
PARATRANSIT SERVICE INFORMATION & ELIGIBILITY

Regulatory Definition:

Eligibility for GET-A-Lift paratransit service is directly related to the inability of a person with a disability to use the existing fixed route service. The regulations describe three specific circumstances under which a person would be considered ADA paratransit eligible.

1. An individual who is unable, as the result of a physical or mental impairment (including a vision impairment), without the assistance of another person (except the operator of a wheelchair lift or other boarding assistance device), to board, ride or disembark from an accessible bus. A person who is unable to “navigate” the system (e.g., recognize & board the correct vehicle, having available the correct fare/and or using the fare collection system, recognize destination, and understanding transfers that might have to be made.)
2. Any individual who could use the fixed route service, but cannot because the fixed route he/she wants to ride is not wheelchair lift equipped. **When all fixed route buses are accessible, eligibility will not be granted under this category. GET’s fleet is 100 % accessible. This condition would apply when an individual travels outside of GET’s service area as a visitor.**
3. A person whose disability interacts with the environment to prevent travel to or from a bus stop. Distance to or from the stop alone does not make a person eligible. In addition, lack of fixed route service or inconvenient bus schedules is not a basis for eligibility.

GET-A-Lift service is provided within $\frac{3}{4}$ miles of, and during similar hours as, GET’s regular fixed route service. GET-A-Lift service and scheduling guidelines include scheduling trips 1 to 14 days of the requested date, picking up customers within a quoted 30 minute pick-up window and ride times generally not exceeding 90 minutes for each trip.

Types of Eligibility

Unconditional eligibility – an individual who can never use the fixed route service independently.

Conditional eligibility – an individual who can use the fixed route service under certain circumstances. Feeder service will be provided.

Temporary eligibility (conditional or unconditional) – an individual who’s disability prevents the use of the fixed route service during a designated time period.

Visitor – a person who is paratransit eligible in another jurisdiction is automatically eligible and the host transit agency must provide up to 21 days of paratransit service. (The “21” days of service are to be calculated as 21 days of service over a defined period of time, not as a 21 calendar day period of time, beginning from the first day the service is provided.)

Eligibility

Eligibility is determined by 3 factors:

- Individual's ability to get to/from the bus stop
- Individual's ability to board/exit the bus
- Individual's cognitive ability to navigate the regular bus system

ADA Eligibility Objective:

- Eligibility is not based on the disability, but rather the functional inability of a disabled person to use the fixed route service
- To determine when and under what circumstances an individual can and cannot use the fixed route service
- Paratransit eligibility is not based on a medical decision
- Objectively identify functional ability

Mobility Devices

GET-A-Lift vehicles are designed to accommodate mobility aids that are up to 48 inches in length, up to 30 inches wide, and which, together with the passenger, weigh up to 600 pounds. These size limits are consistent with federal ADA regulations and the "common wheelchair" definition (49 C.F.R. Section 37.3 2001).

Not all wheelchairs and mobility aids will fit on a fixed route bus or GAT-A-Lift. While the accessibility standards for buses are designed to accommodate the majority of power and manual wheelchairs and mobility aids, there will be some that are too large or heavy to fit.

GET-A-Lift will carry a wheelchair and occupants if: the lift and the vehicle can physically accommodate them, can be boarded and de-boarded safely, does not block the aisles, unless doing so is inconsistent with legitimate safety requirements.

GET-A-Lift Service

The applicant's disability and how it affects their functional ability to use regular bus service is the only criterion used in determining eligibility. Operational issues are not considered in the eligibility process. These are issues that affect any individual, whether they suffer from a disability or not.

Operational issues not used to determine eligibility, include:

- Age
- Distance
- Overcrowded buses
- Weather conditions
- Lack of bus service to an area

GET-A-Lift eligibility may be granted for up to 3 years. Customers wishing to continue GET-A-Lift service must reapply and complete the eligibility process prior to their eligibility expiration date in order to prevent a lapse in GET-A-Lift service.

What Types of Trips can be taken on GET-A-Lift?

GET-A-Lift can be used for the majority of your transportation needs, this includes:

- Work
- School
- Medical appointments
- Recreation
- Shopping

GET-A-Lift Fares

The standard fare is per passenger for each one-way trip within GET's service area. This amount is for a ONE-WAY ride. If you book a round trip, remember to calculate the amount for both ways.

Certification Process

The entire assessment process may take up to one hour. The certification process consists of a completed application and a one hour in-person functional assessment. If using a mobility device please bring the device to the interview; we also encourage you to bring any medical documentation that may assist in determining your eligibility. GET-A-Lift service may be made available to and from the in-person functional assessment upon request; standard GET-A-Lift fares and scheduling guidelines apply (see page 1). Photo ID is needed to verify customer's identification for the in-person assessment.

A GET official will review the assessment and determine eligibility within 21 days. Applicants are notified by mail regarding their eligibility determination. If you become eligible for the GET-A-Lift service, you will receive a GET-A-Lift identification number and a Rider's Guide describing the GET-A-Lift service and booking process in more detail. Eligible customers will receive a customer identification card that includes customer's photo.

For additional information or to apply for ADA paratransit service, please contact the GET-A-Lift Eligibility Office at (661) 324-9874 or review the GET website: www.getbus.org



GENERAL INFORMATION FORM

After completing this form, call the GET-A-Lift Eligibility Office to schedule your in-person assessment at (661) 324-9874.

1. PERSONAL INFORMATION- please print clearly

Last Name: _____ First: _____ Middle Initial: _____

Female Male Date of Birth: MONTH / DATE / YEAR

Are you a current or past GET-A-Lift customer? Yes No

Home Address

Street _____ City _____ State CA Zip _____

Day Phone (____) _____ - _____ Evening/Mobile Phone (____) _____ - _____

Email: _____

Mailing Address (If different from above)

Street _____ City _____ State CA Zip _____

Emergency Contact (required information)

Name: _____ Relationship: _____

Day Phone (____) _____ - _____ Alternative Phone (____) _____ - _____

2. MOBILITY INFORMATION- please print clearly

What physical or cognitive condition prevents you from using the fixed route of GET?

Which of the following mobility aids or equipment do you use? (Check all that apply)

- Power wheelchair
- Manual wheelchair
- Scooter
- Crutches
- Cane
- Walker
- Oxygen tank
- Service animal
- other

Primary Language: English Spanish Other: _____