

ADA Paratransit Eligibility

With the passage of the Americans with Disabilities Act of 1990 (ADA), Paratransit service for disabled citizens was mandated. If you are eligible under the ADA, you can ride with the Bristol Virginia Transit System. If you feel you qualify for this service, please fill out the eligibility form and return it to the Bristol Virginia Transit Facility. If you are certified, you will be able to use this service. You will be notified in writing of your approval or denial. Specific reasons will be noted for the approval or denial.

The ADA states that each entity which operates a fixed route system, must provide Paratransit service to:

1. Any individual with a disability, who is unable, as a result of physical or mental impairment (including vision impairment) and without the assistance of another individual (except an operator of a wheelchair lift or other boarding assistance device) to board, ride, or disembark from the vehicle on the system, which is readily accessible to and usable by individuals with disabilities.
2. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device (and is able with such assistance) to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system (or within a reasonable period of time) when such vehicle is not being used to provide designated public transportation on the route:
or
3. Any individual with a disability who has a specific impairment related condition which prevents such individual from traveling to a boarding location or disembarking location on such system.

ELIGIBILITY DETERMINATION PROCESS

1. When a patron places a call for Paratransit service or to inquire about our service, they are advised of the ADA eligibility application form. The form will be given to the driver along with an addressed envelope for them to return to the Transit Facility.
2. Upon receipt of the completed application, a panel composed of the Transportation Planner, Transit Manager, and Bus Driver will determine eligibility. As part of the eligibility process, a medical professional may be contacted in order to verify the applicant's status. The applicant will give authorization to contact the medical professional.
3. If eligibility is confirmed, the applicant will be notified by mail, advising of the confirmation. The applicant's name and information will be kept on file at the Transit Facility. At this time, no identification card is issued. This may be amended in the future. Except in extreme cases, the eligibility process will be completed within 21 days of receipt of the application. The applicant will be permitted to ride until determination of eligibility.
4. Should eligibility be denied, the applicant will be notified of the denial. The letter will include a detailed explanation as to why the applicant was denied. Except in extreme

cases, the eligibility process will be completed within 21 days of receipt of the application. The applicant will be permitted to ride until determination of eligibility.

ADMINISTRATIVE APPEALS PROCESS

Should your request be denied and you disagree with this decision you have the right to appeal. As per 49 CFR §37.125(g), Bristol Virginia Transit must provide you an opportunity to be heard. A description of the appeals process is presented below.

Should you wish to appeal this decision, you must submit an intent to appeal in writing to Bristol Virginia Transit. The formal appeal must be made within 60 calendar days of the denial of your application. This appeal can be made by phone, email, letter or in person. Bristol Virginia Transit will then schedule an in-person hearing for the appeal. At this hearing, you will have the opportunity to provide information to a third-party (someone not involved in the original denial of service) as to why you believe you were unjustly denied. While Bristol Virginia Transit may request that the individual appealing the decision provide supporting information with the appeal, Bristol Virginia Transit cannot require this information to accompany the request.

In the first stage of Bristol Virginia Transit's appeals process, the City of Bristol Virginia Transportation Planner shall review the material and listen to the in-person appeal. In reviewing the material, he/she may receive assistance from outside experts.

Bristol Virginia Transit is not required to provide paratransit service to you pending the determination on appeal. However, if the entity has not made a decision within 30 days of the completion of the appeal process, the entity shall provide paratransit service from that time until and unless a decision to deny the appeal is issued. A written notification of the decision, and the reasons for it will be mailed to you within 30 calendar days of the hearing.

If the individual making the appeal is not satisfied with the outcome of the first stage, he/she may request that the appeal proceed to the second stage.

The City Manager or designee hears the appeal in stage two. He/she may also receive assistance from outside experts. This decision shall be made within 15 calendar days of the hearing. This decision is final.

Below is an explanation of our service.

Our service is limited to **curb-to-curb**. Due to liability to the City of Bristol Virginia, drivers are not permitted to enter onto private property to assist the customer in getting to the vehicle. It will be necessary for you to come to the curbside or paved public street to utilize our service.

Personal Care Attendants may ride at no charge when accompanying you. **Personal Care Attendants must be approved by the Transit Facility**. Companions may also accompany the eligible riders unless it prevents other certified Paratransit riders from being transported. Companions will be charged at the same rate as the eligible rider.

Additionally, our service utilizes the same type vehicle(s) for Paratransit service as used for regular fixed route service. Once getting to the pickup point, our driver will assist you in using the lift, being seated/securement and transportation to the drop-off location. Upon arrival at the drop-off location, the driver will assist you in exiting the bus. Should you require assistance beyond this point, it is your responsibility to provide an attendant.

I would encourage you to consider using the fixed route service whenever possible and hope you will become a regular customer. For that reason, I have enclosed information about the bus service and encourage you to find out just how convenient and economical our service really is.

Bristol Virginia Transit's On-Time Performance goal 100%. To that end, our Paratransit trip schedules are completed at least on day in advance of a rider's scheduled trip request. If on-time performance (*including pickup and drop-off*) can be maintained, multiple passengers are accommodated on a single trip.

If providing on-time service cannot be provided with a single vehicle, Bristol Virginia Transit has sufficient staff and vehicles to call on, in order to accommodate unforeseen or additional requests.

The following is sent for informational purposes:

Rates

\$1.20 per one-way trip

Service Area

- Within the Corporate Limits of the City of Bristol Virginia.
 - A three-fourths mile radius from fixed routes.
 - Within a three-mile radius of the Transfer Station, located in downtown Bristol Tennessee.
- Should you desire transportation outside of these areas, the Bristol Tennessee Transit System is also available to transport to other areas. You are encouraged to contact the Bristol Tennessee Transit System for information on their service areas.

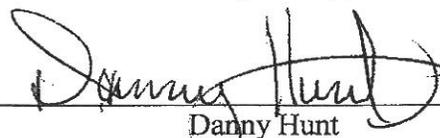
Hours of Service

- Monday-Friday: 7:00 AM-4:30 PM
- No service on Saturday or Sunday

Additionally, due to limited personnel and vehicles, I request that you contact the Transit Facility at least one day in advance of when you desire the service. This will afford us the opportunity to place your request on the schedule and/or to advise you should there be a conflict in scheduling. If a conflict exists, we will schedule your trip for the next available time. Should this present a problem, we will have the fixed route bus alter the route in order to accommodate your request for service.

Should you have any questions, please feel free to contact me at the office, or you may telephone me at 276 645-7384 or 276 645-7385.

Respectfully,



Danny Hunt

Transit Manager/Special Events Coordinator