



Dear Customer,

Thank you for your interest in CityBus' ACCESS service. ACCESS serves people with disabilities by providing transportation that is equivalent to CityBus' fixed route service.

It is important to understand that ACCESS is reserved only for those individuals who meet eligibility requirements. These requirements have been determined by the *Americans with Disabilities Act* (ADA), and are based on a person's functional ability to ride the bus.

Many who apply for ACCESS are denied eligibility because they are determined to be functionally able to use CityBus fixed route services. This determination for eligibility is made purely based on the information you include in your application.

Please carefully read all of the enclosed information, especially the eligibility requirements. If you think you may be eligible, please complete the application and return to CityBus. All applications are processed within 21 days of receipt, and you will be notified of our eligibility determination in writing.

If you have additional questions, please call (765) 742-2121 (TDD). We look forward to serving you.

Sincerely,

Donald MacLeod
ACCESS
CityBus
(765) 742-2121

John Connell
Operations Manager
CityBus
(765) 423-2666

Enclosures



ACCESS information

What is ACCESS? ACCESS is a paratransit service that serves people with disabilities by providing transportation that is equivalent to CityBus' fixed route service. Service is provided within CityBus' fixed route service area, during the scheduled hours that fixed routes operate (see CityBus' System Map and Route and Schedule information for details.) However, instead of stopping only at bus stops or following a designated route, ACCESS service is "curb to curb," which means that the bus stops at passengers' origination and destination points within the service area.

Who can use ACCESS? Only passengers who have been certified for use of ACCESS can use the service. CityBus will determine if a person is unable to use regular bus service. To be considered for certification, complete and return the attached form. The application will be reviewed to determine if ADA eligibility requirements are satisfied. If necessary, some applicants may be required to undergo functional assessment in helping to determine eligibility. Once you have been determined to be eligible for ACCESS, an appointment with a CityBus representative will be scheduled to review your eligibility conditions and prepare a photo identification. You will then be able to start using ACCESS.

How do I use ACCESS? All trips on ACCESS must be scheduled in advance. To schedule, please call (765) 742-2121 at least 24 hours in advance, preferably one to two weeks in advance. You may call during the following hours to schedule trips:

- Monday through Saturday 8:30 AM to 4:30 PM
- Sundays..... 8:30 AM to 2:00 PM

When is ACCESS available? Because ACCESS mirrors the service area and schedule of the fixed route bus system, service hours vary by location. To determine if service is available to your destination, please check the fixed route schedule or ask the dispatcher when you call.

How much does it cost to ride ACCESS? The fare is \$2.00 for one trip; \$4.00 for a round trip. Please have the exact cash fare ready when you board the bus; the driver cannot make change. If you need an assistant to travel with you, one may ride free. For your convenience a 10-ride ticket is available for \$20.00 by mail or at CityBus' sales offices. Passengers certified for ACCESS ride fixed route buses free by showing their ACCESS Photo Identification to the driver upon boarding.



ACCESS eligibility

CityBus' ACCESS eligibility requirements have been determined by the *Americans With Disabilities Act (ADA)*. One or more of the following conditions must exist for an individual to be considered eligible for CityBus ACCESS:

(1) Any individual with a disability who is unable as the result of a physical or mental impairment (including a vision impairment) and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

What this means: *An individual with a disability that prevents him or her from being able to, without assistance, get on, ride, or get off of an accessible bus, may be eligible for ACCESS.*

(2) Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from disembarking location on such system.

What this means: *An individual who has a disability that prevents him or her from getting to or from a bus stop may be eligible for ACCESS.*

A third category of eligibility defined by ADA provides eligibility for individuals who cannot use the fixed route system because transit vehicles such as buses are not accessible. Passengers are no longer certified for eligibility in this category by CityBus because CityBus operates accessible vehicles on all fixed routes.



ACCESS guidelines

1. Trips may be scheduled as far in advance as 14 days, and as late as 24 hours before the trip time, if space is still available. **For best results, please schedule your trips one to two weeks in advance.**
2. No limitations as to trip purpose will be imposed by CityBus. Additionally, CityBus will not prioritize trips by purpose.
3. If space allows, CityBus will accept standing reservations for those riders who make repeating trips on a predetermined schedule. Please ask the dispatcher for details about standing trips.
4. To cancel a trip call the dispatcher at (765) 742-2121 or (765) 420-2951 as soon as possible and at least one hour before your scheduled pick up time so your space can be made available to another rider. Repeated failure to call and cancel is sufficient cause for suspension of riding privileges; see *Revocation of Privileges*, below.
5. **ACCESS riders must be ready to depart 15 minutes before their scheduled trip time.** It is possible that the ACCESS van may arrive early or late, due to the complexity of scheduling multiple trips and shared rides. The ACCESS bus is considered "on time" if it arrives within fifteen-minutes either before or after the scheduled time. For example, if you schedule a 10:00AM trip, ACCESS will be there between 9:45AM and 10:15AM, however you should be ready to depart at 9:45AM.
6. ACCESS will wait no longer than five minutes at the curb. If the rider is not present, the dispatcher may attempt to call the rider as a courtesy, if time allows, but is not obligated to call. The bus will depart and a "no show" or failure to cancel will be counted against the rider. See *Revocation of Privileges*, below.
7. **ACCESS provides "curb to curb" service only.** ACCESS riders are expected to get themselves to the curb to board the bus, and from the curb to their destination after disembarking. If a rider requires assistance getting to and from the curb, he/she must provide a "Personal Care Assistant;" this is an individual who will travel free with the rider for the purposes of helping him/her with getting to and from the curb. ACCESS drivers will assist riders in getting on or off bus, in or out of a seat on the bus, with mobility aids, or with light packages (not heavier than 25 pounds).
8. ACCESS service is provided within the service area of Citybus. That service area is defined as a corridor 3/4 mile on each side of the current fixed route, and a 3/4 mile radius from the end point of each route. All CityBus ACCESS trips are required to originate and terminate inside this defined service area.



ACCESS guidelines (CONTINUED)

9. A return trip, if needed and based on the time you expect to be ready, is scheduled when you call to schedule a trip. When you are ready for a return trip, call ACCESS at (765) 742-2121 and request to be picked up. Please understand that, while every effort is made to be there in a timely fashion, ACCESS is a shared ride and you may have to wait for the bus to arrive.
10. Unexpected delays or cancellations may occur for reasons beyond CityBus' control, including during periods of bad weather. Please look for cancellations on WLFI TV18 news or on CityBus's website, Facebook, or Twitter. CityBus will call ACCESS riders as soon as possible to inform them if there are delays or cancellations due to weather or other causes.
11. **Please keep in mind that ACCESS is simply an extension of the fixed route bus system. ACCESS is not a taxi, medical transportation, or ambulance service.** ACCESS drivers are not trained medics and cannot be held liable for failure to provide medical attention. Riders who are too ill to travel or who require medical attention while being transported should seek another means of transportation. Healthcare professionals, nursing care providers, and family members should determine if elderly and disabled riders in their care are in appropriate condition to travel on ACCESS, especially if they are traveling without a personal care assistant.
12. Scooters and wheelchairs will be secured by the driver before the bus departs. If the mobility device cannot be appropriately secured, the passenger must transfer to a seat on the bus for their safety. CityBus assumes no liability for passengers who refuse to transfer to a seat.
13. Riders are expected to pay fare at the time of service for each trip on ACCESS. Failure to pay a fare may result in revocation of privileges, see below.
14. **Revocation of Privileges.** CityBus reserves the right to revoke certification for use of ACCESS along with the privilege to ride, either temporarily or permanently, if a rider fails to follow CityBus rules or these ACCESS guidelines. Habitually failing to cancel, frequent "no shows," or refusing to pay the fare may result in losing your privilege to use ACCESS.

Note: Please keep the blue pages for your future reference.



ACCESS application

I have read and understand the policies and ACCESS GUIDELINES for the use of ACCESS and agree to abide by them. I understand that the use of information provided herein is intended for the sole purpose of establishing eligibility for ACCESS. Information will be treated as private and will not be released to any person, agency, institution or organization without my express permission.

Signature of Applicant

Date

CityBus will review this application within 21 days of receipt from the applicant and will notify the applicant of our eligibility determination in writing. If the applicant is denied certification, the applicant may file a written appeal. Applicants who file for an appeal will undergo a functional assessment. If the appeal is denied after assessment, a final appeal may be made to the CityBus ADA Appeal Board. The Board will consist of three individuals selected by the CityBus Board Chairperson and the Mayors of Lafayette and West Lafayette, or their designee.

Once an applicant has been certified, CityBus will meet with the applicant to discuss how to use ACCESS and issue the required photo identification card. At this time the rider may begin scheduling trips and using access. The photo identification card must be shown to the driver of the ACCESS vehicle prior to boarding. In addition, this photo identification allows persons certified for use to ride fare free on CityBus fixed route buses, and provides temporary eligibility to use similar paratransit services operated by other transit agencies nationwide.

FOR ACCESS OFFICE USE ONLY

Date Application Received: ____ / ____ / ____

Reviewed by: _____ Approved by: _____

Other Action Taken _____

_____ Date Action Taken ____ / ____ / ____

Certification Number _____ Date Issued ____ / ____ / ____

**Return the completed application directly to:
CityBus ACCESS, P.O. Box 588, Lafayette, IN 47902-0588**



ACCESS application

CityBus will use the information obtained in this certification process only for the provision of transportation services. Information may be shared with other transit providers to facilitate travel in those areas. The information will not be provided to any other person or agency.

1. Name: _____

Is there a Nickname you prefer? _____

2. Address: _____

3. Telephone: (Home) _____ (Work) _____

4. Date of Birth: ____ / ____ / ____

5. In case of emergency, notify: _____

Phone _____

6. What is the disability that prevents you from using our fixed route service? (Keep in mind that all fixed route buses are ADA accessible.)

7. Is this condition temporary? Yes _____ No _____

If Yes, expected duration until: ____ / ____ / ____

8. How does this disability prevent you from using fixed route services? Please explain completely. Use an additional sheet if needed.



ACCESS application

9. Are there any other effects of your disability of which we need to be aware?

10. Are you a Purdue student or employee? Yes No

THE FOLLOWING INFORMATION WILL BE USED TO ENSURE THAT AN APPROPRIATE VEHICLE IS UTILIZED TO PROVIDE YOUR TRANSPORTATION AND THAT AN ACCURATE ANALYSIS OF YOUR TRIP REQUESTS CAN BE MADE BY CITYBUS.

11. Do you use any of the following aids to mobility? (Check all that apply.)

- Wheelchair Crutches/cane/walker Guide Dog
- Power Scooter Personal Care Attendant

12. Do you require an escort when your travel using transit? (this person rides free.) Yes _____ No _____

13. Please answer the following questions:

a. Can you walk 200 feet without the assistance of another person or other aid?

- Yes No Sometimes

b. Can you travel ¼ mile without the assistance of another person?

- Yes No Sometimes

c. Can you travel ¾ mile without the assistance of another person?

- Yes No Sometimes

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

- Yes No Sometimes

e. Can you wait outside without support for ten minutes?

- Yes No Sometimes

14. I hereby certify that the information given above is correct.

Signature of Applicant _____ Date _____



ACCESS application

15. If this application has been completed by someone other than the person requesting certification, that person must complete the following:

Name: _____

Address: _____

Telephone: (Home) _____ (Work) _____

Signature

Date

In order to allow CityBus 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 information and authorization form. The following is familiar with my disability and is authorized to provide the information required for completion of this application for certification for CityBus' ACCESS service.

Physician

Health Care Professional

Rehabilitation Professional

Name: _____

Address: _____

Phone Number _____

Print Applicant's Name: _____

Applicant's Date of Birth: ____ / ____ / ____

Signature of Applicant

Date



ACCESS application

TO BE COMPLETED BY PHYSICIAN:

If this applicant has a visual impairment:

Visual Acuity with Best Correction:

Right Eye _____ Left Eye _____ Both Eyes _____

Visual Fields:

Right Eye _____ Left Eye _____ Both Eyes _____

If this applicant has a cognitive disability, is the applicant able to:

Give address and telephone numbers upon request?

Yes No

Recognizes a destination or landmark?

Yes No

Deal with unexpected situations or unexpected change in routine?

Yes No

Ask for, understand, and follow directions?

Yes No

Safely and effectively travel through crowded and/or complex facilities?

Yes No

Is there any other effect of the disability of which CityBus should be aware? Please describe in detail: _____

Your Name: _____

Office Address: _____

Office Phone Number: _____

Signature: _____

Date: _____

