GENERAL

We at the Steel Valley Regional Transit Authority are dedicated to providing customer satisfaction. We are enthused about offering this service and want it to be a successful means of transportation for the physically challenged people of our community. If you have any questions or comments, please feel free to contact our office at (740) 282- 6145

REQUEST FOR CERTIFICATION FOR ADA PARATRANSIT SERVICE

The information obtained in this certification process will remain confidential and used by Steel Valley Regional Transit Authority for transportation services only. Information will not be provided to any person(s) or agency unless a written consent form is filled out, signed by the applicant and notarized.

1. Name:_____

2. Address: _____
City State Zip

3. Telephone: _____ _____
Home Work

5. What is the disability which prevents you from using our fixed route service?

_____

_____

_____

_____

Is the condition temporary?_____If yes, expected duration ___/___/___

6. How does this disability prevent you from using fixed route services? Please explain completely.

_____

_____

_____

7. Do you use any of the following aids for mobility? (Please √)

Manual Wheelchair: _____ Electric Wheelchair: _____ Cane: _____

Crutches: _____ Guide Dog: _____ Personal Attendant: _____

8. Please answer the following questions:

Can you travel 200 feet without the assistance of another person?

_____ _____ _____
Yes No Sometimes

Can you climb three (3) 12-inch steps without assistance?

_____ _____ _____
Yes No Sometimes

Can you wait outside without support for ten (10) minutes?

_____ _____ _____
Yes No Sometimes

I hereby certify that the information given above is correct

_____ ___/___/____
Signature Date

In order to allow the Steel Valley Regional Transit Authority to evaluate your request, it may be necessary to contact a physician or other professional to confirm the information you have provided. Please complete the following:

Please check one of the following:

The following Physician ____ Health Care Professional ___ or Rehabilitation Professional _____is familiar with my disability and is authorized to provide information to the Steel Valley Regional Transit Authority required to complete this ADA Paratransit Eligibility Certification Form.

Name: _____

Address: _____

City State Zip

Telephone: ____- ____- _____

Please mail back to:

Steel Valley Regional Transit Authority
P.O. Box 1177
Steubenville, Ohio 43952

REQUEST FOR PROFESSIONAL VERIFICATION

This authorization form has been submitted by:

Name of Consumer: _____

Address: _____

City Sate Zip

Telephone: ____- _____- _____

_____
Signature

He / She has indicated that you can provide information in regard to his / her disability which will allow us, the Steel Valley Regional Transit Authority, to make an appropriate evaluation to determine Paratransit Eligibility for specific trip request.

Is the condition temporary? ____ Yes ____ No

If yes, what is the expected duration of temporary disability? ___/___/_____

Please check one of the following:

Confined to a Wheelchair	_____	Visual Impairment	_____
Hearing Impairment	_____	Cognitive Impairment	_____
Broken bone / limb	_____	other	_____

***Explain_____
_____
_____

Is there any other effect of the disability to which Steel Valley Regional Transit Authority should be aware? Please describe:

_____
_____
_____

Physicians Name: _____ Telephone: ____-_____-_____
Signature:_____

Please return to: Steel Valley RTA P.O. Box 1177 Steubenville, Ohio 43952

STEEL VALLEY REGIONAL TRANSIT AUTHORITY

DETAILED INFORMATION PACKET

FOR ADA PARATRANSIT SERVICE

In this packet you will find details covering different subjects in regard to our ADA Paratransit Service. If you have further questions in regard to this packet or the service in general, please contact our office at (740) 282-6145. We will be happy to answer any questions you may have. Upon request this packet will be made available in an appropriate media for the individual.

Instructions

1. Please fill out the request for certification for ADA PARATRANSIT eligibility form and Return it to:

   Steel Valley Regional Transit Authority
   P.O. Box 1177
   Steubenville, Ohio 43952

2. Have your physician fill out the request for professional verification form and return it to:

   Steel Valley Regional Transit Authority
   P.O. Box 1177
   Steubenville, Ohio 43952

3. Retain the detail information package for your records and reference.

ELIGIBILITY DETERMINATION

Steel Valley Regional Transit Authority's ADA PARATRANSIT service eligibility is not just based on the presence of a disability, but on the effect that the disability has on an individual's ability to use the fixed route service. Some factors we consider in determining eligibility are:

1. The applicant's disability.

2. Accessibility of the fixed route system.

3. Architectural barriers that, in combination with the person's disability, prevent use of the fixed route service.

4. Environmental conditions that, in combination with the person's disability, prevent use of the fixed route service.

5. Individuals who can never use the fixed route service are unconditionally eligible.

Persons who can use the fixed route service in certain circumstances are conditionally eligible and the limitations on their eligibility will be determined. Individuals with temporary disabilities may also be considered eligible for our ADA PARATRANSIT service. This may include, but not limited to, someone with a medical condition such as a broken leg who temporarily is unable to use the fixed route service or someone who has recently undergone an operation or other medical treatment and who is unable to use the fixed route service. Temporary eligibility will be granted for the period of time that the disabling condition is expected to last. If an individual is found not eligible for any one of the circumstances, a notification letter will be sent to him/her stating the reason(s) for the findings. The individual is then allowed to appeal the decision of the eligibility review committee.

ADMINISTRATION APPEALS PROCESS

To file an appeal to a decision of ineligibility, an individual may do so by submitting a letter of appeal to Steel Valley Regional Transit Authority at the attention of the Appeals Committee within 60 days of the date shown on the letter of ineligibility. After receipt of this letter, the Appeals Committee will notify the individual within 14 days of the date that the appeal is scheduled to be heard.

Upon completion of the meeting between the Appeals Committee and the individual, the Committee shall make their decision and notify in writing within one week (7 days) both the Transit Manager and the individual.

Service may be maintained during an appeals process but will not be newly provided during the appeals process. Should the appeals process last more than 14 days, service will be provided to the individual during the appeals process.

The appeals committee consists of different individuals than those of the eligibility determination review committee. In fairness to the user, this is done to ensure separation of function between the two.

ELIGIBILITY CARD

If the ADA PARATRANSIT applicant is found to be eligible for service, either conditionally, unconditionally, or temporarily, a notification letter as well as an eligibility card will be issued. The card will consist of information such as the name of the individual, name of the transit provider, telephone number of the transit provider's coordinator, expiration date of eligibility, and any conditions or limitations on the individual's eligibility. It may also identify the use of a Personal Care Attendant (PCA). The expiration date for those granted conditional eligibility will be one year from the determination date. Re-certification must be done at this time. This is an updating procedure only. The information contained on this card will provide sufficient documentation to other transit agencies if you are out of town and wish to use their ADA PARATRANSIT service as a visitor.

VISITOR POLICY

Steel Valley Regional Transit Authority's ADA PARATRANSIT service also addresses the needs of those visiting our service area with disabilities who cannot use our fixed route system. Service will be provided to ADA eligible individuals who have been certified ADA eligible by another public entity. We will honor this certification and provide 21 days of ADA PARATRANSIT service. If a visitor has not been certified as eligible by another public entity, but claims to be ADA eligible they will be entitled to "presumptive eligibility" and provided 21 days of PARATRANSIT service. Steel Valley Regional Transit Authority will request certain documentation, such as, place of residence, nature of disability, and name of public entity where they were certified from those granted presumptive eligibility.

PERSONAL CARE ATTENDANT AND COMPANIONS

If the need for a personal care attendant exists, they will be allowed to escort the applicant free of charge. In addition to a personal care attendant, service will be provided to companions accompanying the eligible rider if they are picked up and dropped off at the same locations as the eligible rider. Companions will be charged the same fare as the eligible rider.

HOWEVER: The number of companions will be determined so as not to take seating away from other eligible riders.

Cost of Service/Scheduling

The cost for the ADA PARATRANSIT Services is $1.00 per trip. Per trip is considered one way. A two-way trip would cost $2.00.

To schedule a trip, the eligible applicant simply needs to contact the Steel Valley Regional Transit Authority's office. A 24-hour reservation is requested but not required. This is for your benefit to ensure the exact times that you need the ADA PARATRANSIT Service are available. The ADA PARATRANSIT Service is available in Steubenville and Mingo Junction during regular fixed route operation hours. Times are available Monday thru Saturday.

CANCELLATION OF SCHEDULED TRIP

If you must cancel your scheduled trip(s), please try to cancel your trip(s) as far in advance as possible.

Same day cancellations should be made at least (2) hours in advance of the requested trip-time. Cancellations made with less than (2) hour notice may be counted as a no-show.

NO-SHOW

A no -show is considered a passenger who schedules a trip-time to be picked-up and does not show for that scheduled time. Cancellations of scheduled pick-up times with less than the (2) hour time frame (as mentioned above under cancellations) may be considered as a no-show.

POLICY

Trips that are scheduled and not taken increase the cost of ADA PARATRANSIT Service and may prevent others who need that scheduled time from traveling.

Therefore: Steel Valley Regional Transit Authority reserves the right to:

(1). Give written warning to eligible applicants that abuse the No-show and cancellations as mentioned above.

(2). Suspend eligible applicants for up to (1) month for abuse of the no-show and cancellations policy as mentioned above.

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CONFIDENTIALITY POLICY

Federal regulations and older American Act policies require that State Units on Aging, area agencies on aging and local commissions on aging ensure that no information about or obtained from an individual and in possession on any agency providing services under the area or aging unit plan be disclosed in a form identifiable with the individual without the person's informed, written consent.

The types of information covered by ethical obligations to maintain confidentiality are known as "Secrets". "Secrets'" include information that would be embarrassing or detrimental to an individual if revealed.

It should be noted that the name, address, and telephone number of an individual receiving service is a "Secret".

A: Minimal Recording of Names

The older Americans Act strongly recommends that agencies and commissions on Aging and service providers under area and aging unit plans avoid, to the maximum extent compatible with program needs, the recording or listing of names. Where the keeping of such records is unavoidable; agencies should take every precaution to prevent their unauthorized disclosure or misuse.

B: Limited Access

All area agencies Commission's on Aging and services providers must greatly limit access to the names and other confidential information about service recipients. In no instance shall the names of individuals or other information be released by a service provider to any individual or group without written consent of the participant. Names and other confidential information should be retained by the agency, if, and only if, that information is necessary to provide services and is solely for that purpose.

C: Confidentiality and **Public** Information

The area agencies and Commission on Aging's responsibility to maintain confidentiality should be fulfilled in such a way as to not obstruct or preclude legitimate public access to records or information relative to the activities, programs, services, and financing of the area agency or the Commission on Aging.

POLICY

When an individual provides personal information about himself / herself, which is needed by the Transportation Program to provide services, the individual is entitled to privacy assurances.

THEREFORE: Steel Valley Regional Transit Authority's staff and employees are responsible for protecting the confidentiality of the information and using it only to provide services. Disclosure of personally identifiable information to the media and / or the general public is not allowed.

Steel Valley Regional Transit Authority's staff and employee's using confidential information should have access only to that information they "need to know."

Definitions:

"Need to Know:"
A circumstance in which the performance of one's duties requires access to personally identifiable information.

"Personally Identifiable Information:"
Personal information that identifies or can readily be associated with the identity of the individual to whom it pertains.

"COMPLAINT PROCEDURE"

Within five (5) days of an incident the individual may submit in writing including the date, day, time and nature of the complaint with the Transit Manager (P.O. Box 1177 Steubenville, Ohio 43952). All complaints must be signed and dated.

Upon receipt of the complaint the Transit Manager will investigate the nature of the complaint and take the appropriate action to correct the matter. Within ten (10) working days of receipt of the complaint the Transit Manager will contact the complaintive with the results.

POLICY

It is SVRTA's policy to investigate all complaints and take the appropriate action to correct the matter and to insure safe and courteous service.