

Paratransit Rider's Manual

344 Procter Street

409-983-8794 or 409-983-8767

04.27.2009

"Keep the Fleet Moving"

The Paratransit Riders Manual is a compilation of rules and regulations established by the Federal Transit Administration (FTA) specifically for the enforcement of Title VI of the Civil Rights Act of 1964.

The Transit Department is funded by the Federal Transit Administration (FTA) and the City of Port Arthur.

If you or someone you know feels that your Civil Rights have been violated, please contact City of Port Arthur Transit Title VI Coordinator at Craty Nellison 409.983.8728, or a written formal complaint may be filed directly with the federal government:

**Federal Transit Administration, Office of Civil Rights
Attention Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE
Washington, D.C. 20590**

04.27.2009

A Guide to Paratransit

Welcome.....	1
What Is Paratransit.....	1
What Does It Cost.....	2
Who Can Use This Service.....	2
Apply for Apply Service.....	3
Paratransit Eligibility.....	3
Who Is A Personal Care Attendant.....	4
Hours and Days of Operation.....	5
How to Schedule A Trip.....	6
Responsibilities of PAT Riders.....	7
Responsibilities of PAT Operators.....	8
Cancellations and No Shows.....	9
Service Suspension Policy.....	10

APPENDICES

Appeal Process (Denial of Eligibility)	Appendix A
Appeal Process (Suspension of Service)	Appendix B
Complaint Process.....	Appendix C
Sample Application	Appendix D

04.27.2009

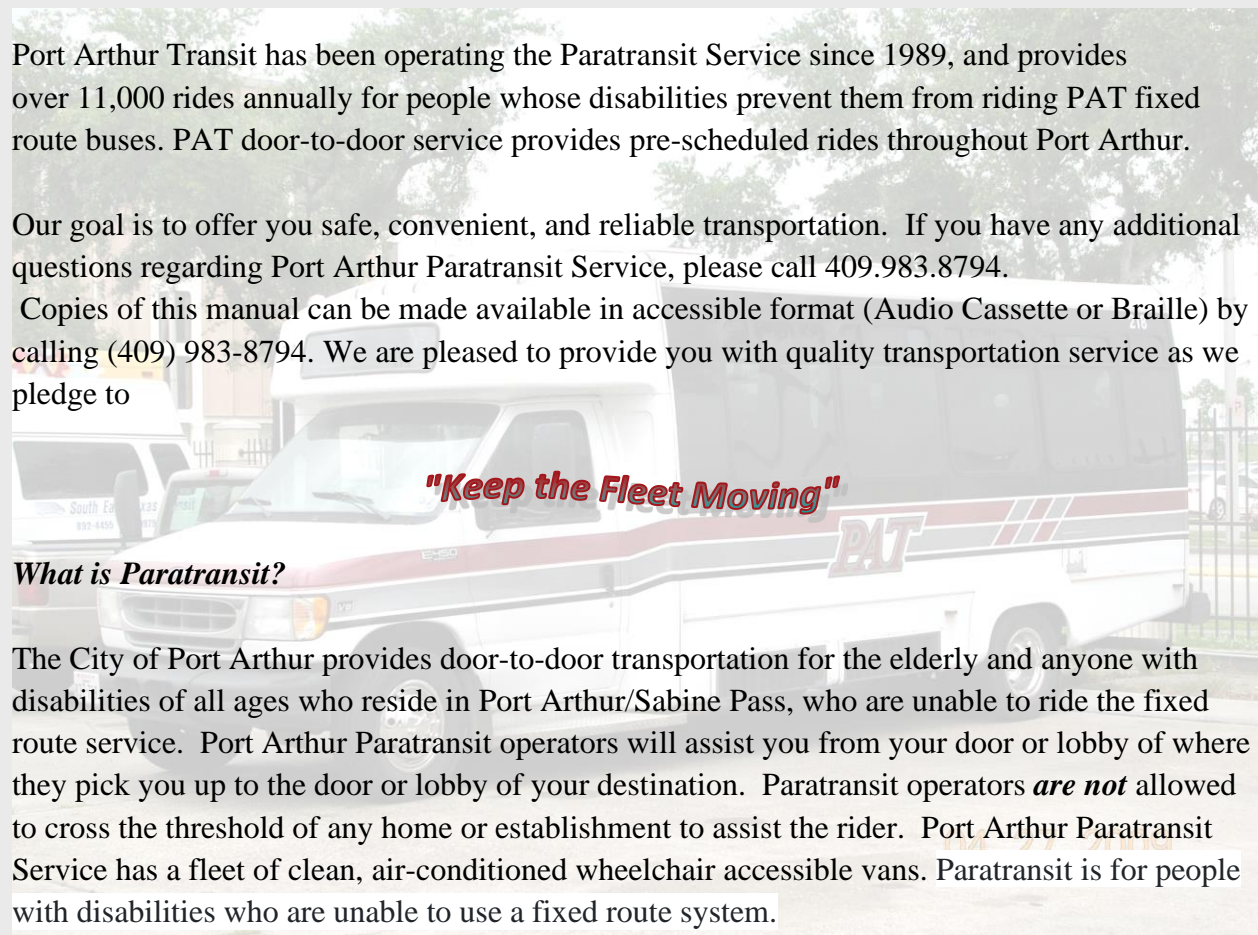
Dear Port Arthur Paratransit Passenger:

Welcome aboard Port Arthur Paratransit! This manual will introduce you to our specialized door-to-door transportation and provide the basic information you need for an enjoyable ride. Port Arthur Transit is funded by the Federal Transit Administration (FTA), and the City of Port Arthur. The Transit department is governed by rules and regulations established by the federal government, specifically for the enforcement of Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990.

Port Arthur Transit has been operating the Paratransit Service since 1989, and provides over 11,000 rides annually for people whose disabilities prevent them from riding PAT fixed route buses. PAT door-to-door service provides pre-scheduled rides throughout Port Arthur.

Our goal is to offer you safe, convenient, and reliable transportation. If you have any additional questions regarding Port Arthur Paratransit Service, please call 409.983.8794.

Copies of this manual can be made available in accessible format (Audio Cassette or Braille) by calling (409) 983-8794. We are pleased to provide you with quality transportation service as we pledge to



What is Paratransit?

The City of Port Arthur provides door-to-door transportation for the elderly and anyone with disabilities of all ages who reside in Port Arthur/Sabine Pass, who are unable to ride the fixed route service. Port Arthur Paratransit operators will assist you from your door or lobby of where they pick you up to the door or lobby of your destination. Paratransit operators ***are not*** allowed to cross the threshold of any home or establishment to assist the rider. Port Arthur Paratransit Service has a fleet of clean, air-conditioned wheelchair accessible vans. Paratransit is for people with disabilities who are unable to use a fixed route system.

What Does It Cost?

The Paratransit Service fare, effective May 1, 2016, is \$2.50 per one-way trip. The vans are equipped with fare boxes; therefore, exact change is required as operators ***do not*** carry change. **Personal Care Attendants (PCA)** are allowed to ride free, while companions of the client are required to pay the same fare as the PAT eligible client. (**Note:** PCA and Companion must board and disembark with you at the same location; must be seated with or in closest proximity to you throughout the ride.) Paratransit service passes can be purchased in booklets of twenty (20) passes for \$50.00 or a monthly pass for \$96.00. Passes may be purchased at the Port Arthur Transit Administration Building, located at 344 Procter Street.

Who Can Use the Service?

Eligible elderly and individuals with disabilities living within the city limits of Port Arthur/Sabine Pass can utilize the service and obtain an ADA Paratransit I.D. card. Cards are issued to any person who is certified as meeting one or more of the following eligibility criteria:

ADA complementary Paratransit eligibility criteria (49 CFR 37.123) include, but are not limited to, the following categories for individuals with disabilities.

Examples of disabilities used to determine eligibility include:

- Is unable to walk a specific distance
- Is unable to stand or wait for more than ten (10) minutes
- Is unable to move in crowds
- Is unable to get on, ride, or get off a bus or train, even if it is accessible, because of their disability.
- Is unable to handle packages
- Is unable to understand and/or follow transit directions for reasons other than language or literacy

PAT will provide ADA complementary paratransit services for visitors of the system. Visitors include individuals with disability who do not live within jurisdictions served by PAT but would like prefer service. Those individuals, who present documentation of ADA complementary Paratransit eligibility and/or other documentation of a disability that is not apparent, as well as jurisdiction identification, will receive ADA temporary complementary paratransit service as outlined in this plan.

Applying for Service

To become certified to ride Port Arthur Paratransit Service, you must complete an application. When required by the coordinator, your doctor/health professional will be asked for certification of your disability. You may also be asked to come in for an interview to discuss your ability to ride fixed route service.

Applications may be obtained in person or by mail from the Port Arthur Transit Department located at 344 Procter Street, or by calling 409.983.8794. The completed application form must be returned to the following address:

**Port Arthur Transit/Paratransit
P. O. 1089
Port Arthur, Texas 77641-1089**

Once approved, a PAT photo identification card will be issued to you at no cost. This identification card (ID) will be valid for up to 2-5 years. You may use your PAT identification card to utilize the Paratransit services or fixed-route services at a reduced rate when visiting another city.

ADA Paratransit Eligibility

Port Arthur Paratransit coordinator will make an initial determination of eligibility upon review of the information provided on the application. Applications that need further evaluation will be referred to Management for review. Within a 21-day process upon request, a letter in accessible informing him/her of the approval/denial and stating the reason(s) for the denial, the right to appeal, and the process for that appeal.

04.27.2009

Visitors The visitor will be required to prove documentations of the individual's place of residence, a paratransit ID or disability information if the disability is not apparent. Your service will be granted within one day of your request for service. PAT is not required to provide service to a visitor for more than 21 days during any 365-day period; after that, the visitor may be required to apply for eligibility through the same processes established for residents.

Who is a Personal Care Attendant?

A Personal Care Attendant or PCA is “someone designated or employed specifically to help the individual meet his or her personal needs” **Port Arthur Transit or PAT does not provide or require attendants; you must obtain your own.** Your PCA is responsible for assisting you and aiding you with packages you may have to carry on and off the van. If you utilize a wheelchair, your PCA must assist you to the van, the PAT operator will then board you on the lift and into the van; your chair must secure in the locks. If you need a PCA you must indicate so on your application; **Personal Care Attendants ride free.** At least one Companion may ride with an eligible rider on a space availability basis. Companions over the age of five (5) years old will be charged the same fare as the eligible rider (\$2.50 per trip). **Infants must travel in a carrier/seat.**

Port Arthur Paratransit Hours/Days of Operations

Port Arthur Paratransit operates 303 days a year. Service hours are 6:15 am to 7:15 pm Monday through Friday. Saturday service 7:15 am to 6:15 pm. All return pickups must be requested prior to 5:00 pm to ensure your scheduling requirements are confirmed for your return trip.

Holidays in which PAT does not operate are: New Year’s Day, Martin Luther King, Jr Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Day, and one floating holiday per year as determined by the City Council.

How to Schedule a Trip

Trip reservations are made on a first come, first-serve basis and must be requested by 4pm the day before your trip. However, trips may be requested from one (1) to fourteen (14) days in advance. Reservations must be made by calling the Port Arthur Paratransit Dispatcher at (409) 983-8794. Ensure your reservation is correct by requesting that the dispatcher repeat it to you. The Operators are busy driving so please do not ask them to schedule your trips. If you are travelling to an appointment, please indicate the time of your appointment.

Trip reservations can be made during the following hours:

Operation Hours are Monday -Friday 6:00 am-7:15 pm and Saturday 6:15 am-6:15 pm
If you need to call for a trip reservation on call between 8:00 and 4:00 Monday - Sunday.
You may call (409) 983-8794 and utilize our voice mail after hours. When calling to arrange a ride, please speak clearly and give the following information to the dispatcher/voice mail.

- Your name/PAT I.D. Number
- The day of your planned trip
- The address of your pickup
- The address of your destination and desired arrival time
- Whether an attendant and/or a companion will be riding with you
- Your telephone numbers

Port Arthur Paratransit trips are scheduled on a shared-ride basis. The vehicles may stop to let other passengers on or off before reaching your destination. Also, unexpected delays occur for many reasons including road construction and bad weather. Therefore, to allow extra time, the dispatcher will schedule your pickup one hour before your scheduled appointment time.

How Many Trip Reservations Can Be Made?

There is no limit to how many times you can travel in a day or how many reservations you may make at one time, within reason.

All scheduled trips are based on time availability, at the time you make your trip reservation.

How to Cancel a Port Arthur Paratransit Trip

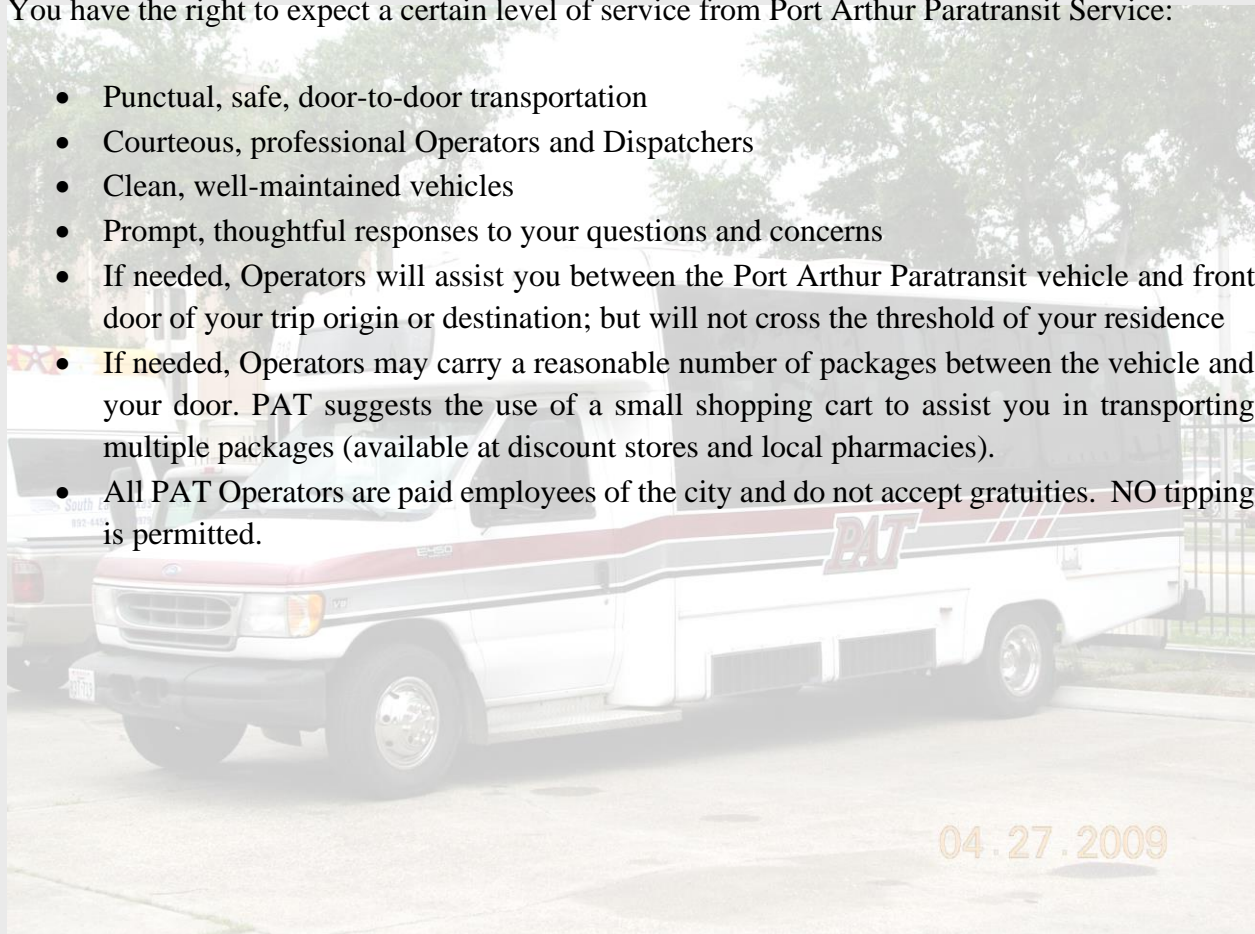
Call Port Arthur Paratransit dispatcher at 983-8794 or 983-8767 to cancel as soon as you know you will not be making the trip. Should you need to cancel more than one trip, be sure to tell the dispatcher which trips to cancel. Please note that the PAT Operators cannot reserve or cancel trips for you. If possible, please call at least by 4:00 p.m. on the day before your scheduled trip to cancel so that you can give someone else the opportunity to travel. If you do not know the day before, you can call the dispatcher at least one (1) hour before your scheduled trip so that the Operator can be notified before they leave to pick you up.

Port Arthur Paratransit Operators

All Port Arthur Paratransit Operators wear a uniform and operate white vehicles which are clearly marked with gray and maroon stripes with the PAT logo. Port Arthur Paratransit Operators receive intensive training in defensive driving, first aid and customer relations. They also receive passenger assistance training which helps them understand and respond to the needs of Port Arthur Paratransit customers.

You have the right to expect a certain level of service from Port Arthur Paratransit Service:

- Punctual, safe, door-to-door transportation
- Courteous, professional Operators and Dispatchers
- Clean, well-maintained vehicles
- Prompt, thoughtful responses to your questions and concerns
- If needed, Operators will assist you between the Port Arthur Paratransit vehicle and front door of your trip origin or destination; but will not cross the threshold of your residence
- If needed, Operators may carry a reasonable number of packages between the vehicle and your door. PAT suggests the use of a small shopping cart to assist you in transporting multiple packages (available at discount stores and local pharmacies).
- All PAT Operators are paid employees of the city and do not accept gratuities. NO tipping is permitted.



Rider Responsibilities

It is Port Arthur Paratransit policy and responsibility to ensure safe, timely, and effective transportation for all Paratransit riders. As a rider, you are responsible to ensure that everyone receives the safest and best ride possible.

The following is a list of rider responsibilities. Port Arthur Paratransit reserves the right to deny service when a rider does not comply with any of these responsibilities. Additionally, the following list is not meant to be all inclusive.

- 1) The driver can arrive (10) minutes before to (10) minutes after your scheduled pickup time. If PAT vehicle arrives at your scheduled pickup time and you are not ready, the operator is authorized to **wait five (5) minutes** and will leave; you will miss your trip and be counted as a no-show.
- 2) If for any reason you cannot ride Port Arthur Paratransit vehicle for one of your scheduled trips, call the dispatcher by 4:00 pm on the day before and cancel your trip. If you do not know a day ahead of your scheduled trip, you must call at least one (1) hour before your scheduled trip(s). If we arrive and you do not keep your scheduled trip, you will be considered a NO SHOW. Call the dispatcher as far ahead as possible to cancel rides.
- 3) If you are being picked up in a large building, wait at the entrance that you and the PAT dispatcher have agreed upon. Normally, the PAT operator will pick you up at the main entrance or lobby to the building.
- 4) If you need more assistance than door-to-door transportation, for example: if you need someone to walk you into the doctor's office, help you be seated for lunch, or help with your packages, etc., it is your responsibility to provide a Personal Care Attendant or a companion to help you with the above.
- 6) You must carry the exact change (\$2.50) or passes when traveling via Port Arthur Paratransit. Put the exact fare in the fare box or give the operator a pass before you take your seat.

- 7) All riders are expected to use appropriate social behavior while riding PAT vehicles and when interacting with other riders or PAT employees. All riders have the right to travel on PAT vehicles with the maximum personal comfort and without the threat of physical or verbal abuse.
- 8) All riders must comply with PAT safety rules including no smoking, eating, or drinking. Also, you cannot ride PAT vehicles if you are under the influence of alcohol or illegal drugs. Please cooperate with the operators and follow their instructions.
- 9) Notify the Port Arthur Paratransit Service dispatcher when you have a change of address or phone number.
- 10) Once you board Port Arthur Paratransit vehicle, your destination cannot be changed without dispatcher approval.
- 11) Children weighing forty (40) pounds or less must travel in an approved infant seat supplied by the attending adult. Children may not ride on a passenger's lap. The attending adult is responsible for securing the infant seat and shall board and de-board both the child and seat.

Port Arthur Paratransit Phone Numbers: 409-983-8794 or 409-983-8767.

You may contact Port Arthur Paratransit Services at the numbers listed above for the following:

- 1) Trip reservations or cancellations.
- 2) Information about eligibility.
- 3) Immediate problems, such as a vehicle not arriving on time.
- 4) Any other transit related questions or concerns.

Comments are Welcome!

Please feel free to address your comments or concerns to:

**Port Arthur Paratransit Coordinator
P.O. Box 1089
Port Arthur, Texas 77641-1089**

04.27.2009

Please include all pertinent information, specifically:

- Name, Address, and Phone Number
- Date and Time of Incident
- PAT vehicle number and/or the Operators Name
- Your Compliment, Suggestion or Complaint

Port Arthur Paratransit Service Suspension Policy

PAT is committed to provide quality specialized public transportation via the Paratransit service for the elderly and disabled residents of Port Arthur. PAT will make every reasonable effort to accommodate their various conditions. However, there are occasions where the use of Port Arthur Paratransit service is abused by individual riders; if this occurs on a repeated basis, it may necessitate denial of service for those individuals.

Criteria for Suspension of Service

- 1) **Verbal or physical abuse** toward a PAT employee or rider.
- 2) **Lateness:** Not ready for a scheduled trip. After five (5) minutes, the PAT Operator will leave, and the rider will become a no-show. If the operator is early, he/she will wait five (5) minutes after the scheduled pick-up time before considering a rider late. If you are a no-show, no bus may be sent back to pick you up.
- (1) **No-Show:** A pattern/practice of not being present or ready to depart within (5) minutes of the scheduled time. Any combination of eight no-shows and four missed trips or late cancellations within a 12-month period could result in a suspension. (Total of 12 infractions within a 12-month period.) You must have taken at least 10 trips in a month and was a no-show 15% of the time could result to a suspension review. Frequency of use, or proportion of trips missed, will be considered when determining a pattern or practice.

A no-show beyond the control of the rider will not be counted, and that riders are encouraged to contact the transit system at the special telephone number for this purpose, if a no-show was beyond a rider's control. Call the office at 409-983-8728 and reference no-shows.

- 3) **Behavior:** Any behavior which presents danger to an individual's health or safety or to others within the vehicle. Such behavior includes conduct which is violent, seriously disruptive, or illegal.

Procedure for Suspension of Service

The following disciplinary procedures will be utilized before suspending Port Arthur Paratransit Service. All communications to the individual will be in accessible format.

- 1) All incidents will be completely documented.
- 2) PAT management will communicate verbally with the individual and/or his/her representative explaining the infractions and requesting corrective action. This verbal session will also include an opportunity for the individual and/or his/her representative to respond.

As a follow-up to the verbal communication, a written warning shall be sent via certified mail., the transit agency must notify the individual rider in writing, citing specifically the full reason for the proposed suspension and its length, including the exact no-show dates, times, pickup locations, and destinations on which the proposed suspension is based, using accessible formats when necessary.

- 3) All written communications will be reviewed prior to mailing by more than one (1) member of PAT management staff.
- 4) If corrective action does not occur, PAT management will send a written “notice of Intent to Suspend Service” by certified mail. The notice will state the specified period of service will be suspended.
- 5) PAT reserves the right to immediately refuse service to an individual when necessary to protect the health and safety of riders and PAT employees.

04.27.2009

APPENDICES



Appendix A
Port Arthur Transit System
Appeal of Denial of Eligibility

Anyone disputing a denial of ADA Paratransit eligibility has the right to appeal within 60 days of the notification of denial (date of postmark shall be the official date for the purpose of this process). Throughout the appeal process, the appellant will have the right to be represented by an individual of his/her choice. Translation and signing services for the hearing impaired will be provided during the hearing upon request. Notification of the determination made in the appeal process will be mailed (certified) to the appellant in accessible format upon request. If a determination is not made within 30 days after the initial appeal is filed, the individual will be presumed eligible for Paratransit service until a final determination is made.

The following steps may be taken by PAT when an individual has been denied ADA Paratransit eligibility:

- 1) An appeal must be filed in writing to the General manager of Port Arthur Transit. An Investigation of the facts presented will be conducted, with proposed actions to resolve the appeal. The appellant will be notified (within ten [10] working days) concerning the recommended resolution.
- 2) Should the appellant not be satisfied with the proposed resolution, he/she may contact the Paratransit Coordinator along with eligibility assistant for a formal meeting to discuss the proposed resolution. After the discuss with the appellant a initial written determination stating their decision and reasons will be made within ten (10) working days of receiving the discuss appeal date, to the appellant and PAT Management staff.
- 3) Should the appellant not be satisfied with the initial determination he/she may contact the City of Port Arthur Transit Manager, within ten (10) days after receiving an unfavorable decision on the appeal. The City Manager will then forward a written decision within fifteen (15) working days to the appellant and Port Arthur Transit Management staff, will then get information to representative if a request from the Civil Rights department within the Federal Transit Administration (FTA)
- 4) The appellant has the right to make a written appeal, at any time within sixty (60) days, of the alleged discrimination to DOT/FTA. If either party wishes, the appeal may be presented in the presence of a third-party mediator from the Public Service Sector or any other service agency. Any sanction will be stayed pending the outcome of the appeal.
5. Should the appellant not be satisfied with the City of Port Arthur/Department of Transportation/Federal Transit Administration determination; the appellant may file private action in Federal District Court.



Appendix B
Port Arthur Transit System
Appeal of Suspension of Services

Persons disputing a suspension of ADA Paratransit service have the right to appeal within 30 days of receiving a “Notice of Intent to Suspend Service” (date of the postmark shall be the official date for the purpose of this process). Throughout the appeal process, the appellant shall have the right to be represented by an individual of his/her choice. Translation services and signing services for the hearing impaired will be provided during the hearing, upon request. Notification of the determination made in the appeal process will be mailed (certified) to the appellant in accessible format, upon request. Should a determination not be made within 30 days after the initial appeal is filed, the individual will be presumed eligible for Paratransit service until a final determination is made.

The following steps may be taken by an individual who has had service suspended:

1. An appeal must be filed in writing with the ADA Coordinator of Port Arthur Transit. An investigation of the facts presented will be conducted, with proposed actions to resolve the appeal. The appellant will be notified concerning the recommended resolution, within ten (10) working days.
2. Should the appellant not be satisfied with the proposed resolution, he/she may contact the General manager of Port Arthur Transit. The General Manager, along with a representative of a selected Advisory Committee, will send a written determination stating their decision and the reasons for it, within ten (10) working days of receiving the appeal, to the appellant and the Port Arthur Management staff.
3. Should the appellant not be satisfied with the General Manager’s proposed resolution, he/she may contact the City Manager, within ten (10) days after receiving an unfavorable decision on the appeal. The City Manager will forward a written decision, within fifteen (15) working days, to the appellant, Port Arthur Transit, the Office of Civil Rights within the Department of Transportation (DOT), and the Federal Transit Administration (FTA) – Region VI for further action and determination.

4. The appellant has the right to make a written appeal, at any time within sixty (60) days, of the alleged discrimination to DOT/FTA. If either party wishes, the appeal may be presented in the presence of a third-party mediator from the Public Service Sector or any other service agency. Any sanction will be stayed pending the outcome of the appeal.

5. Should the appellant not be satisfied with the City of Port Arthur/Department of Transportation/Federal Transit Administration determination; the appellant may file private action in Federal District Court.



Appendix C
Port Arthur Transit System
Complaint Process

Persons who have experienced or witnessed an alleged action, by the Port Arthur (PAT) ADA Paratransit Program, that is objectionable to the Section 504 Regulations and the Americans with Disabilities Act of 1990, may use the following steps to register their complaint:

1. A complaint must be filed, in writing, with the General manager of Port Arthur Transit within thirty (30) days of the alleged action. An investigation of the facts presented will be conducted, with proposed actions to resolve the complaint. The complainant will be notified concerning the recommended resolution.
2. Should the complainant not be satisfied with the proposed resolution, he/she may contact a representative of the ADA Advisory Committee. The ADA Advisory Committee will send a written determination, stating its decision and the reason for it, within ten (10) working days of receiving the complaint, to the complainant and PAT Management staff.
3. Should the complainant not be satisfied with the ADA Advisory Committees proposed resolution, he/she may contact the Transit Director, within ten (10) working days after receiving an unfavorable decision on the complaint. Transit Director will forward a written decision, within fifteen (15) working days, to the complainant, Port Arthur Transit, the Office of Civil Rights within the Department of Transportation (DOT), and the Federal Transit Administration (FTA) – Region VI for further action and determination.
4. The Complainant has the right to make a written appeal, at any time within sixty (60) days, of the alleged discrimination to DOT/FTA. If either party wished, the appeal may be presented in the presence of a third-party mediator from the Public Service Sector or any other service agency.
5. Should the complainant not be satisfied with the City of Port Arthur/Department of Transportation/Federal Transit Administration determination; the complainant may file private action in Federal District Court.

PORT ARTHUR TRANSIT



**PORT ARTHUR TRANSIT
344 PROCTER STREET – P. O. BOX 1089
PORT ARTHUR, TX 77640**



ADA PARATRANSIT APPLICATION

If you have a disability which prevents you from using PAT Fixed Route buses, please complete and return this form. If you have any questions about the service and eligibility process, please call (409) 983-8794.

I. GENERAL INFORMATION (PLEASE PRINT)

Birth Date _____

First Name _____ Middle Initial _____

Last Name _____ Sex: Male Female

Street Address _____ Apt# _____

City _____ State _____ Zip _____

Home Phone _____ Cell _____

Mailing Address (if different) _____

City _____ State _____ Zip _____

04.27.2009

II. DISABILITY AND MOBILITY EQUIPMENT INFORMATION

Please describe the disability or health condition that prevents you from using Fixed Route buses. *(Please list all disabilities or health conditions that apply)*

If this is a temporary disability or health condition, how long do you expect it to prevent you from using Fixed Route buses? _____months

Do you use any of mobility aids or equipment? (Check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Cane | <input type="checkbox"/> Powered Wheelchair |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Powered Scooter |
| <input type="checkbox"/> Walker | <input type="checkbox"/> Manual Wheelchair |
| <input type="checkbox"/> Leg Brace | <input type="checkbox"/> Long White Cane |
| <input type="checkbox"/> Portable Oxygen | <input type="checkbox"/> Service Animal |
| <input type="checkbox"/> Other (please specify) | |

I do not use any mobility aids

Do you ever need to bring someone with you to help when you travel (Personal Care Assistant)?

- Yes, always Yes, sometimes No

III. Abilities to Use Fixed Route Buses

Please carefully read the following statements and check those which best describe your abilities to use Fixed Route buses (*Check all that apply*).

- I can get to and from bus stops if the distance is not too great.
- I can ride the bus when I am feeling well. However, there are other times when my disability or health condition worsens I cannot ride the bus.
- I have a disability or health condition that prevents me from riding the bus if the weather is very hot or very cold.

- My disability or health condition makes it impossible to travel when there is snow or ice on the ground.
- I cannot climb stairs to get on and off Fixed Route buses.
- I can get to and from bus stops only if there are curb-cuts and leveled sidewalks.
- I have difficulty understanding or remembering all the things I would have to do to use the bus.
- I can use Fixed Route buses if it is someplace, I go all the time.
- I can never use Fixed Route buses by myself.
- I am not sure if I can use Fixed Route buses.
- I am not able to use Fixed Route buses for other reasons. *(Please explain):*

IV. Please Give Us More Information About Your Functional Abilities Without the help of someone else can you...

1. Ask for ad understand written or spoken instructions?
Always Sometimes Never Not Sure
2. Cross the street?

Always Sometimes Never Not Sure

3. Stand for 10 minutes if there is no place to sit?

Always Sometimes Never Not Sure

4. Step on and off a sidewalk from the curb?

Always Sometimes Never Not Sure

5. Find your own way to the bus stop if someone shows you the way once?

Always Sometimes Never Not Sure

6. Walk up and down three steps if there is a handrail?

Always Sometimes Never Not Sure

7. Stand on a moving bus holding onto a handrail?

Always Sometimes Never Not Sure

8. Transfer from one Fixed Route bus to another bus?

Always Sometimes Never Not Sure

Under the best of conditions, what is the FARTHEST you can walk outdoors (or travel using your mobility aid) without the help of another person?

_____ Less than 1 block

_____ 6 blocks (3/4 miles) 4.27.2009

_____ 1 block

_____ More than 6 blocks

_____ 2 blocks (1/4 mile)

_____ I cannot travel outdoors alone at all

_____ 4 blocks (1/2 mile)

Have you ever had training to learn how to travel around the community or on how to use Fixed Route buses?

_____ Yes

_____ No

Would you like information about free training to use Fixed Route buses?

_____ Yes

_____ No

Is there anything else you would like to tell us about your disability or health condition that might help us better understand your travel abilities and limitations?



V. Please Give Us Information about Where You Go and How You Get There Now. (This selection is optional)

1. Where do you go? _____

Address _____

How often do you go there? _____

How do you get there now? _____

2. Where do you go? _____

Address _____

Where do you go? _____

How often do you go there? _____

How do you get there now? _____

3. Where do you go? _____

Address _____

How often do you go there? _____

How do you get there now? _____

Do you currently use Fixed Route buses at all? _____ Yes _____ No

If yes, which route(s)? _____

If you have used Fixed Route buses in the past and have stopped using them,

please explain why: _____

VI. Please Complete Section a Unless You Are A Minor or Have A Legal Guardian. Parent or Legal Guardian Please Complete Section B

A. I understand that the purpose of this application is to determine if I am eligible to use ADA Paratransit Services. I certify that the information provided in this application is true and correct. I further understand that falsification of information could result in a loss of ADA Paratransit Services, as well a penalty under the law. I agree to notify PAT if I no longer need to use ADA Paratransit Services.

Date _____

Signature of Applicant

B. I understand that the purpose of this application is to determine if the person whose name appears on this application of whom I am the Parent/Legal Guardian is eligible to use ADA Paratransit Services. I certify that the information provided in this application is true and correct. I further understand that falsification of information could result in a loss of ADA Paratransit Services, as well as a penalty under the law. I agree to notify PAT if the Applicant names on this application no longer need to use ADA Paratransit Services.

Date _____

Signature of Applicant

If someone assisted in completing this application, please provide the following information:

Name _____

Relationship to Applicant _____

Address _____

Agency _____ Phone _____

If We Need Additional Information

It may become necessary to contact a professional who is familiar with your health condition or disability and your functional abilities and limitations. Please list one or two professionals who we can contact if we need additional information.

Examples of Qualified Professionals include:

Physician (M.D. or D.O.)

Physical or Occupational Therapist

Orientation and Mobility Instructor

Independent Living Specialist

Rehabilitation Specialist

Social Worker

Registered Nurse

Ophthalmologist

Psychologist

Psychologist

Case Manager

Name of Qualified Professional

Name of Qualified Professional)

Type of Professional

Type of Professional)

Address

Address

City, State & Zip

City, State & Zip

(_____) _____

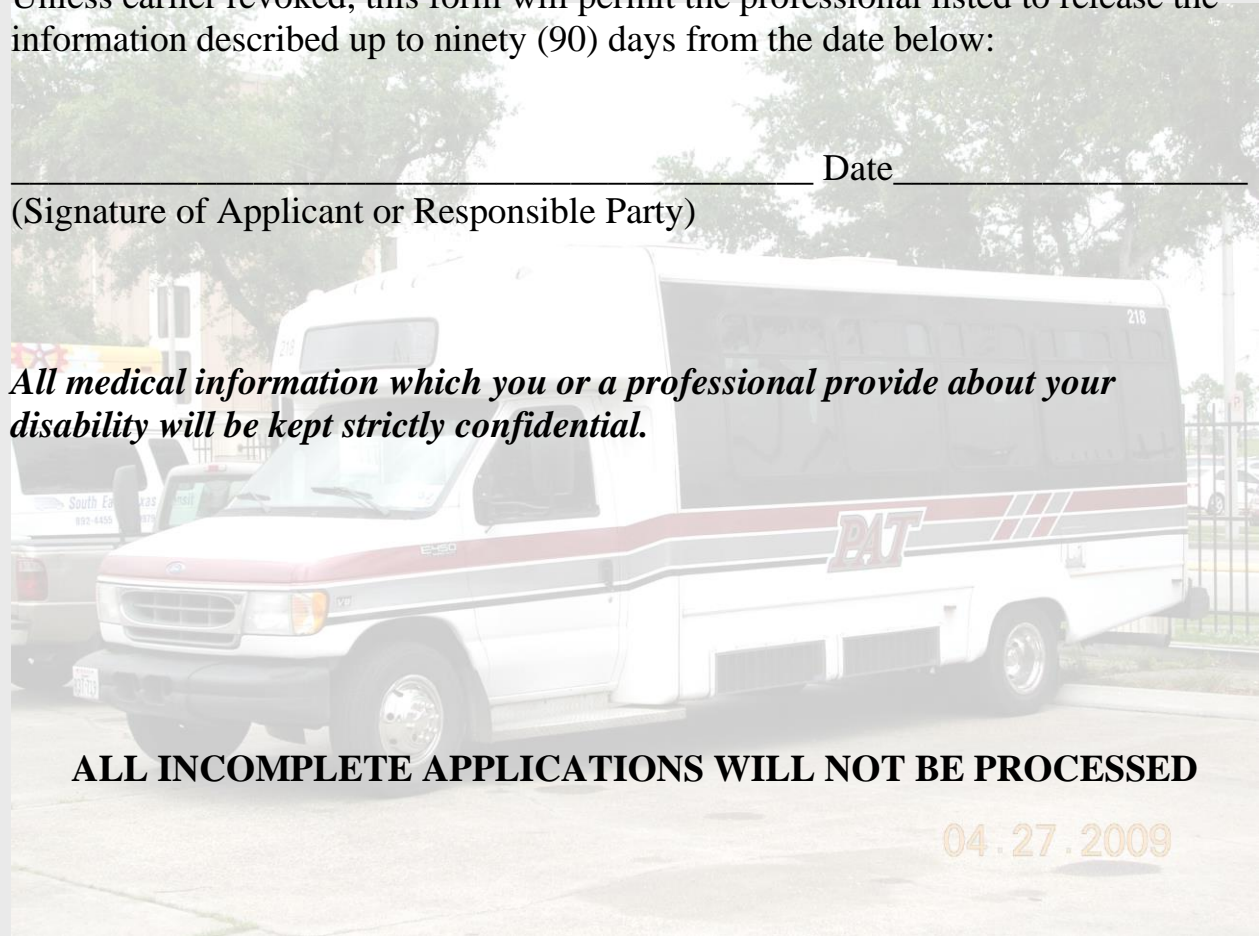
(_____) _____

Authorization for Release of Information

I authorize the listed Professional(s) to release to Port Arthur Transit information about my disability or health condition and its effect on my ability to travel on the PAT bus system. I understand that I may revoke this authorization at any time. Unless earlier revoked, this form will permit the professional listed to release the information described up to ninety (90) days from the date below:

_____ Date _____
(Signature of Applicant or Responsible Party)

All medical information which you or a professional provide about your disability will be kept strictly confidential.



ALL INCOMPLETE APPLICATIONS WILL NOT BE PROCESSED

04.27.2009

CITY OF PORT ARTHUR TRANSIT

344 Procter Street / P. O. Box 1089

Port Arthur, Texas 77641

(409) 983-8794 (Office) (409) 983-8609 (Fax)

AFFIDAVIT OF DISABILITY AND RELEASE OF MEDICAL INFORMATION

This form must be completed in its entirety and certified by a licensed physician. Failure to submit this form will resort in automatic denial of the application.

Applicant's Name: _____

I authorize the release of medical information to the City of Port Arthur Transit system to complete this application process.

Signature of Applicant or Applicant's Representative

Date

Physician's Name _____

Address _____

Phone Number _____

I am familiar with the disability of the above named individual and am authorized to provide information to the City of Port Arthur Transit system required to complete this application process.

Physician's Signature

Date

TO BE COMPLETED BY PHYSICIAN

What is the nature of the applicant's disability? What is their current treatment program?

Is this a short-term or long-term disability?

Does the applicant require a Personal Care Attendant? (Explanation required)

YES _____

NO _____

What is the prognosis of this applicant's disability?

Does the applicant have any restrictions? If so, please explain.

I CERTIFY THAT THE AFOREMENTIONED INFORMATION IS TRUE AND CORRECT.

Physician's Signature

Date

04.27.2009



Office (409) 983-8794
(409) 983-8767

These cell numbers are **only**
activated when the above
numbers are out of order:

(409) 548-3316

(409) 548-3345 or

(409) 548-3131

04.27.2009