



Tahoe's Smooth Movin' Shuttle!

South Tahoe Area Transit Authority - 128 Market Street, P.O. Box 5310, Stateline, NV 89449
Telephone: (775) 589-5284 • FAX: (775) 588-4527 • Website: www.bluego.org

Dear Passenger,

Thank you for your interest in BlueGO. The BlueGO OnCall demand responsive service and BlueGO route deviation service is available to persons that meet the requirements of the Americans with Disabilities Act (ADA) that cannot ride fixed route transit because of your disability. The ADA is a law, which requires accessible transportation for persons with disabilities, which closely matches the service offered by BlueGO. This application will ask questions about your ability to access BlueGO and its facilities.

The ADA was created to assure that all persons with disabilities, who are unable to use the regular fixed route bus service or access fixed route bus stops, have complementary transportation to the regular fixed route bus service. This means that a person who is unable to use the regular bus should be able to travel on the same days, during the same hours, and in the same general area as the fixed route bus travels (within a $\frac{3}{4}$ of a mile corridor), for a fare, which is not more than twice the one way adult fare of a fixed route bus ride. BlueGO is designed to meet these requirements.

According to the ADA, each person who may qualify for paratransit **must** complete an eligibility application form. This form will help determine if you are eligible to use these services based on the definitions of the ADA. The eligibility process is related more closely to your functional ability to use the bus and requires you to answer the enclosed questionnaire very carefully. You are encouraged to have someone help you with the questionnaire if you have questions.

A BlueGO ADA ID Card with a registration number will be mailed to you within 21 days, if you are determined to be ADA eligible for ADA paratransit service. You will also be notified within 21 days, if you are determined to be ineligible for ADA paratransit service.

If you have any questions about this application, or any part of the eligibility process, you may call me at (775) 589-5284 or 711 for TDD/TTY users through the Relay Service.

Sincerely,

A handwritten signature in black ink, appearing to read "John Andoh".

John Andoh
BlueGO Transit Administrator

BlueGO OnCall ADA PRIORITY SERVICE CERTIFICATION APPLICATION

PLEASE READ ENTIRE APPLICATION BEFORE FILLING OUT THE FORM

The Americans with Disabilities Act of 1990 (ADA) is federal legislation prohibiting discrimination against people with disabilities. One of the overriding principles of the ADA is to ensure that all people have equal access to public transportation. In order to ensure access, public transit vehicles and facilities are required to be fully accessible and usable by persons with disabilities. For people who are unable, due to a physical or mental disability (including mobility or cognitive impairments) to independently use the public fixed-route transportation (**BlueGO**), paratransit services must be made available.

If you believe that you have a disability (including mobility or cognitive impairments), which prevents you from independently using the **BlueGO** fixed-route transportation facilities and/or buses, please complete this application form and return it to the South Tahoe Area Transit Authority, PO BOX 5310, Stateline, NV, 89449. The completed application can also be sent by FAX to (775) 588-4527 or email to jandoh@trpa.org. The questions on this form are designed to provide assistance in determining your eligibility for paratransit service.

As an added service, riders' general fare riders, age 60 or older, persons with disabilities and Medicare card holders, are also eligible to use BlueGO OnCall without the need to fill out an application, however ADA certified passenger receive priority on all trips.

BlueGO also offers flexible route deviations on Routes 22, 23, 40, 51, 52 and 55. This service is available by asking the bus operator or by calling BlueGO 1 hour in advance. This service is available within $\frac{1}{4}$ of a mile on either side of the route.

Your completed application will be reviewed and a decision regarding your eligibility for paratransit service will be made within 21 days. You may be found eligible for paratransit services for your travel needs, or you may be found capable of using the **BlueGO** fixed route system. If you disagree with the decision made regarding your eligibility status, you may appeal the decision. It is possible that upon review of your application, you may be asked to provide additional information. All information requested throughout the certification process will be kept confidential.

Not everyone with a disability can ride BlueGO OnCall ADA priority service because that is not the intent of the ADA. Paratransit service is intended to function as a transportation **safety net** for individuals with cognitive or physical disabilities whose impairment prevents the use of the **BlueGO** fixed route system. The ADA stresses the importance of persons with disabilities having the opportunity, encouragement, and/or training to use fixed-route transportation (**BlueGO**) as a means to integrate more fully into society.

If you have any questions about the BlueGO ADA Priority Service application process, or the BlueGO OnCall service in general, please call (530) 541-7149.

A large print, Braille and cassette version of this application is available by calling (530) 541-7149 or TTD/TTY: 711 through Relay Service.

HOW TO BECOME CERTIFIED ON BlueGO OnCall FOR ADA PRIORITY SERVICE

There are three ADA categories of eligibility when filling out this application, CHOOSE ONE ONLY. Priority service is given to those who meet ADA eligibility requirements. All others ride BlueGO OnCall and BlueGO flex route deviation service is available on a space-available basis. ADA certified passengers will never have their trip denied.

1. Fill out **Step 1** of the application.
2. Complete the certification section that applies to you in **STEP 2**. Check **A-1, A-2 and/or A-3**.
 - A. **ADA ELIGIBLE**: Do you have a disability which makes using BlueGO fixed route buses impossible, accessing a BlueGO fixed route bus stop and/or boarding a BlueGO fixed route that is not yet accessible? Then check Step 2, section (A) and select criteria **A-1, A-2** or **A-3**, whichever applies to your situation. Have your physician, or authorized human service agency representative explain your disability by completing **Step 4** of the application.
3. Complete the Supplemental Questionnaire on page 4. The information provided in the Supplemental Questionnaire will not be used to determine your eligibility. This information is to assist the BlueGO OnCall staff in meeting any special needs or service requirements you may have.

Mail, or return the completed application and questionnaire to: South Tahoe Area Transit Authority, PO BOX 5310, Stateline, NV, 89449. To expedite processing the completed application and questionnaire can be faxed to BlueGO OnCall at (775) 588-4527 or emailed to jandoh@trpa.org. It is important that you complete all applicable portions of this application—type or print please. Applications that are not complete or clearly written will be returned, which will delay the eligibility determination process.

If you are certified eligible for paratransit service, you will be contacted to take a photo for your BlueGO OnCall ADA Identification Card and receive a BlueGO OnCall Rider's Guide within 21 days. If you are denied ADA eligibility, you may appeal the decision to the South Tahoe Area Transit Authority. Your appeal will be heard by the BlueGO Transit Advisory Committee within 65 days of an appeal form being filed out. The BlueGO Transit Administrator can be contacted at (775) 589-5284 or via email at jandoh@trpa.org.

If you have any questions about the BlueGO OnCall ADA priority application process, please call (775) 589-5284 or email jandoh@trpa.org.

BlueGO OnCall Certification Application

All information on this form will be kept confidential

READ ACCOMPANYING INSTRUCTIONS BEFORE COMPLETING THIS FORM

STEP 1 TO BE COMPLETED BY ALL APPLICANTS

NAME: _____ PHONE: _____

ADDRESS: _____
Street City Zip Code

DATE OF BIRTH _____ AGE: _____

STEP 2 CHECK THE APPROPRIATE BOX – Certification based on:

A. **ADA Eligible.** Under the Americans with Disabilities Act of 1990, individuals must meet one or more of the following criteria in order to be certified as ADA eligible. Check the appropriate box or boxes which best describes the applicant's condition.

A-1 I certify that the above named individual, because of their disability, cannot **INDEPENDENTLY** board, ride, and/or disembark from any bus in the BlueGO fixed route system.

A-2 I certify that the above named individual has a disability related condition(s) that **PREVENTS** him/her from riding BlueGO fixed routes because the BlueGO fixed route is not yet 100% accessible.

A-3 I certify that the above named individual has a disability related condition(s) that **PREVENTS** him/her from getting to or from a BlueGO fixed route bus stop.

GO TO STEP 4. HAVE YOUR PHYSICIAN OR AUTHORIZED HUMAN SERVICE AGENCY REPRESENTATIVE EXPLAIN YOUR DISABILITY AND HOW IT PREVENTS YOU FROM RIDING BLUEGO.

STEP 3 FOR ADA DISABILITY CERTIFICATION: your physician or an authorized human service agency representative must sign this form. Authorized agencies are:

Alta California Regional Center

United Cerebral Palsy

Independent Living Center

Choices

El Dorado County Office on Ageing

El Dorado County Department of Human Services

DCI Carson City

California Department of Rehabilitation

El Dorado County Head Start Program

Lake Tahoe Unified School District

Lake Tahoe Community College District

O.P.E.N.

SUPPLEMENTAL QUESTIONNAIRE

ANSWERING THE FOLLOWING QUESTIONS WILL ENABLE US TO SERVE YOU BETTER

1. Are you able to board the bus without assistance? Yes [] No []
2. Do you have any vision impairment or limitation? Yes [] No []
3. Do you have any hearing impairment or limitation? Yes [] No []
4. Do you use any of the following aids to mobility? (Check all that apply)
Manual Wheelchair [] Electric Wheelchair [] Powered Scooter []
Cane [] Crutches [] Guide Dog [] Other: _____
5. Do you require the use of an oxygen tank? Yes [] No []
6. Do you require a Personal Care Attendant (PCA)? Yes [] No []
7. Is your residence equipped with a wheelchair ramp? Yes [] No []
8. Are you able to use and communicate with a telephone? Yes [] No []
Use a TDD and or TTY? Yes [] No []
9. Are you able to make or cancel your own appointments and travel arrangements? Yes [] No []

If not, who will make them for you? _____

10. Is there any other information which would be helpful to us to ensure we provide you with our best service?

11. In case of emergency notify:

Name _____ Phone _____

Relationship _____

I **certify** that the information in this application is true and correct. I understand that falsification of the information may result in denial of service. I understand all information will be kept confidential, and only the information required to provide the services I request will be disclosed to those who perform the services. I agree to abide by the rules and procedures of the BlueGO OnCall program (see page 8). **I understand that it may be necessary to contact a professional familiar with my functional abilities to use public transit, in order to assist in the determination of eligibility.**

Applicant's Signature

Date

PROFESSIONAL AUTHORIZATION

I hereby authorize (Enter the name, address and phone number of the licensed professional familiar with your disability or health related condition):

Name

Title

to release to BlueGO OnCall the necessary information about my disability in order to certify my eligibility for paratransit services. The information released will be used solely to determine my eligibility. I realize that I have the right to receive a copy of this authorization. I understand that I may revoke this authorization at anytime.

Enter the name of the applicant and the date signed:

Print Applicant's Name

Date

Applicant's Signature

ADA GUIDELINES FOR CERTIFICATION

PLEASE READ CAREFULLY BEFORE CERTIFYING THE APPLICANT

The Americans with Disabilities Act of 1990 (ADA) states that a city, which has a fixed-route bus system, like BlueGO, must also operate a complementary paratransit service (BlueGO OnCall) for those persons not able to use the regular fixed route buses.

The criteria for certifying that a person is eligible under ADA to ride BlueGO OnCall are:

IS THE APPLICANT FUNCTIONALLY ABLE TO RIDE THE REGULAR BLUEGO FIXED ROUTE BUS SYSTEM AND ARE THEY ABLE TO GET TO AND FROM A BUS STOP?

Many people with either cognitive or physical disabilities are able to ride BlueGO. Many agencies will help to travel train their clients on how to ride the regular bus system. All buses in the BlueGO fixed route system meet ADA accessibility standards.

HOWEVER, if a person with a disability cannot **INDEPENDENTLY** board, ride or disembark from the regular BlueGO fixed route bus, they are eligible to ride BlueGO OnCall under ADA guidelines (A-1).

Some examples are:

Inability to climb steps; cognitive inability to use the BlueGO fixed route system including transfers, fare payment and stop signaling; severe mental retardation; severe lack of coordination/motor function; psychiatric disabilities causing disorientation; Alzheimer's disease; vision impairments, etc.

A second category, if a person with a disability cannot **INDEPENDENTLY** board, ride or disembark the regular BlueGO fixed route bus because it is not yet accessible, they are eligible to ride BlueGO OnCall under ADA guidelines (A-2).

A third category (A-3) of eligibility includes individuals who have specific impairment-related conditions that **PREVENTS** them from getting to or from a bus stop.

Some examples are:

Chronic fatigue and excessive distance to the BlueGO stop; special sensitivity to high or low temperature; severe cardiac conditions; dialysis; radiation/ chemotherapy; a cognitive disability which impairs the ability of the individual to remember and follow directions; physical obstructions such as lack of curb cuts for wheelchairs, etc.

If the person meets one of the two criteria listed above, they are eligible under ADA, and thus, Section A should be marked appropriately on the application form.

For more information or questions on this application, please call the BlueGO Transit Administrator at (775) 589-5284 or email jandoh@trpa.org.

BLUEGO ONCALL RULES AND PROCEDURES

Please refer to the BlueGO OnCall Rider's Guide for More Details on additional rules

Reserving a BlueGO OnCall Trip: To be given priority over other riders, an ADA certified rider must call prior to 5:00 PM the day before (or up to 7 days in advance) if they wish to ride BlueGO OnCall. BlueGO OnCall will make every effort to schedule ADA certified passengers for a ride within one hour of their scheduled time.

Subscription Policy: Subscription service is the practice of providing repetitive trips over an extended period of time without the passenger calling to request each trip. According to ADA guidelines, this service may not absorb more than 50% of the trips available on a given day. It is the responsibility of the passenger to reconfirm all subscription trips, which are scheduled after holidays, school vacations, or other breaks in service.

Meeting the Bus: Passengers must be ready to go 15 minutes before their scheduled pick up time. The driver will wait for five minutes. If you miss your ride, you will have to call again, but may not get a ride for at least one hour or more. If the bus is more than 15 minutes late, passengers will not be considered a no-show, if they are not present when the bus arrives. If the bus is early, the driver must wait until the start of the window unless the passenger is ready to go.

No-Shows and Cancellations: If you do not need a ride after you have scheduled one, please call and cancel as soon as possible, but no less than 15 minutes before your pick up time. No-shows and those who do not cancel ahead of pick up time, or attempt to cancel after the bus has arrived will be considered a no-show. Three no-shows in a year will be cause for suspension of DAR service for up to 30 days.

Visitors: Visitors to the Tahoe Basin area that are ADA-certified by another transit system may ride BlueGO OnCall for 21 service days. Visitors requiring service beyond 21 service days must be certified on BlueGO OnCall if they wish to continue to ride.

Companions: While riding on BlueGO OnCall, each ADA-certified passenger can ride with one Personal Care Attendant (PCA), who provides individual assistance to qualified passengers. PCA's are not charged for the trip. The PCA must travel to and from the same destination as the passenger. Additional companions may be accommodated on a space available basis. Companions pay full fare and must travel to and from the same destination as the passenger.

Children: Children four and under ride free, but must be accompanied by a fare paying adult age 16 years old or older. Children under 9 may not ride by themselves.

Seat Belts and Safety Belts: Passengers must wear at all times seat belts for ambulatory riders and safety lap belts that are secured to the floor of the van for riders using wheelchairs and electric scooters. Passengers are required to follow other safety precautions given by the driver.

Shared Rides: BlueGO OnCall is a shared ride experience. This means that other passengers may be on board during part of the transit to the passenger's destination, and that your scheduled pick up times or routes of travel may be altered so another passenger can be accommodated. It is likely that the vehicle will stop and pick up other riders as it proceeds to your destination.

Wheelchair Size and Weight Restriction: Wheelchair lifts on the buses are designed to lift common wheelchairs that do not exceed 30 by 48 inches, measured two inches off the ground. The maximum weight restriction for the lifts is 600 pounds (chair and occupant)

Denial of Service: BlueGO OnCall has the right to deny service if the transport of a passenger is deemed unsafe or inappropriate.