



Dear TOPS! Applicant:

Thank you for your interest in TOPS! Broward County provides shared-ride, door-to-door transportation programs for individuals who are prohibited from using the Broward County Transit (BCT) fixed-route bus service due to physical and/or mental disabilities.

ADA Paratransit Service Program is for eligible individuals with physical, cognitive, emotional, visual or other disabilities which functionally prevent them from using the BCT fixed-route bus system permanently or temporarily.

SUBMIT A COPY OF A CURRENT/VALID FLORIDA DRIVER'S LICENSE OR STATE OF FLORIDA IDENTIFICATION CARD WITH THE COMPLETED ADA APPLICATION.

Complete your portion of the ADA application for door-to-door transportation service (complete online before printing). Give the Medical Section to your Florida, licensed health care provider to be completed. The application **MUST** be signed by a Florida, licensed physician. The completed ADA application must contain all requested information, be legible and have all required identification and applicable supporting documents included when submitted.

DO NOT SUBMIT THE APPLICATION UNTIL ALL SECTIONS ARE COMPLETE AND REQUIRED DOCUMENTS ARE ATTACHED!

Return to: Paratransit Eligibility Services
Broward County Transit
1 N. University Dr., Suite 3100-A
Plantation, FL 33324

Information: 954-357-8400

ADA Paratransit Service

Eligibility Criteria

GUIDELINES

***Please read completely before
completing and submitting application***

ADA Paratransit Service

ADA Paratransit Service is in accordance with the Americans with Disabilities Act (ADA) of 1990.

Disability alone does not create eligibility for ADA Paratransit Service. The decision is based solely on the applicant's functional ability to use fixed-route buses. The BCT fixed-route bus system is 100% accessible with wheelchair available buses and major transfer facilities. The unavailability of fixed-route service, difficulties using fixed-route or long travel times does not constitute eligibility for Paratransit.

Passenger fare is due upon boarding for every trip. Please use exact change as drivers do not carry cash. Failure to pay the fare upon entering the vehicle may result in loss of transportation privileges.

ADA Eligibility Criteria

The law is specific in defining eligibility for ADA complementary paratransit services.

Category 1: Individuals who, as the result of physical (including visual impairments), mental or emotional impairment and without the assistance of another individual (except the operator), cannot board, ride or disembark from an accessible vehicle some or all of the time.

Category 2: An individual who can independently use an accessible vehicle, but none is available on his/her route some or all of the time.

Category 3: Individuals who have a specific impairment-related condition that **prevent** getting to/from a stop within the service area some or all of the time.

Eligibility criteria does NOT include:

Age, lack of service in your town beyond $\frac{3}{4}$ mile from fixed-route bus service, inconvenience, discomfort, inability to drive or any financial/income status/limits. A diagnosis of a potential limiting illness or condition is not sufficient; you and a Florida licensed physician must describe how your disability prevents you from **getting to, boarding/disembarking and/or riding on** fixed-route bus service independently.

When completing the application, assess your potential travel throughout the entire BCT fixed-route bus system during all seasons. Do not limit your travel to your immediate neighborhood or community.

The Application Process

All applicants seeking eligibility for ADA Paratransit Service must undergo an eligibility determination process. The application process includes, but is not limited to, medical verification of the disability; review of applicant's own assessment of their ability to use fixed-route buses and a functional assessment. Information provided by treating health care facilities or medical professionals may also be considered. Incomplete applications will be returned for completion and/or additional information may be requested during the processing of an eligibility request.

The application process must be completed before eligibility is determined

Evaluation Procedure and Functional Assessments

All applicants, whether new or persons applying for recertification must complete a new application. The ADA eligibility certification process requires new applicants to participate in a functional assessment. The purpose of the evaluation is to determine when, and under what circumstances, applicant can use fixed-route buses and when Paratransit shared-ride service is required. (Recertification applicants may participate in a functional evaluation as determined by BCT). There is no charge for this evaluation.

The functional physical evaluation consists of a simulated bus travel experience, including boarding, maneuvering a curb and a curb cut and crossing the street. Skills evaluated include balance, strength, coordination and range of motion. The cognitive functional assessment consists of certain standardized tests designed to measure skills such as memory, attention span and route-finding ability. Functional vision and respiratory considerations are also reviewed. Additionally, variables in the environment are considered.

Categories of Eligibility

Once determined eligible for ADA Paratransit service you will be assigned an eligibility category. The eligibility category is consistent with your ability to use fixed-route transit. These categories include:

Unconditional - Individual is not able to use accessible fixed-route transit under any circumstances and is eligible for all trips on the paratransit service.

Conditional - Individual is able to use fixed-route buses most of the time but would, under certain circumstances, be prevented from using fixed-route buses independently.

Temporary - Individual is not able to use accessible fixed-route buses at this time, however the condition(s) or circumstance(s) leading to eligibility is reasonably expected to improve in the future.

Mobility Aid Requirements

Service vehicles are equipped with lifts accommodating mobility devices no longer than **52-inches** and wider than **33-inches**, with the combined weight of the passenger and device not to exceed **1,000 lbs.** Devices exceeding these standards may not be transportable.

WC-19 compliant mobility devices are the newest transit safety technology. Mobility devices built to this standard have suitable points for attaching tie-down straps and it is recommended mobility aids used in Paratransit be WC-19 compliant.

Alternative Programs and Appeals

“Travel Training” service is available free-of-charge to those who need help in learning how to use the BCT bus system.

In addition, other accommodations such as accessible bus stops, route announcements and easy-to-read signs make using the BCT fixed-route bus system possible for many people with disabilities.

Individuals who do not meet eligibility criteria for ADA Paratransit service or do not complete the ADA eligibility process may be eligible for alternative programs going to specific destinations such as medical appointments.

Information regarding the ADA eligibility appeals process is available from the BCT ADA Paratransit eligibility unit. Applicants who are determined not eligible or who do not agree with the conditions established for their use of ADA Paratransit Service, may request a review at an informal or formal hearing level.

VETERANS (effective 2/1/15)

If you are an honorably discharged United States veteran, submit a copy of your discharge with your application. This will allow a 50% fare reduction when going to a Broward County VA clinic. The normal fare will apply to all other paratransit trips.

Customer Service. 954-357-8400
TTY Access..... 954-357-8302
Travel Training..... 954-357-8405