



ADA Paratransit Plan

## Paratransit Plan

City of Benson  
120 W. 6<sup>th</sup> Street  
Benson, AZ 85602  
Phone 520-720-6333  
Fax 520-720-6339  
Cheri Shull, Transit Coordinator  
Brad Hamilton, Transit Supervisor

### **Definition of Paratransit Service**

The Americans with Disabilities Act regulations require Benson Area Transit (BAT), as a public entity to provide paratransit services to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the Fixed Route system per 49 CFR 37.131 (a).

### **BAT Fixed Route**

BAT provides a deviated Fixed Route bus service throughout the City of Benson (pop. 5,105) and surrounding area, Pomerene (pop. 968) The Fixed Route bus serves all of the major destinations in Benson, businesses along State Route 90 and State Route 80.

Both buses on the Fixed Route are wheelchair accessible with a manual wheelchair ramp allowing easy loading and unloading through the 39" clear door opening. Fixed Route buses carry 23 passengers or 21 and two wheelchairs. The BAT Fixed Route service is available Monday – Friday, between 8:00 am and 4:00 pm.

Fare for the Fixed Route is \$1.00 one way and \$.50 for seniors, disabled and students. A Monthly pass is available for \$20.00 and \$10.00 for seniors, disabled and students at the Finance Office, 120 W. 6<sup>th</sup> Street. Call 520-720-6333 for questions regarding the Fixed Route service or check out the website at [www.cityofbenson.com](http://www.cityofbenson.com).

Information in languages other than English will be provided as needed and will be consistent with DOT LEP Guidelines.

## Fixed Route Schedule

### **BENSON AREA TRANSIT FIXED ROUTE SCHEDULE**

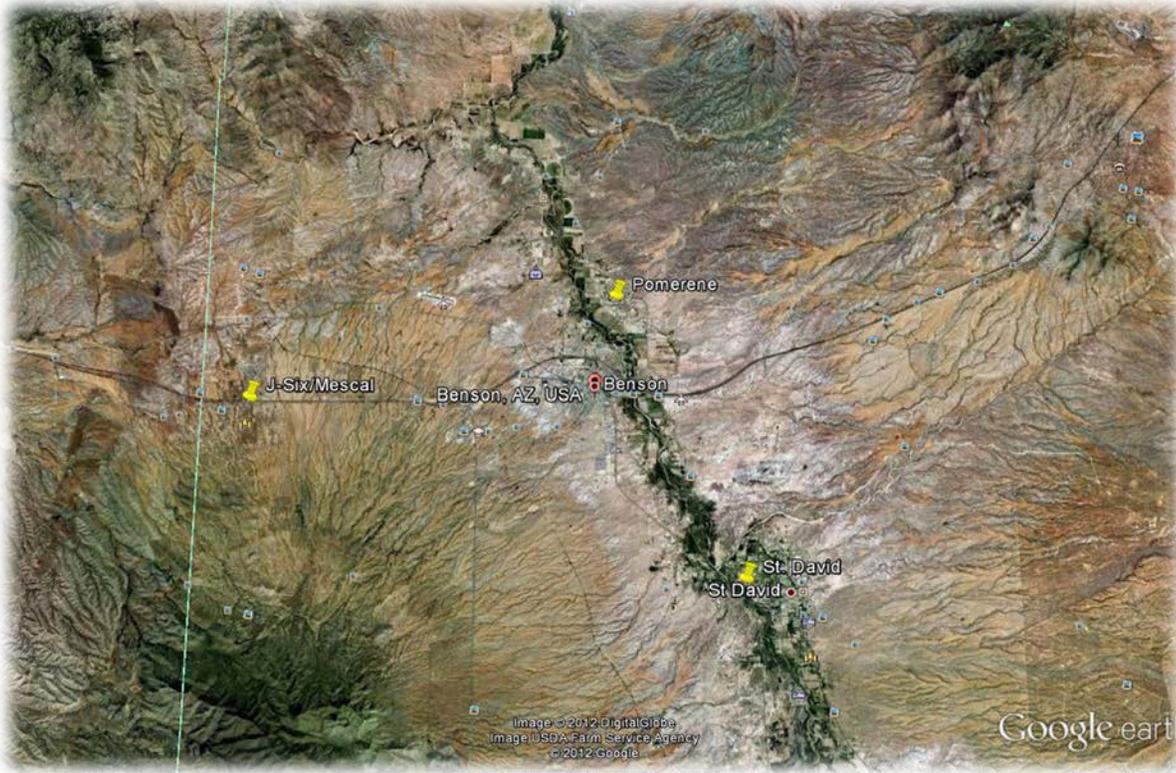
<b>NEW SCHEDULE STARTS MONDAY DECEMBER 2, 2013</b>				
<b>Denny's / Super 8 - Ocotillo</b>	8:00	10:00	12:00	2:00
Best Western Motel - Ocotillo	8:02	10:02	12:02	2:02
Quarter Horse	8:04	10:04	12:04	2:04
<b>Wal-Mart - Garden Center</b>	8:06	10:06	12:06	2:06
Barney Dental (on Cholla)	8:10	10:10	12:10	2:10
News Sun - 5th St. / Ocotillo	8:13	10:13	12:13	2:13
Dollar General	8:16	10:16	12:16	2:16
SSVEC Electric Co.	8:18	10:18	12:18	2:18
<b>City Hall - Patagonia/6th</b>	8:20	10:20	12:20	2:20
Library - 6th Street	8:20	10:20	12:20	2:20
7th / Dragoon	8:21	10:21	12:21	2:21
La Habra Apt. Hwy 80	8:23	10:23	12:23	2:23
Sahara Motel - Hwy 80	8:25	10:25	12:25	2:25
Valley High Trailer Park - Hwy 80	8:28	10:28	12:28	2:28
SKP RV Park - Hwy 80	8:30	10:30	12:30	2:30
<b>Wal-Mart - Garden Center</b>	8:40	10:40	12:40	2:40
Barney Dental (on Cholla)	8:44	10:44	12:44	2:44
News Sun - 5th St. / Ocotillo	8:47	10:47	12:47	2:47
Dollar General	8:51	10:51	12:51	2:51
Pomerene/Morris Ln.	8:57	10:57	12:57	2:57
Pomerene Post Office	8:58	10:58	12:58	2:58
Circle K - County Rd.	9:05	11:05	1:05	3:05
San Pedro Apts - Pearl St.	9:06	11:06	1:06	3:06
Walker - San Pedro	9:07	11:07	1:07	3:07
Lions Park - Adams	9:08	11:08	1:08	3:08
<b>City Hall - Patagonia/6th</b>	9:10	11:08	1:08	3:08
Ramona Morales Apts	9:12	11:12	1:12	3:12
C. Center - Villa Del Sol	9:14	11:14	1:14	3:14
Cochise Apts - SEAHBS	9:15	11:15	1:15	3:15
Benson Hospital	Call for Pickup 520-720-6333			
Safeway on Ocotillo	9:18	11:18	1:18	3:18
Quarter Horse	9:20	11:20	1:20	3:20
<b>Wal-Mart - Garden Center</b>	9:22	11:22	1:22	3:22
McDonalds/ Comfort Inn	9:27	11:27	1:27	3:27
Kartchner Vistas	9:28	11:28	1:28	3:28
Cochise Terrace	9:29	11:29	1:29	3:29
Cochise College	9:33	11:33	1:33	3:33
Motel 6	9:35	11:35	1:35	3:35

<b>Wal-Mart - Garden Center</b>	9:38	11:38	1:38	3:38
Barney Dental (on Cholla)	9:41	11:41	1:41	3:41
News Sun - 5th St. / Ocotillo	9:43	11:43	1:43	3:43
Dollar General	9:47	11:47	1:47	3:47
SSVEC Electric Co.	9:48	11:48	1:48	3:48
<b>City Hall - Patagonia/6th</b>	9:50	11:50	1:50	3:50

**BAT Dial-A-Ride SERVICE AREA**

The Dial-a-Ride service area extends past the Fixed Route area to offer service to those who would not be able to get to one of our many designated Fixed Route bus stops. BAT Dial-A-Ride service addresses the needs of seniors over 60 and those with disabilities.

DIAL-A-RIDE AREA SERVED	DISTANCE FROM BAT DIAL-A-RIDE OFFICE	POPULATION
Benson		5,105
Pomerene	6 miles	968
St. David	9 miles	1699
J-Six-Mescal	10 miles	1812



## **Reservations**

BAT Dial-a-ride provides Next-Day service. To request this service reservations should be made the day before the service is needed by calling (520) 586-9406 prior to 4:00 p.m. Monday – Friday. Clients are encouraged to call at least 24 hours in advance and may call up to 7 days in advance. BAT Dial-a-Ride is not provided on weekends or on major holidays. Same-day rides are accepted on a space available basis, Monday – Friday.

## **Fares**

Fares for BAT Dial-a-Ride service are \$2.00/ride. An attendant is permitted to accompany an Americans with Disabilities Act (ADA) ADA-eligible ride at no charge, and a companion may ride at the same fare charged the ADA ride only if they have the same origin and destination as the ADA eligible rider.

## **BAT Dial-A-Ride Hours of Operation**

BAT Dial-a-Ride services are available from 7:30 am - 4:30 pm, Monday through Friday. Services on either the BAT Fixed Route or BAT Dial-A-Ride are not provided on weekends or on major holidays.

## **Trip Purpose**

There are no restrictions on trip purposes or prioritizing by trip type.

There is no penalty for a cancellation as long as notice is given at least one (1) hour in advance of the scheduled pick up time. Passengers are encouraged to give as much advance notice as possible if rider is unable to make the scheduled appointment. We ask that passengers be cooperative in reducing cancellations, as cancellations are disruptive to the overall operation and the time could have been rescheduled by another passenger.

Cancellations can be made by leaving a message on the BAT Dial-a-Ride answering system, (520) 586-9406, 24 hours a day, 7 days a week.

### **Capacity Constraints**

Service is not limited due to capacity constraints. BAT Dial-A-Ride does not maintain waiting lists and trips are not restricted to individuals. Because BAT Dial-A-Ride is an above ADA service, if necessary, ADA [passengers will have priority on an advance –reservation basis, over non ADA passengers, including subscription passengers. The non ADA and ADA-certified passengers are treated equally for requests for same-day service.

### **Other Transportation Options**

VICaP provides transportation services for medical appointments and grocery shopping in Benson at no charge or donation, to a Sierra Vista or Willcox medical appointments for \$15.00; and to a Tucson medical appointment for \$20.00. A minimum of three (3) days' notice is required for all transportation requests. VICaP uses several personal vehicles for transportation services and does not meet the requirement of paratransit.

Benson Taxi is available to the general public from 9:00am until 5:00pm. Benson Taxi has one full size car and does not meet the requirement of paratransit.

The City of Benson coordinates with other local services to provide ADA services.

### **ELIGIBILITY** (Appendix A)

Eligibility for this service will be determined by the applicant's health care professional. By signing the *Curbside Service Application*, the applicant's health care professional certifies that the individual has a functional or cognitive disability and "cannot perform tasks necessary for bus use including: getting to and from the bus stop, getting on the bus, riding the bus, and understanding how to navigate the system in a variety of environments". Once the application is returned to BAT Transit, the applicant will be issued a Curb-to-Curb Service identification card in the mail 7-10 business after receipt of the completed application. Individuals will be provided paratransit service if an initial determination is not made within 21 days of the receipt of a submitted application. BAT Transit staff may contact an applicant should more information be needed from a physician or health care provider.

### **Subscription Service**

Passengers who use Dial-a-Ride service on a regular basis (daily or weekly) can sign up for Dial-a-Ride subscription service, based on availability. Subscription service cannot amount to more than 50% of available appointments at any given time and cannot hinder service causing trip denials.

## **Passenger Assistance**

The BAT Dial-A-Ride offers curb to curb service using a 15 passenger bus that is wheelchair accessible with a manual wheelchair ramp allowing easy loading and unloading through the 39" clear door opening.

## **Attendant Policy**

Personal care attendants (PCA) will be permitted to accompany ADA eligible riders on ADA eligible trips at no charge. BAT Dial-A-Ride will require that passengers state the need for a PCA when they request ADA eligibility certification.

One guest will be allowed to accompany an ADA eligible paratransit passenger on their ADA eligible paratransit trip. More than one guest will be allowed on a space available basis. The PCA is not considered to be a "guest". A guest is required to pay the applicable paratransit fare.

Children under the age of 12 are required to be accompanied by a parent, guardian or another responsible adult.

## **Pickup/Drop off**

The Dial-A-Ride driver will arrive at the scheduled pick-up location with 10 minutes of the scheduled time. Pick-up will occur at the curbside of the address. If needed, the driver will deploy the ramp and assist the passenger onto the bus. The passenger must remain seated for the duration of travel and seat belt use is mandatory. The driver will deploy the ramp and assist the passenger off the bus when they have arrived at the scheduled drop-off location at the curb. All locations for pick-up or drop-off must allow for the Dial-A-Ride bus to maneuver safely and not require the vehicle to back up.

## **How BAT Dial-A-Ride ADA Paratransit Service Meet the Requirements of the Americans with Disabilities Act Regulations**

<b>ADA REQUIREMENT</b>	<b>BAT DIAL-A-RIDE PERFORMANCE</b>	<b>MEETS REQUIREMENT</b>
<b>Service Area</b>		
ADA paratransit service must be offered in all areas defined as being within 3/4 mile of a Fixed Route.	BAT Dial-A-Ride service is provided throughout Benson and surrounding area a minimum 3/4 mile of the scheduled BAT Fixed Route service that is not deviated.	BAT Dial-A-Ride meets this ADA requirement.
<b>Coverage</b>		
Service must be offered during the days and times when Fixed Route service is available.	BAT Dial-A-Ride is provided in close parallel to the BAT Fixed Route service.	BAT Dial-A-Ride meets this ADA requirement.
<b>Fares</b>		

Fares for ADA paratransit may be up to twice the cash fare for equivalent Fixed Route service for rider who is not mobility limited.	The adult fare for BAT Fixed Route service is \$1.00/trip. BAT Dial-A-Ride is \$2.00/per trip.	BAT Dial-A-Ride meets this ADA requirement.
<b>Eligibility</b>		
Individuals who are unable to use Fixed Route transit due to a disability or mobility impairment must be eligible for paratransit.	BAT Dial-A-Ride provides reservation-response service to ADA-certified registrants as well as persons with disabilities and seniors who may not be ADA-eligible, but are certified through SEAGO.	BAT Dial-A-Ride meets this ADA requirement.
<b>Reservations</b>		
Must be able to make next day reservation. Longer reservations and standing reservations may be offered.	BAT Dial-A-Ride accommodates advance bookings from 1 to 7 days in advance. Subscriptions bookings are accommodated.	BAT Dial-A-Ride meets this ADA requirement.
<b>Trip Purpose</b>		
There may be no prioritization or limitation placed on trip purposes and there may be no limit on the number of trips an individual may take on paratransit.	There is no trip purpose restriction or limits to the number of trips an individual can book. Service to a non-ADA registrant is provided on a space available basis.	BAT Dial-A-Ride meets this ADA requirement.
<b>Subscription Trips</b>		
Subscription trips or standing order may not exceed 50% of capacity during any time period when capacity is limited.	Rule does not apply if there are no trip denials.	BAT Dial-A-Ride meets this ADA requirement.
<b>Passenger Assistance</b>		
Curb to curb service is required with passengers traveling from their residence or destination location to and from the vehicle.	BAT Dial-A-Ride provided door to door service.	BAT Dial-A-Ride meets this ADA requirement.
<b>Capacity Limitations</b>		
Under a recent ADA legal interpretation, no trip request booked at least one day in advance can be denied. However, agencies can offer travel time alternatives within one hour before or after the originally requested drop off or pick up time.	BAT Dial-A -Ride does not deny reservation bookings. However, same day bookings can be denied because of capacity constraints. Passengers are offered alternative times.	BAT Dial-A-Ride meets this ADA requirement.
<b>Guests and Attendants</b>		
Guest who may or may not have mobility limitations may ride the paratransit service provided they have reserved in advance, pay the full fare for their ride and are subject to capacity constraints. Attendants who are required to assist a rider with mobility may ride at no charge, provided they are registered as a Personal Care Attendant (PCA) and have reserved in advance.	BAT Dial-A-Ride transports and does not charge a fare for PCAs traveling with ADA registrants. BAT provides service to children and companions on space available basis.	BAT Dial-A-Ride meets this ADA requirement.

<b>Vehicle Design</b>		
Vehicles must be designed to accommodate both ambulatory passengers and persons using an electric wheelchair, scooter or non-powered wheelchair.	BAT Dial-a-ride operates bus that is wheelchair accessible.	BAT Dial-A-Ride meets this ADA requirement.
<b>Response Times</b>		
Drivers must arrive 1 hr prior or 1 one after scheduled appointment	BAT Dial-A-Ride always arrives within 10 minutes of scheduled time.	BAT Dial-A-Ride exceeds this ADA requirement.

### **Recertification**

Individuals that are currently on the paratransit eligibility list may be asked, in the future, to be recertified. The purpose of this is to keep the eligibility list current.

#### *Wheelchairs*

BAT Transit will allow any wheelchair or other accessibility device as long as it is no wider than our ramps and weighs no more than 800lbs when occupied. All buses are designed with a low floor and equipped with ramps to accommodate disabled passengers. All BAT Transit bus drivers are PASS certified in passenger assistance.

The bus driver will deploy the ramp before the passenger boards and will provide assistance boarding and exiting the bus. The wheelchair must be secured inside the bus with at least three (3) safety straps, preferably four (4). The design of all BAT Transit buses requires that wheelchairs must face forward. Motorized wheelchairs must be powered off during transit. All passengers have the option of sitting in a regular seat with a seat belt and having the wheelchair secured during travel.

#### *Other Mobility Devices*

All mobility devices are permitted in BAT Transit buses. If possible, walkers must be collapsed while in transit. Bags cannot be tied to walkers or canes because it makes them top-heavy and unstable. Segways, when used as a mobility device, are also permitted and must be secured by the driver.

#### *Oxygen*

Oxygen tanks are permitted on the bus for passengers who require it. The tank must be secured while in transit by the passenger. If the passenger is traveling with a loose tank, the BAT Transit driver will secure the tank to a bus rail using a bungee cord to prevent the tank from rolling during travel.

#### *Service Animals*

All service animals providing a medical function are allowed on BAT Transit buses. Animals whose sole purpose is emotional support are not permitted unless transported in a plastic carrier and prior arrangements have been made with dispatch. The owner of the service animal is responsible for the animal for the duration of the trip.

## **Driver Punctuality**

BAT Transit will strive to arrive 10 minutes before or after the scheduled pick up. If a driver is running more than 10 minutes late due to traffic, road construction, bus breakdown or accident, the driver should notify the Transit Office that he is running late. If possible, the Transit Manager will then notify the passenger by telephone of when to expect their pick-up and log that the tardiness occurred. No late cancellation penalty will be incurred for the passenger if the punctuality of the BAT Transit Curbside bus causes them to seek alternate transportation.

## **Conflict Resolution**

If a passenger has an issue that can't be resolved by a bus driver, they can call BAT Transit and talk to the Transit Manager or directly to the Transit Administrator. All complaints are forwarded to the Transit Administrator to be reviewed and handled on a case-by-case basis.

## **Passenger Cancellations, No Shows and Misconduct**

### *Cancellations*

A cancellation is any ride for which an authorized transit vehicle has not been dispatched to the designated pick-up location and the rider calls to cancel the request for transit service at least two (2) hours *prior* to the scheduled pick up time. No penalty is incurred for cancellations.

### *Late Cancellations*

A late cancellation is any ride for which an authorized transit vehicle has or has not been dispatched to the designated pick-up location and the rider calls to cancel the request for transit service *within* two (2) hours of the scheduled pick-up time. Late cancellations will be treated as a no show and may lead to suspension of service under the terms defined below.

### *No Shows*

A no show is any ride for which an authorized transit vehicle arrives at the designated pick-up location and the passenger is not present to board the vehicle. If a no show rider has placed an advance reservation for another ride the same day, the no show rider's reservation will be cancelled for the day.

### *Service Suspension*

A rider that has three (3) no shows or late cancellations will result in a thirty (30) day suspension of service with BAT Transit.

The rider may pay restitution for the no shows or late cancellations by paying the regular trip fare for each. Once restitution is paid, service will continue to be provided to the rider. The transit driver will collect the fare at the time of the next scheduled trip.

All persons affected by this policy are entitled to request an appeal relating to the imposition of penalties under the adopted policies of BAT Transit.

## *Misconduct*

Can include, but is not limited to, violence, use of profanity, use of physical force, and/or threatening the driver or other passengers. All drivers will complete a report of any incident when a passenger becomes violent, uses profanity, uses physical force, threatens driver or other passenger, does not pay fare, etc. The Transit Administrator will meet with the individual or individuals in an attempt to resolve the situation and determine the penalty, if necessary, for the passenger involved depending on the severity of the incident. If the incident is extreme, suspension will be imposed immediately. If more than three (3) incidents occur, the individual will be suspended for one (1) month. If the individual, after the suspension is over, has three (3) other suspensions in the course of a year, further suspension will be imposed. All persons affected by this policy are entitled to request an appeal relating to the imposition of penalties under the adopted policies of BAT Transit.

## **Appeal Process**

An individual may file an appeal when BAT denies paratransit service for any of the following reasons:

- Denial of Eligibility
- Suspension resulting from excessive No-Shows or Late Cancellations
- Suspension for Seriously Disruptive Behavior

BAT Transit will inform an applicant or current customer of a decision to deny eligibility status or to suspend service by written letter. Individuals have 60 days from the date of the letter informing them of an eligibility denial or service suspension to request an appeal. Request for an appeal must be sent in writing to the BAT Policy Advisory Committee at the following address:

City of Benson  
Benson Area Transit  
120 W. 6<sup>th</sup> Street  
Benson, AZ 85602

Once the request for an appeal is received, a three-member Appeal Panel will convene. The Appeal Panel consists of two (2) City Council members and one individual person from the public who uses the transit system and has a disability. The Appeal Panel will issue a final written decision within 30 days of the appeal hearing. BAT will not provide service to individuals who are pursuing an eligibility appeal. However, if the Appeal Panel has not made a decision within 30 days after the hearing, temporary service will be provided. This temporary service will continue until a decision on the appeal is reached.

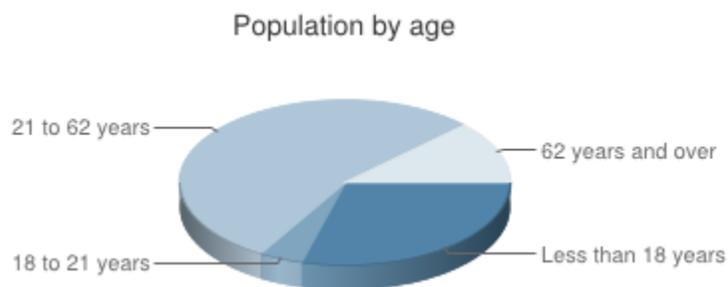
Upon appeal for a No-Show suspension, paratransit service will be provided pending the appeal; suspension of service will not begin until the appeals process is complete. If the decision is not made within 30 days of the completion of the appeal hearing, the individual appealing the suspension shall be granted service until a final decision has been reached.

Persons requesting an appeal will be notified in writing of the time, date and location of the appeal hearing. Individuals are encouraged to attend the appeal hearing although attendance is not mandatory. If individuals requesting appeals cannot attend, they may have another person(s) represent them at the hearing. If the individual or a designated representative is not present at the appeal hearing, the Appeal Panel will base its decision on the documentation submitted by BAT Transit.

Passengers who exhibit behavior that BAT Transit documents as being seriously disruptive will be suspended from receiving paratransit services until the Appeal Panel reviews the suspension. The ADA does not require a transportation provider to offer an appeal process if a customer is suspended because of seriously disruptive behavior.

Passengers who exhibit behavior that is violent or illegal will be denied paratransit services. An Appeals Panel will review an incident of violent or illegal behavior upon requests, but will only act to verify that such behavior occurred. Verification of violent or illegal behavior will result in denial of paratransit service.

**Pomerene Population by age**



2010 Benson and Surrounding Area Population Information				
	Benson	St. David	Pomerene	J-Six /Mescal
2010 Census	5,105	1,699	968	1,812
Median Age	50.7	48.8	43.00	45.8
Avg. Household Income	\$30,491.00	\$32,695.00	\$41,964.00	\$30,491
Population by Age				
0 to 4 years	249 / 4.88%	110 / 6.47%		84 / 6.84%
5 to 17 yrs	668 / 13.09%	330 / 19.42%		283 / 16.52%
18 to 64 yrs	2591 / 50.75%	684 / 50.85%		1030 / 56.84%
65 and over	1597 / 31.28%	395 / 23.25%		415 22.92%

## TITLE VI COMPLIANCE

BAT Transit complies with Title VI of the Civil Rights Act of 1964. The level and quality of transportation service will be provided without regard to race, color, national origin, age, sex or disability.

Any person who believes he/she or any specific class of persons is subjected to discrimination prohibited by Title VI may, by him/herself or by a representative, file a written complaint with the ADOT Civil Rights Office or the Federal Transit Administration (FTA). If the complaint is filed at the local Transit Agency, the HR Coordinator is required to forward the complaint to the ADOT Civil Rights Office. All complaints will be promptly investigated by the ADOT Civil Rights Office or the FTA.

Information in languages other than English will be provided as needed and will be consistent with DOT LEP Guidelines.

The Americans with Disabilities Act of 1990 (ADA) protects persons with mental or physical disabilities from discrimination in connection with the provision of transportation service. Wheelchair accessible vehicles will be available and will be operated in compliance with the ADA.

Contact information for the ADOT Civil Rights Office:

ADOT Civil Rights Office,  
1135 N. 22nd Ave.  
2<sup>nd</sup> Floor Mail Drop 154A  
Phoenix, AZ 85009  
(602) 712-7761.

For further information on the BAT Transit nondiscrimination obligation contact:

Melissa Quiroz, HR Coordinator  
City of Benson – Benson Area Transit  
120 W. 6<sup>th</sup> Street  
Benson, AZ 85602  
(520) 720-6324

BENSON BUS FLEET INFORMATION

BENSON VEHICLE ID	YEAR	MAKE	MODEL	VIN	PLATE	MILEAGE	SYSTEM
7003	2010	ARBOC	23 P W/C RAMP	1GB9G5AG4A1163861	G641GA	38,169	FIXED ROUTE
7004	2010	ARBOC	15 P W/C RAMP	1GBJG31K191157887	G154GC	27,826	DIAL A RIDE
7005	2010	ARBOC	23 P W/C RAMP	1GB9G5AGA1163877	G155GC	45,198	FIXED ROUTE

**APPENDIX A**  
**BAT DIAL-A-RIDE**  
**PARATRANSIT CERTIFICATION APPLICATION**

PLEASE READ ENTIRE APPLICATION BEFORE FILLING OUT FORMS

The American 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, a matching paratransit services must be available.

If you believe that you have a disability (including mobility or cognitive impairments), which prevents you from independently using the BAT Fixed Route service, please complete this application form and return it to Benson Area Transit, 120 W. 6<sup>th</sup> Street, Benson, AZ 85602. The completed application can also be sent by fax to (520) 720-6339 or email to [cshull@cityofbenson.com](mailto:cshull@cityofbenson.com). 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, or you may be found capable of using the BAT 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 BAT Dial-A-Ride Paratransit 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 BAT Fixed Route system. The ADA stresses the importance of person with disabilities having the opportunity, encouragement, and/or training to use fixed-route transportation as a means to integrate more fully into society.

If you have any questions about BAT Dial-A-Ride application process, or general questions about Benson Area Transit, please call (520) 720-6333.

Other versions of this application are available upon request by calling (520) 720-6333 or TDD (520) 586-3624. These requests will take 7 to 10 business days to process.

## Application for BAT Dial-A-Ride Curbside Service

(Eligibility for Mobility Limited Riders Not Able to Use Fixed Route Service)

### Part I: Applicant Information

Applicant's Name and Address (please print)

Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Address: \_\_\_\_\_ Apt. #/Unit: \_\_\_\_\_

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

Telephone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Return this completed application including:

- Part I Applicant Information (One Page)
- Part II Information Release Form (One Page)
- Part III Professional Verification (Two Pages)
- Part IV Personal Care Attendant (One Page/Only if applicable)

To:  
BAT – City of Benson  
120 W. 6<sup>th</sup> Street  
Benson, AZ 85602

If you have any questions please call the BAT Transit Office at 520-720-6333.

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Application for BAT Dial-A-Ride Curbside Service Eligibility:

*(To be completed by BAT Transit Staff)*

Approved and Issued Date: \_\_\_\_\_

Not Approved Reason: \_\_\_\_\_

Appeal Process Information Provided Date: \_\_\_\_\_

By: \_\_\_\_\_

BAT Transit

**Application for BAT Dial-A-Ride Curbside Service**

(Eligibility for Mobility Limited Riders Not Able to Use Fixed Route Service)

**Part II Information Release Form**

Applicant's Name and Address (please print)

Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Email: \_\_\_\_\_

In order for BAT Transit to evaluate your request, it may be necessary to contact a professional to confirm the information you provide or to answer any additional questions.

The following professional is familiar with my disability and functional abilities and is authorized to provide the required information to BAT Transit. In the space provided below, please provide the name and information of a professional that is familiar with your abilities.

Name: \_\_\_\_\_  
                    First                                    MI                                    Last

Address: \_\_\_\_\_  
\_\_\_\_\_  
                    City                                    State                                    ZIP

Phone: \_\_\_\_\_ FAX: \_\_\_\_\_

I hereby certify that the information given in this application is correct. I understand that if my application is not found to be eligible, that I may appeal such determination within 60 calendar days and that I will be advised of the procedures for such an appeal. I hereby authorize BAT Transit to contact the professional or agency listed above to verify documentation of function abilities.

Applicants Signature or Mark: \_\_\_\_\_

Date: \_\_\_\_\_

Witness (for mark only) \_\_\_\_\_ Date: \_\_\_\_\_

## Application for BAT Dial-A-Ride Curbside Service

(Eligibility for Mobility Limited Riders Not Able to Use Fixed Route Service)

### Part III Professional Verification (Page 1 of 2)

Applicant's Name and Address (please print)

Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Email: \_\_\_\_\_

To Applicant:

Please take this section of the application to a professional for verification of your disability. We suggest you take these forms to a Case Manager, Social Worker, Health Care Professional (Nurse, Physical Therapist, Rehabilitation Specialist, or Physician, etc.)

Guidelines for Professional Report:

Your patient/client has requested eligibility for BAT Transit ADA transportation service. Because of your professional relationship with this applicant, you are uniquely qualified to help clarify his or her function abilities and limitations. The following are guidelines for using BAT Transit ADA. These guidelines may help you in understanding the type of information we need in order to determine the applicant's eligibility for BAT Transit ADA curbside service.

The basis for BAT Transit's eligibility is the Americans with Disabilities Act. Eligibility is based on:

- Functional ability to independently perform the tasks necessary for bus use including: getting to and from the bus stop, getting on the bus, riding the bus, and understanding how to navigate the system in a variety of environments. A diagnosis by itself does not qualify an individual for BAT Transit ADA.
- Whether an individual is prevented from performing these tasks (as opposed to the task being more inconvenient or difficult).
- Whether the individual can perform these tasks all of the time, only under some circumstances, or if the disability would always prevent the individual from performing these tasks. BAT Transit ADA eligibility is unique to the individual persons' functional ability and reflects ability to use the bus stop only in some circumstances (example, could use the bus if it were not more than two level blocks to the bus stop, no ice present, etc.)

Please complete the attached and return to applicant or mail directly to:

Benson Area Transit – City of Benson  
120 W. 6<sup>th</sup> Street  
Benson, AZ 85602

**Part III Professional Verification (Page 2 of 2)**

Applicant's Name and Address (please print)

Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

1. Is the applicant currently your patient?

Yes  No

2. Does the applicant have a functional or cognitive disability?

Yes  No

“Cannot perform tasks necessary for bus use including: getting to and from the bus stop, getting on the bus, riding the bus, and understanding how to navigate the system in a variety of environments.” *Note: ADA excludes from eligibility persons whose sole incapacity is pregnancy, obesity, acute or chronic alcoholism/ drug addiction, or contagious disease.*

3. Does this patient's disability prevent them from using BAT Transit's Fixed Route service safely?

Yes  No

**HEALTH CARE PROFESSIONAL CERTIFICATION:**

In my professional judgment this applicant's disability is: (Check one only)

Permanently Disabled  Temporarily disabled for \_\_\_\_\_ months.  
(Note: Eligibility will not be issued for less than 3 months or more than 3 years)

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

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

Telephone #: \_\_\_\_\_ AZ Professional Lic. #: \_\_\_\_\_

I certify that this information is true and correct to the best of my knowledge.

Signature: \_\_\_\_\_

Please mail completed form to: Benson Area Transit – City of Benson  
120 W. 6<sup>th</sup> Street  
Benson, AZ 85602

**Application for BAT Dial-A-Ride Curbside Service**

(Eligibility for Mobility Limited Riders Not Able to Use Fixed Route Service)

**Part IV Personal Assistance**

Applicant's Name and Address (please print)

Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

BAT Transit ADA Paratransit is a curb-to-curb service. Drivers of the vehicles may not enter any structure to find you or assist you to the curb. You must be able to get to and from the curb. If you are unable to get to the curb independently, you must have a friend, relative, or home healthcare worker assist you with your mobility needs.

If you need an assistant to provide service for you in order to make travel possible, you must fill out this information to register your eligibility to travel with a personal assistant.

I certify that I need the services of a personal care attendant to make independent travel possible. A personal care attendant is someone designated or employed specifically to assist me with the completion of at least one daily activity on a regular basis.

I will need a Personal Care Attendant:

Permanently       Temporarily       Occasionally

If temporary, provide expected duration \_\_\_\_\_

I certify that the information provided is true and correct.

Applicants Signature or Mark: \_\_\_\_\_

Date: \_\_\_\_\_

Witness (for mark only): \_\_\_\_\_ Date: \_\_\_\_\_