Application Assistance

Describe application assistance for ADA Paratransit​

Application Assistance

An applicant who has an in‐person interview or functional assessment and may need help can bring an assistant.

This person could be a friend, family member, advocate, service provider, lawyer, therapist, or other individual.

Application Assistance​

An applicant who does not have natural supports in the community may be able to get assistance from a Center for Independent Living or other disability service agency.​

More information is available in our resources section. ​

No fees in Eligibility Determination​

The process to determine paratransit eligibility may not require any fees or impose any charges.

If the eligibility determination process requires any in-person interviews or assessments, the transit agency must provide paratransit without charge. This includes trips to obtain photo IDs that may be required to use the service.

21 Day Determination​

A timely decision on paratransit eligibility is set at 21 days from the time an individual submits a completed application. ​

If the transit agency has not made an eligibility determination within 21 days, paratransit service is to be granted until the eligibility determination is complete.

Compliance Check​

The FTA reports that one of the most frequent eligibility‐related paratransit violations is that transit agencies do not inform applicants that they have a right to service if eligibility decisions take longer than 21 days. ​

Recertification​

A transit agency may require recertification of eligibility at reasonable intervals.​