

INFORMATION ABOUT THE DIAL-A-RIDE SYSTEM ELIGIBILITY

The Dial-a-Ride System is a door-to-door service available to those who cannot use Public Transportation for one or more of the following reasons:

- a) Unable to perform daily tasks without a wheelchair or walker;
- b) Unable to get on or off a bus;
- c) Unable to walk from home/destination to the nearest bus stop;
- d) Unable to wait standing for more than 15 minutes;
- e) Unable to move in crowds (difficulty in keeping balance in a bus is not considered a transportation disadvantage since federal regulations require seats for the disabled near the entrance of all buses);
- f) Unable to read information signs or schedules (this does not include foreign language problems, or illiteracy among otherwise able-bodied individuals);
- g) Unable to grasp coins, tickets or handles;
- h) Unable to use a bus in the performance of a life sustaining activity.

The words **Unable** and **Prevents** mean that performing the function is absolutely impossible or causes severe or continuing pain, not discomfort, occasional pain, difficulty, or inconvenience.

The following types of eligibility that may be granted are: Conditional Eligibility – you are able to use the fixed route buses for some of your trips, and qualify for dial-a-ride service for other trips; **Unconditional Eligibility** – your health condition always prevents you from using the fixed route buses and you qualify for dial-a-ride for all your trips; or **Temporary Eligibility** - you have a health condition or disability that temporarily prevents you from using the fixed route buses.

The Humboldt Transit Authority reserves the right to conduct a re-certification process as necessary to keep our records up-to-date. Service will be provided only to persons who have been certified. Qualified Medical Professionals will be asked to assist in making the determination of certification by completing a form describing the applicant's disability. The final decision as to whether or not the applicant qualifies for Dial-a-Ride will be made by the Humboldt Transit Authority.

To help us accurately determine your eligibility for Dial-a-Ride, please fill out the application form as completely and thoroughly as possible. Once you have completed the form the Humboldt Transit Authority will determine if it will be necessary for an in-person interview.

INTERVIEW PROCESS

If we determine that more information is needed to process your application, or that your application is incomplete we will schedule an in-person interview. At the time of your interview, we will ask you additional questions about your eligibility so we can further evaluate your travel abilities and limitations. If you know that you will need transportation to the interview, please let us know when we schedule your interview.

If you are determined eligible for dial-a-ride for some trips or for all trips, we will provide you with that information in your letter of eligibility. If it is determined that you are able to use fixed route buses for some or all of your trips, we will notify you in writing of the exact reasons for this decision and provide information about how to appeal our decision. This decision will be made within 21 days of the date you complete

your in-person interview or assessment. If a decision is not made within 21 days, we will provide you with dial-a-ride until a final decision is made.

Complaints or comments about the system should be reported to Humboldt Transit Authority, Consuelo Espinosa, at 443-0826 for investigation and appropriate action. All information will be confidential. All passengers are expected to comply with vehicle rules.

**APPLICATION FOR ADA COMPLEMENTARY
PARATRANSIT SERVICE**

TO QUALIFY FOR DIAL-A-RIDE/LIFT SERVICE YOU MUST MEET THE FOLLOWING CRITERIA:

CHECK ONE: Unable to use public transportation
 A resident of a convalescent home

PLEASE PRINT:

1. Date of Application: _____
2. Name: _____ Phone #: _____
3. Address: _____
4. Age: _____ Date of Birth: _____
5. Agency Certifying: _____
6. What is your disability/medical diagnosis that prevents you from using fixed-route bus service? No longer driving is not a limitation.

7. How does your disability prevent you from using city bus service?

- Is this condition temporary? Yes _____ No _____
 If yes, please list the date you expect the temporary condition to
 no longer exist: _____
8. Does your disability change from time to time because of medical treatments, medications, or other reasons?
 No
 Yes – How? _____
9. How far can you travel without the assistance of another person?
 Less than 200 feet? Up to ¼ mile?
 Other (Please Explain) _____

10. Can you climb three 12-inch steps without assistance?

Yes _____ No _____

How many steps can you go up or down? _____ Number Steps

11. Can you wait outside without support for more than 10 minutes?

Yes _____ No _____ Sometimes _____

12. If certified to use Dial-a-Ride or Dial-a-Lift, will you require the assistance of an attendant in order to use the system?

Yes _____ No _____

Name of Attendant: _____

13. Mobility Limitations (please check all yes or no)

Yes _____	No _____	Can travel 200 feet without assistance
Yes _____	No _____	Can travel 3 blocks without assistance
Yes _____	No _____	Can travel 6 blocks without assistance
Yes _____	No _____	Can travel 9 blocks without assistance
Yes _____	No _____	Can climb 12-inch steps without assistance. (up to 3)
Yes _____	No _____	Can access bus using lift or ramp
Yes _____	No _____	Can wait outside without support for 10 minutes

14. If you require the use of mobility aids. Please check all that apply:

_____ Manual Wheelchair	_____ Electric Wheelchair
_____ Electric Scooter	_____ Care Worker/Attendant
_____ Cane	_____ Walker
_____ Service Animal	_____ Oxygen Tank

15. If you use a manual wheelchair, what type of obstacles could prevent you from using a fixed-route bus equipped with lift or ramp?

16. Do you have a communication disability which necessitates the use of some type of communication aid?

Yes _____ No _____ Sometimes _____

If yes or sometimes, what kind of communication aid do you require?

17. Does your disability allow you to:
Give addresses and telephone numbers upon request?

Yes _____ No _____ Sometimes _____

Recognize a destination or landmark? (i.e. gas station, movie theatre, etc.)?

Yes _____ No _____ Sometimes _____

Deal with unexpected situations or changes in routing?

Yes _____ No _____ Sometimes _____

City State Zip

City State Zip

CERTIFICATION AND AUTHORIZATION:

I certify that the information provided in this application is true and correct. I understand that falsification of information may result in denial of service. I authorize the professional listed above to release to Humboldt Transit Authority information about my disability and its effect on my ability to travel on the regular 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 60 days from the date below.

Signature of applicant _____ Date _____

Signature of person assisting applicant _____

Relationship to applicant _____

Print name _____

Address _____

Agency _____ Phone _____

LETTER OF INTRODUCTION

Dear Dr. _____ Re: _____

This letter is to inform you that one of your patients is requesting certification for the ADA Complementary Paratransit/Dial-a-Ride/Dial-a-Lift Program.

The ADA Complementary Paratransit/Dial-a-Ride/Dial-a-Lift Program has been established to serve the needs of persons who are unable to use the existing public transportation services offered by Redwood Transit, Eureka Transit, Arcata & Mad River Transit, and Southern Humboldt Transit.

The agency certifying clients for the ADA Complementary Paratransit/Dial-a-Ride/Dial-a-Lift is the Humboldt Transit Authority.

ADA Complementary Paratransit/Dial-a-Ride/Dial-a-Lift eligibility criteria now require that all ADA Complementary Paratransit/Dial-a-Ride/Dial-a-Lift users be certified on the basis of disability as unable to use public transportation. We are asking physicians to assist us in determining patient eligibility. The Humboldt Transit Authority will make the final determination of eligibility.

The word **unable** as it relates to using the transit system means that performing the function is absolutely impossible or causes severe or continuing pain, (not discomfort, occasional pain, or difficulty.) Examples of those who would qualify to use the program are those who are:

- Unable to perform daily tasks without a wheelchair or walker;
- Unable to get on or off a bus;
- Unable to walk from home/destination to the nearest bus stop;
- Unable to wait standing for more than 10 minutes;
- Unable to move in crowds (difficulty in keeping balance in a bus is not considered a transportation disadvantage since federal regulations require seats for the disabled near the entrance of all buses);
- Unable to read information, signs, or schedules (this does not include foreign language problems or illiteracy among otherwise able-bodied individuals);
- Unable to grasp coins, tickets or handles;

- Unable to use a bus in the performance of a life sustaining activity.

Eligibility may be granted on a temporary or conditional basis.

Please complete the enclosed form so we can determine the eligibility of your patient. Thank you for your assistance in the completion of this certification.

Please send the completed form by _____
TO: Humboldt Transit Authority
133 V Street
Eureka, CA 95501

SCHEDULING YOUR TRIP : When you call in to schedule your ride, you will need to give the following information:

Your Name
The address you wish to be picked up at
The address of your destination
The time of your appointment
Additional Guest (s), such as certified attendant
If you need assistive devices, such as a wheelchair
* Don't forget to schedule your return trip

After entering this information into the computer, the dispatcher will give you a time for pick-up. The computer will be used to assist the dispatcher in making the most efficient routes so that everyone gets to where they are going on time.

USING DIAL-A-RIDE IN THE EUREKA/ARCATA/MCKINLEYVILLE AREA

For trips in the Eureka, Arcata, or Mckinleyville Areas contact City Cab at 442-4555. Hours of operation are 6:00 a.m. to 7:00 p.m., Monday through Friday and 7:30 a.m. to 5:30 p.m. on Saturday. TICKETS ARE REQUIRED, \$16.80 FOR A STRIP OF SIX (6) TICKETS.

Those who have folding wheelchairs and can transfer to a cab must use the regular cabs or mini-van instead of the Dial-a-Lift wheelchair van. You MUST schedule your ride 24 hours in advance, and be ready to go when the vehicle arrives. Drivers will only be able to make one stop and each time you get into the cab it will count as a separate trip and require new tickets.

For trips on Old Arcata Road, Manila, Samoa, Humboldt Hill, King Salmon, Fields Landing, or Cutten contact HCAR at 443-7077. Hours of operation are 7:00 a.m. to 7:00 p.m., Monday through Friday and 7:30 a.m. to 5:30 p.m. on Saturday. There is NO SATURDAY Dial-a-Ride service for Mckinleyville. You MUST schedule your ride 24 hours in advance, and be ready to go when the vehicle arrives. Drivers will only be able to make one stop and each time you get into the cab it will count as a separate trip and require new tickets.

For your convenience, the phone number is printed on the tickets. Drivers will not wait if you are not ready or have left the requested pick-up location.

All requested pick-up locations for City Cab or HCAR must be made prior to 6:45pm Monday through Friday, and 5:15pm on Saturday.

Holidays observed by Dial-a-Ride are New Year's Day, Independence Day, Thanksgiving Day, and Christmas Day.

SERVICE AREAS

Eureka

This service area is the same as that for the Eureka Transit Service which includes Pine Hill, Myrtle town, Bayshore Mall, and Cutten (as far out as Campton Road). One ticket will be collected per trip.

Arcata

This service area is the same as that for the Arcata Transit Service. One ticket will be collected per trip.

Mckinleyville

The southern boundary begins at the Mad River, from the Pacific Ocean to the intersection of North Bank Road at State Highway 299. The northern boundary is U.S. Highway 101 at the Little River bridge located by the Highway Patrol scales, and to Crannell Road where it crosses Bullwinkel Creek. The eastern boundary ends at the end of Hiller Road, and the western boundary ends at the end of Gwin Road. One ticket will be collected per trip.

HCAR Dial-a-Ride Service :

The expanded Care-A-Van public DAR/DAL service area generally includes Old Arcata Road between Eureka and Arcata city limits; Indianola Cutoff; State Route 255 including Manila and Samoa; Elk River Road; Humboldt Hill; King Salmon; Fields Landing; and Cutten. Program boundaries are generally defined to service approximately 3/4 mile from the identified roadways and/or communities.

All trips must begin and/or end within the service area boundaries. The service areas are divided into seven (7) zones, and one (1) ticket will be collected per zone. The maximum of crossing zones per trip is three (3), and no more than three (3) tickets will be collected to accomplish one (1) single trip.

ADDITIONAL INFORMATION

1. Dial-a-Ride tickets are \$2.80 each and are sold in books of six for \$16.80. Once you have been certified, tickets may be purchased by mail. You must plan your trip (s) 24 hours in advance, and plan on having tickets before you call for a ride. Requests for ticket purchases can be sent to:

Senior Resource
1910 California Street
Eureka, CA 95501

Eureka City Hall
531 K Street
Eureka, CA 95501

Mckinleyville Senior Center at Azalea Hall
1620 Pickett Road
Mckinleyville, CA 95521

Humboldt Transit Authority
133 V Street
Eureka, CA 95501

2. Attendants who ride with a person certified to have an attendant will not be charged. The attendant must be identified at the time of certification. Individuals who are not certified as needing an attendant will be able to have one guest join them for their trip at the same cost per zone as paid by the certified individual. Additional guests will only be accommodated if space is available and advance reservations have been made with the dispatcher. Such additional guests will pay the regular \$2.80 fare per ride per zones traveled to use the system.

3. For trip origins outside of the Dial-a-Ride/Lift service areas, the regular cab fare will be charged until the service area is reached. The Dial-a-Lift van cannot make trips outside of the service areas.

PLEASE NOTE: HCAR Dial-a-Ride Vehicles are not set up to run cab meters. The only service areas covered are those as defined in the service area description section.

4. Dial-a-Ride/Dial-a-Lift is a shared ride system, and transports more than one passenger per vehicle when most productive to do so. You are expected to ride with passengers and the driver assigned to you by the dispatcher.

5. City Cab/HCAR vehicle rules include: Seat belts are required while riding in the front seat of the cab, pets are allowed on laps or in carriers to veterinary appointments only, smoking is not permitted, drivers will help with a reasonable number of packages only (limit is 3 bags of groceries), and do not plan on using Dial-a-Ride as an ambulance.

6. Corridor travel between Eureka, Arcata, or McKinneyville will cost an additional ticket per zone traveled.

For more information please contact the Humboldt Transit Authority at (707) 443-0826.