



207-774-2666 / rtprides.org

ADA Overview and Application

Americans with Disabilities Act ParaTransit

OVERVIEW -- RTP provides *complementary para transit* transportation to eligible people living in, or visiting, the Greater Portland area.

Through our Complementary Para Transit services, RTP provides an equivalent accessible transportation option to people who are unable to use the fixed-route bus services of METRO or South Portland Bus Service because of disability. RTP provides rides, from origin to destination, within $\frac{3}{4}$ of a mile of the fixed bus routes running in Portland, South Portland, Falmouth, and Westbrook.

Transportation services are accessed by completing this application and being certified through RTP, or if you are visiting from another area, by providing RTP with documentation of ADA certification from a transportation service in another area of the country.

Who should apply for ADA Services?

- People who are unable to use the fixed-route public bus services because of barrier like steep stairs, busy intersections, hills, lack of curb cuts, lack of sidewalks, unavailability of a lift on a public bus, weather-related heat or cold, difficulty traveling alone and/or recognizing new destinations.
- People with mobility impairments due to visual limitations, arthritis, spinal cord injury, or other physical and/or cognitive limitations that are a barrier to using fixed route services.

How do people apply for ADA services?

- Complete **APPLICATION (Step 1)** and **Sign the Release of Information** section.
- A physician, rehabilitation specialist, or other qualified health care provider **must complete and sign the professional verification section (Step 2) and return to applicant to complete application.** This section is provided in English. Translation available on request.
- **Send** the completed application (**Step 3**), with attachments, to RTP at the address on the back page.

The information obtained in the certification process will be used only in the facilitation of travel. The information you provide will not be provided to any other person or agency.

**If you need help completing this application or have questions about this application,
please call RTP at 774-2666 Ext. 134**

Step 2: Complete Professional Verification (English version, translation available on request)

Separate document (to be filled out by your Health Professional and returned back to you.
This must be include with the completed application before sending to address below).

Step 3: Please complete applications before submitting to RTP

Please Note: Applications that are incomplete and/or do not have signatures will be returned with instructions for completion. Please fill out all sections and make sure the application has been signed in all sections requiring signatures. When this form is completed, send it to the following address:

**RTP
ADA APPLICATION
127 St John St
Portland, ME 04102-3072**

Applications that are complete will be processed within 21 calendar days. If processing takes longer, service will be provided starting on the 22nd day, until the decision is made. RTP looks forward to helping meet your transportation needs.

ADA – Appeal Process: Procedures

The applicant will be provided reasons in writing (or in a format accessible to the applicant) for denial of eligibility.

- The applicant has 60 days from the date of the denial to request an appeal hearing.
- The applicant has the right to have their case heard in person and bring an advocate or personal representative to the hearing scheduled by RTP, Inc.
- RTP, Inc. will make a decision on the appeal as soon as possible. The decision cannot exceed 30 calendar days or the applicant may receive service beginning the next calendar day until a decision is made.
- RTP, Inc. is responsible for establishing local appeals procedures. RTP. Inc. will:
 - A. Establish an appeals panel.
 - B. The panel will be structured to ensure an impartial review.
 - C. The panel will consist of: Three persons:
 - i. One “peer”.
 - ii. One person with applicable professional experience working with persons with disabilities and,
 - iii. One member of the RTP Board of Directors.
 - D. The decision of the appeal panel will be provided in writing, and will be final.
 - E. Applicants may reinstate the service eligibility process any time there is a change in their functional ability which prevents them from using the fixed route systems.
 - F. RTP will provide auxiliary assistance (e.g. interpreter services, transportation, material in an accessible format, and so forth) to ensure the applicant may fully participate in the hearing.