

Connecticut Americans with Disabilities Act (ADA) Paratransit Application Form

Instructions for Submission

To request a copy of this application in an accessible format, please call (203) 365-8522 Extension 273.

The purpose of this application is to determine eligibility for Connecticut complementary ADA Paratransit service. If you have a disability that prevents you from using the public transit bus service in Connecticut, you may be eligible for ADA Paratransit service. ADA Paratransit is a shared ride, advanced reservation, origin-to-destination service for persons with disabilities who are unable to use the public bus service because of their disability.

Service Criteria

The Connecticut ADA Paratransit program is designed to meet the Americans with Disabilities Act service criteria established by the federal government. Service is provided only to individuals found eligible by a Connecticut regional ADA service provider and is operated under the following ADA guidelines:

- Complementary service is only provided in areas where public buses operate. This does not include Express Commuter service, Intercity or Dial-A-Ride services. ADA Paratransit vehicles can only make pick-ups and drop-offs at places that are within three-quarters of a mile of a public bus route.
- Service is provided only during the hours and days when public bus service in that area operates.
- Rides must be reserved at least one day in advance.
- ADA Paratransit fares are typically double the cost of a full fare on a public bus route.
- Service is not restricted by trip purpose but provided for all types of trips.

ADA Definition of Disability

Any person with a disability who is unable, as a result of a physical or mental impairment, and without the assistance of another individual (except the operator of a wheelchair lift), to board, ride, or disembark from any public bus.

Any person with a disability who has a specific impairment-related condition which prevents them from traveling to or from a bus stop on the public bus system.

Architectural and environmental barriers such as distance, terrain or weather; do not form a basis for eligibility alone. However, a person may be eligible if the interaction of the disability and environmental barriers prevent the person from traveling to or from the public bus stop.

Types of Eligibility

There are three types of eligibility:

Unconditional Eligibility - Your disability or health condition always prevents you from using public buses and you qualify for ADA Paratransit service for all of your trips.

Conditional Eligibility - You are able to use the public buses for some of your trips and qualify for ADA Paratransit service for other trips when your disability or environmental barriers prevent the use of public bus service.

Temporary Eligibility - You have a health condition or disability that temporarily prevents you from using the public bus.

Application Process

ADA Paratransit service is provided for customers whose disability or health condition may prevent them from using public bus services for some or all of their travel. Individuals who are interested in using ADA Paratransit service must apply and be found eligible according to ADA guidelines. Regional ADA Paratransit service providers determine an individual's functional abilities and limitations for using public bus services. A list of service providers in Connecticut is attached to this application see “**ATTACHMENT A**”.

To apply for ADA Paratransit eligibility, contact the regional ADA Paratransit service provider or visit www.CTADA.com.

Once you have filled out as much of the application as you can and submitted it by mail or online to your regional service provider, **if you have not been contacted within seven (7) days, contact your ADA service provider** (a list of service providers in Connecticut is attached to this application see “**ATTACHMENT A**”) **to set up your certification interview**. If needed, transportation to the interview will be provided and the services of an American Sign Language or other language interpreter offered at no charge. Please bring an acceptable form of identification with you (preferably a photo ID) to the interview. If you do not have a photo ID available, contact your service provider to determine acceptable forms of identification. You may also bring additional information about your disability or health condition, but this is not required.

During the interview, your application form will be reviewed and if necessary, assistance will be offered to help you complete it. Your travel abilities and limitations will be discussed in more detail. You may be asked to take a "mock" bus trip. This will take about 30 to 45 minutes and your travel abilities and limitations will be assessed. Please dress for the weather as you may be asked to go outside. Also, at the interview you may be asked to sign a document allowing the service provider to contact your physician or other professional to verify your eligible condition. Finally, at the interview you will be asked to sign a certificate that the information in your application is true and correct. Providing false and misleading information may result in a reevaluation of your eligibility.

A decision will be made on your application within 21 days after the completion of the interview, assessment and receipt of medical verification and follow-up questions, if necessary. If a decision is not made within 21 days, temporary eligibility and ADA Paratransit service will be provided until a final decision is made. You will be notified of your eligibility by letter.

If you are determined to be eligible for ADA Paratransit for some or all of your trips, you will receive a Certification Letter and a Customer Guide with information about how to use the service.

Appeal Process:

If you are determined to be able to use public buses for some or all of your trips, you will be notified of the exact reason(s) for this decision and told how you may appeal the decision.

You can appeal any eligibility decision made by the regional service provider that limits your ability to use ADA Paratransit service. For example:

- You were found "Not Eligible" for ADA Paratransit
- You were found "Conditionally Eligible" and disagree with the eligibility categories you were given or you think the conditional status is wrong.

All requests for an appeal must be in writing and should be mailed to your regional service provider.

If you have any questions about the application process, contact your regional ADA Paratransit service provider.

Connecticut Americans with Disabilities Paratransit Application Form

This form is also available online at www.CTADA.com

Please note that any information given on this application will be kept confidential and shared only with professionals involved in providing the paratransit service on an as needed basis.

**THIS APPLICATION WILL BE ACCEPTED AT ANY ADA PARATRANSIT
PROVIDER IN THE STATE OF CONNECTICUT**

A. Personal Information

Mr. <input type="checkbox"/>	Mrs. <input type="checkbox"/>	Ms. <input type="checkbox"/>	Date of Birth: / /
Last Name:		First Name:	

B. Current Residence

Street Address:			
Building #:	Apartment #:	Room #:	
City:	State:	Zip:	
Is this residence:			
<input type="checkbox"/> A Single or Multi-Family House			
<input type="checkbox"/> An Apartment or Condominium Complex		Name:	
<input type="checkbox"/> A Nursing or Assisted Living Facility		Name:	
<input type="checkbox"/> Other:			
Is this a temporary residence:		Yes <input type="checkbox"/>	No <input type="checkbox"/>

C. Mailing Address (if different from residence)

Street Address or P.O. Box:			
Building #:	Apartment #:	Room #:	
City:	State:	Zip:	

D. Contact Information

Primary Phone:	Alternate Phone:
TDD or Relay Number:	
Email Address:	

E. Emergency Contact

Last Name:	First Name:
Relationship:	Agency if Applicable:
Primary Phone:	Alternate Phone:

F. If someone assisted you in completing this form please give the following information:

Last Name:	First Name:
Relationship:	Agency if Applicable:
Primary Phone:	Alternate Phone:

G. General Information

Do you need ADA service information in an accessible format? Yes No

If "yes", please indicate which format would be helpful:

Large Print <input type="checkbox"/>	Audio Recording <input type="checkbox"/>	Braille <input type="checkbox"/>
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Other _____

Are you certified for ADA paratransit services by another service provider or transit agency? Yes No

If, yes:	Name of Service Provider:	State:	ID #: (if applicable)
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H. Information About Your Disability

Please list by name what disabilities or health related conditions prevent you from using the public bus service:

Explain how your disabilities or health related conditions prevent you from independently using the public bus service?

Do you use any of the following when you travel?

- | | |
|---|---|
| <input type="checkbox"/> Manual Wheelchair * | <input type="checkbox"/> Scooter * |
| <input type="checkbox"/> Powered Wheelchair * | <input type="checkbox"/> Cane |
| <input type="checkbox"/> Walker | <input type="checkbox"/> Communication Device |
| <input type="checkbox"/> Oxygen If yes: | <input type="checkbox"/> Crutches |
| <input type="checkbox"/> Tank <input type="checkbox"/> Compressor | <input type="checkbox"/> Service Animal |
| <input type="checkbox"/> Respirator | <input type="checkbox"/> Medical Equipment |
| <input type="checkbox"/> Other, explain: | |

*The term wheelchair refers to any three or more wheeled device utilized which is usable indoors. We will be able to accommodate a wheelchair if (1) the lift and vehicle can physically accommodate it and (2) if it is consistent with legitimate safety requirements. Legitimate safety requirements include but are not limited to such circumstances as a wheelchair of such size that it would block an aisle, or would interfere with the safe evacuation of passengers in an emergency.

H. Information About Your Disability (continued)

Is the disability or health related condition you describe:

Permanent

Temporary

Unsure

Expected to last _____ Months

Does your health condition or disability change from day to day in a way that affects your ability to use the public bus service?

Yes

No

Sometimes

If "Yes",
Please explain:

Are there times when someone accompanies you when you travel?

Yes

No

Sometimes

I. Public Bus Service Experience

Do you ride the public bus? Have you ever ridden the public bus?

Yes

If yes, how often and to what locations?

No

If no, why don't you currently ride the public bus?

Travel training is a free service that teaches people how to use the public bus. Would you like more information about this service?

Yes

No

J. Functional Ability

Can you find your way to a public bus stop if someone shows you once?

Yes

No

Sometimes

How far can you walk (using a mobility aid if necessary)?

Can you walk up/down a gradual hill?

Yes

No

Sometimes

Can you see/detect curbs, ramps and other drop off areas?

Yes

No

Sometimes

How long can you stand and wait at a public bus stop?

Can you get on and off a public bus?

Yes

No

Sometimes

If "no" please explain:

Can you ask for, understand, and follow travel directions.

Yes

No

Sometimes

K. Barriers

What barriers in the environment would make it difficult for you to use the public bus service?

Lack of curb cuts

Steep Hills

Busy street I must cross

No crosswalk light

No sidewalks

Sidewalks in poor condition

Other, describe:

Explain why the conditions you indicated make it difficult to use the public bus service

DO NOT SIGN THIS PAGE NOW OR SUBMIT WITH YOUR APPLICATION.

THIS PAGE MUST BE SIGNED IN PERSON AT THE INTERVIEW.

I understand that the purpose of this application is to determine if there are times when I cannot use the public bus service and must therefore use ADA paratransit services. I certify that to the best of my knowledge, the information in this application is true and correct. I understand that providing false or misleading information may result in a reevaluation of my eligibility.

_____/_____/_____
Signature of Applicant or Guardian Date

PLEASE NOTE:

After receiving the completed application you will be contacted by the transit agency to schedule a face-to-face interview.

The service provider has 21 days in which to make an eligibility determination after all necessary documentation is received, which includes face to face interviews. It also may include information requested from an appropriate medical or rehabilitative professional familiar with your disability.

ATTACHMENT A

Connecticut ADA Service Providers

Locate your local ADA paratransit service provider below by selecting the region in which you will travel most often. The towns served in each region are listed below the region name. If you are seeking service in a town not listed, please use the contact labeled “all other locations” at the end of the list.

Hartford Area

Avon, Bloomfield, Cromwell, East Hartford, Ellington, Farmington, Glastonbury, Hartford, Manchester, Middletown, Newington, Rocky Hill, South Windsor, Vernon/Rockville, West Hartford, Wethersfield, Windsor, Windsor Locks

Greater Hartford Transit District
One Union Place
Hartford, CT 06103
Email: ADA-App@ghtd.org
Phone: (860) 247-5329 Ext. 3005

New Haven Area

Branford, East Haven, Guilford, Hamden, Madison, New Haven, North Branford, North Haven, Orange, West Haven, Woodbridge

Greater New Haven Transit District
840 Sherman Avenue
Hamden, CT 06514
Email: ADA-App@gnhtd.org
Phone: (203) 288-6282 Ext. 2525

Central Connecticut

Berlin, Bristol, New Britain, Plainville

Central Connecticut Regional Planning Agency
225 North Main Street, Suite 304
Bristol, CT 06010
Email: apply@busoncall.com
Phone: (860) 589-6950

Windham Area

Windham/Willimantic, Mansfield/Storrs

Windham Region Transit District
115 Ash Street
Willimantic, CT 06226
Email: ada-app@wrtd.net
Phone: (860) 456-2223
TTY: (800) 833-8134

South East Region

Griswold, Groton, Ledyard, Montville, New London, North Stonington, Norwich, Preston, Stonington, Waterford

Southeast Area Transit District
21 Route 12
Preston, CT 06365
Email: ADAapp@seatransit.org
Phone: (860) 886-2631

Valley Region

Ansonia, Derby, Seymour, Shelton

Valley Transit District
41 Main Street
Derby, CT 06418
Email: VTD-ADA-APP@valleytransit.org
Phone: (203) 735-6824

Middletown Area

Cromwell, East Hampton, Middletown, Portland

Middletown Transit District
340 Main Street
Middletown, CT 06457
Email: ADA-App@mtdct.org
Phone: (860) 347-3313
TTY: (860) 346-9233

Greater Bridgeport Area

Bridgeport, Fairfield, Monroe, Stratford, Trumbull

Greater Bridgeport Transit Authority
One Cross Street
Bridgeport, CT 06610
Email: ADA-App@gogbt.com
Phone: (203) 366-7070 Ext 131
TTY: (203) 330-0668

Meriden/Wallingford Area

Meriden, Wallingford

North-East Transportation Company
1717 Thomaston Avenue
Waterbury, CT 06704
Email: ADA-Appnetco@northeastbus.com
Phone: Meriden: 1-800-441-8901
Wallingford: 1-800-704-3113

Milford Area

Milford

Milford Transit District
259 Research Drive
Milford, CT 06460
Email: ADA-App@milfordtransit.com
Phone: (203) 874-4507
TTY: (203) 882-0954

Waterbury Region

Cheshire, Middlebury, Naugatuck, Prospect, Southbury, Thomaston, Waterbury, Watertown, and Wolcott

North-East Transportation Company
1717 Thomaston Avenue
Waterbury, CT 06704
Email: ADA-Appnetco@northeastbus.com
Phone: (203) 756-5550

Danbury Area

Bethel, Brookfield, Danbury, New Milford, Ridgefield

Housatonic Area Regional Transit District
62 Federal Road
Danbury, CT 06810
Email: info@hartransit.com
Phone: (203) 744-4070

Southwestern Region

Darien, Greenwich, Norwalk, Stamford, Westport

Norwalk Transit District
275 Wilson Avenue
Norwalk, CT 06854
Email: ADA-App@norwalktransit.com
Phone: (203) 299-5160

All Other Locations

The Kennedy Center
2440 Reservoir Avenue
Trumbull, CT 06611
Email: ada@kennedyctr.org
Phone: (203) 365-8522