

**Terre Haute Transit Utility
Americans with Disabilities Act of 1990 (ADA)
Policy and Procedures**

Introduction and Purpose

This ADA policy is written to establish operating and service guidelines and procedures for the implementation of the requirements of the Americans with Disabilities Act of 1990 (ADA), the U.S. Department of Transportation (U.S. DOT) regulations for implementing ADA (49 CFR Parts 27, 37 and 38). Terre Haute Transit Utility (THTU) operates services on a fixed route basis and Paratransit (ADA) and complies with ADA requirements with respect to each service.

Policy Statement

It is the policy of THTU with all the legal requirements of federal and state laws and regulations as they pertain to individuals with disabilities. If state laws and federal regulations are contradictory, the federal ADA regulations prevail. The transit system provides quality transportation services without discrimination to all persons including individuals with disabilities. Discrimination on the basis of disability against any person by transit system employees will not be condoned or tolerated.

Goals: Service is provided in a manner that meets these goals to:

1. Provide safe, accessible, and dignified services to all persons, including individuals with disabilities
2. Ensure that eligible individuals who are unable to board, ride or disembark the fixed route service are provided complementary paratransit with comparable service availability and quality to the fixed route service
3. Expedite the safe and efficient boarding, securing, transporting, and alighting of all passengers, regardless of mobility status
4. Accommodate the wide range of mobility aids within the confines of available vehicles and commercial standard equipment

Applicability: This policy applies to all transit system employees, services, facilities and vehicles. It applies equally to all persons needing and/or using the services provided by the system.

Definitions:

Disability: With respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

Fixed Route Service: Operates along a prescribed route according to a fixed (regular) schedule.

Mobility Device: A device that is designed to assist an individual with disabilities with locomotion. Examples include wheelchairs, canes, crutches, and walkers. Also called mobility aid.

Route Deviation Service: A system that permits user-initiated deviations from routes or schedules.

Securement Area or Station: A designated location for riders using wheelchairs, equipped with a securement system.

Securement Device, Equipment or System: Equipment used for securing wheelchairs against uncontrolled movement during transport.

Service Animal: Any guide dog, signal dog, or other animal that has been 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. THTU personnel may ask two questions about the service animal: (1) is the animal a service animal required because of a disability? (2) what work or task has the animal been trained to perform? A service animal will not be excluded unless the animal is out of control and the animal's owner does not take effective action to control it or the animal poses a direct threat to the health or safety of others.

Wheelchair: A mobility aid belonging to any class of three- or more- wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

General Guidance and Procedures for Implementing Policy

Recruitment and Employment: As stated in the transit system's personnel policies, the agency is an Equal Opportunity Employer and fully complies with ADA in its recruitment, hiring and continued employment practices.

Facility and Vehicle Accessibility: The transit system administrative facility, passenger facilities and vehicles shall meet or exceed the requirements of 49 CFR Parts 27, 37 and 38 and requirements of the State of Indiana. If state requirements do not meet federal requirements, the federal ADA regulations prevail. All vehicles purchased for fixed route and paratransit service will be accessible.

In addition to fixed route service, THTU also operates demand response service (Paratransit ADA). THTU will ensure that equivalent service is provided to individuals with disabilities, including wheelchair users, that is consistent with U.S. DOT ADA regulations under 49 CFR Part 37, Section 37.77. This transportation will be provided in the most integrated setting appropriate to the needs of the individual and will be equivalent to the service provided other individuals with respect to:

- Response time
- Fares
- Geographic area of service
- Hours and days of service
- Restrictions or priorities based on trip purpose
- Availability of information and reservations capability
- Any constraints on capacity or availability

Maintenance of Accessible Features: Accessibility features on vehicles, including lifts, ramps and wheelchair securement devices, will be maintained in operative condition. The preventive maintenance program of THTU provides for regular and frequent maintenance checks of these features as well as preventive maintenance as recommended by the equipment manufacturers. In addition, the lift must be cycled as part of each pre-trip inspection.

Drivers are required to report lift or ramp failures immediately. Vehicles with inoperative lifts or ramps will be removed from service and replaced with an accessible vehicle until the inoperative lift or ramp is repaired. Additional fixed route policies related to inoperative lifts or ramps are discussed under "Policies Specific to Fixed Route Service."

Wheelchair Accommodation: All accessible vehicles meet or exceed the requirements of 49 CFR Part 38. Transportation providers are required to carry a wheelchair and its user, as long as the lift can accommodate the size and weight of the wheelchair and its user, and there is space in the securement area for the wheelchair on the vehicle without blocking the aisle. If a vehicle lift/ramp and securement area can accommodate a wheelchair (or other mobility device), THTU will transport the device (and its user).

An individual who uses a wheelchair that, when occupied, exceeds the weight rating of the vehicle lift/ramp, will be offered the opportunity to board and disembark from the vehicle separately from the wheelchair. However, transit agency personnel are not required to operate a passenger's wheelchair. The individual may travel with another individual who can assist with operating the unoccupied wheelchair to maneuver it on and off the lift/ramp.

Boarding: Drivers and scheduling practices will provide adequate time for a passenger with a disability to board and/or disembark the vehicle, which includes adjusting the schedule if necessary and waiting for passengers to be seated before moving the vehicle. Only a properly trained transit system employee can operate the lift or ramp and secure the wheelchair in the securement station. Passengers may board facing toward or away from the vehicle.

Priority Seating: With the exception of the wheelchair securement stations, the transit system does not require any passenger to sit in designated seating.

Priority seating for seniors and individuals with disabilities is to be designated by permanent signage in each vehicle. In cases where an individual with a disability requests use of priority seating that is currently occupied by another passenger, the driver will ask that passenger to move so as to allow the individual with a disability use of the priority seating. In cases where a wheelchair user requires the use of a securement location, the driver will ask any passenger (including other passengers with disabilities) to vacate the securement location.

Driver Assistance: Drivers will make themselves available for assistance to individuals with disabilities and will assist upon request of the passenger. Drivers will leave their seat to assist a passenger with using the vehicle ramp, lift and/or securement system. Drivers will use the accessibility-related equipment and features on their vehicles as described in these policies.

Wheelchair Securement: THTU requires that all wheelchairs be secured. Drivers should not allow a passenger to ride if they are not secured properly unless the securement system will not accommodate the wheelchair. Drivers cannot deny a passenger a ride based on the inability to secure the wheelchair. However, drivers must warn the passengers of the danger of riding in a non-secured wheelchair. Passengers who refuse to allow their wheelchairs to be secured may be denied service.

Securement of wheelchairs is the responsibility of the driver. Drivers are trained in the proper operation of all securement equipment based on the equipment manufacturer's specifications. Drivers will listen to and respect riders' instructions on how to secure their equipment. Drivers cannot be expected to be familiar with each and every wheelchair type that may come aboard, and securement attachment points may differ by wheelchair manufacturer. The rider may be in the best position to instruct the driver on how to properly secure their mobility device.

If the securement system is not compatible with the wheelchair the passenger is using, the driver will still make an attempt to safely secure the wheelchair. If the wheelchair cannot be secured because of the wheelchair design, the passenger still has the right to ride in the vehicle.

Drivers must secure wheelchairs in the designated securement area only, even if the passenger wants their mobility device to be secured in a non-designated area. The wheelchair is not allowed to block the aisle.

Seat belts and shoulder harnesses are recommended but not required for passengers riding in their secured wheelchair. Seat belts will never be used instead of independent securement of the passenger's wheelchair.

In cases where an individual using a wheelchair attempts to board and requires use of a securement location that is currently occupied by another passenger that is not using a wheelchair, the driver will ask that passenger to allow the individual using a wheelchair to use the securement position.

Use of Lift or Ramp by Individuals with Disabilities Not Using a Mobility

Device: The driver will deploy the lift or ramp for an individual with a disability who is not using a mobility device to board or alight the vehicle upon request.

Accommodation of Other Mobility Devices: Mobility devices that are not wheelchairs, but which are primarily designed to for use by individuals with mobility impairments, will be accommodated to the extent that the ADA-compliant lift or ramp and securement areas can safely do so. However, these devices are the responsibility of the individual passenger, and must be secured in a manner that does not interfere with the safe operation of the vehicles and the transport of other passengers.

Transfer to Fixed Seating: All passengers using wheelchairs have an option of transferring to fixed seating once on board the vehicles. Drivers may recommend, but never require, wheelchairs users to transfer to fixed seating. No waivers are allowed to be required.

Accommodation of Portable Oxygen: Individuals are allowed to travel with respirators and portable oxygen supplies on board, consistent with applicable U.S. DOT rules on the transportation of hazardous materials in 49 CFR Subtitle B, Chapter 1, Subchapter C.

Service Animals: In compliance with 49 CFR Part 37, the transit system allows trained service animals to accompany passengers with disabilities. The driver will not ask for proof of the qualifications of the animal, but may ask what tasks the animal has been trained to perform. However, any animal which is not under the passenger's control or which becomes a direct threat to the health or safety of other passengers may be restricted from riding.

Alighting: It is the responsibility of the driver to determine that the location for passenger alighting is safe. For fixed route, the driver will allow a passenger who uses the lift or ramp to alight at any stop, unless the lift or ramp cannot be deployed, will be damaged if deployed, or conditions at the stop would present unsafe conditions for all

passengers. Only the driver will unsecure the wheelchair and operate the lift or ramp to return the passenger to the ground level.

Staff Training: All drivers and transit system staff are trained to proficiency in use of accessibility equipment, the operating policies related to each of the service requirements described, and in properly and respectfully assisting and treating individuals with disabilities with sensitivity. Mechanics are also trained to properly maintain lifts and other accessibility equipment.

Rider Information: All printed informational materials are made available in accessible formats upon request, for example, large print for individuals with low vision or audio for blind individuals, as well as accessible electronic formats.

Complaint Procedure: All complaints of discrimination on the basis of disability will be promptly and objectively investigated and forwarded to the THTU's Office Manager and promptly and objectively investigated. THTU's Office Manager will promptly communicate its response to the complaint allegations, including its reasons for the response, to the complainant. The response will be documented. Corrective or disciplinary action will be taken for behavior prohibited by this policy, up to and including termination of employment. To file an ADA service complaint, passengers may contact THTU using several different methods: Call us at 812-235-0109, send a fax at 812-232-3533, use online form at [www.terrehaute.in.gov/departments-transit-Terre Haute Complaint/Comment Form](http://www.terrehaute.in.gov/departments-transit-Terre-Haute-Complaint/Comment-Form), send an email to the office Manager (John.Alkire@terrehaute.in.gov), send a letter to THTU, 901 South 14th Street, Terre Haute IN 47807, or visit THTU office at 750 Cherry Street Terre Haute IN 47807 (transfer center) Monday thru Friday 8:00 am – 4:00pm. Documentation of each complaint will be kept on file for five years.

Reasonable Modification of Policy: If a passenger with a disability requires modification of any of THTU's policies and practices to accommodate their disability to use the service, the passenger may request such a modification by contacting THTU at (812) 235-0109. The transit system will work with the individual to find an acceptable accommodation solution.

Where a request for modification cannot practicably be made and determined in advance operating personnel will make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with THTU's management before making a determination to grant or deny the request.

Requests for modification of policies and practices may be denied only on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of THTU's services, programs, or activities;
- Granting the request would create a direct threat to the health or safety of others;
- Without the requested modification, the individual with a disability is able to fully use THTU's services, programs, or activities for their intended purpose.

In any case in which THTU denies a request for a reasonable modification, the agency shall take, to the maximum extent possible, other actions (that would not result in a direct threat or fundamental alteration of service) to ensure that the individual with a disability receives the services or benefit provided by THTU.

Guidelines and Procedures for Implementing Policy Specific to Fixed Route Services

Inoperative Lifts and Ramps: Vehicles with inoperative lifts must be taken out of fixed route service as soon as possible (no later than the beginning of the vehicle's next service day) and inoperative equipment will be replaced promptly with an accessible spare vehicle. The inoperative lift will be repaired before the vehicle returns to service. For vehicles equipped with ramps, it may be possible to continue in service as long as the ramp can be and is deployed manually when necessary. If an inoperative ramp cannot be (or is not) deployed manually, the transit agency will apply the policy for a vehicle with an inoperative lift.

If there is no accessible spare vehicle available to take the place of a vehicle with an inoperable lift/ramp on a route, the vehicle with the inoperable lift/ramp may be kept in service for no more than three days. In such cases alternative transportation will be provided to individuals with disabilities who are unable to use the vehicle because its lift/ramp does not work.

Route Identification to Passengers Waiting at Shared Stops: Where vehicles for more than one route serve the same stop, each driver will stop and announce their route to passengers waiting at the stop. These stops have been listed for each route and the lists are provided to drivers during training. THTU list: (1) The South 7th and Honeycreek route at Honeycreek mall. (2) Plaza North and North 19th route at Union Hospital.

Route Orientation Announcements: Fixed route drivers will announce the following stops to passengers on board the vehicle (1) transfer points with other routes, 2) major intersections or destination points, 3) sufficient intervals along a route to orient passengers with visual disabilities to their location, and 4) any stop requested by a passenger with a disability. Stops that fall into the first three categories are listed for each route and provided to drivers during training. THTU List, Honeycreek Mall, Walmart South and East, Townsouth Plaza, Regional and Union Hospital, Transfer Center, Meadows Shopping Center, Baeslers, Plaza North Shopping Center, Kroger's North, South and East, Liberty Village, Village Quarter, Greenwood Manor, Lockport Housing, Deming Park, BMV, 25th/Margaret, Garfield Gardens/Towers, 25th/Maple, Lafayette/Park Ave, Margaret Housing, Happiness Bag, Sam's Club, West Terre Haute, Anthony Square, Park Place Apts, Dreiser Square, Thomas Plaza, Springhill Village, Westminster Village, ISU, Ivy Tech, Hobby Lobby, Wabash Ave

Bus Stop Accessibility: When establishing new bus stops, it is the policy of THTU to select locations that are accessible to riders using mobility devices, to the extent

feasible. When installing improvements at existing bus stops, the improvements will be made accessible in accordance with US DOT ADA standards for transportation buildings and facilities. In the event that a particular stop is not accessible, the transit system will provide complementary paratransit to any individual who is unable to use the fixed route system because that stop is inaccessible. If an individual with a disability requests that an existing stop be made accessible, THTU will work with the jurisdiction that is responsible for the street and sidewalk (if applicable) to include accessibility improvements to the stop within the jurisdiction's ADA transition plan for sidewalks.

ADA Complementary Paratransit: Individuals who are unable to use the fixed route service because of a disability will be provided with complementary paratransit service that is comparable to the fixed route service in service availability and quality. The policies for ADA Complementary Paratransit are provided in the next section.

Guidelines and Procedures for Implementing Policy Specific to ADA Complementary Paratransit Services

Introduction: THTU, Wheels to the World provides ADA complementary paratransit services for individuals whose disabilities prevent them from independently using the fixed route system. This is demand response service that is equivalent to the fixed route service in terms of service characteristics as described under 49 CFR Part 37, Subpart F.

Eligibility Determination Process: To be eligible to use the ADA complementary paratransit service, applicants must complete an ADA complementary paratransit eligibility determination process. Eligible individuals will receive documentation of ADA complementary paratransit eligibility, which can be used in other areas.

Eligibility Criteria: The certification process strictly limits ADA complementary paratransit eligibility to the regulatory definition of eligibility. Only those persons who meet the regulatory definition will be given documentation indicating that they are "ADA Paratransit Eligible." A person will be considered eligible for ADA complementary paratransit if:

- The individual is unable, as the result of a physical or mental impairment (including a vision impairment), and without assistance of another individual (except the operator of a wheelchair lift/ramp or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.
- The individual with a disability is capable of using the system with the assistance of a wheelchair lift/ramp but the route they want to use is not sufficiently ADA accessible for the individual to use it.

- The individual with a disability has a specific impairment-related condition, which prevents such individual from traveling to a fixed route boarding location or from a disembarking location.

Temporary eligibility for ADA complementary paratransit service will be allowed for those with a disability that is only temporary in nature. Temporary eligibility is established during the certification process.

In addition, if individuals who are determined to be ADA complementary paratransit eligible can use fixed route service under certain conditions (for example, trips for which they have been trained to navigate or under variable conditions that affect an individual's disability), the eligibility will be considered "Conditional" and documentation which they are given will indicate the limitations/condition of their eligibility.

Application Form: A copy of the application form used for THTU Wheels to the World ADA complementary paratransit service is provided at the end of this section. Large print, audio, electronic, and other accessible formats are available upon request, as well as in Spanish.

Review Process and Time Frame: Upon receipt of a completed application, THTU, Wheels to the World will review the application and determine the individual's eligibility within 21 days of receipt. This responsibility has been assigned to the ADA Specialist. If a determination is not made within 21 days, the applicant is treated as eligible and will receive service until such time as a determination of eligibility is made.

Notification of Eligibility: Each applicant will be notified in writing by mail of their status within 21 days of submitting a properly completed application. If determined eligible, this letter will serve as temporary eligibility documentation as described below. The procedures for using ADA complementary paratransit will also be mailed with this letter in a format useable by the individual (such as large print, audio, or electronic file).

Those persons determined to be ineligible will be provided with specific information as to why their application was rejected and instructions on how they can appeal the decision (described below). This information will also be mailed with this letter in a format useable by the individual.

Documentation: The THTU Wheels to the World will provide certified individuals with documentation that can be used as identification for reciprocal eligibility for ADA complementary paratransit service in other areas of the communities in the United States. This documentation will include the following information:

- Name of eligible individual
- Name of certifying transit provider –THTU Wheels to the World
- Telephone number of the THTU and ADA Specialist
- conditions or limitations on eligibility

- Information on the appeal process if the individual is denied eligibility or has conditions placed on eligibility.
- If the applicant travels with a personal care attendant

Term of Eligibility: Once determined eligible, a person maintains eligibility and does not have to recertify. Persons given temporary eligibility remain eligible for the duration of time of the temporary disability, as determined through the certification process and indicated in the documentation that is to be provided to the applicant.

Appeals Process: The appeals process will be explained to all applicants who are rejected or permitted only partial (conditional or temporary) service. The applicant has 60 days to file an appeal with THTU Wheels to the World's Transportation Director, upon receipt of an appeal, the appeal will be forward to the Terre Haute Economic Development Corporation (THEDC) Transportation Department/Terre Haute Area Metropolitan Planning Organization (THAMPO). A Paratransit Review Board will be assembled for the appeal process. The Paratransit Review Board will consist of two CAC/DAC members and the THAMPO Transportation Policy Committee. The notification of intent to appeal may be submitted in person, by telephone, or in writing. Written appeals may not be required, but riders may have that option. The applicant will be afforded an opportunity to be heard and to present information and arguments in person. The Paratransit Review Boarder has 30 days from the date of the appeal to render a decision concerning the appeal. If a decision is not reached within 30 days, the applicant will be presumed eligible until a decision has been reached. The ADA regulations require that the person who makes a determination on an appeal must not be involved in the initial determination of the individual's eligibility.

ADA Complementary Paratransit Service for Visitors: ADA complementary paratransit eligible individuals visiting from other localities outside of the system's service area will also be served when eligible trips are requested. The visiting individual's local certification will be honored by THTU Wheels to the World. If a visitor does not have ADA complementary paratransit certification from another jurisdiction, but makes a claim of eligibility, that claim will be honored as required by the ADA. However, in such cases, THTU Wheels to the World reserves the right to require proof that the individual is not a local resident, and if the individual has a disability which is not apparent. Service to visitors is limited to 21 days during any 365-day period beginning with the visitor's first use of the service during that period. Visitors who anticipate requiring service for more than 21 days in a 365-day period must apply for eligibility.

Personal Care Attendants: THTU Wheels to the World will provide ADA complementary paratransit service for a personal care attendant (PCA) traveling with the eligible rider. The need to travel with a PCA will be determined by the applicant, and noted as part of the eligibility determination process. It is important to note that the PCA may not directly be needed for transportation, but may be needed at the individual's trip destination (for example, to assist with grocery shopping) and thus need for a PCA will not be limited to those individuals who require assistance in traveling. An individual who

is certified as needing a PCA cannot be denied service if they chose to travel without a PCA, and may not be required to travel with the same PCA for every trip.

Service Characteristics and Operating Policies: ADA complementary paratransit is comparable to THTU's fixed route system, based on the following service characteristics and operating policies.

Geographic Service Area: ADA complementary paratransit is provided within a three-quarter mile radius corridor surrounding each fixed route, plus relatively small areas enclosed by fixed routes.

Days and Hours of Service: ADA complementary paratransit is provided within the same days and hours as the fixed route services. Monday thru Saturday 6:00 am -10:00 pm

Fares: The one-way trip charge for ADA complementary paratransit is \$2.25 The fare charged for ADA complementary paratransit will not exceed twice the regular general public cash fare for the equivalent trip on the fixed route service. In the event that the regular public cash fare is increased the transit system may increase the ADA complementary paratransit fare accordingly.

If the ADA complementary paratransit-eligible individual travels with a PCA, the PCA will not be charged a fare for ADA complementary paratransit.

Trip Purpose: ADA complementary paratransit is provided for trips of any purpose; no priorities are placed on specific types of trips.

Trip Scheduling and Response Time: Reservations are accepted for ADA complementary paratransit trip reservations on a next-day basis, until regular close-of-business hours. Riders may schedule trips by calling the THTU Wheels to the World office Monday through Friday from 6:00 a.m. to 10:00 p.m., Saturday from 6:00 a.m. to 10:00p.m. to schedule trips for the next service day. For trips on Monday and service days following holidays, reservations are accepted on Sundays and holidays via answering machine.

Service Capacity and Scheduling Flexibility: As required, THTU Wheels to the World will provide adequate capacity to meet all demand for eligible ADA complementary paratransit trips. In some cases it may be necessary to negotiate trip times with the rider; however, in no case will any trip be scheduled more than one hour before or after the rider's desired time (that is, a trip requested for 11:00 a.m. may be scheduled as early as 10:00 a.m. or as late as 12:00 noon).

In order to meet the ADA requirement for ensuring adequate capacity, THTU Wheels to the World will monitor the following indicators of capacity to ensure that no patterns or practices of capacity constraints are found:

- **On-time performance** – THTU Wheels to the World measures on-time performance according to vehicles that arrive within a promised 15 minutes before or after pickup window. A vehicle that arrives within this “window” is considered on-time. THTU Wheels to the World will try to ensure that all trips are on-time but because of the realities of operating conditions (e.g., poor weather, road construction), not all trips will be on-time. Should on-time performance fall below 7 percent, actions will be taken to address and improve trip timeliness.
- **Trip denials and missed trips** –THTU Wheels to the World plans to meet all requests for ADA complementary paratransit service based on expected demand and to avoid any trip denials or missed trips. There may be insignificant numbers of trips denied due to unforeseen conditions. There may also be an insignificant number of missed trips, defined as a trip where the vehicle arrives late and the rider either is no longer there or declines the trip due to lateness, because of the realities of operating conditions. Trip denials and missed trips will be monitored to ensure capacity is adequate.
- **Trips with excessive lengths** –THTU Wheels to the World monitors travel times on ADA complementary paratransit to ensure comparability to the same or comparable trip if taken on fixed route. (*Note Complementary paratransit travel time on the comparable fixed route travel time, plus 20 to 30 minutes to allow for a reasonable estimate of time spent walking to and from a bus stop, waiting for the bus to arrive, and making any necessary transfers from one vehicle to another.*)

Subscription Trips: As permitted by the ADA regulations, THTU Wheels to the World may provide a portion of its ADA complementary paratransit trips on a subscription basis. Unlike other ADA complementary paratransit trips, trip priorities and waiting lists for subscription service may be established. THTU Wheels to the World *service may not absorb more than 50 percent of the available trips at any time of the service day, unless there remain trips available for non-subscription riders. That is, as long as there is capacity available for non-subscription trips (i.e., no trip denials) for next-day service, trips for subscription riders may exceed 50 percent of the available trip capacity.*

Companions: An ADA complementary paratransit rider is permitted to travel with at least one companion (and more than one on a space-available basis). Companion passengers pay the same fare as ADA riders. The eligible ADA rider shall reserve space for the companion(s) when the rider reserves the ride. Any companions traveling with the eligible individual must share the same trip origin and destination as the eligible individual. The companion is in addition to any PCA with which the rider may travel.

Origin-to-Destination Service and Passenger Assistance: ADA complementary paratransit services will be provided on an Origin-to-Destination basis. THTU Wheels to the World drivers will assist ADA complementary paratransit riders with boarding and disembarking from vehicles and in securing their mobility devices. All drivers who operate ADA complementary paratransit services will be proficiently trained in passenger assistance and sensitivity towards individuals with disabilities.

The staff of THTU Wheels to the World will not lift a passenger, leave a vehicle unattended or out of visual observation for a lengthy period of time, enter a rider's home, care for service animals, operate a power wheelchair, provide personal care attendant (PCA) service, or take actions that would be clearly unsafe. If more extensive assistance is needed by the individual than, the individual will be responsible for arranging personal assistance. .

No Show Policy: THTU Wheels to the World does not have a No Show Policy. As passengers with our service please be courteous to the other passengers using the service, staff and drivers and cancel your appointment as soon as possible and be on time for your pickup.

TERRE HAUTE TRANSIT UTILITY

APPLICATION FOR CERTIFICATION OF AMERICANS WITH DISABILITIES ACT (ADA) PARATRANSIT ELIGIBILITY

This form is for use by persons who wish to apply for eligibility for the Terre Haute Transit Utility ADA Paratransit service or "Wheels to the World". Individuals with disabilities which prevent them from being able to use regular transit fixed routes may be able to use the Wheels to the World service. All Terre Haute Transit Utility service is accessible to individuals with disabilities, and all buses are equipped with wheelchair lifts. The information obtained in this certification process will only be used by the Terre Haute Transit Utility for the provision of transportation services. This application is available in alternative formats upon request. If you need assistance, please call (812) 235-0109 or TDD (812) 478-0192. All information contained in this application will be kept confidential.

HOW TO APPLY FOR PARATRANSIT ADA ELIGIBILITY:

1. Read the brochure entitled *Wheels to the World How to Ride Guide*, which is available from Terre Haute Transit Utility.
2. Fill out Part A of this application if you believe you qualify.
3. Take or send the application (Parts A and B) to your health care professional to have Part B completed. Both Part A and Part B must be completed in order for your application to be considered.
4. Mail the completed application (Parts A and B) to Terre Haute Transit Utility, 901 S. 14th St., Terre Haute, IN 47807, or fax at (812) 232-3533.

Failure to completely fill out the application will delay the application process.

Terre Haute Transit Utility will notify you of your eligibility within 21 days of submitting your completed application. If you have not received notification of your eligibility within 21 days, call (812) 235-1019 or TDD (812) 478-0192. If a determination of your eligibility has not been made, you will be temporarily eligible for paratransit service.

If you qualify for the Terre Haute Transit Utility ADA Paratransit Service but reside outside the paratransit service area, you may still use the service for trips that start and end in the paratransit service area. It is the responsibility of the person who wants to use paratransit service to arrive within ¼ mile of the service area. (For further information, see the *Wheels to the World How to Ride Guide*).

If you are denied eligibility, you have a right to appeal. Information on the appeals process will be sent to you. Call (812) 235-0109 or TDD (812) 478-0192 for more information.

You may qualify for reduced fares on Terre Haute Transit Utility fixed route service even if you do not qualify for paratransit service. Call (812) 235-0109 or TDD (812) 478-0192 for more information.

WHO QUALIFIES: Under the ADA regulations, there are three categories of persons who are eligible for ADA Paratransit. Any 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 transit system; or
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
3. Has a specific impairment-related condition (including vision, hearing or impairments causing disorientation) which prevents travel to or from the transfer center or stop on the system.

As you answer the following questions, please keep in mind that you may be able to use Terre Haute Transit buses operating on fixed routes. All Terre Haute Transit Utility buses have wheelchair lifts to assist individuals with disabilities.

PART A – FOR THE APPLICANT TO COMPLETE

1. Name _____
Address _____
City _____
State _____ ZIP _____
Home Telephone Number _____
Other Daytime Telephone Number _____
TDD (if applicable) _____

2. In case of an emergency, is there someone in the local area who should be notified (family, friend, neighbor, case worker, etc.)?

Yes No

Name _____
Daytime Telephone Number _____
Relationship to the Applicant _____

3. If you are not the applicant but have completed this application on the applicant's behalf, you must provide the following information:

Your Name _____
Address _____
City _____ State _____ ZIP _____
Daytime Phone Number _____
Relationship to Applicant _____

4. Describe your disability and explain in detail how it prevents you from using our fixed route transportation. (Please provide any information that would help.)

5. Is your condition ...

Permanent? Temporary? Expected duration: _____

6. Do you use any of the following mobility aids? Yes No

If yes, check all that apply:

- Manual Wheelchair
- Cane
- White Cane
- Prosthesis / Braces
- Crutches
- Other _____
- Service animal
- Powered Wheelchair
- Powered Scooter
- Walker

7. Do you require a Personal Care Attendant (someone to assist you) when you travel? Yes No

If yes, please complete the following

Personal Care Attendant Name _____

Address _____

City _____

State _____ ZIP _____

Home Telephone Number: _____

Other Daytime Telephone Number: _____

8. Are you able to travel to the nearest bus route or the transfer station at 8th Street and Cherry?

- Yes
- No Please explain: _____

9. Are you able to wait along a bus route or at the transfer station at 8th Street and Cherry?

- Yes
- No Please explain: _____

10. Are you able to identify the correct bus?

- Yes
- No Please explain: _____

11. Are you able to independently climb 3 steps?

Yes

No Please explain: _____

12. Are you able to handle/grasp coins (pay fare), tickets, railings, handles?

Yes

No Please explain: _____

13. Are you able to keep balance while seated on a moving vehicle?

Yes

No Please explain: _____

14. Are you able to read, hear, understand and/or process information, schedules, or directions which are needed to make necessary decisions during a trip?

Yes

No Please explain: _____

15. Are you prevented from traveling to or from a boarding location for one or more of the following reasons?

Inability to negotiate over curbs or uneven sidewalks

Extreme sensitivity to climatic conditions

Allergic/environmental sensitivities

Hyper-fatigue, frailty

Inability to cross busy intersections

Other reasons _____

Please explain all checked boxes. _____

The REQUEST FOR PROFESSIONAL CERTIFICATION (Part B attached) must be filled out by an appropriate health care professional.

WHO CAN CERTIFY: If your disability prevents you from using fixed route service, one of the following health care professionals, as appropriate to your case, may be able to certify you as ADA eligible.

16. The following health care professional is authorized to provide information to Terre Haute Transit Utility that is required to complete this certification, including Part B, and any clarifications required by Terre Haute Transit Utility.

(Clearly print the name of the health care professional who will be certifying your application and check the type of health care professional he or she is.)

Health Care Professional's Name _____

- | | |
|--|--|
| <input type="checkbox"/> Licensed physician | <input type="checkbox"/> Certified audiologist |
| <input type="checkbox"/> Licensed physical therapist | <input type="checkbox"/> Certified psychologist |
| <input type="checkbox"/> Certified rehabilitation specialist | <input type="checkbox"/> Nurse (LPN or RN) |
| <input type="checkbox"/> Licensed social worker | <input type="checkbox"/> Registered occupational therapist |
| <input type="checkbox"/> Licensed optometrist | <input type="checkbox"/> Certified speech pathologist |

17. I hereby certify that to the best of my knowledge the information given above is correct and I authorize the health care professional named in item #16 to provide information to Terre Haute Transit Utility.

Signature of Applicant _____

Date _____

WHEN YOU HAVE COMPLETED PART A.

Take or mail Parts A and B to the health care professional named in item #16.

When Part B has been completed mail Parts A and B to Terre Haute Transit Utility, 901 S. 14th St., Terre Haute, IN 47807, or fax at (812) 232-3533.

PART B – REQUEST FOR PROFESSIONAL ADA CERTIFICATION

You are being asked by the applicant named in Part A to provide information regarding his/her ability to use our transit services. The Terre Haute Transit Utility systems will provide paratransit services to persons who cannot use fixed route transit services. The information you provide will allow us to evaluate the request and to provide service for specific trip requests. Thank you for your cooperation in this matter.

To qualify for paratransit service, the applicant must be unable to use regular transit fixed route service due to a physical or mental disability. All Terre Haute Transit Utility buses have wheelchair lifts.

Individuals qualify for paratransit service if:

1. as a result of their disabilities, they cannot get on, ride, or get off a lift-equipped fixed route bus and/or
2. they have specific impairment-related conditions which prevent them from getting to or from a fixed route bus stop or the transfer station located at 5th St. & Wabash Av.

Please note: Please be certain to base your evaluation solely upon the applicant’s ability to use regular transit. This *does not* include persons who find it uncomfortable or difficult to get to and from fixed route bus stops or the transfer station. Your certification should consider only the presence of a disabling condition.

CERTIFICATION PROCESS:

These are the steps of the certification process.

1. The applicant (or representative) has completed Part A. Please read Part A in its entirety.
2. In completing Part B, please follow the listed criteria.
3. You may be contacted if any questions remain.
4. The application must be filled out COMPLETELY or it will not be processed.
5. Return the completed application to the applicant within 7 days of receipt. The applicant will mail the entire application to the Terre Haute Transit Utility. You may also fax the completed application to our office at (812) 232-3533.
6. A determination of the applicant’s eligibility will be made by Terre Haute Transit Utility within 21 days following receipt of the application.

If you have any questions, you may call Terre Haute Transit Utility at (812) 235-0109.

1. I agree with the information supplied by the applicant in Part A. Yes No

If no, please explain:

2. Condition causing disability: _____

3. Severity: Mild Moderate Severe Profound

4. Expected duration of disability:

- Temporary:** Expected duration until _____/_____/_____
- Long-Term:** Conditions with potential for improvement or long periods of remission.
- Permanent:** Conditions with no expectation of improvement.

6. Is there any other effect(s) of the disability that Terre Haute Transit Utility should be aware of? If so, please provide the information here.

7. CONCLUSION:

There are three categories of eligibility described on page one of this application. You may conclude that the applicant can be included in one of these categories, or that he/she is not eligible for the Terre Haute Transit Utility paratransit program. (Please check the boxes that apply.)

It is my professional opinion that the applicant, _____, has a disability and the applicant _____ (print name of applicant)

(check all that apply):

- has a specific impairment-related condition which prevents the applicant from traveling to or from the transfer center or fixed route bus stops.
- needs the assistance of a wheelchair lift and is able, with such assistance, to get on, ride, and get off vehicles independently.
- is able to travel on a paratransit vehicle only if a personal care attendant rides with him/her.
- is able to travel on a fixed route system and does not need paratransit services.

8. I hereby certify that the above information is true.

Signature / Date

Print Name

Street Address

City / State / Zip

(_____) _____
Telephone Number

License/Certification Number

State

9. Profession (check one):

- | | |
|--|--|
| <input type="checkbox"/> Licensed physician | <input type="checkbox"/> Certified Audiologist |
| <input type="checkbox"/> Licensed physical therapist | <input type="checkbox"/> Certified psychologist |
| <input type="checkbox"/> Certified rehabilitation specialist | <input type="checkbox"/> Nurse (LPN or RN) |
| <input type="checkbox"/> Licensed social worker | <input type="checkbox"/> Registered occupational therapist |
| <input type="checkbox"/> Licensed optometrist | <input type="checkbox"/> Certified speech pathologist |

THANK YOU FOR YOUR ASSISTANCE!

Please return this application to the person seeking ADA certification, or if both Parts A & B are completed, you may fax it to our office at (812) 232-3533 or mail it to:

**Terre Haute Transit Utility
901 S. 14th St.,
Terre Haute, IN 47807**