

## YCAT ONCALL ADA PARATRANSIT CERTIFICATION APPLICATION

### PLEASE READ ENTIRE APPLICATION BEFORE FILLING OUT THE FORM

The Americans with Disabilities Act of 1990 (ADA) is federal legislation prohibiting discrimination against people with disabilities. One of the overriding principles of the ADA is to ensure that all people have equal access to public transportation. In order to ensure access, public transit vehicles and facilities are required to be fully accessible and usable by persons with disabilities. For people who are unable, due to a physical or mental disability (including mobility or cognitive impairments) to independently use the public fixed-route transportation (YCAT), complementary paratransit services must be made available.

If you believe that you have a disability (including mobility or cognitive impairments), which prevents you from independently using the YCAT fixed-route transportation facilities and/or buses, please complete this application form and return it to the Yuma County Intergovernmental Public Transportation Authority, 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365. The completed application can also be sent by FAX to (928) 783-0309 or email to [info@ycipta.az.gov](mailto:info@ycipta.az.gov). The questions on this form are designed to provide assistance in determining your eligibility for paratransit service.

Your completed application will be reviewed and a decision regarding your eligibility for paratransit service will be made within 21 days. You may be found eligible for paratransit services for your travel needs, or you may be found capable of using the YCAT fixed route system. If you disagree with the decision made regarding your eligibility status, you may appeal the decision. It is possible that upon review of your application, you may be asked to provide additional information. All information requested throughout the certification process will be kept confidential.

Not everyone with a disability can ride YCAT OnCall ADA Paratransit priority service because that is not the intent of the ADA. Paratransit service is intended to function as a transportation **safety net** for individuals with cognitive or physical disabilities whose impairment prevents the use of the YCAT fixed route system. The ADA stresses the importance of persons with disabilities having the opportunity, encouragement, and/or training to use fixed-route transportation (YCAT) as a means to integrate more fully into society.

If you have any questions about the YCAT OnCall ADA Paratransit priority service application process, or the YCAT OnCall service in general, please call (928) 783-2235.

**A large print, Braille and cassette version of this application is available upon request by calling (928) 783-2235 or TTD/TTY: 711 through Relay Service. These requests will take seven business days to process.**

## HOW TO BECOME CERTIFIED ON YCAT ONCALL FOR ADA PRIORITY SERVICE

There are three ADA categories of eligibility when filling out this application. Priority service is given to those who meet ADA eligibility requirements. All others ride YCAT OnCall and YCAT flex route deviation service is available on a space-available basis. ADA certified passengers will never have their trip denied.

1. Fill out **Step 1** of the application.
2. Complete the certification section that applies to you in **STEP 2**. Check **A-1, A-2 and/or A-3**.
  - A. ADA ELIGIBLE: Do you have a disability which makes using YCAT fixed route buses impossible (**A-1**), accessing a YCAT fixed route bus stop (**A-3**) and/or boarding a YCAT fixed route that is not yet accessible (**A-2**)? Then check Step 2, section (A) and select criteria **A-1, A-2** or **A-3**, whichever applies to your situation. Have your physician, or authorized human service agency representative explain your disability by completing **Step 4** of the application.
3. Complete the Supplemental Questionnaire on page 4. The information provided in the Supplemental Questionnaire will not be used to determine your eligibility. This information is to assist the YCAT staff in meeting any special needs or service requirements you may have.

Mail, or return the completed application and questionnaire to: Yuma County Intergovernmental Public Transportation Authority, 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365. To expedite processing the completed application and questionnaire can be faxed to YCAT OnCall at (928) 783-0309 or emailed to [info@ycipta.az.gov](mailto:info@ycipta.az.gov). It is important that you complete all applicable portions of this application—type or print please. Applications that are not complete or clearly written will be returned, which will delay the eligibility determination process.

If you are certified eligible for paratransit service, you will be contacted to take a photo for your YCAT OnCall ADA Identification Card and receive a YCAT OnCall Rider's Guide within 21 days. If you are denied ADA eligibility, you may appeal the decision to the Yuma County Intergovernmental Public Transportation Authority. Your appeal will be heard by the YCAT Community Transit Advisory Committee within 65 days of an appeal form being filed out. You may also contact the YCIPTA Transit Director at (928) 539-7076 or via email at [info@ycipta.az.gov](mailto:info@ycipta.az.gov) for details on the appeal process or hearing results.

If you have any questions about the YCAT OnCall ADA Paratransit priority application process, please call (928) 783-2235 or email [info@ycipta.az.gov](mailto:info@ycipta.az.gov).

**YCAT ONCALL ADA PARATRANSIT PRIORITY SERVICE**

All information on this form will be kept confidential

**READ ACCOMPANYING INSTRUCTIONS BEFORE COMPLETING THIS FORM**

**STEP 1** TO BE COMPLETED BY ALL APPLICANTS

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
Street City Zip Code

DATE OF BIRTH \_\_\_\_\_ AGE: \_\_\_\_\_

**STEP 2** CHECK THE APPROPRIATE BOX – Certification based on:

A.  **ADA Eligible.** Under the Americans with Disabilities Act of 1990, Individuals must meet one or more of the following criteria in order to be certified as ADA eligible. Check the appropriate box or boxes which best describes the applicant’s condition.

**A-1** I certify that the above named individual, because of their disability, cannot INDEPENDENTLY board, ride, and/or disembark from any bus in the YCAT fixed route system.

**A-2** I certify that the above named individual has a disability related condition(s) that PREVENTS him/her from riding YCAT fixed routes because the YCAT fixed route is not yet 100% accessible.

**A-3** I certify that the above named individual has a disability related condition(s) that PREVENTS him/her from getting to or from a YCAT fixed route bus stop.

GO TO **STEP 4**. HAVE YOUR PHYSICIAN OR AUTHORIZED HUMAN SERVICE AGENCY REPRESENTATIVE EXPLAIN YOUR DISABILITY AND HOW IT PREVENTS YOU FROM RIDING YCAT.

**STEP 3** FOR ADA DISABILITY CERTIFICATION: your physician or an authorized human service agency representative must sign this form. Authorized agencies are:

SMILE – Independent Living Center  
DaVita Dialysis Center  
Western Arizona Council of Governments  
Yuma County Health Services District  
Yuma Regional Medical Center  
Sunset Community Health Center  
SAAVI  
ACHIEVE Human Services  
Horizon Human Services  
Arizona Department of Economic Security

**The certifying Physician or human service agency representative completes  
STEP 4 (Note: Both PART ONE and TWO must be filled out in order to complete this step).**

**STEP 4 - PART ONE: THIS SECTION TO BE FILLED OUT BY PHYSICIAN OR CERTIFYING AGENCY REPRESENTATIVE.** (Physicians please read accompanying instructions on page 7)

\_\_\_\_\_  
Name of Certifying Person (print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone number

\_\_\_\_\_  
Agency

\_\_\_\_\_  
Address

\_\_\_\_\_  
Date

\_\_\_\_\_  
Medical ID Number

**STEP 4 - PART TWO PLEASE EXPLAIN APPLICANT'S DISABILITY COMPLETELY.** If you checked A-1, A-2 and/or A-3, explain how it **PREVENTS** the applicant from riding YCAT in accordance with the ADA as defined in Step 2.

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Condition is: [  ] Permanent  
                  [  ] Temporary – From \_\_\_\_\_ to: \_\_\_\_\_

**RETURN COMPLETED FORM TO YUMA COUNTY INTERGOVERNMENTAL PUBLIC TRANSPORTATION AUTHORITY, 2715 EAST 14<sup>TH</sup> STREET, YUMA, AZ 85365, BY FAX TO (928) 783-0309 OR EMAIL TO INFO@YCIPTA.AZ.GOV.**

**APPLICATIONS NOT COMPLETELY FILLED OUT WILL BE RETURNED.**

**FOR ADDITIONAL INFORMATION, PLEASE CONTACT YCAT ONCALL AT (928) 783-2235, TDD/TTY 711 – THROUGH THE RELAY SERVICE.**

## SUPPLEMENTAL QUESTIONNAIRE

ANSWERING THE FOLLOWING QUESTIONS WILL ENABLE US TO SERVE YOU BETTER

1. Are you able to board the bus without assistance? Yes [ ] No [ ]
2. Do you have any vision impairment or limitation? Yes [ ] No [ ]
3. Do you have any hearing impairment or limitation? Yes [ ] No [ ]
4. Do you use any of the following aids to mobility? (Check all that apply)  
Manual Wheelchair [ ] Electric Wheelchair [ ] Powered Scooter [ ]  
Cane [ ] Crutches [ ] Guide Dog [ ] Other: \_\_\_\_\_
5. Do you require the use of an oxygen tank? Yes [ ] No [ ]
6. Do you require a Personal Care Attendant (PCA)? Yes [ ] No [ ]
7. Is your residence equipped with a wheelchair ramp? Yes [ ] No [ ]
8. Are you able to use and communicate with a telephone? Yes [ ] No [ ]  
Use a TDD and or TTY? Yes [ ] No [ ]
9. Are you able to make or cancel your own appointments and travel arrangements? Yes [ ] No [ ]

If not, who will make them for you? \_\_\_\_\_

10. Is there any other information which would be helpful to us to ensure we provide you with our best service? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11. In case of emergency notify:

Name \_\_\_\_\_ Phone \_\_\_\_\_

Relationship \_\_\_\_\_

**I certify** that the information in this application is true and correct. I understand that falsification of the information may result in denial of service. I understand all information will be kept confidential, and only the information required to provide the services I request will be disclosed to those who perform the services. I agree to abide by the rules and procedures of the YCAT OnCall program (see page 8). **I understand that it may be necessary to contact a professional familiar with my functional abilities to use public transit, in order to assist in the determination of eligibility.**

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Applicant's Signature

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Date

### **PROFESSIONAL AUTHORIZATION**

I hereby authorize (Enter the name, address and phone number of the licensed professional familiar with your disability or health related condition):

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Name, Address, City, State, Zip Code

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Telephone Number

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Title

to release to Yuma County Intergovernmental Public Transportation Authority the necessary information about my disability in order to certify my eligibility for paratransit services. The information released will be used solely to determine my eligibility. I realize that I have the right to receive a copy of this authorization. I understand that I may revoke this authorization at anytime.

Enter the name of the applicant and the date signed:

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Print Applicant's Name

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Date

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Applicant's Signature

## PHYSICIAN OR CERTIFYING AGENCY REPRESENTATIVES

### **ADA GUIDELINES FOR CERTIFICATION PLEASE READ CAREFULLY BEFORE CERTIFYING THE APPLICANT**

The Americans with Disabilities Act of 1990 (ADA) states that a public transit operator, which has a fixed-route bus system, like YCAT, must also operate a complementary paratransit service (YCAT OnCall) for those persons not able to use the regular fixed route buses.

The criteria for certifying that a person is eligible under ADA to ride YCAT OnCall are:

### **IS THE APPLICANT FUNCTIONALLY ABLE TO RIDE THE REGULAR YCAT FIXED ROUTE BUS SYSTEM AND ARE THEY ABLE TO GET TO AND FROM A BUS STOP?**

Many people with either cognitive or physical disabilities are able to ride YCAT. Many agencies will help to travel train their clients on how to ride the regular bus system. All buses in the YCAT fixed route system meet ADA accessibility standards.

**HOWEVER**, if a person with a disability cannot **INDEPENDENTLY** board, ride or **disembark** from the regular YCAT fixed route bus, they are eligible to ride YCAT OnCall under ADA guidelines (**A-1**).

Some examples are:

Inability to climb steps; cognitive inability to use the YCAT fixed route system including transfers, fare payment and stop signaling; severe mental retardation; severe lack of coordination/motor function; psychiatric disabilities causing disorientation; Alzheimer's disease; vision impairments, etc.

**A second category**, if a person with a disability cannot **INDEPENDENTLY** board, ride or **disembark** the regular YCAT fixed route bus because it is not yet accessible, they are eligible to ride YCAT OnCall under ADA guidelines (**A-2**).

**A third category (A-3)** of eligibility includes individuals who have specific impairment-related conditions that **PREVENTS** them from getting to or from a bus stop.

Some examples are:

Chronic fatigue and excessive distance to the YCAT fixed route bus stop; special sensitivity to high or low temperature; severe cardiac conditions; dialysis; radiation/ chemotherapy; a cognitive disability which impairs the ability of the individual to remember and follow directions; physical obstructions such as lack of curb cuts for wheelchairs, etc.

If the person meets one of the three criteria listed above, they are eligible under ADA, and thus, Section A should be marked appropriately on the application form.

For more information or questions on this application, please call YCAT OnCall at (928) 783-2235 or email [info@ycipta.az.gov](mailto:info@ycipta.az.gov).

## YCAT ONCALL RULES AND PROCEDURES

*Please refer to the YCAT OnCall Rider's Guide for More Details on Additional Rules*

**Reserving a YCAT OnCall Trip:** An ADA certified rider must call prior to 5:00 PM the day before (or up to seven (7) days in advance) if they wish to ride YCAT OnCall. YCAT OnCall will make every effort to schedule ADA certified passengers for a ride within one hour of their scheduled time.

**Subscription Policy:** Subscription service is the practice of providing repetitive trips over an extended period of time without the passenger calling to request each trip. According to ADA guidelines, this service may not absorb more than 50% of the trips available on a given day. It is the responsibility of the passenger to reconfirm all subscription trips, which are scheduled after holidays, school vacations, or other breaks in service.

**Meeting the Bus:** Passengers must be ready to go 30 minutes before or after their scheduled pick up time. The driver will wait for five minutes. If you miss your ride, you will have to call again, but may not get a ride for at least one hour or more. If the bus is more than 30 minutes late, passengers will not be considered a no-show, if they are not present when the bus arrives. If the bus is early, the driver must wait until the start of the window unless the passenger is ready to go.

**No-Shows and Cancellations:** If you do not need a ride after you have scheduled one, please call and cancel as soon as possible, but no less than two (2) hours before your pick up time. No-shows and those who do not cancel ahead of pick up time, or attempt to cancel after the bus has arrived will be considered a no-show. Three no-shows or five late cancels in a 30-day period will be cause for suspension of YCAT OnCall service for up to seven (7) days.

**Visitors:** Visitors to the Yuma County area that are ADA-certified by another transit system may ride YCAT OnCall for 21 service days. Visitors requiring service beyond 21 service days must be certified on YCAT OnCall if they wish to continue to ride.

**Companions:** While riding on YCAT OnCall, each ADA-certified passenger can ride with one Personal Care Attendant (PCA), who provides individual assistance to qualified passengers. PCA's are not charged for the trip. The PCA must travel to and from the same destination as the passenger. Additional companions may be accommodated on a space available basis. Companions pay full fare and must travel to and from the same destination as the passenger.

**Children:** Children four and under ride free, but must be accompanied by a fare paying adult age 16 years old or older. Children under 9 may not ride by themselves.

**Seat Belts and Safety Belts:** Passengers must wear at all times seat belts for ambulatory riders and safety lap belts that are secured to the floor of the van for riders using wheelchairs and electric scooters. Passengers are required to follow other safety precautions given by the driver.

**Shared Rides:** YCAT OnCall is a shared ride experience. This means that other passengers may be on board during part of the transit to the passenger's destination, and that your scheduled pick up times or routes of travel may be altered so another passenger can be accommodated. It is likely that the vehicle will stop and pick up other riders as it proceeds to your destination.

**Wheelchair Size and Weight Restriction:** Wheelchair lift on the buses are designed to lift common wheelchairs and bus operators are not allowed to exceed the manufacturer requirements for lifting a common wheelchair with occupant included.

**Denial of Service:** YCAT OnCall has the right to deny service if the transport of a passenger is deemed unsafe or inappropriate.