



VOLUSIA COUNTY TRANSIT SERVICES

VoAccess – ADA Complementary Paratransit

Public Application

Americans with Disabilities Act (49 CFR §37.123–§37.125)

This application is for **ADA complementary paratransit only**. Eligibility is based on **functional ability to use accessible fixed route service**, not on income, age, insurance, or diagnosis.

What Is ADA Paratransit?

ADA complementary paratransit is required by federal law for individuals whose disability prevents them, in whole or in part, from **independently using accessible fixed-route bus service**.

Under the ADA:

- Eligibility is based on **functional ability**, not diagnosis.
- Income, age, insurance, and vehicle ownership **are not considered**.
- Some riders may be eligible **only under certain conditions** (conditional eligibility)

VoAccess – ADA Complementary Paratransit Application

Americans with Disabilities Act (49 CFR §37.123–§37.125)

Eligibility Categories Explained

VoAccess may determine one of the following categories (per 49 CFR §37.123):

- **Full Eligibility** – You cannot use fixed-route service for most trips.
- **Conditional Eligibility** – You can use fixed-route except under specific conditions (e.g., extreme weather, inaccessible paths, fatigue).
- **Temporary Eligibility** – You have a temporary condition expected to improve.
- **Not Eligible** – You are able to independently use accessible fixed-route service.

Eligibility Process & Timelines

- VoTran uses an eligibility process that strictly applies the federal criteria in §37.123.
- Accessible formats: All application materials, notices, and eligibility determinations are available in accessible formats upon request (e.g., large print, audio, braille, electronic).
- No application fees: The process will not impose user or application fees on applicants.
- 21-day rule: Within 21 days of receiving your complete application, VoTran will issue a written eligibility determination. If a decision is not made within 21 days, you will be treated as eligible and provided service until a decision is made.
- Written decision: If you are found ineligible or given conditional/temporary eligibility, the written notice will include the reasons.
- Eligibility documentation: If approved, you will receive documentation stating you are “ADA Paratransit Eligible,” including your name, the transit provider, the Paratransit Coordinator’s phone number, an expiration date, and any conditions/limitations (including whether you may ride with a Personal Care Attendant (PCA)).
- Recertification: VoTran may require recertification at reasonable intervals; the eligibility document will state your expiration date.

The information requested on this application is intended to help VoTran determine when and under what circumstances the applicant can use VoTran fixed route, and when the customer will need to utilize the VoAccess Service. VoAccess is a non-medical, shared ride public transportation system. VoTran does not provide Medicaid transportation. Customers with Medicaid must utilize the current Medicaid transportation company for all their Medicaid compensable trips.

The Certification process may involve a telephone interview or a personal functional assessment to determine the applicant’s needs. VoAccess will provide the functional assessment as well as provide transportation to and from the assessment appointment, if necessary.

All information will remain confidential and will only be used to assess your qualification for VoAccess Services.

INCOMPLETE APPLICATIONS WILL BE RETURNED to the applicant and may result in delays in the certification process. If you have any questions or need assistance completing the application, please contact VoTran’s customer service department at **386-756-7496 Ext. 1530** or email voTraneligibility@ratpdev.com

PLEASE BE ADVISED THAT PROCESSING OF THIS APPLICATION CAN TAKE UP TO 21 DAYS.

VoTran will make every effort to expedite the process. If VoTran does not decide within 21 days, the applicant must be treated as eligible until a decision is made.

All application materials and eligibility decisions are available in accessible formats upon request.

The application if approved will be for the duration of three (3) years, unless otherwise stated, such as temporary or conditional approvals.

WHEN THE APPLICATION HAS BEEN COMPLETED IN FULL, PLEASE RETURN THE APPLICATION TO:

VoTran: voTraneligibility@ratpdev.com (preferred)
Attn: Customer Service
950 Big Tree Road
South Daytona, FL 32119

Applicant Rights & Appeals

You have the right to:

- Receive a written eligibility determination.
- Receive the reasons for the decision or conditions.
- Appeal any denial, conditional, or temporary decision.

Appeals must be submitted within 60 days of the letter of the decision.

- Appeal any denial, conditional, or temporary decision within 60 days of the decision letter.
- The appeal includes an opportunity to be heard, separation of functions (a decisionmaker not involved in the initial decision), and a written appeal decision with reasons.
- During the appeal, VoTran is not required to provide service; however, if no appeal decision is issued within 30 days after the appeal is complete, VoTran will provide paratransit service from that time until a decision is issued.

Service Type: Origin-to-Destination.

VoAccess provides origin-to-destination service. The baseline mode may be curb-to-curb, but when needed to ensure you can complete your trip because of your disability or site conditions, reasonable assistance beyond the curb (e.g., to the first exterior door) will be provided as part of origin-to-destination service.

Service Criteria Snapshot

VoTran's ADA paratransit service is provided in accordance with 49 CFR §37.131:

- Service Area: Trips within ¾-mile corridors of fixed routes (including ¾-mile radius at route ends); special rules apply for rail (not applicable here).
- Response Time / Reservations: Next-day service for requests made the previous day; reservations taken during normal business hours (and comparable times before a service day); pickup time may be negotiated but not more than 1 hour from requested time; reservations may be accepted up to 14 days.
- Fares: Rider fare may not exceed 2× the full, undiscounted fixed-route fare for a similar trip/time; PCAs ride free; companions pay the same fare as the eligible rider.
- Trip Purpose: No trip-purpose restrictions or priorities.
- Hours/Days: Same service hours and days as the corresponding fixed-route service.
- No Capacity Constraints: No trip caps, no waiting lists, and no operational patterns or practices that significantly limit availability (e.g., frequent late pickups, denials, or excessive ride times).

PCA and Companions

- You may ride with one PCA (if indicated by your eligibility) and at least one companion; additional companions may ride as space allows; all must have the same origin and destination as you.
- Fares: PCA rides free; companions pay the same fare as the eligible rider.

Visitor Eligibility

VoTran provides ADA paratransit to visitors (individuals with disabilities who do not reside in VoTran's service jurisdiction):

- If you present ADA eligibility documentation from your home jurisdiction, you will be treated as eligible.
- If you do not have such documentation, VoTran may request proof of residence and, if your disability is not apparent, proof of disability; VoTran will accept your self-certification that you are unable to use fixed-route service.
- Visitor eligibility is available for any 21 days within a 365-day period starting from the first day of use; no local eligibility application is required before receiving visitor service.

Certification Process

The certification process may involve a telephone interview or a personal functional assessment. If an in-person assessment is required, VoAccess will provide the assessment and, if needed, transportation to and from the assessment. All information is confidential and used only to determine ADA eligibility.

INCOMPLETE APPLICATIONS WILL BE RETURNED to the applicant and may delay certification. If you have questions or need help completing the application, contact VoTran Customer Service at 386-756-7496 Ext. 1530 or voTranCustomerService@ratpdev.com

PROCESSING TIME: Processing can take up to 21 days after a complete application is received; if a determination is not issued by Day 21, you will be treated as eligible until a decision is made.

RETURN COMPLETED APPLICATIONS TO:

VoTran – Attn: Customer Service

950 Big Tree Road

South Daytona, FL 32119

Email: voTranCustomerService@ratpdev.com

Rider Responsibilities, Safety & Service Policies

- **Ready at pickup:** Be prepared at your scheduled pickup time; drivers may wait a limited period consistent with agency policy. (This supports ADA capacity-constraint rules by reducing missed trips/late pickups.)
- **Origin-to-Destination Assistance:** Drivers provide assistance consistent with origin-to-destination service. When needed to ensure access because of disability or site conditions, assistance may go beyond curb to the first exterior door. VoAccess does provide a Door-to-Door Service.
- **Mobility Devices & Securement:** Mobility devices are accommodated when they can be safely secured and transported by vehicle/lift. (General ADA principle; specific vehicle standards are in 49 CFR Part 38.)
- **No-Show / Late Cancellation Policy & Possible Suspension:** VoTran may establish an administrative process to suspend service, for a reasonable period, when an ADA-eligible rider shows a pattern or practice of missing scheduled trips. Before any suspension, VoTran will provide notice, an opportunity to be heard, and written decision per the agency's administrative process.

ADA Paratransit Application

SECTION 1 — Applicant Information

Full Name: _____

Date of Birth: // _____ (mm/dd/yyyy)

Street Address _____ Apt #: _____

City: _____ State: _____ Zip: _____

Mailing Address (if different): _____

Phone: _____ Email: _____

Social Security Number (optional): ____ - ____ - _____

(Used for system identification and Medicaid verification only; providing SSN is optional.)

If someone helped you complete this application, please identify them:

Name: _____ Phone: (____) ____ - ____ Relationship: _____

Emergency Contact (Required)

Name: _____ Phone: _____

Preferred Format for Communications: Standard Print Large Print Email Audio

(All application materials and decisions are available in accessible formats upon request.)

SECTION 2 — Living Arrangement / Facility Information

Residence Type: Private Residence Nursing Home Assisted Living Group Home Rehabilitation Facility

Facility Name: _____

Facility Provides Transportation? Yes No

Able to Use Facility Transportation for Some Trips? Yes No

SECTION 3 — Functional Ability to Use Fixed Route Service

A. Accessing the Bus Stop

Can you independently get to a bus stop? Always Sometimes Never

Barriers (check all): Distance Terrain No sidewalks Balance Fatigue Vision Cognitive Other: _____

B. Boarding / Riding / Disembarking

Board accessible bus. Yes No Sometimes

Remain stable during trip? Yes No Sometimes

Disembark safely? Yes No Sometimes

C. Distance and Endurance

Distance: <100 ft 100–500 ft 500 ft–¼ mile ¼–½ mile >½ mile

Wait time: Cannot wait <5 min 5–10 min 10–20 min >20 min.

D. Cognitive / Sensory

Understand schedules? Yes No Sometimes

Do you recognize correct bus? Yes No Sometimes

Handling unexpected changes? Yes No Sometimes

E. Trip-by-Trip Limitations

Cannot use fixed route for most trips Can use only under certain conditions Can usually use independently

Describe conditions: Trip Limitations _____

SECTION 4 — Mobility Devices & PCA

Devices Used: Manual WC Power WC Scooter Walker Cane Crutches White Cane Oxygen
Service Animal None

Requires Personal Care Attendant for safety? Yes No Sometimes

Explain: _____

Other than the person listed on the application, who else may make trip reservations, changes, or cancellations?

Name: _____

PCA & Companions (ADA Rules): At least one companion may ride with you; additional companions may ride as space allows. All companions and PCAs must have the same origin and destination. PCAs ride free.

Driver Assistance: Service is origin-to-destination. Assistance is typically door-to-door ; when needed because of your disability or site conditions, drivers will provide reasonable assistance beyond the curb to the first exterior door to enable travel.

SECTION 5 — Functional Assessment Consent

VoAccess may require an in-person **Functional Assessment**.

I agree to participate if required: Yes No

SECTION 6 — Applicant Certification

- I understand this application determines whether there are times when I am unable to use Votran’s fixed-route service and may be eligible for VoAccess door-to-door (origin-to-destination) service.
- I understand my information will be kept confidential and shared only with professionals involved in evaluating my eligibility.
- I certify the information provided is true and accurate to the best of my knowledge.
- I authorize the listed professional(s) to share information with Vot\Tran about my disability and how it may affect my ability to use fixed-route service. I may revoke this authorization at any time by written notice to VoTran.
- I will notify VoTran if my condition or personal information changes, if my mobility needs change or I begin using a new mobility device, or if I no longer require paratransit service.
- I understand that eligibility is based on functional ability, that VoTran will issue a written decision within 21 days of receiving my complete application, and that if a decision is not issued by Day 21, I will be treated as eligible until a decision is made.
- If I am approved, VoTran will issue ADA Eligibility Documentation showing my name, provider, Paratransit Coordinator phone, expiration date, and any conditions (including use of a PCA). I may be asked to recertify at reasonable intervals.

Signature: _____ Date: _____

Representative Name (if applicable): _____ Relationship: _____

Signature : _____ Date : _____

Representative Name (if applicable): _____ Relationship: _____

Appeals

You may appeal a denial, or a conditional/temporary determination, within 60 days. Appeals include an opportunity to be heard, separation of functions, and a written decision with reasons. If no decision is issued within 30 days after completion of the appeal process, Votran will provide paratransit service until a decision is issued.

Visitor Eligibility

Visitor service is available without local certification for any 21 days within a 365-day period from first use. Votran accepts home-jurisdiction ADA eligibility or self-certification (with basic documentation of residence and, if not apparent, disability).

No-Show / Late Cancellation & Suspension

VoTran may suspend service, for a reasonable period, if an ADA-eligible rider establishes a pattern or practice of missing scheduled trips. Before any suspension, VoTran will provide notice, the basis for the proposed suspension, and an opportunity to be heard; a written decision will follow Voran's administrative process.

Contact

VOTRAN / VoAccess • Volusia County Transit Services

950 Big Tree Road • South Daytona, FL 32119 • (386) 756-7496

Email: votrancustomerservice@ratpdev.com

Notes on ADA Service Criteria

Votran's ADA paratransit service is comparable to fixed-route service and follows all service criteria: service area, response time/next-day reservations, fares/PCAs, trip purpose, hours/days, and capacity constraints. For details, see 49 CFR §37.131; for origin-to-destination requirements, see 49 CFR §37.129 and DOT guidance.

VoTran / VoAccess • Volusia County Transit Services

950 Big Tree Road • South Daytona, FL 32119 • (386) 756-7496

950 Big Tree Road, South Daytona, FL 32119

Tel: 386-761-7700 • FAX: 386-756-7487

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