

# Eligibility Categories

## Category 1 Eligibility

**Definition:** Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities. [Section 37.123(e)(1)]

### Examples:

**Example 1:** A person with a cognitive disability who may not be able to: plan the trip, identify the correct bus number, recognize destinations, or make transfers from one route to another.

**Example 2:** A person with a visual impairment who may have difficulty traveling to unfamiliar places.

**Example 3:** A person with a physical limitation who cannot stand on a moving bus when all seats are taken.

## Category 2 Eligibility

**Definition:** Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride, and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route of the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route. [Section 37.123(e)(2)]. A rider is eligible under Category 2 for paratransit service if the fixed route they travel on is not accessible based on either the vehicle or the stops causing an issue with the vehicle's equipment.

### Examples:

**Example 1:** A broken lift on the bus that serves a route.

**Example 2:** A stop on the route creates obstacles preventing safe deployment

## Category 3 Eligibility

**Definition:** Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system. [Section 37.123(e)(3)]. A person is eligible for paratransit service under Category 3 when architectural or environmental factors create obstructions to accessibility.

### Examples:

- Lack of curb ramps or reasonable alternative path of travel
- Lack of sidewalks or alternative safe accessible path of travel
- Distance from the stop/station to the trip origin or destination
- Steep terrain
- Snow and/or ice
- Extremes in temperature
- Major intersections or other difficult-to-negotiate street crossings
- Temporary construction