

- *Late Cancellation*: Client called to cancel trip but the time of the call is within 2 hours of the scheduled pick up time.
- *Cancel at Door*: Client cancelled after the driver arrived due to circumstances beyond the client’s control. (i.e. Client has become sick, has fallen, etc)
- *Same Day Cancel*: Client cancelled trip on the same day as the ride, prior to the 2 hour window.
- *No Show*: Driver arrived at the point of pick up but client wasn’t there or decided not to ride.
- *Missed Trip*: Client was not present for trip where there were multiple client pickups at the address. (i.e. Group trips from the Manor, Senior Center, etc.)

Suspension: When an ADA eligible person has established a pattern or practice of late cancellations and or no shows, he or she may have service suspended or terminated.

How does it affect the Rider?

Customers should expect:

1. A warning letter after three late cancellations or no shows combined in any one month.
2. One week suspension if there is another late cancellation or no show in the next month.
3. After the week's suspension, service will be reinstated.
4. Any further late cancellations or no shows may result in a one month suspension of service.
5. Additional late cancellations or no shows may result in termination of service.

Service will be reinstated after arrangements have been determined between the customer and the Transportation Manager.

The Appeals Process above may be requested by a client who feels they should not be suspended from service also.

V ADA PARATRANSIT SERVICE FOR VISITORS

A. Reference

Section 37.127 Complementary Paratransit Service for Visitors

- B. Policy – CAT shall provide ADA paratransit service within the ADA service area to all ADA Paratransit Eligible visitors for a period of 21 calendar days.

- C. Visitors – a visitor is an individual with disabilities who does not reside in the jurisdiction(s) served by the public entity or other entities with which the public entity provides coordinated complementary paratransit service within a region.

D. Procedure

1. Documentation: Visitors may request Paratransit service by:

Showing their ADA Eligibility Identification Card issued by the jurisdiction in which they permanently reside.

Visitors shall be requested to provide the ADA Specialist with information that will be put into the booking software and used by dispatchers.

2. Length of visitor's Cottonwood eligibility: Visitors shall be provided up to 21 days of Paratransit service during any 12 month period. The 21 days begins with the visitor's first ride on Paratransit. The 21 days may be continuous or may be a combination of visits to the Cottonwood area totaling 21 days.
3. Contacting CAT: A visitor may either contact CAT upon arrival or before arrival in the Cottonwood area. Before arrival contact may be by telephone, mail or fax. If a visitor chooses to apply in person, Paratransit may provide the visitor a ride to the office.

After the first contact with CAT, visitors shall be sent a Paratransit brochure and instructions for completing an application for eligibility if the visitor plans to spend more than 21 days in the Cottonwood area

VI PCA (PERSONAL CARE ATTENDANTS) AND COMPANIONS

A. Reference

Section 37.123 (f) ADA Paratransit Eligibility: Standards

Section 37.125 (I) ADA Paratransit Eligibility: Process

Section 37.131© Service Criteria for Complementary Paratransit: Fares

- B. Policy – An eligible person's PCA (Personal Care Attendant) shall be provided a trip free of charge as long as the PCA is riding with an eligible person. A companion of an eligible person shall also be provided a trip but shall pay the same fare as the eligible person. A second companion, however, shall be provided a trip only if space is available. PCAs and companions shall have the same origin and destination as the eligible person.
- C. PCA (Personal Care Attendant) – A PCA is someone specifically designated or employed to help the eligible person meet his or her personal care needs and is considered a "mobility aid" similar to a wheelchair or cane. A PCA may be a friend or family member.
- D. Service Animals and Pets – Eligible persons will inform Paratransit of their intent to use a service animal. Pets are welcome as long as the pet is in a pet carrier and the eligible person can carry the carrier with the pet inside it. Pets and service animals must be able to be controlled. Larger pets will be accommodated as long as they can be controlled and do not alarm or annoy other passengers. See separate service animal policy for additional details.
- E. Companion – A companion is a friend, family member, business associate, date, etc. A companion is not a PCA unless the eligible person regularly uses a PCA and the companion is actually acting in that capacity. Unless the

eligible person states that he or she uses a PCA, any individual accompanying the eligible person shall be regarded as a companion and shall pay a fare.

E) CAT PARATRANSIT ADA APPLICATION

ADA PARATRANSIT APPLICATION FORM

Please complete this application to the best of your ability and be as thorough as possible. If you have difficulty answering any questions on the application, or if you need assistance completing this form, please call Debbie Jones or Bruce Morrow at (928) 634-2287. In order for the application to be considered complete, **every question on the application must be answered**. We cannot begin processing the application until it is complete. If a question does not apply to you, please write 'Not Applicable' or 'NA'.

The purpose of this application is to provide an opportunity for you to describe how your disability prevents you from riding the fixed-route system. This includes any environmental and/or physical barriers that prevent you from riding the fixed-route buses. The more complete and accurate the information you provide is, the better CAT will understand your abilities and travel challenges. Information contained in this application will be kept confidential and will only be shared with the professionals involved in the evaluation of your eligibility for CAT, or others if disclosure is required by law.

There are three sections to this application. Parts A and B are to be filled out by the applicant or by someone on the applicant's behalf. Part C is to be filled out by a professional familiar with the applicant's functional abilities. The application will not be accepted or considered complete until all three parts are completed in full and submitted to CAT.

PART A Applicant Data

Please Print:

Name _____

Date of Birth _____

Address _____

Apt _____

City _____ State _____

Zip _____

Home Phone _____

Cell Phone _____

Work Phone _____

Email Address

EMERGENCY CONTACT INFORMATION

Please provide us with the name of the person you would like us to contact in case of an emergency. Select someone who will not be riding with you.

Name _____

Relationship to Applicant _____

Home Phone _____

Cell Phone _____

Work Phone _____

Email Address _____

To be completed by any person assisting the applicant with the completion of this application:

Name _____

Daytime Phone _____

Address _____

Relationship to Applicant _____

Date _____

Email Address

To whom should we send correspondence (information regarding eligibility, late trips, missed trips, etc.)? Information may only be sent to one person.

Self

Case Manager

Other

If Case Manager or other, please fill out the following information:

Name _____

Daytime Phone _____

Address _____

Relationship to Applicant _____

Date _____

Will you need future materials in an alternative format? If yes, please circle one:

Braille

Large Print

Email

Disc

INFORMATION ABOUT YOUR DISABILITY AND MOBILITY EQUIPMENT

1) What is the disability that prevents you from using the fixed-route system?

2) Is your disability considered permanent? ____ Yes ____ No

If no, how long do you expect to have this disability?

3) Does your disability change from day to day? ____ Yes ____ No

4) If yes, please explain:

5) When using Paratransit service, does your health condition/disability require you to travel with a personal care attendant (PCA*)?

* A PCA is a person traveling as an aide who is designated or employed by a person with disabilities to help that person meet his or her personal needs and/or facilitate travel.

CAT Paratransit is a curb to curb service. Our operators are not allowed to enter any structure to find you or assist you to the curb. You must be able to get to and from the curb, either on your own or with a PCA. If you are unable to get to the curb independently, please have a friend, relative, home health care assistant, or other assistant to help you with your mobility needs.

6) Designate any mobility devices you use (check all that apply):

Manual Wheelchair _____	Service Animal _____
Prosthesis _____	Motorized Wheelchair _____
White Cane _____	Crutches _____
3 Wheeled _____	Cane _____
Portable Oxygen _____	4 Wheeled _____
Walker _____	Other _____
Brand Name _____	Braces _____

Required of all wheelchair and scooter users:

Is this device more than 30 inches wide?

_____ Yes _____ No

Is this device more than 48 inches long?

_____ Yes _____ No

Is the combined weight of device and occupant more than 800 pounds?

_____ Yes _____ No

INFORMATION REGARDING ANY VISUAL IMPAIRMENT

Please fill out this section if you have a visual impairment.

1) Name of Eye Disease/Condition: _____

2) My vision is worse during these conditions:

____ Bright sunlight

____ Dimly lit or shaded places

____ Night time

____ I see the same in different lighting conditions

____ I have no vision at all

3) My eye condition is considered to be:

____ Stable

____ Degenerative

____ Other (please explain)

4) I can easily see steps and curbs. ____ Yes ____ No ____ Sometimes

5) I can see the route numbers on the bus from the bus stop.

____ Yes ____ No ____ Sometimes

6) I can find the bus stop without assistance. ____ Yes ____ No ____ Sometimes

Please use this space to tell us anything else you would like us to know about your travel challenges and your ability to use the Transit fixed-route service:

INFORMATION REGARDING YOUR OPINIONS ABOUT CERTAIN ASPECTS OF ACCESSIBLE FIXED-ROUTE BUS SERVICE

Please read each question carefully and circle the number that indicates whether you agree, disagree, or are not sure. Agree=1 Disagree=2 Not Sure=3

	Agree	Disagree	Not Sure
1) The fixed-route system is too complicated for me to figure out.	1	2	3
2) I'm not at all interested in using the fixed-route service for my transportation.	1	2	3
3) I have to have a seat on the bus and I'm afraid I won't get one.	1	2	3
4) Everyone on the bus will be inconvenienced since it takes me longer to board the bus.	1	2	3
5) Riding the bus makes me more vulnerable to crime. I'm afraid for my safety.	1	2	3
6) I'm afraid I'll get off at the wrong stop.	1	2	3
7) Lower fixed-route bus fares compared to fares are an incentive for me to ride the bus.	1	2	3

	Agree	Disagree	Not Sure
8) Taking my trips by fixed-route bus would take me too long.	1	2	3
9) I need assistance securing my wheelchair and I don't think the fixed-route drivers would assist me.	1	2	3
10) I'd have to get up earlier in the morning to ride the fixed-route, which would be a problem.	1	2	3
11) If the bus moves before I am seated, I believe I might fall.	1	2	3

INFORMATION ON TRAVEL/MOBILITY TRAINING

1) Have you ever received training to learn how to use the fixed-route bus or to travel around the community? ___Yes ___No

2) If yes, by which agency were you trained?

3) Did you successfully complete training? ___Yes ___No

a. If yes, which routes/trips did you learn in training?

b. If you did not complete training, would you like to participate in training to learn to ride the fixed-route bus? ___Yes ___No

PLEASE READ THE FOLLOWING STATEMENTS AND CHECK THOSE WHICH BEST DESCRIBE WHAT YOU BELIEVE IS YOUR ABILITY TO USE THE TRANSIT FIXED-ROUTE SYSTEM. YOU MAY SELECT MORE THAN ONE.

- I can use the fixed-route bus sometimes, if the conditions are right.**
- I have difficulty understanding and/or remembering all of the things I need to do to find my way to and from the bus.**
- I have a temporary disability which prevents me from getting to the bus stop. I will need only until I recover.**
- I believe I could learn to ride the fixed-route bus, if someone would teach me.**
- I have difficulty or cannot climb stairs and can only board a bus with a lift/ramp.**
- I have a visual disability which prevents me from getting to and from the bus.**
- The severity of my disability changes from day to day. I can ride the fixed-route bus only when I am feeling well.**
- I have a severe medical condition. My condition results in an impairment which makes it impossible for me to use the fixed-route system.**
- I have never attempted to ride the fixed-route buses.**
- I am not sure if I can ride the fixed-route buses.**

I am: (circle one)

A. Familiar with what to do if I miss my bus **Yes No Sometimes**

B. Able or recognize destinations, bus stops, or landmarks
Yes No Sometimes

C. Adversely affected by air pollution (smog, fumes, perfume)
Yes No Sometimes

D. Unable to travel at night due to night blindness **Yes No Sometimes**

E. Able to recognize printed information **Yes No Sometimes**

F. Able to hear and process spoken words or auditory information
Yes No Sometimes

G. Able to communicate needs **Yes No Sometimes**

H. Able to follow directions **Yes No Sometimes**

I. Able to deal with unexpected situations or changes in routine
Yes No Sometimes
(example: bus detours)

J. Able to safely and effectively travel through crowded and/or complex/facilities
Yes No Sometimes

K. Able to recognize curbs and other drop offs **Yes No Sometimes**

L. Able to travel independently along sidewalks and other pedestrian ways
Yes No Sometimes

M. Able to cross streets independently **Yes No Sometimes**

N. Able to find the correct bus stop **Yes No Sometimes**

MOBILITY TRAINING HISTORY AUTHORIZATION FORM

If you have received mobility training, it may be necessary to contact the agency that provided your training. Please complete the following information as an authorization for the agency that provided your mobility training to release the specific information regarding your training to Cottonwood Area Transit.

Name of Agency _____
Name of Individual(s) that provided training _____
Address _____
Phone _____
Fax _____

I hereby authorize the certifying entity to contact any agency or professional indicated to verify documentation of functional abilities and limitations.

Applicant's Signature or Mark _____
Date _____

Witness _____
Date _____

INFORMATION REGARDING YOUR FUNCTIONAL ABILITY

Your answers to the questions in this section will help us to better understand your functional ability in specific areas. For each question, circle one answer. Your answers should be based on your ability to complete these tasks independently according to how you feel most of the time, under normal circumstances, using your mobility equipment.

Without the help of someone else, can you:

- 1) Walk up and down three steps if there are handrails on both sides?**
Always Sometimes Never Not Sure
- 2) Use the telephone to get information?**
Always Sometimes Never Not Sure
- 3) Travel one level block on the sidewalk when the weather is good?**
Always Sometimes Never Not Sure
- 4) If you are able to do this, how long does it take you?**
Less than five minutes Five or more minutes Not Sure
- 5) Cross the street, if there are curb cuts?**
Always Sometimes Never Not Sure
- 6) When the weather is good, travel three level blocks on the sidewalk?**
Always Sometimes Never Not Sure
- 7) If you are able to do this, how long does it take you?**
Less than ten minutes Ten or more minutes Not Sure
- 8) Wait ten minutes at a bus stop that does not have a seat or a shelter, if the weather is good?**
Always Sometimes Never Not Sure
- 9) Travel up or down a gradual hill on the sidewalk, if the weather is good?**
Always Sometimes Never Not Sure
- 10) Find your way to the bus stop, if someone shows you the way once?**
Always Sometimes Never Not Sure
- 11) Step on and off the curb from a sidewalk?**
Always Sometimes Never Not Sure

12) If you need the assistance of another person, what do they do for you?

13) Have you ever gotten lost when traveling alone?

____ Yes ____ No, I never travel alone _____ No, I've never gotten lost

a) If yes, what was the outcome of the situation?

14) If the weather is good and there are no barriers in the way, what is the farthest you can walk or travel outdoors on a level sidewalk, using your mobility aid?

_____ I can't travel outdoors alone at all	_____ Less than 1 block
_____ 3 blocks	_____ 6 blocks
_____ 9 blocks	_____ More than 9 blocks
_____ Not Sure	_____ Other (explain)

I certify that I have been truthful in answering this form and that the information that I have provided is correct. I understand that the purpose of this application is to determine if I am eligible to use Paratransit services and that I may be required to do an in-person interview if additional information is needed to determine my eligibility.

Applicant's Signature or Mark

Date

Please review the application to make sure that you have answered all of the questions to the best of your ability. If there are questions that you cannot answer, please state why you cannot answer these questions. Thank You!

I hereby certify that the information given above is correct. I understand that if my application is not found to be eligible, that I may appeal such determination within 60 calendar days and that I will be advised of the procedures for such an appeal. I hereby authorize Cottonwood Area Transit to contact the professional or agency listed above to verify documentation of functional abilities.

**Applicant's Signature or
Mark**_____

Date_____

Witness_____

Date_____

PART C Professional Verification

Please take this section of the application to a professional for verification of your disability and your functional abilities. We prefer that this section be filled out by someone who is not only familiar with your diagnosis, but who is also familiar with your mobility. We suggest taking these forms to a Case Manager, Social Worker, Health Care Professional (Nurse, Physical Therapist, Rehabilitation Specialist, etc), or Physician. If you have any questions regarding what professionals will be accepted or if the professional you have chosen is charging you a fee for the completion of this paperwork, please call the CAT Office and speak with Debbie Jones or Bruce Morrow (928) 634-2287.

GUIDELINES FOR PROFESSIONAL VERIFICATION

Your patient/client has requested eligibility for CAT Paratransit transportation service. Because of your professional relationship with this applicant, you are uniquely qualified to help clarify his or her functional abilities and limitations. The following are guidelines for using Paratransit. These guidelines may help you in understanding the types of information we need in order to determine the applicant's eligibility for Paratransit.

The basis for CAT ADA eligibility is the American with Disabilities Act. Eligibility is based on:

- **Functional ability to independently perform the tasks necessary for bus use including: getting to and from the bus stop, getting on the bus, riding the bus, and understanding how to navigate the system in a variety of environments. A diagnosis by itself does not qualify an individual for Paratransit Eligibility.**
- **Whether the individual is prevented from performing these tasks (as opposed to the task being more inconvenient or difficult)**
- **Whether the individual can perform these tasks all of the time, only under some circumstances, or if the disability would always prevent the individual from performing these tasks. Eligibility is unique to the**

individual's personal functional ability and reflects the patient's ability to use the bus and under what circumstances (ex: could use the bus if it were not more than two level blocks to the bus stop, and there was no snow or ice present).

Information we need you to provide:

You may expand on, in as much detail as you can provide, how this individual's physical, sensory, cognitive, or emotional problems may impact his/her ability to travel on a bus. Please relate your comments to the specific tasks necessary to board, ride, and navigate the Transit fixed-route system by describing how each condition limits his/her functional ability in these specific areas. Please remember that we are not doctors or nurses so descriptions are better than clinical diagnoses.

The following is a list of specific points which can serve as a guide for your report to CAT. Please address any of the following points that apply to the applicant on the forms provided (pages 14-17):

- **Specific diagnosis and prognosis of each of your patient's disabling conditions. Identify which of these conditions you are currently treating him/her for.**
- **Specific measurements:**
 - **For the visually impaired: visual acuity measurements and visual field readings for both eyes**
 - **For the cognitively impaired: I.Q. scores and Adaptive Behavior scores**
- **Date of onset:**
- **Prognosis: If the individual has a progressive disease or condition, or if s/he is expected to improve or recover. Provide the best estimate of the rate at which this is expected to occur, and if therapy is part of the treatment plan.**
- **Mobility Impairments**
 - **Can the individual walk?**
 - **Under what conditions can s/he walk?**
 - **Under what conditions can s/he not walk?**
 - **What mobility devices does s/he use?**

- How long has s/he been using this device?
- How far can s/he walk/travel independently using mobility aids?
- How do weather conditions (rain, ice, snow) affect his/her mobility?
- How are balance and endurance affected?
- **Neurological Impairments or Head Injuries**
 - Is judgment or behavioral inhibition impaired, and to what extent?
- **Seizures**
 - What type of seizures?
 - Are they controlled by medication?
- **Emotional and/or Behavioral Problems**
 - Is judgment impaired?
 - Does the individual experience disabling anxiety, auditory or visual hallucinations, delusions, etc.?
- **General Information**
 - Would the individual need the help of an assistant or companion in order to ride the bus?
 - How do temperature fluctuations affect his/her functioning?

FOR MORE INFORMATION

If you have any questions regarding ADA Paratransit Eligibility or these forms contact either Debbie Jones or Bruce Morrow at CAT (928) 634-2287. Thank you for your cooperation.

PROFESSIONAL VERIFICATION

Applicant's Name _____

Date of Birth_____

1) In what capacity do you know this individual?

2) How long have you known this individual?

3) What is the last date of face-to-face contact (by you or your agency) with this individual?

4) Primary Disability/Medical Condition

5) Secondary Medical Condition(s)

6) Date of onset

7) Currently receiving any treatment?

8) What is the prognosis?

9) Are the effects of the disability variable? _____Yes _____No

10) Temperature sensitivity? ____ Yes (____ Heat ____ Cold)
____ No

11) Current Medications?

Name of Medication

Date Prescribed

12) Medication side effects reported by patient/client:

13) How does the above medication effect the individual's functional ability to travel independently within the community (ex: drowsiness, confusion, etc.)?

***For the following questions, please provide information regarding the applicant's abilities, taking into consideration the applicant's mobility device.**

14) Maximum distance patient/client is able to travel with his/her mobility aid? _____ feet

- | | |
|-----------------|--|
| _____ 330 feet | _____ 660 feet |
| _____ 990 feet | _____ 1320 feet, in 16 minutes or less |
| _____ 1650 feet | _____ 1980 feet |
| _____ 2310 feet | _____ 2640 feet, in 32 minutes or less |

15) Would the individual exhibit any signs of distress at the maximum distance? ___Yes ___No

16) If yes, please explain:

17) Would the individual be able to follow directions along a route? _____Yes _____No

18) Is s/he able to navigate around large obstacles? ___Yes ___No

19) Is s/he able to navigate around small obstacles? ___Yes ___No

20) Can the individual locate the curb/curb cut? ___Yes ___No

Independently step up a 6" curb? ___Yes ___No

Independently step down from a 6" curb? ___Yes ___No

Independently maneuver up/down a curb cut? ___Yes ___No

21) Would the individual be:

Able to negotiate sidewalk that is in good condition? ___Yes ___No

Able to negotiate on broken pavement/surfaces? ___Yes ___No

Able to negotiate on uneven/grassy surfaces? ___Yes ___No

Able to negotiate on gravel surfaces? ___Yes ___No

Able to negotiate on loose dirt/sand surfaces? ___Yes ___No

Able to cross the street at a crosswalk? ___Yes ___No

Is the individual able to locate crosswalk/safe place to cross?

___Yes ___No

Able to independently activate "walk" light? ___Yes ___No

Can the individual safely initiate crossing from curb/curb cut?

___Yes ___No

Able to wait without a bench at the bus stop for 10 minutes?

Yes No

Can individual safely negotiate three 12" steps?

Yes No

Able to climb bus steps from street level without curb?

Yes

Yes, but not recommended No

22) **Please check if any apply to the individual:**

Ambulatory Wheelchair user

3 Wheeled Scooter user

Walker Cane

23) **Is the individual:**

Able to maneuver onto bus lift platform?

Yes Yes, with assistance No

Able to negotiate up ramp from street level?

Yes Yes, with assistance No

Able to negotiate down ramp to street level?

Yes Yes, with assistance No

Able to place fare in fare box? Yes No

Able to handle fare tickets? Yes No

Able to stand on a moving bus? Yes No

24) **Would the individual be able to independently:**

Identify and board the correct bus? Yes No

Seek and ask for directions? Yes No

Find way to/from bus stop or downtown terminal? Yes No

Transfer to a second bus? Yes No

Exit bus at the correct destination? Yes No

25) **Are any of the following affected by the individual's disability?**

(check all that apply)

Disorientation Monitoring time

Problem solving Judgment

Short-term memory Communication

Long-term memory

Inconsistent performance Gait or balance

Inappropriate social behavior

26) Describe any inappropriate social behavior (aggressive, sexual, overly friendly, etc.):

27) Would mobility training be appropriate for this individual?
_____Yes _____No
If no, why not?

28) Would training tools help with fixed-route travel (ex: memory cards, written route directions, Photos, etc.)? ___Yes ___No

29) How will using Paratransit better suit this individual than using the fixed-route system?

30) Is the goal of traveling independently on the fixed-route system (even limited travel within the neighborhood) within the context of treatment? _____Yes _____No

Is there any additional information regarding this individual which you believe impacts his/her functional ability to use the fixed-route system or any special circumstances that you believe should be considered?

I certify that this information is true and correct to the best of my knowledge.

Signature _____

Title _____

Please print or type name

Please print or type title

Agency _____

Date _____

Address _____

Phone _____

Extension _____

Fax _____

Thank you for your time and input.