



## ADA Application Overview and Instructions

Following is a Valley Metro Application for ADA transportation services. In order for your application to be processed, please be sure to answer ALL questions on page 1 and page 2. Please be sure to print all information.

On page 2, please be sure to indicate licensed health or rehabilitation professionals who are familiar with your current abilities and limitations. It is not necessary to take this application to your licensed professionals. We will be happy to contact your professionals from our office if further information should be necessary to complete your ADA eligibility. Please include the following information:

**Full name and title of all health and rehabilitation professional(s)**  
**Complete office address -- including ZIP code**  
**Correct office phone and FAX numbers**

Please be sure to sign and date the last page of the application to avoid unnecessary delays or your application being returned incomplete. Once the application has been filled out, please call the ADA office at 602-716-2100 (or TTY 602-251-2039) during regular hours to schedule an interview to complete the application process.

The Americans with Disability Act (ADA) requires ADA service to be provided as an alternative mode of transportation for qualified persons who are prevented - *because of disability* - from using local accessible service. ADA regulations state individuals must apply for ADA service and be determined ADA eligible in order to be provided ADA service.

We look forward to hearing from you soon!



# Valley Metro PARATRANSIT APPLICATION

Call Valley Metro Mobility Center to schedule your  
transit skills evaluation at (602) 716-2100 Option 2

## 1. PERSONAL INFORMATION - please print clearly

Last Name: \_\_\_\_\_ First: \_\_\_\_\_ Middle: \_\_\_\_\_

\_\_\_Female \_\_\_Male Date of Birth: \_\_\_\_\_

\*Social Security: \_\_\_\_\_ (Last 4 digits only)

\*The Federal Act of 1974 requires that disclosure of your social security number is voluntary. If given, it will be used for identification purposes only.

### HOME ADDRESS

Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Day Phone \_\_\_\_\_ TDD \_\_\_Yes \_\_\_No

Evening Phone \_\_\_\_\_

### MAILING ADDRESS (if different from above)

Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

### EMERGENCY CONTACT

Name: \_\_\_\_\_

Day Phone \_\_\_\_\_

Evening Phone \_\_\_\_\_

Do you require information in an alternate format? \_\_\_Yes \_\_\_No

If yes, please indicate: \_\_\_Braille \_\_\_Large Print \_\_\_Other

Your primary language: \_\_\_English \_\_\_Spanish \_\_\_Other

## 2. MOBILITY INFORMATION - please print clearly

What is your disability?

Which of the following mobility aids or equipment do you use?

\_\_\_Power wheelchair \_\_\_Manual Wheelchair \_\_\_Scooter

\_\_\_Crutches \_\_\_Cane \_\_\_Walker

\_\_\_Oxygen Tank \_\_\_Service Animal \_\_\_White Cane

Please list your current medications:

\_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Valley Metro may need to contact your rehabilitation professionals or health care providers for additional information about how your disability prevents you from using local bus service. Please list licensed or certified rehabilitation or health professionals who can provide information about your abilities. All information will be kept confidential and only utilized to determine eligibility for ADA service.

**PROFESSIONAL INFORMATION (PLEASE PRINT)**

Physician or other professional: \_\_\_\_\_

Name of Office: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax#: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Physician or other professional: \_\_\_\_\_

Name of Office: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax#: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**CERTIFICATION AND AUTHORIZATION**

I certify that the information provided in the application is true and correct. I understand that falsification of information may result in denial of service. I authorize the professionals listed above to release to Valley Metro information about my disability and its effect on my ability to travel on the local bus system. Unless earlier revoked, this form permits the professional listed to release information up to 90 days from the date below.

Signature of applicant: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signature of person assisting applicant (if any): \_\_\_\_\_

## **VALLEY METRO AMERICANS WITH DISABILITIES (ADA) SERVICE APPLICATION PROCESS AND GENERAL INFORMATION**

### **HOW HAS THE ADA CHANGED PUBLIC TRANSPORTATION?**

The ADA requires specialized transportation be provided for persons who are prevented, due to a disabling condition, from riding Valley Metro local bus or METRO light rail service. This alternative mode of transportation is called “ADA service”.

### **WHAT IS ADA SERVICE?**

ADA Service is a public transportation shared-ride service for people who, because of disability, cannot use Valley Metro local bus or rail service. Some cities offer ADA service and non ADA (sometimes called “same day” or “demand”) Dial-a-Ride service. ADA Service is different from same-day demand Dial-a-Ride, in the following ways:

- ADA Service must be pre-scheduled at least one day in advance, and can be scheduled up to fourteen days in advance.
- The one-way ADA fare can be no more than twice the local bus or rail service. Contact the ADA Service provider in your area for exact fare.
- There are no zone or transfer charges. Transfers between cities that provide ADA Service are free. Exact fare is required at the time of pick-up.
- A companion with the same origin (starting place) and destination (ending place) can ride with the ADA-eligible person and pays the same fare as the ADA-eligible person.
- If the ADA-eligible person requires a personal care attendant (PCA) to complete the trip, the PCA is not charged a fare while riding with the eligible person.
- Because it is designed to be equivalent to Valley Metro local bus or rail service, ADA Service is required to run only when and where there is already bus or rail service. For the actual hours and days of service, call the Dial-a-Ride provider in your area.

### **WHY DO I NEED TO APPLY FOR ADA SERVICE IF I ALREADY USE DIAL-A-RIDE?**

ADA Service has very strict eligibility criteria. Many persons who use non ADA (same-day or demand Dial-a-Ride) are not ADA Service eligible; however, you do not need to apply for ADA Service to continue to use non ADA Dial-a-Ride. If you currently use non ADA Dial-a-Ride, you may continue to do so regardless of your ADA Service status.

## **HOW DO I APPLY FOR ADA SERVICE?**

1. The application can be downloaded from [Valleymetro.org](http://Valleymetro.org) or by calling Valley Metro's ADA Certification Office at 602-716-2100, or TTY at 602-251-2039.
2. Fill out the application completely. Answer each question. It is not necessary to take the application to your physician, health, or rehabilitation professional. Valley Metro will contact those professionals for you if needed. However, for your application to be considered complete, you must list the names of your rehabilitation or health care professionals on page 2 of the application. The application must be signed and dated before it can be processed.
3. Call the ADA Office at 602-716-2100 to schedule an interview to complete the application process.

## **HOW DO I KNOW WHEN MY ADA ELIGIBILITY HAS BEEN APPROVED?**

Valley Metro will notify you by mail about the status of your application within 21 days of the time of your completed interview. As part of the application process, Valley Metro may also request information from the health care professionals listed on the application. If 21 days have passed since your interview, please call us at 602-716-2100 (option 3), or TTY at 602-251-2039.

## **DO I NEED AN ADA CARD TO USE ADA SERVICE?**

You do not need to show an ADA card upon boarding the ADA vehicle. If you have been determined eligible for ADA Service, you will receive a letter with an ADA eligibility number and expiration date. When calling to schedule a trip, the reservations agent will verify your eligibility at that time.

## **CAN I USE DIAL-A-RIDE IF I DO NOT QUALIFY FOR ADA SERVICE?**

Even if you do not qualify for ADA Service, you may qualify for same-day Dial-a-Ride depending upon where you live. Persons who are 65 years of age or older, or who have a disability, are qualified to use Dial-a-Ride if it is offered in your area. These same persons may also be eligible to ride the bus or rail system at a reduced fare. Please feel free to call Valley Metro's Community Outreach Office at 602-716-2100 (option 3), or TTY at 602-251-2039 for more information.