



Paratransit Eligibility Application

PLEASE RETURN COMPLETED APPLICATION TO:

**Palm Tran CONNECTION
Community Transportation Coordinator
3044 South Military Trail, Suite D
Lake Worth, Florida 33463**

**561-649-9838 option 4
1-877-870-9849 toll-free outside local calling area
561-649-0685 FAX 561-649-0683 TDD**

INSTRUCTIONS FOR COMPLETING THIS APPLICATION: Please complete the appropriate Part(s) of this application depending upon which programs you are eligible for. If you do not complete the appropriate Part(s), we will not consider your eligibility for that program. If you complete two or more Part(s), we will consider your eligibility for multiple programs. **Regardless of program preference, Part 1 must be completed in its entirety.**

Part 1: General Rider Information

Part 2: Applicant Signature Page

Part 3: Verification of Income **Transportation Disadvantaged Program**

Part 4: Verification of Age **Division of Senior Services Program**

Part 5: Verification of Disability **Americans with Disabilities Program**

Per the Americans with Disabilities Act (ADA), complementary Paratransit is not intended to be a comprehensive system of transportation for individuals with disabilities.

The completed application will be reviewed within 21 days after it is received by Palm Tran CONNECTION to determine the applicant's eligibility for service. If a decision is not made within 21 days of receiving a completed application, the applicant shall be treated as eligible and shall be provided service unless PTC denies the application. Applicants who are denied eligibility have the right to appeal that decision. Please contact the eligibility department if you have further questions.

The information in this application will be used by Palm Tran CONNECTION for the provision of transportation services. Information will be available to other transit providers as necessary for appropriate transportation services only. The information will not be provided to any other person or agency. This document is available in an alternative format upon request.

APPLICATIONS ARE PROCESSED IN THE ORDER THEY ARE RECEIVED.

PROCESSING APPLICATIONS MAY TAKE FROM 7 TO 21 DAYS OF RECEIPT TO COMPLETE.

Revised January 2009

Part 1

General Rider Information

Please Print

Last Name: _____ First Name: _____ MI: _____

Street Address: _____ Apt#: _____ Bldg#: _____

Building/Complex or Development Name: _____
(or closest cross street/major intersection)

City: _____ State: _____ Zip: _____

Telephone: _____ Date of Birth: _____

In case of emergency, please notify:

Contact Name/Relationship/Address	Contact Phone Number

A. Please indicate below if you use any of the following mobility aids or equipment (check all that apply)

- Cane
- Walker
- Crutches
- Manual Wheelchair
- Leg Braces
- Powered Wheelchair
- Oxygen
- Powered Scooter/Cart
- Service Animal
- White Cane (blind)
- Sighted (person) Guide
- Portable Medical Equipment (oxygen tank, etc.)
- Other (please specify) _____
- I don't use any of the above mobility aids or equipment

Note: We may not be able to accommodate you if your wheelchair/scooter is longer than 48 inches or wider than 30 inches or if your total weight when occupying your wheelchair exceeds 600 pounds.

B. Do you require the assistance of a Personal Care Attendant (PCA) (someone who must travel with you to assist you with daily life functions)? Please note that we may require you to travel with a PCA if your condition or disability is severe.

- Yes No

C. Do you need to have information given to you in an alternative format? If yes, please indicate:

- Large print Audio CD/Tape Braille Other: _____

Part 2

Applicant Certification - Signature

I understand that the information about my disability contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility for the provision of transportation services. Your information will also be available to other transit providers as necessary for appropriate transportation services. The information will not be provided to any other person or agency. I certify that, to the best of my knowledge, the information in this evaluation form is true and correct.

Applicant's Signature: _____ **Date:** _____

If someone assisted you in completing this form, please provide contact information:

Name: _____ Phone: _____

In Case of an Evacuation:

In the event of a mandatory evacuation order issued by Palm Beach County Emergency Management due to a Hurricane or Flood, would you need transportation to a shelter?

Yes **No**

To register for the Special Care Unit, please contact the Palm Beach County Emergency Operations Center at (561) 712-6400.

Part 3

Application Certification – Verification of Income

A. To apply for the Transportation Disadvantaged (TD) Program, please complete the following:

Total monthly income \$ _____

Please **attach proof** of your total income, before tax, including wages, tips, any Social Security income, Pension and other.

Acceptable forms of proof include:

1 st page of your Tax return	DCF Benefit Letter
Minimum of (2) pay stub statements	Retirement/Pension Statement
Social Security Income verification	Unemployment Compensation Income verification

(Your application for the fare subsidy is incomplete if you do not provide proper documentation)

To qualify for TD subsidy service, your income must be at or below the Federal Poverty Income Guidelines.

Do you have a physical or mental impairment that substantially limits one or more of the major life activities?* **Yes** **No**

If yes, Please specify the nature of the impairment:

Physical disability Mental Illness Visual impairment/blindness
 Developmental disability Other

***Question is required, but not used in determining your eligibility**

Part 4

Applicant Certification-Verification of Age

To apply for Division of Senior Service Programs, please complete the following:

A. Please provide proof of age. Documents accepted include:

Driver's License Birth Certificate Passport Florida Identification Card

B. Do you have a physical or mental impairment that substantially limits one or more of the major life activities?*

Yes No

If yes, please specify the nature of the impairment:

Physical disability Mental Illness Other
 Visual impairment/blindness Developmental disability

Part 5

Applicant Certification – Verification of Disability

A. To apply for the American's With Disability Act Program, please complete the following:

Please indicate below the reasons why you are seeking Door to Door eligibility (check all that apply)

To qualify for Palm Tran CONNECTION a person must be **UNABLE** to use Palm Tran fixed-route buses due to a physical or mental impairment related condition

- Because of my disability, I can **never** use the Palm Tran fixed-route bus service
- I can use Palm Tran fixed-route buses sometimes, but only if they are equipped with wheelchair lifts
- I can use Palm Tran fixed-routes buses to go some places, but in other places I cannot get to or from the bus stops

B. What type(s) of disabilities prevent you from using Palm Tran buses? (check all that apply):

Physical Disability Mental Illness Visual impairment/Blindness
 Developmental Disability Other None

Please describe your disability in more detail: _____

Part 5 (continued)

Applicant Certification – Verification of Disability

C. Is the disability described above temporary or permanent?

- Temporary, I expect it to last for another _____ months
- Permanent
- I don't know

D. Have you ever used Palm Tran fixed-route bus service?

- Yes, I use the following bus routes _____
- No

E. When are you UNABLE to use the Palm Tran fixed-route bus? (Please indicate below – check all that apply to you)

- I can use Palm Tran regular bus service for some trips, but other times there are barriers that prevent me from using the bus.
- I have difficulty understanding, become disoriented easily and/or remembering all of the things I would have to do to use the bus.
- I can only get to and from bus stops if the distance is not too great and there are curb cuts and sidewalks on the route.
- I can only wait at Palm Tran bus stops if there is a bench or shelter and/or I cannot cross busy streets and intersections.
- The severity of my disability can change from day to day. I can ride the bus only when I am feeling good.
- I have difficulty or cannot climb stairs and can only board a Palm Tran bus if it has a lift or ramp.
- I have a health condition and cannot ride the bus if the walk is too far or if the weather is too hot.

Part 5 (continued)

Applicant Certification – Verification of Disability

F. Would any of the following help you to use the fixed-route buses?

- Route and schedule information
- Bus stops closer to your home
- A communication aid
- Bus stops closer to where I live and where I need to go
- None of these would help
- Travel Training (how to ride the bus)

G. Can you ask for and follow written or verbal instructions to use Palm Tran fixed-route buses?

- Yes No Sometimes

If you choose either NO or Sometimes, please check all that apply

- I get confused and might get lost I probably could with instruction
- Other people cannot understand me Other: _____

H. Without the help of someone else, are you ABLE to do the following? (check all that apply)

- Walk up and down three steps if there are handrails on both sides
- Use a telephone to get information
- Ask for and follow written or oral instructions
- Cross the street if there are curb cuts
- Get on and off a Palm Tran bus if it has a wheelchair lift
- Wait 30 minutes at a bus stop that does not have a bench or shelter
- Easily hear the bus drivers' voices when they announce bus routes while you are standing outside or inside the bus
- Step on and off a sidewalk that does not have a curb cut
- Cross streets and intersections
- Hear traffic well enough to safely cross streets
- See well enough to walk to a bus stop if someone shows you the way once

Part 5 (continued)
Applicant Certification – Verification of Disability

I. Using a mobility aid (wheelchair, etc.) or on your own, how far can you walk or travel?

- Cannot walk outside my house/apartment
- I can get to the curb in front of my house/apartment
- I can walk or use wheelchair up to 3 blocks
- I can walk or use wheelchair up to 6 blocks
- I can walk or use wheelchair up to 9 blocks

J. Can you WAIT up to 30 minutes for the Palm Tran fixed-route bus at a bus stop?

- Yes
- Yes, only if the stop has a bench and shelter
- Yes, but I do not like to wait that long
- No, explain: _____

If applying for the Americans with Disabilities Program or the Transportation Disadvantaged Program, please have your PHYSICIAN complete Page 8 (MEDICAL VERIFICATION FORM)

MEDICAL VERIFICATION FORM

Applicant Please Print Your Information Only:

LAST NAME: _____ **FIRST NAME:** _____

TO BE COMPLETED AND SIGNED BY A LICENSED PHYSICIAN

Dear Health Care Professional:

You are being asked by the applicant to provide information regarding his/her ability to use Palm Tran fixed-route bus service. Federal Law requires that Palm Tran provide Paratransit service to persons who cannot use fixed-route transit services due to a disability. The information you provide will allow us to evaluate this request and its application to specific trip requests. Your verification should consider only the presence of a disabling condition, not the applicant's age or economic status. Please exercise care in evaluating applicants for this program.

All Palm Tran fixed-route buses are accessible to wheelchairs and other mobility aids.

To qualify for Palm Tran CONNECTION door to door service, a person must be unable to use Palm Tran fixed-route bus service due to a physical (including visual) or mental impairment related condition.

Individuals may qualify if:

As a result of their disability, they are unable to board, ride, or disembark from a lift-equipped transit vehicle without the assistance of another person (excluding the operator of a wheelchair lift or other boarding assistance device) and/or they have a specific impairment-related condition which prevents them from learning to navigate the transit system. **(Please list conditions and how these conditions prevent the applicant from using Palm Tran fixed-route bus service)** _____

The individual has a disability that may limit their ability to use the Palm Tran fixed-route bus service on an ongoing basis. Their condition changes from day to day and they may sometimes be able to use the bus. **(Please list conditions and how they prevent the applicant from using the bus on an ongoing basis)** _____

Signature: _____ **Date:** _____

Print Name and Title: _____

State of Florida License#: _____

Business Address: _____

City, State, Zip: _____ **Telephone#:** _____





3044 South Military Trail
Suite D
Lake Worth, Florida 33463



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