

# **Southern Humboldt Transit System**

## **ADA Eligibility Application**

### **ADA Complementary Paratransit Service**

In the Southern Humboldt County area, specifically: Miranda, Phillipsville, Redway and Garberville, a paratransit vehicle will provide door to door service to eligible passengers living within 3/4 of a mile of the regular route, for those unable to get to the regular bus stop.

The Americans with Disabilities Act (ADA) is Federal law which provides comprehensive civil rights entitlement for individuals with disabilities. The ADA prohibits discrimination on the basis of disability in employment, public services, transportation, public accommodations and telecommunications.

In the transportation section of the ADA, the law requires that fixed route transportation systems be accessible to persons with disabilities. The law also provides for complementary paratransit service if your disability or condition prevents you from using fixed route public transportation.

The ADA defines a disability as a physical or mental impairment that substantially limits one or more of the major life activities of an individual. Examples of major life activities include caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

To be eligible for complementary paratransit service, an individual must be unable to use fixed route service for one of the following reasons:

- Individual cannot independently use accessible fixed route due to disability
- The individual has a specific impairment related condition which interaction with a barrier prevents getting to or from a bus stop.

Individuals are required to complete an ADA Complementary Paratransit/Dial-a-Ride Application and describe the disability or condition that prevents them from using the fixed route service. The disability or condition must meet ADA criteria for certification. If certified, an individual is entered into the central data base and will then be eligible for paratransit services throughout all of the regional Humboldt County transit systems. If certification is denied, an appeals process is available.

Individuals may be eligible for ADA paratransit service on the basis of either a permanent or a temporary disability. For individuals with temporary disabilities, eligibility will expire at the end of the disability.

There are no limits on the number of trips provided to an ADA paratransit eligible individual. When you travel outside Humboldt County your ADA eligibility will entitle you to use any other transit system's ADA paratransit service. You will be considered a visitor and may use the service for only 21 days. If you plan to be in another county for more than 21 days you may be required to apply for certification in that county.

The Southern Humboldt ADA Complementary Paratransit is a door to door transportation service which operates at the same time and to the same places as the fixed route bus service.

Once you are certified as eligible for ADA Complementary Paratransit service, call (707) 443-0826 to request transportation. Reservations for this service must be made the day before you want to be picked up and can also be made up to 14 days in advance. All pick up times must be scheduled the day before by 4:00pm. The cash fare is \$1.00 (pass fare is \$ .75) at a bus stop with an extra \$.50 for deviation from the route.

To find out if you are eligible for these special services call Humboldt Transit Authority at (707) 443-0826.

**APPLICATION FOR ADA COMPLEMENTARY**  
**PARATRANSIT SERVICE**

TO QUALIFY FOR DIAL-A-RIDE/LIFT SERVICE YOU MUST MEET THE FOLLOWING CRITERIA:

CHECK ONE:      ☐ Unable to use public transportation  
                         ☐ A resident of a convalescent home  
                         ☐ Over 72 years of age

PLEASE PRINT:

1. Date of Application: \_\_\_\_\_
2. Name: \_\_\_\_\_ Phone #: \_\_\_\_\_
3. Address: \_\_\_\_\_
4. Age: \_\_\_\_\_ Date of Birth: \_\_\_\_\_
5. Agency Certifying: \_\_\_\_\_
6. Do you now use the Quail for your trip needs? Yes \_\_\_\_\_ No \_\_\_\_\_
7. What is the disability/medical diagnosis that prevents you from using fixed-route bus service? No longer driving is not a limitation.  
\_\_\_\_\_  
\_\_\_\_\_  
Is this condition temporary? Yes \_\_\_\_\_ No \_\_\_\_\_  
If yes, please list the date you expect the temporary condition to no longer exist: \_\_\_\_\_
8. How far can you travel without the assistance of another person?  
\_\_\_\_\_  
Less than 200 feet? \_\_\_\_\_ Up to ¼ mile?  
\_\_\_\_\_  
Other (Please Explain) \_\_\_\_\_  
\_\_\_\_\_
9. Can you climb three 12-inch steps without assistance?  
Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes \_\_\_\_\_
10. Can you wait outside without support for more than 10 minutes?  
Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes \_\_\_\_\_

11. If certified to use Dial-a-Ride or Dial-a-Lift, will you require the assistance of an attendant in order to use the system?

Yes \_\_\_\_\_ No \_\_\_\_\_

12. Name of Attendant: \_\_\_\_\_

13. Mobility Limitations (please check all yes or no)

Yes _____	No _____	Can travel 200 feet without assistance
Yes _____	No _____	Can travel 3 blocks without assistance
Yes _____	No _____	Can travel 6 blocks without assistance
Yes _____	No _____	Can travel 9 blocks without assistance
Yes _____	No _____	Can climb 12-inch steps without assistance. (up to 3)
Yes _____	No _____	Can access bus using lift or ramp
Yes _____	No _____	Can wait outside without support for 10 minutes

14. If you require the use of mobility aids. Please check all that apply:

_____ Manual Wheelchair	_____ Electric Wheelchair
_____ Electric Scooter	_____ Care Worker/Attendant
_____ Cane	_____ Walker
_____ Service Animal	_____ Oxygen Tank

15. If you use a manual wheelchair, what type of obstacles could prevent you from using a fixed-route bus equipped with lift or ramp? \_\_\_\_\_

16. Do you have a communication disability which necessitates the use of some type of communication aid?

Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes \_\_\_\_\_

If yes, what kind of communication aid do you require? \_\_\_\_\_

17. Does your disability allow you to:

Give addresses and telephone numbers upon request?

Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes \_\_\_\_\_

Recognize a destination or landmark? (i.e. gas station, movie theatre, etc.)?

Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes \_\_\_\_\_

Deal with unexpected situations or changes in routing?

Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes \_\_\_\_\_

Ask for, understand and follow directions?

Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes \_\_\_\_\_

Make arrangements-keep appointments?

Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes \_\_\_\_\_

18. Is there anything else you can tell us about your disability that would prevent you from using our fixed-route bus services? Please explain completely. Use the back of this page or additional sheets if necessary. \_\_\_\_\_

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19. Do you give permission for us to contact your doctor regarding your eligibility? Yes \_\_\_\_\_ No \_\_\_\_\_

Your Doctor's Name: \_\_\_\_\_

Doctor's Phone #: \_\_\_\_\_

Doctor's Address: \_\_\_\_\_

\_\_\_\_\_

I certify to the best of my knowledge all of the above information is true. I understand the content and all questions asked.

\_\_\_\_\_  
Applicant's or Agent's Signature

# LETTER OF INTRODUCTION

Dear Dr. \_\_\_\_\_ Re: \_\_\_\_\_

This letter is to inform you that one of your patients is requesting certification for the ADA Complementary Paratransit/Dial-a-Ride/Dial-a-Lift Program.

The ADA Complementary Paratransit/Dial-a-Ride/Dial-a-Lift Program has been established to serve the needs of persons who are unable to use the existing public transportation services offered by Redwood Transit, Eureka Transit, Arcata & Mad River Transit, and Southern Humboldt Transit.

The agency certifying clients for the ADA Complementary Paratransit/Dial-a-Ride/Dial-a-Lift is the Humboldt Transit Authority.

ADA Complementary Paratransit/Dial-a-Ride/Dial-a-Lift eligibility criteria now require that all ADA Complementary Paratransit/Dial-a-Ride/Dial-a-Lift users be certified on the basis of disability as unable to use public transportation. We are asking physicians to assist us in determining patient eligibility. The Humboldt Transit Authority will make the final determination of eligibility.

The word "Unable" as it relates to using the transit system means that performing the function is absolutely impossible or causes severe or continuing pain, (not discomfort, occasional pain, or difficulty.) Examples of those who would qualify to use the program are those who are:

- Unable to perform daily tasks without a wheelchair or walker;
- Unable to get on or off a bus;
- Unable to walk from home/destination to the nearest bus stop;
- Unable to wait standing for more than 10 minutes;
- Unable to move in crowds (difficulty in keeping balance in a bus is not considered a transportation disadvantage since federal regulations require seats for the disabled near the entrance of all buses);
- Unable to read information, signs, or schedules (this does not include foreign language problems or illiteracy among otherwise able-bodied individuals);
- Unable to grasp coins, tickets or handles;

- Unable to use a bus in the performance of a life sustaining activity.

Eligibility may be granted on a temporary or conditional basis.

Please complete the enclosed form so we can determine the eligibility of your patient. Thank you for your assistance in the completion of this certification.

Please send the completed form to:  
Humboldt Transit Authority  
133 V Street  
Eureka, CA 95501

Enclosure

1. Patient's Name: \_\_\_\_\_
2. Address: \_\_\_\_\_  
\_\_\_\_\_
- 3 Please explain the nature of the patient's disability:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
4. How does the patient's disability prevent him/her from using the public bus system? No longer driving is not a limitation. (Please explain in language that a person unfamiliar with medical terminology can understand).  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5. Is this patient's disability due to a temporary condition?  
Yes \_\_\_\_\_ No \_\_\_\_\_  
If yes, how long will the recovery take? \_\_\_\_\_

6. Mobility Limitations (please check all yes or no)

Yes _____	No _____	Can travel 200 feet without assistance
Yes _____	No _____	Can travel 3 blocks without assistance
Yes _____	No _____	Can travel 6 blocks without assistance
Yes _____	No _____	Can travel 9 blocks without assistance
Yes _____	No _____	Can climb 12-inch steps without assistance. (up to 3)
Yes _____	No _____	Can access bus using lift or ramp
Yes _____	No _____	Can wait outside without support for 10 minutes

7. Mobility Aids (please check all that apply)

_____ Manual Wheelchair	_____ Electric Wheelchair
_____ Electric Scooter	_____ Care Worker/Attendant
_____ Cane	_____ Walker
_____ Service Animal	_____ Oxygen Tank
_____ Other (Please Explain) _____	

8. What type of obstacles could prevent your patient from using a fixed-route bus equipped with lift or ramp?

\_\_\_\_\_

9. How far can this patient travel without the assistance of another person?

_____ Less than 200 feet?	_____ Up to ¼ mile?
	_____ Other _____

10. Can this patient wait outside without the support of assistance for more than 10 minutes:

Yes \_\_\_\_\_ No \_\_\_\_\_



11. In your opinion, does this patient require the assistance of an attendant:

To get to and from their door step to the Dial-a-Ride/Lift Vehicle?

Yes \_\_\_\_\_ No \_\_\_\_\_

While riding in the Dial-a-Ride/Lift?

Yes \_\_\_\_\_ No \_\_\_\_\_

12. Physician's Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone: \_\_\_\_\_

13. I certify that I am a licensed Physician in the State of California.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Additional Information

Eligibility may be granted on a temporary basis. The Humboldt Transit Authority reserves the right to conduct a re-certification process as necessary to keep our records up-to-date. Service will be provided only to persons who have been certified. Physicians will be asked to assist in making the determination of certification by completing a form describing the applicant's disability. The final decision as to whether or not the applicant qualifies for ADA Complementary Paratransit/Dial-a-Ride will be made by the Humboldt Transit Authority.

For questions, or to become certified for use of ADA Complementary Paratransit/Dial-a-Ride please call (707)443-0826. You will need to complete and sign an application to start the certification process.

Complaints or comments about the system should be reported to Humboldt Transit Authority, Consuelo Espinosa, at 443-0826 for investigation and appropriate action. All information will be confidential. All passengers are expected to comply with vehicle rules.

SCHEDULING YOUR TRIP : When you call in to schedule your ride, you will need to give the following information:

Your Name

The address you wish to be picked up at

The address of your destination

The time of your appointment

Additional Guest (s), such as certified attendant

If you need assistive devices, such as a wheelchair

\* Don't forget to schedule your return trip

After entering this information into the computer, the dispatcher will give you a time for pick-up. The computer will be used to assist the dispatcher in making the most efficient routes so that everyone gets to where they are going on time.

## USING DIAL-A-RIDE IN THE EUREKA/ARCATA/MCKINLEYVILLE AREA

For trips in the Eureka, Arcata, or McKinleyville Areas contact City Cab at 442-4555. Hours of operation are 6:00 a.m. to 7:00 p.m., Monday through Friday and 7:30 a.m. to 5:30 p.m. on Saturday. TICKETS ARE REQUIRED, \$16.80 FOR A STRIP OF SIX (6) TICKETS.

Those who have folding wheelchairs and can transfer to a cab must

use the regular cabs or mini-van instead of the Dial-a-Lift wheelchair van. If you need Dial-a-Ride you MUST schedule your ride 24 hours in advance, and be ready to go when the vehicle arrives. Drivers will only be able to make one stop and each time you get into the cab it will count as a separate trip and require new tickets.

For trips on Old Arcata Road, Manila, Samoa, Humboldt Hill, King Salmon, Fields Landing, or Cutten contact HCAR at 443-7077. Hours of operation are 7:00 a.m. to 7:00 p.m., Monday through Friday and 7:30 a.m. to 5:30 p.m. on Saturday. There is NO SATURDAY Dial-a-Ride service for Mckinleyville. If you need HCAR Dial-a-Ride you MUST schedule your ride 24 hours in advance, and be ready to go when the vehicle arrives. Drivers will only be able to make one stop and each time you get into the cab it will count as a separate trip and require new tickets.

For your convenience, the phone number is printed on the tickets. Drivers will not wait if you are not ready or have left the requested pick-up location.

All requested pick-up locations for City Cab or HCAR must be made prior to 6:45pm Monday through Friday, and 5:15pm on Saturday. Pick up requests from HTA must be made prior to 4:00pm Monday- Friday.

Holidays observed by Dial-a-Ride are New Year's Day, Independence Day, Thanksgiving Day, and Christmas Day.

## SERVICE AREAS

### Eureka

This service area is the same as that for the Eureka Transit Service which includes Pine Hill, Myrtletowne, Bayshore Mall, and Cutten (as far out as Campton Road). One ticket will be collected per trip.

### Arcata

This service area is the same as that for the Arcata Transit Service. One ticket will be collected per trip.

### Mckinleyville

The southern boundary begins at the Mad River, from the Pacific Ocean to the intersection of North Bank Road at State Highway 299.

The northern boundary is U.S. Highway 101 at the Little River bridge located by the Highway Patrol scales, and to Crannell Road where it crosses Bullwinkel Creek. The eastern boundary ends at the end of Hiller Road, and the western boundary ends at the end of Gwin Road. One ticket will be collected per trip.

### HCAR Dial-a-Ride Service :

The expanded Care-A-Van public DAR/DAL service area generally includes Old Arcata Road between Eureka and Arcata city limits; Indianola Cutoff; State Route 255 including Manila and Samoa; Elk River Road; Humboldt Hill; King Salmon; Fields Landing; and Cutten. Program boundaries are generally defined to service approximately 3/4 mile from the identified roadways and/or communities.

All trips must begin and/or end within the service areas boundaries explained in item No. 1. The service areas are divided into seven (7) zones, and one (1) ticket will be collected per zone. The maximum of crossing zones per trip is three (3), and no more than three (3) tickets will be collected to accomplish one (1) single trip. Please refer to the enclosed map defining zones.

### ADDITIONAL INFORMATION

1. Dial-a-Ride tickets are \$2.80 each and are sold in books of six for \$16.80. Once you have been certified, tickets may be purchased by mail. Please plan your trip (s) 24 hours in advance, and plan on having tickets before you call for a ride. Requests for ticket purchases can be sent to:

Senior Resource  
1910 California Street  
Eureka, CA 95501

Eureka City Hall  
531 K Street  
Eureka, CA 95501

Mckinleyville Senior Center at Azalea Hall  
1620 Pickett Road  
Mckinleyville, CA 95521

Humboldt Transit Authority  
133 V Street  
Eureka, CA 95501

2. Attendants who ride with a person certified to have an attendant will not be charged. The attendant must be identified at the time of certification. Individuals who are not certified as needing an attendant will be able to have one guest join them for their trip at the same cost per zone as paid by the certified individual.

Additional guests will only be accommodated if space is available and advance reservations have been made with the dispatcher. Such additional guests will pay the regular \$2.80 fare per ride per zones traveled to use the system.

3. For trip origins outside of the Dial-a-Ride/Lift service areas, the regular cab fare will be charged until the service area is reached. The Dial-a-Lift van cannot make trips outside of the service areas.

PLEASE NOTE: HCAR Dial-a-Ride Vehicles are not set up to run cab meters. The only service areas covered are those as defined in the service area description section.

4. Dial-a-Ride/Dial-a-Lift is a shared ride system, and transports more than one passenger per vehicle when most productive to do so. You are expected to ride with passengers and the driver assigned to you by the dispatcher.

5. City Cab/HCAR vehicle rules include: Seat belts are required while riding in the front seat of the cab, pets are allowed on laps or in carriers to veterinary appointments only, smoking is not permitted, drivers will help with a reasonable number of packages only (limit is 3 bags of groceries), and do not plan on using Dial-a-Ride as an ambulance.

For more information please contact the Humboldt Transit Authority at (707) 443-0826.