

# Application Assistance

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**Learning Objective:**

**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

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







# Learning Stop



**True or False?**

A two-page verification form to be completed by a doctor at the rider's expense is a reasonable eligibility requirement.



**False**

A two-page verification form to be completed by a doctor at the rider's expense is a reasonable eligibility requirement.

**True or False?**

A paratransit provider may require a rider to conduct an in-person functional evaluation, if they provide transportation and the evaluator.



**True**

A paratransit provider may require a rider to conduct an in-person functional evaluation, if they provide transportation and the evaluator.

**True or False?**

After 21 days, a paratransit applicant is entitled to use the service until the completion of the eligibility determination.



**True**

After 21 days, a paratransit applicant is entitled to use the service until the completion of the eligibility determination.