Americans with Disabilities (ADA) Paratransit Plan

CTS provides its Public Services in accordance with the Federal Act of 1964 Title VI of the Civil Rights Act – No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance.

Effective September 18, 2012
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Description of Submitting Entity

Chillicothe Transit System (CTS)
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Chillicothe, Ohio  45601
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TDD Relay:  1-800-750-0750
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CTS Mission Statement:

To provide safe, clean, reliable and courteous transportation services to the citizens of Chillicothe, Ross County and all visitors so as to meet their daily transportation needs as well as addressing quality of life issues.

Introduction

The Americans with Disabilities Act of 1990 (ADA) requires that public entities that operate non-commuter fixed route transportation services also provide complementary paratransit service for individuals whose disabilities make them unable to use the fixed route system. In addition, the regulations require that public entities that are subject to the ADA regulations to develop and administer a process for determining if individuals who request service meet the regulatory requirements for eligibility.

Essentially, ADA requires that paratransit service be “comparable” to the fixed route service in terms of service levels and availability. There are six (6) service criteria that are used to evaluate paratransit service comparability to the fixed route. These criteria only represent the minimum service standards and can be exceeded if the local governing body so chooses. The six (6) basic criteria for determining ADA comparability to fixed route service are as follows:

- Available in the same area served by the fixed route. Specifically service must be made available to all origins and destinations within a width of ¾ of a mile on each side of each fixed route. This includes an area within ¾ miles radius at the end of each fixed route as well;
- Available to any ADA paratransit eligible persons at any requested time on any particular day in response to a request for service made the previous day;
• ADA paratransit fares that are no more than twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day on the fixed route system;
• There can be no trip restrictions or priorities based on trip purpose;
• Service must be made available to eligible persons on a next day basis; and
• There can be no constraints on the amount of service that is provided to any eligible person. Specifically, there can be no operating practice that significantly limits the availability of service to ADA paratransit eligible individuals.

ADA paratransit service must be provided to all individuals who are unable, because of their disability, to use the fixed route system. The criteria for determining eligibility are also regulated by the ADA, and CTS must have a documented process in place to determine if an individual qualifies for ADA service.

Agencies providing public fixed route service are required to have a plan to outline all aspects of paratransit service to ensure full compliance with the regulations.

The following sections systematically review all of CTS service and evaluate compliance to all parts of the ADA. If service is determined not to comply with the ADA regulations, then proper procedures and compliance actions will be outlined with specific benchmarks for achievement.

Section 1 – The section outlines existing services, both fixed and demand response.

Section 2 - The section evaluates CTS current demand response service with each of the six (6) ADA service criteria, as outlined above. Specific steps are outlined for any areas of service that do not comply with ADA regulations.

Section 3 – The section outlines the existing eligibility determination process. Specific steps are outlined for any areas that do not comply with ADA regulations.

Section 4 – The section describes the current public review process for input into senior and disabled transportation services. There is also a discussion on the steps necessary to inform current and potential users of any proposed service changes or adjustments.

Section 5 – The section discussed fixed route improvements currently underway to encourage use of the system by persons with disabilities. Although outside of the scope of a paratransit plan, it is included to further expand upon the agency’s overall efforts to make services user friendly.
Section 1: Description of Current CTS Fixed Route and Paratransit Services

Chillicothe Transit System (CTS) is a public transit system operating since 1982. CTA is open to the general public, serving a 2012 population of 21,901 within the seven (7) square miles of the City of Chillicothe. In addition, CTS extends its fixed route service to the Adena Medical Center, just outside the City of Chillicothe and within Ross County, and provides demand response service to the Veterans Medical Facility in Ross County, and demand response service elsewhere within Ross County through agreements with various government agencies. A map of Ross County is included in Appendix A.

Fixed Route Service

CTS operates three (3) fixed route services as presented in Appendix B:

- Route 1 operates from 6:00 a.m. to 10:00 p.m. Monday through Friday, and from 10:00 a.m. to 6:00 p.m. on Saturdays;
- Route 2 operates from 10:30 a.m. to 6:30 p.m. Monday through Friday, and from 10:00 a.m. to 6:00 p.m. on Saturdays; and
- Route 3 operates from 6:00 a.m. to 10:00 p.m. Monday through Friday, and from 10:00 a.m. to 6:00 p.m. on Saturdays.

100% of CTS’s nineteen (19) vehicles are wheelchair lift equipped and consequently ADA compliant.

Seeing Eye dogs and specially trained service animals that enhance the person’s quality of life are permitted on the bus. All other pets are prohibited.

General Public Demand Response Service

CTS also offers general public demand response service throughout Chillicothe and surrounding areas. This service operates from 6:00 a.m. to 9:30 p.m. Monday through Friday. Travelers must call CTS offices to schedule a trip in advance by at least 24 hours. A CTS driver will pick up the individual at the origin specified and deliver him or her to the requested destination. CTS passengers are asked to be ready 15 minutes prior to the scheduled pick-up time until 15 minutes after the scheduled pick-up time. The service is limited, so riders are encouraged to schedule as early as possible but no more than two (2) weeks in advance of the trip.

Complementary ADA paratransit Service

Consistent with the Department of Transportation regulations arising from the Americans with Disabilities Act of 1990 (ADA), CTS provides complementary paratransit service for individuals whose disabilities make them unable to use the fixed route system. In addition, CTS has
developed and administers a process for determining if individuals who request service meet the regulatory requirements for eligibility.

**Demand Response “No Show” Policy**

CTS requires general public and ADA eligible riders to cancel previously scheduled trips at least one hour prior to the scheduled pickup time to prevent being considered a “No Show.” CTS will send an individual a warning letter after a second no show. A third no show can result in suspension of service for 30 days. Exceptions are considered for health reasons, emergencies, and hospitalization. Service suspension is subject to the CTS Appeals Process detailed in Appendix C.

**Section 2: Comparison of Current CTS Paratransit Service with Regulatory Requirements.**

This section compares CTS’ ADA paratransit service with the individual requirements outlined by the ADA. If the service does not meet the ADA regulatory requirement, the necessary steps to reach compliance are presented.

**Service Area:**

ADA paratransit service must be provided, at a minimum, in all areas that are within ¾ mile on each side of a fixed route. This also includes the terminus or surrounding area at the end of a route. These regulations do not apply to commuter service routes. The entire service area is equal to a 1-1/2 mile area centered on each fixed route in the CTS system.

Request for service, where both the origin and destination is within this ¾ mile area, must be provided for. Persons qualified for paratransit service do not have to live within this defined service area. The only qualification for a paratransit eligible trip is being contained within the service area.

CTS ADA paratransit service meets this requirement.

**Days and Hours of Service:**

ADA paratransit service must be provided during the same days and same hours as the fixed route bus service.

CTS ADA paratransit service meets this requirement.
**Response Time:**

ADA requires that next day service be provided. Trips that are scheduled the next day need to be scheduled by the close of normal business hours on the day before. Rides need to be available for scheduling on all days that precede a day of service.

Actual ride pick up times can be negotiated up to one (1) hour before or after the requested time by the client. Clients also need to be available 15 minutes prior and 15 minutes after the scheduled pick up time.

CTS call-in time for the demand response service is next day. Appointments may be made up to two (2) weeks in advance. If requests for service are made with less than the required next day notice the shift leader will attempt to schedule the trip, but will not guarantee the trip.

CTS ADA service meets the response time requirement. CTS documents any trip denials outside the one (1) hour negotiation period and documents any late pick-ups.

**Fares:**

ADA fares can be no more than twice the amount charged for regular fare on the fixed route. Personal Care Attendants (PCA’s) can travel with eligible clients for free, but must have the same origin/destination. Companions can travel with an eligible client for the same charge.

Any reduced pass program offered for fixed route service, such as group pass programs for employers or colleges, also needs to be compliant with this section. This means if a reduced rate is offered on the fixed route the same must be offered to qualified paratransit eligible riders as well.

The CTS ADA paratransit fare is $1.00 per one way trip, compared to the fixed route fare of $1.00, full fare, per one way trip. Personal Care Attendants (PCA) ride for free with ADA eligible clients. A person must register and be approved for travel with a PCA before the PCA is eligible to ride for free. Companions can ride the service as well for $1.00 per one way trip. PCAs and companions must travel to the same origin/destination as the qualified client.

ADA requires that reservations be made the day before a trip. CTS does allow same day trips as the schedule allows. If same day trips are available, the fare is the same regardless of when a trip is scheduled.
**Trip Purpose:**

Since the fixed route service can be used for any trip purpose, so must the complementary paratransit service. There also can be no prioritization based on trip purpose; for example, medical transportation cannot be given priority over recreational trips.

CTS does not prioritize eligible paratransit trips based on trip type or trip purpose.

**Capacity Constraints:**

ADA paratransit service must not be operated with capacity constraints; meaning that there can be no limitation on the number of total trips, or trips per person made available per day. ADA requires that there be no pattern or practice of trip denials, missed trips, late pickups or trips in length not comparable to the fixed route. Finally, there can be no operational practice that has the effect of limiting service to any eligible client.

CTS has no limitation on the number of trips per day or trips per person that can be made. There are no untimely pickups, defined as arrival later than 15 minutes after the scheduled time or 1 hour on a will-call. Travel times are generally less than comparable fixed route trips and there are no peak hour service capacity issues. It is the practice of CTS that paratransit trip length cannot exceed one (1) hour. This corresponds with the maximum trip length of CTS fixed route trips. Since it operates in a relatively small geographic area, almost all trips are less than 30 minutes and the maximum trip length of 60 minutes is not really an issue.

CTS documents any trip denials outside the one (1) hour negotiation period and documents any late pick-ups.
Comparison to Regulation Requirements:

The table below compares the complementary paratransit policies as provided by CTS to federal ADA regulations.

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<thead>
<tr>
<th>Service Criteria</th>
<th>Consistent with Regulation</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Service Area</td>
<td>Yes</td>
<td>ADA paratransit provided within ¾ mile of fixed route</td>
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<tr>
<td>Response Time</td>
<td>Yes</td>
<td>Trips requests are allowed the day before the service; trip pick-up times are scheduled within the one (1) hour window.</td>
</tr>
<tr>
<td>Fares</td>
<td>Yes</td>
<td>ADA paratransit fares do not exceed twice the fixed route fare. PCAs are not required to pay a fare.</td>
</tr>
<tr>
<td>Trip Purpose</td>
<td>Yes</td>
<td>There are no restrictions based on trip purpose.</td>
</tr>
<tr>
<td>Hours and days of Service</td>
<td>Yes</td>
<td>Paratransit is provided the same days and hours as fixed route service.</td>
</tr>
<tr>
<td>Capacity Constraints</td>
<td>Yes</td>
<td>There are no capacity constraints.</td>
</tr>
</tbody>
</table>
Section 3: ADA Paratransit Eligibility Determination

Public entities that provide complementary ADA paratransit service also need to establish a process for determining who is eligible to receive the service. Per the ADA, documentation of eligibility and associated conditions of eligibility if applicable must be provided to persons deemed eligible. An appeals process must also be made available for persons who are determined ineligible or only eligible under certain conditions. A separation of authority must be maintained between the individual making the initial determination and those individuals deciding the appeal.

All individuals determined to be ADA paratransit eligible have a civil right to obtain the levels of service and associated provisions of the ADA paratransit service as outlined previously.

Eligibility as defined by the ADA is as follows:

- Persons who have a specific impairment-related condition that prevents them from getting to or from a fixed route stop.
- Persons who cannot use the fixed route service because the route(s) needed for a particular trip is/are not accessible (all CTS vehicles are lift equipped and therefore all routes are accessible).
- Persons, who, because of a disability, are unable to independently board, ride or disembark from an accessible fixed route vehicle.

Disabilities can be permanent as well as temporary and must be considered accordingly.

Personal Care Attendants (PCA) of eligible individuals must be served as well. One companion, in addition to the PCA must be accommodated. Other companions can be accommodated on a space available basis.

Per the ADA, paratransit eligibility is functionally based and not determined by the type of disability or mobility aid used. A person’s eligibility can be decided on a trip by trip basis, which is determined by specific conditions in conjunction with the disability (weather, distance, passenger amenities available, going to specific medical treatments, etc.). Consequently, a person can be determined to be unconditionally eligible, conditionally eligible, temporarily eligible or ineligible for paratransit services.

Visitors to the area must be provided 21 days of service (in a 365 day period) when they provide documentation of ADA paratransit eligibly from another area. If a person is traveling from an area that doesn’t have paratransit services they can be requested to provide documentation of their disability. If more than 21 days of service is needed, visitors can be required to go through the local eligibility process.

Transit agencies are able to establish a process for suspending service to individuals who are unduly disrupting operation with frequent no-shows. That process needs to exclude rides that are
missed because of issues outside a person’s reasonable control. Finally, the service suspension must be comparable to the level of disruption and it also must be able to be appealed.

The general appeal process can be found in Appendix C.

**Current CTS Eligibility Criteria, Process and Associated Materials**

The application for ADA paratransit service can be found in Appendix D.

Complementary ADA paratransit service is available to qualifying elderly and disabled persons. The following are eligible for the paratransit service:

- 65 years of age and older;
- Persons who have a specific impairment-related condition that prevents them from getting to or from a fixed route stop; and
- Persons, who, because of a disability, are unable to independently board, ride or disembark from an accessible fixed route vehicle.

Disabilities can be permanent as well as temporary and must be considered accordingly.

CTS uses a functional approach to eligibility determination and certification. The Transit Director of CTS reviews each application based on recommendations and determines eligibility. If a determination cannot be made by CTS, the applicant will be required to have a licensed professional. This type of medical professional could include:

- Audiologists,
- Chiropractors,
- Registered nurses,
- Medical Doctors,
- Mobility specialists,
- Occupational therapists, or
- Psychologists.

The professionals may call upon additional medical personnel who have direct knowledge of the applicant. The physical and cognitive abilities assessment forms will be used by CTS to make eligibility determinations.

**Eligibility Process**

Applications for paratransit eligibility will be processed within two (2) weeks from the date that the completed application is submitted. During this time CTS will review the application, consult with other medical professionals, and make the certification determination. CTS will notify the applicant in writing of the determination decision. The letter will state that the applicant has been
approved for service, the conditions of eligibility (if any) and if a PCA is approved for travel as well.

If the eligibility is determined, CTS will issue an identification card within 5-7 working days.

An individual that submits a complete application and is not notified of the eligibility determination decision within 30 days will be granted presumptive eligibility until such time as written decision is rendered to the individual.

There is no expiration date assigned to a person’s eligibility (unless they were approved as temporarily eligible). Instead, CTS staff periodically reviews all applications and confirms the information as current over the phone.

**Appeals to the Eligibility Determination.**

The appeal policy and associated procedures can be found in Appendix C. The process applies to individuals who have been denied eligibility or who otherwise have had their paratransit privileges temporarily suspended. Any individual denied eligibility may appeal this decision provided CTS receives notice within 60 days of the denial of an individual’s application.

**Section 4: Public Participation and Information**

Per the ADA, there needs to be a process for public input and ability to comment regarding any changes in any of CTS services. Also, providers of ADA paratransit service must provide for ongoing participation in the operation and assessment of associated services by individuals with disabilities.

CTS utilizes a Transportation Advisory Committee (TAC) to fulfill these requirements. TAC members are appointed by CTS to represent a variety of perspectives. Current members include representatives from EEO/Fair Housing, CTS management and bus operators, and frequent passengers.

The TAC is reviewing the ADA Paratransit Plan and will be providing feedback and recommendations as well as reviewing its membership to ensure representation of individuals with disabilities.

In October 2011, CTS made significant improvements to its fixed route system based on input solicited from its clients and bus operators. The improvements included an alternative route structure that combined and used a two-way loop on the Shopper/Bridge Street routes; offered a
streamlined east/west two-way route; and offered feeder routes to tie into the Shopper/Bridge and east/west route.

The simplified route structure included standardized headways and hours of service, and timed transfers and transfer points where possible. In addition, CTS developed improved customer information pieces (routes maps and public timetables).

Public input was solicited through a public input process that included a public hearing process that was advertised in the local paper and at the Transit Center.

Section 5: Fixed Route Compliance and Bus Stop Improvements

CTS fixed route service is in compliance with ADA in terms of providing accessible vehicles and ensuring new stops are accessible.

CTS is currently preparing an inventory of its bus stops within the City of Chillicothe, examining their suitability for individuals with disabilities, and identifying opportunities to make accessibility improvements. In addition, CTS is reviewing the need for passenger shelters within heavily traveled areas. CTS is also targeting private sector partnerships to improve understanding of the needs of individuals with disabilities when using bus stops and CTS fixed route services.

CTS continues to examine accessibility improvements of its fixed route services, including service expansion that would enhance work opportunities and accessibility to the Veteran’s Hospital and Adena Regional Hospital.
Appendix A: Map of Ross County, Ohio
Appendix B: Fixed Routes, Maps and Schedules
### Paratransit Plan

**Chillicothe Transit System (CTS)**

For more information, call CTS at (740) 773-1569.

**Non-Discrimination Notice:** All services, routes, and accommodations on CTS are offered without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964. If you feel you have been discriminated against on the basis of race, color, or national origin in the services offered by CTS, you have the right to submit a compliant to the CTS management and/or Federal Transit Administration. For more information call CTS at (740) 773-1569.

### Fare Structure

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<thead>
<tr>
<th>Category</th>
<th>1-65 yrs. and over</th>
<th>65 yrs. and over</th>
<th>18-64 years and over</th>
<th>66 and over</th>
<th>Student Pass</th>
<th>Monthly Pass 65 yrs. &amp; over</th>
<th>Monthly Pass 66 yrs. &amp; over</th>
<th>V.A. Route</th>
<th>Monthly Pass VA Hospital</th>
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**County Routes**

- Bainbridge: Monday-Friday, 6:30am-10am; 2pm-6:30pm
- Frankfort: Monday-Friday, 6:30am-10am; 4pm-6:30pm
- Massieville: Monday-Friday, 6:30am-10am; 4pm-6:30pm
- Chillicothe: Monday-Friday, 6:30am-10am; 4pm-6:30pm
- No transfers / Monthly pass $50

**Hours of Operation**

- **Monday through Friday:** 9:00am to 4:00pm
- **Saturday:** 9:00am to 10:00am

**Route 1**

**Effective:** October 2011

### Timetables

- **Eastbound from Social Security Office**
- **Westbound from Hub**
- **Saturday**

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**Westbound from Hub**

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Chillicothe Transit System (CTS)

Paratransit Plan

Page 15

Route 1

Weekday: 6:00 a.m. - 10:00 p.m.
Saturday: 10:00 a.m. - 6:00 p.m.

Westbound
Transit Center to West End

Eastbound
Social Security Office to Transit Center

Social Security Office

Westbound
Transit Center to West End

Eastbound
Social Security Office to Transit Center

Route 1 Bus Leaves
Transit Center at Top of Hour
### Chillicothe Transit System (CTS)

**Non-Discrimination Notice:** All services, routes, and accommodations on CTS are offered without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964. If you feel you have been discriminated against on the basis of race, color, or national origin in the services offered by CTS, you have the right to submit a compliant to the CTS management and/or Federal Transit Administration. For more information call CTS at (740)773-1569.

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### Hours of Operation
- **Monday through Friday:**
  - **Westbound from Hub:**
    - Learn Hub: 10:30 AM, 11:30 AM, 12:30 PM, 1:30 PM, 2:30 PM, 3:30 PM, 4:30 PM, 5:30 PM
  - **Eastbound from Social Security Office:**
    - Central Center: 10:02 AM, 11:02 AM, 12:02 PM, 1:02 PM, 2:02 PM, 3:02 PM, 4:02 PM, 5:02 PM
- **Saturday:**
  - **Westbound from Hub:**
    - Learn Hub: 10:30 AM, 11:30 AM, 12:30 PM, 1:30 PM, 2:30 PM, 3:30 PM, 4:30 PM, 5:30 PM
  - **Eastbound from Social Security Office:**
    - Central Center: 10:02 AM, 11:02 AM, 12:02 PM, 1:02 PM, 2:02 PM, 3:02 PM, 4:02 PM, 5:02 PM

**End of Service**

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### Fare Structure
- **Paratransit**
  - 18 to 64 yrs. and over: $35.00
  - 65 yrs. and over: $25.00
- **V.A. Route**
  - 18 to 64 yrs. and over: $25.00
  - 65 yrs. and over: $15.00
- **Monthly Pass**
  - $50.00
- **Transfers**
  - No Transfers/ Monthly Pass: $50

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### Route 2
- **Westbound from Hub to Social Security Office:**
  - 10:30 AM, 11:30 AM, 12:30 PM, 1:30 PM, 2:30 PM, 3:30 PM, 4:30 PM, 5:30 PM
- **Eastbound from Social Security Office:**
  - 10:02 AM, 11:02 AM, 12:02 PM, 1:02 PM, 2:02 PM, 3:02 PM, 4:02 PM, 5:02 PM

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### Contact Information
- **Mail:** ctstransit@bright.net
- **FAX:** 773-2817
- **TDD Relay:** 711
- **Office:** Chillicothe Transit, 575 East 7th Street
- **Phone:** 740-773-2817
- **Effective:** October 1, 2011

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### County Routes
- **Bainbridge:** Monday-Friday
  - 6:00 AM-1:00 PM
- **Chillicothe:** Monday-Friday
  - 6:00 AM-1:00 PM
  - 4:00 PM-8:00 PM
- **Frankfort:** Monday-Friday
  - 6:00 AM-1:00 PM
  - 4:00 PM-8:00 PM
- **Massieville:** Monday-Friday
  - 6:00 AM-1:00 PM
  - 4:00 PM-8:00 PM

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### Additional Information
- **Toll Free:** 800-773-0750
- **Social Security Office:** Effective Oct 2011
- **Transfers:** Available to and from VA Hospital
Route 2
Weekday: 10:30 a.m. - 6:30 p.m.
Saturday: 10:00 a.m. - 6:00 p.m.

Westbound
Transit Center to Belleview

Eastbound
Social Security Office to Transit Center

Chillicothe Transit System (CTS)
Paratransit Plan
**Monday through Friday**

**Northbound from Hub**

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**Southbound from Adena Hospital**

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*End of Service*
Non-Discrimination Notice: All services, routes, and accommodations on CTS are offered without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964. If you feel you have been discriminated against on the basis of race, color, or national origin in the services offered by CTS, you have the right to submit a complaint to the CTS management and/or Federal Transit Administration. For more information call CTS at (740) 773-1569.

Route 3
Weekday: 6:00 a.m. - 10:00 p.m.
Saturday: 10:00 a.m. - 6:00 p.m.

Northbound
Transit Center to Adena Hospital

Southbound
Adena Hospital to Transit Center

Chillicothe Transit System (CTS)
Paratransit Plan

K-Mart
Zane Plaza (Shopping) • J.C. Penney
Chillicothe Mall (Shopping) • Kroger Shopping Center • Fresh’s
Shawnee Square
Kohl’s Wal-Mart River Trace Center

Zombie Crab
Wal-Mart Square
Pawnee Rd.
Appendix C: Appeals Process

CTS Direct Appeal Procedure

Individuals found not eligible for CTS paratransit service or eligible but with specified conditions, and CTS customers whose service is suspended, may request an internal administrative appeal of those decisions. This document outlines the steps for requesting an appeal and the procedure governing the appeal process.

Requesting an Appeal:

Appeals must be requested in writing within sixty (60) days of the date that the customer received the decision being appealed. For purposes of this requirement, CTS assumes that the individual will have receive the decision no later than five (5) days from the date the decision was mailed. The sixty-day appeal period begins to run on the sixth day following the date the decision was mailed.

Requests for appeal should be mailed to:

CTS Transit Director
Chillicothe Transit System (CTS)
575 East 7th Street
Chillicothe, Ohio 45601

Or faxed to: (740)773-2817
Or TDD Relay: 1-800-750-0750

CTS staff is responsible for receiving requests for appeals of service suspensions. CTS staff shall promptly advise the Appeals Panel of a request for an appeal hearing, shall coordinate an appeal date and time with the CTS customer and Appeals Panel, and shall reserve sufficient time for the hearing. CTS staff shall notify the individual in writing or the alternative format request of the date, time and location of the appeal hearing. If necessary, CTS staff shall arrange for the individual to receive Paratransit transportation to and from the place of hearing.

Requesting a Stay of a Service Suspension

A customer may request a stay of a service suspension pending determination of the customer’s appeal of that suspension. Requests for stay may be submitted in writing or alternative format and must demonstrate good cause for granting the stay. Requests for stay shall be considered by the Appeals Panel within three (3) days of receiving the request for a stay.

Appeal with Hearing

Prior to Hearing:

Customers may request copies of documents and information relating to the decision from which the customer is appealing. The Appeals Panel or its designee shall promptly consider and decide all requests for documents and information. Documents and information shall be provided if the documents or information are relevant to the decision being appealed or are likely to assist the Appeals Panel in deciding the appeal.

Customers may request the appearance as witnesses the CTS personnel involved in the matter or have knowledge of information relevant to the matter. The Appeals Panel or its designee shall promptly consider and decide all requests for the appearance of witnesses, considering the witness’s relevance to the decision being appealed for the likelihood that the witness will assist the Appeals Panel in deciding the appeal. The Appeals Panel or its designee shall notify the customer of its decision and the availability of witnesses in advance of the hearing.

Customers may submit no later than three (3) days in advance of the appeal hearing written or alternative format arguments, evidence and any other information they wish the Appeals Panel to consider in advance of the hearing.

At Hearing:

Customers may represent themselves at hearing, or may be represented by an attorney, paralegal or legal assistant, caseworker, care provider, or any other persons designed by the customer to present the customer’s case.

The parties may present documents and witnesses, question the witnesses presented by each other, and offer other oral, written or recorded information to support their respective positions or to respond to each other’s position. CTS shall present its position first, then the customer may present next. As required or appropriate, the parties shall be permitted to present additional documents and witnesses, or recall witnesses.

The Appeals Panel may for good cause continue a hearing or permit the post-hearing submission of additional evidence, information and arguments. If a continuance or post-hearing submission is permitted, the Appeals Panel shall within three (3) days advise the parties of the date, time and location of the continuance hearing or the date by which the post-hearing submission must be received by the Appeals Panel.

The hearing shall be recorded.
Appeal without Hearing

If the CTS customer declines an in-person appeal hearing, CTS staff shall inform the customer of the date by which the customer must submit to CTS any written or alternative format materials the customer wishes the Appeals Panel to consider in determining the customer’s appeal. Extensions of this date may be allowed for good cause.

Following the submission date, the Appeals Panel shall review the customer’s file and written submissions, if any, and decide the matter. The Appeals Panel may uphold the eligibility determination or service suspension, overturn the eligibility determination or service suspension, impose conditions upon eligibility or returning the customer to service, or take other appropriate action to decide the matter.

Evidentiary Burden and Standard

CTS shall have the burden of demonstrating that the individual’s eligibility for paratransit service was appropriately determined or that the customer’s service was suspended for appropriate cause and in accordance with the procedures for service suspension. This burden must be satisfied by a preponderance of all the evidence submitted in connection with the appeal or otherwise in the customer’s record. The stand of admissibility for evidence and information presented in connection with an appeal shall be whether the evidence or information is of the type that a reasonable person would rely upon in making decisions about their personal affairs.

Notification of Decision

The Appeals Panel shall notify the customer of its decision and the reason for its decision in writing, within thirty (30) days of the date of the appeal hearing or, if the customer declined hearing, of the date on which the Appeals Panel reviewed and considered the matter.

If no decision is made on an appeal of eligibility determination within thirty (30) days of the date of the appeal hearing or date of the Appeal Panel’s consideration, the individual with be eligible for CTS paratransit services as of the 31st day, until and unless a decision otherwise is rendered by the Panel.
Appendix D: ADA Eligibility Application

ADA Transportation Application

Thank you for your interest in Chillicothe Transit System transportation services.

There are two types of public transportation available in the City of Chillicothe, Ohio:

Fixed Route Service (regular city buses) provide service at designated bus stops along specific routes on set schedules. All buses now have features to make riding easier for people with disabilities, including wheelchair lifts.

ADA Paratransit Service (door to door) is a shared-ride public transportation service for people whose disability prevents them from using Fixed Route Service. You must call in advance to make a reservation to travel.

If your disability/medical condition or system accessibility/environmental barriers prevents you from using Fixed Route Service, you may be eligible for Paratransit Service some or all of the time. If your disability just makes using Fixed Route Service more difficult or inconvenient, you may not be eligible for Paratransit Service under the Americans with Disabilities Act (ADA). Your ability to ride Fixed Route buses will be evaluated through the use of this application, and in some circumstances, an In-Person Interview.

What is the American with Disabilities Act (ADA)?

The Americans with Disabilities Act (ADA) is a civil rights law. The intent of the ADA is to remove barriers that have prevented people with disabilities from fully participating in life.

Under the ADA, Fixed Route service is to be the primary means of public transportation for everyone, including people with disabilities.

Travel Training
Chillicothe Transit System offers free one-on-one or group training to teach people with disabilities how to ride Fixed Route buses. If interested, you may call one of our travel trainers for more information at (740) 773-1569.

Paratransit Service is intended as a safety net only for those people whose disabilities prevent them from using Fixed Route Service.

IMPORTANT: Medical condition or eligibility for other disability programs does not necessarily qualify you to use Paratransit Service.
The Application Process:

All information you supply is confidential and will only be used to help determine if you can ride Fixed Route Service buses or if you are eligible for Paratransit Service.

To assist with a proper evaluation of your ability to ride Fixed Route Service buses and/or your need for Paratransit Service, you may be scheduled for an In-Person Interview. This interview will give applicants an opportunity to present issues in “their own words.” It will also provide an opportunity to ask follow-up questions in order to have a clear understanding of the abilities and needs of the applicant.

An In-Person Interview will be scheduled if it is determined that the Fixed Route Service buses may meet some or all of your transportation needs. A thorough review of the routes needed to meet your needs will be conducted, including an analysis of the accessibility of the routes and stops, as well as the environmental barriers that may exist. An In-Person Interview may also be conducted if a determination of eligibility cannot be made based on the application alone.

The following action on your part will help speed the process. All questions in Parts A & B must be answered in order for your application to be considered complete.

You will be notified whether or not you are eligible for Paratransit Service within 21 days. If you are not eligible, information regarding how to appeal will be sent to you. In addition, information about travel training or other travel options will be included. If you are interested, you may contact a travel trainer.

If you have any questions, need an application, need help filling out this application, or need an alternative format, please contact a travel trainer at 740-773-1569. You may also attain an application from the City of Chillicothe website located at http://ci.chillicothe.oh.us.

Please return your completed application to:

Chillicothe Transit System
575 East 7th Street
Chillicothe, Ohio 45601
Fax: (740) 773-2817

NOTE: Please do not mail the application if you have already faxed it.
ADA Transportation Application

All questions must be answered before your application will be considered.

PART A. To be completed by applicant or on behalf of the applicant.

PLEASE PRINT

Applicant □ Male □ Female
Last Name ___________________________ First ____________ Middle __________
Residence Address: Street ___________________________ Apt # __________
Development __________________________________________
City ___________________________ State ___________ Zip __________

Applicant Name ___________________________ Birth Date ________

EMERGENCY CONTACTS (Required)

Primary Contact:
Name ___________________________ Relationship __________________________
Home Phone ( ) ____________ Work Phone ( ) ____________ Ext. __________
Cell Phone ( ) ____________ TTY ( ) ____________
Email (optional) _________________________________________________
Address _________________________________________________________

Secondary Contact:
Name ___________________________ Relationship __________________________
Home Phone ( ) ____________ Work Phone ( ) ____________ Ext. __________
Cell Phone ( ) ____________ TTY ( ) ____________
Email (optional) _________________________________________________
Address _________________________________________________________

Applicant Information:

1. Are you a: □ Current Paratransit Rider □ New Applicant

2. Do you need information given to you in any of the following formats?
□ Yes □ No
□ Large Print □ Audio Tape □ Braille
□ Another language ____________________________
□ Other ____________________________

3. Which of the following condition(s), if any, prevent you from using the Fixed Route Service buses? Check all that apply:
□ None □ Physical □ Visual
□ Mental Illness □ Brain Injury □ Mental Retardation
□ Deaf/ Hard of Hearing □ Other ____________________________

Briefly explain why this prevents you from using Fixed Route Service buses.

_____________________________________________________________________
_____________________________________________________________________

_____________________________________________________________________
4. Is your disability or health condition □ Permanent □ Varies Daily
   □ Temporary; expected to last until ________________________________

5. Please indicate the primary mobility aids you use when traveling in the community:
   Check all that apply
   □ Support Cane □ Leg Braces □ Picture Board
   □ Long White Cane □ Crutches □ Alphabet Board
   □ Service Animal □ Walker □ Powered Wheelchair
   □ Hearing Aid □ Prosthesis □ Manual Wheelchair
   □ Oxygen Tank □ Hearing Device □ Scooter
   □ Other ___________________________ □ None

Note: The City of Chillicothe may not be able to accommodate you if your wheelchair or scooter is longer than 48” or wider than 30” or if your total weight with your wheelchair is more than 600 pounds. (ADA §37.165)

6. Can you climb three (11 to 15 inch) steps with a handrail, without assistance from another person? □ Yes □ No □ Sometimes
   If no, why not? ________________________________

7. Do you require a Personal Care Attendant (PCA) to help you travel? A PCA is a person specifically employed or designated to help with your daily living needs.
   □ Yes □ No □ Sometimes

8. Have you ever applied and been denied the use of Paratransit Service with the Chillicothe Transit System before?
   □ Yes □ No
   If yes, how has your situation changed since you last applied? ________________________________

9. Have you ever used the Fixed Route Service buses?
   □ Yes □ No
   If yes, how has your situation changed since you last used the Fixed Route Service buses?
   ________________________________
   ________________________________
10. Have you ever been trained to use the Fixed Route Service buses?
   - [ ] Yes  [ ] No
   If yes, When
   Who did the training? ________________________________
   What was the outcome of the training? ________________________________

11. Check the items listed below that might help you use the Chillicothe Transit System Fixed Route buses (regular city buses):
   - [ ] Help with trip planning
   - [ ] Help communicating
   - [ ] Wheelchair lift on the bus
   - [ ] Bus stops closer to my house
   - [ ] Someone to teach me
   - [ ] Accessible route to bus stops

12. What is the closest Fixed Route to your residence as listed on Page 1?
   Route # ________  [ ] I don’t know

13. If there are curb cuts available, are you able to get to and from a Fixed Route bus stop?
   - [ ] Yes  [ ] No
   If no, please explain ________________________________

14. Are you able to cross any of the following streets?
   - Single Lane  [ ] Yes  [ ] No
   - Double Lanes  [ ] Yes  [ ] No
   - Four Lanes  [ ] Yes  [ ] No
APPLICANT VERIFICATION

Application must be signed to be considered complete.

Applicant Signature

I understand that the purpose of this application form is to determine if there are times when I cannot use the Chillicothe Transit System Fixed Route buses and will require paratransit services. I understand that the information on this application will be kept confidential and shared only with the professionals involved in evaluating my eligibility. I certify that to the best of my knowledge, the information on this application is true and correct. I understand that providing false or misleading information could result in my eligibility status being terminated.

I give permission for the Chillicothe Transit System staff to contact the professional who has filled out this application or given supplemental verification of my condition.

Applicant Signature X Date

Print Name

Person completing this form if other than Applicant (check one):

☐ I certify that the information in this application is true and correct based upon the information given to me by the applicant.

☐ I certify that the information provided in this application is true and correct based upon my own knowledge of the applicant’s health condition or disability or I have legal authority to complete this application.

Print Name ______________________ Day Phone ( ) _______

Address ______________________ City __________________ State ______ Zip ______

Signature ______________________ Date __________________

Relationship to Applicant _________________________________

Agency Name _________________________________

Please return your completed application to:

Chillicothe Transit System
575 East 7th Street
Chillicothe, Ohio 45601
Fax: (740) 773-2817
PART B. To be completed by a professional who is knowledgeable about the applicant’s functional ability.

Dear Health Care Professional:

The applicant is asking you to review the information on this application and to complete and sign Part B of this form certifying that they have a disability that prevents them from using Fixed Route bus service (regular city buses). This information will be used to help determine whether or not the applicant needs to use Paratransit (door to door) service or is able to use Fixed Route service (regular city buses) for their travels.

Please do not list diagnosis as reason for need of paratransit services; we need to know how the limitation that the applicant has will limit their ability to ride a Fixed Route bus. The following is necessary for us to process the applicant’s request:

- **Thorough detail** of the applicant’s functional limitation(s), and how they inhibit that person’s ability to board, use, and disembark from a Fixed Route bus.
- **Thorough detail** of the applicant’s cognitive limitation(s), and how they inhibit that person’s ability to navigate using a Fixed Route bus.
- **Thorough detail** of the applicant’s physical limitation(s), and how they inhibit that person’s ability to reach a bus stop or the destination from a bus stop.

**Under the Americans with Disabilities Act (ADA), if a person has the functional capability to use the Chillicothe Transit System Fixed Route buses (regular city buses), that person is not eligible for paratransit services (door to door service). Disability alone and distance to and from a bus stop, by itself, do not qualify a person for the Chillicothe Paratransit Service.**

All of the Chillicothe Transit System Fixed Route buses (regular city buses) are lift equipped if needed for persons who have difficulty or who are unable to use the steps to board and disembark the bus. Finally, Chillicothe Transit offers travel training for persons who need individualized training to learn how to use the Fixed Route buses (regular city buses).

If you think that the applicant could benefit from the services stated in the paragraph above, please make a note on the verification form so that their eligibility can be better determined and the proper services can be provided.

Thank you for your assistance. If you have any questions while completing the verification form, please feel free to contact a Chillicothe Transit Representative at (740) 773-1566.
ADA ELIGIBILITY INFORMATION
MEDICAL/PROFESSIONAL VERIFICATION FORM

APPLICANT ___________________________ Birth date ___________________________

To the Applicant: Sign below to allow the release of information from the professional who will be filling out this form.

I hereby request that information pertaining to my limitations that prevent me from using Fixed Route buses be released to the Chillicothe Transit System for further determination of my ADA paratransit eligibility.

Signature X ___________________________ Date ___________________________

Applicant: Please do not write below this line

To the Health Care Professional completing this form:

This form must be filled out by a professional who is knowledgeable about the applicant’s disability and their limitations. Please check the appropriate boxes regarding the person completing this form.

☐ Vocational Rehabilitation Counselor ☐ O & M Instructor
☐ Licensed Social Worker ☐ Physician
☐ Respiratory Therapist ☐ Physical Therapist
☐ Psychologist ☐ Mental Health Counselor
☐ Audiologist ☐ Optometrist
☐ Independent Living Specialist ☐ Other ___________________________

(Application with illegible or incomplete information will be returned)

1. Indicate nature of applicant’s disability (check all that apply)
☐ Impaired or assisted ambulation: Specify mobility aid: ___________________________________________________________
☐ Arthritis: Specify extremity: ___________________________________________________________
☐ Cerebrovascular Accident
☐ Pulmonary: Does applicant travel with Portable Oxygen Tank? ☐ Yes ☐ No
☐ Neurological Handicap (Specify) ___________________________________________________________
☐ Cardiac
☐ Kidney Disease ☐ Dialysis
☐ Legally Blind ☐ Severely Visually Impaired
☐ Alzheimer’s ☐ Dementia
☐ Mental Retardation (indicate one) ☐ Moderate ☐ Severe ☐ Profound
☐ Cerebral Palsy
☐ Autism
☐ Deaf/Hard of Hearing
☐ Seizures: Specify nature of: ___________________________________________________________
☐ Mental Illness (Specify type): ___________________________________________________________
☐ Other ___________________________
This page must be completed by a professional or the application will be returned.

2. A. In your professional opinion can the applicant use a lift equipped Fixed Route bus?
   - ☐ Yes
   - ☐ Yes with training
   - ☐ No

   If your answer is no, please describe the physical and/or cognitive condition and how it functionally prevents the applicant from using a lift equipped Fixed Route bus:

   ________________________________________________________________

   ________________________________________________________________

3. What is the expected duration of the applicant’s disability?
   - ☐ Permanent
   - ☐ Temporary; Expected duration: _____________________________

This section must be completed or application will be returned.

I certify that the information contained in this application is true and correct to the best of my knowledge and ability.

Signature ___________________________ Date ________________

Print Name ___________________________

Professional Title _______________________

Clinic/Agency _________________________

Address ________________________________

Phone ________________________________