

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.

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 agency.

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.

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.