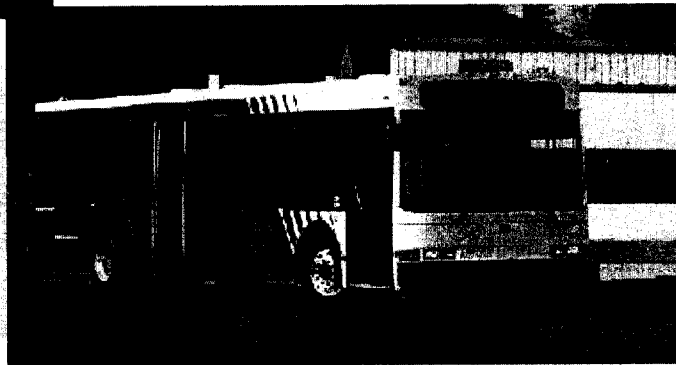


ACCESSIBLE TRANSPORTATION

User's Guide



VIA METROPOLITAN TRANSIT AUTHORITY

VIA Metropolitan Transit Authority was formed in 1978 when it took over transit service from the City of San Antonio. Serving more than 1,200 square miles within Bexar County, VIA's territory includes San Antonio, some surrounding municipalities and all unincorporated areas.

Mission Statement

At VIA, our mission is to provide safe, dependable and cost-effective public transportation services to enhance the quality of life in the communities we serve.

This user's guide to accessible transportation is designed to help fulfill VIA's mission and promote the broader goal of the Americans with Disabilities Act (ADA) of 1990.

The ADA encourages:

Independence, Self-Sufficiency and Integration

Into the mainstream of society.

Accessible Services
VIA Metropolitan Transit
P O Box 12489
800 W. Myrtle
San Antonio TX 78212
Phone 210.362.2140 · Fax 210.362.2563
www.viainfo.net

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Helpful Telephone Numbers

You may contact our Customer Information Office to make comments or suggestions about our services. Customer service agents can also provide information about bus routes, accessible bus stops, bus schedules and trip planning information.

Monday-Friday 6:00 AM to 8:00 PM

Saturday 7:00 AM to 7:00 PM

Sunday 8:00 AM to 5:00 PM

(210) 362-2020 TTY: (210) 362-2019 Toll Free: 1-866-362-2020

Customer Information (complaints, concerns, questions)

Monday-Friday 8:00 AM to 6:00 PM

Saturday-Sunday 8:00 AM to 5:00 PM

(210) 362-2020 TTY: (210) 362-2019 Toll Free: 1-866-362-2020

VIATrans Reservations and Rescheduling Reservations

One to seven days in advance. No same-day reservations.

8:00 AM to 4:45 PM

(210) 362-5050 TTY: (210) 362-5060 Toll Free: 1-866-362-5050

VIATrans Automated Cancellations

Customers can cancel VIATrans trips 24 hours a day. Agents are available from 5:00 AM to midnight. After midnight, 12:01 AM to 4:59 AM, customers can leave voice messages to cancel their trips.

(210) 362-5050 TTY: (210) 362-5060 Toll Free: 1-866-362-5050

VIATrans Cancellations

Monday-Sunday

5:00 AM to Midnight

(210) 362-5050 TTY: (210) 362-5060 Toll Free: 1-866-362-5050

Where's My Ride?

Monday-Sunday 5:00 AM to Midnight

(210) 362-5050 TTY: (210) 362-5060 Toll Free: 1-866-362-5050

Will-Call Requests

Monday-Sunday

6:00 AM to 11:00 PM

(210) 362-5050 TTY: (210) 362-5060 Toll Free: 1-866-362-5050

Accessible Services

Monday-Friday

8:00 AM to 4:45 PM

(210) 362-2140 TTY: (210) 362-2019 Toll Free: 1-866-362-4200

Services Area and Hours

VIA's service area is the City of San Antonio, unincorporated areas of Bexar County and other municipalities wholly or partially within Bexar County which by popular vote have elected to collect sales taxes in support of VIA's services. The service area also includes United States military installations within Bexar County.

VIA does not provide any service to the following cities within Bexar County as they have elected to not collect sales taxes necessary to provide VIA service:

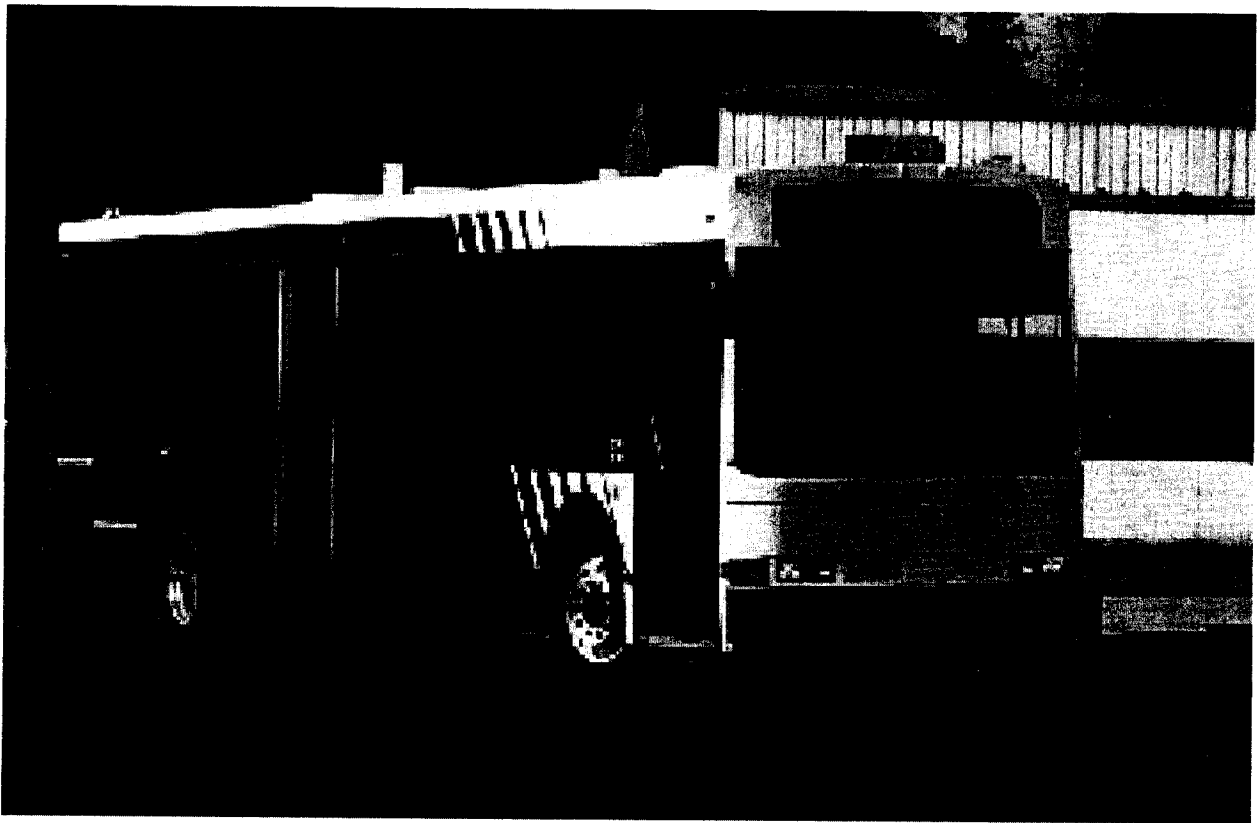
Helotes
Hill Country Village
Hollywood Park
Live Oak
Lytle
Schertz
Somerset
Universal City
Windcrest

Service hours are 5:00 AM to 11:30 PM, daily. However, some areas do not have bus service seven (7) days a week and service on some routes begins after 5:00 AM and ends before 12:30 AM. Call our Customer Information Center for bus schedule information at (210) 362-2020, TTY (210) 362-2019.

VIAtrans service is provided throughout the same hours of the day and days per week as fixed route bus service. Service boundaries are within three-quarters of a mile of a bus route. VIAtrans service is not provided to any areas more than three-quarters of a mile of a bus route.

ACCESSIBLE BUS SERVICE

gives persons with
disabilities a comfortable ride



Accessible Fixed Route Bus Service

The purpose of the Americans with Disabilities Act (ADA) of 1990 is to end discrimination based on their disability and help persons with disabilities join the mainstream of society. This means that to the greatest extent possible, persons with disabilities may do the same things as someone who does not have a disability...such as riding a VIA bus.

VIA buses have special features that make it easier for people with disabilities to ride. Bus operators will provide extra assistance when needed. Many people with disabilities can and do use the bus for some or all trips. There are several advantages to using the bus:

- Everyone is eligible to ride the bus, but VIAtrans customers must be approved in advance;
- VIAtrans trips must be scheduled at least one day in advance, and may not be available at the exact time requested; bus service runs on a regular schedule, no reservations are needed;
- VIAtrans customers who can use the bus for some trips, their authorized personal care attendants (PCAs) and one companion can ride fixed route bus service free of charge. The free fare also applies to special event service provided by VIA.

If you have not tried VIA bus service, this guide will tell you how to do it...

The Fixed Route Bus System

VIA buses run on fixed routes and fixed schedules, that is why the bus system is referred to as fixed route service. A bus will follow the same path at the same time every day, with minor differences at night and on weekends. This makes it easy for bus riders to plan their trips and is especially helpful for persons who take the same trip every day.

VIA has bus routes that go to places all over town. You can use the bus to go to malls, grocery stores, colleges and universities, government offices, banks, hospitals, the SBC Center, the Alamodome, museums and other places of interest. For special events such as Spurs basketball games, Fiesta and some concerts, VIA provides service from our park and ride locations directly to the event location. Customers can call our customer information center at 362-2020, to find out more about special event service.

VIA's bus system is designed to get customers to their destinations as quickly and easily as possible. VIA now has five levels of service to meet the various needs of our customers.

- **FrequentService**
The best service in the system. Bus routes that run every 15 minutes or better during the day, so frequent you hardly need a schedule.
- **MetroService**
These are fixed routes operating every 30 or 60 minutes. Some run more frequently during the morning and afternoon peak periods.
- **ExpressService**
Routes designed especially designed for commuters because they travel on expressways quickly connecting customers to employment centers from Park & Rides.
- **SkipService**
These routes travel along major streets skipping stops so the bus can get customers to their destinations faster. Formerly called Limited Stop service.
- **FlexService**
A new type of service for VIA riders. Flex Service buses travel within set areas along a fixed route during the peak hours. During other hours the bus only stops where riders need to be dropped off or picked up.

Each bus route has a number and name, such as the #92 Fredericksburg and the #44 South Flores St. Every bus stop has a large sign that shows the route numbers, customer information telephone number and bus stop identification number. VIA prints pocket schedules for every bus route. Each pocket schedule includes a map that shows where the bus goes, and the departure times at key bus stops along the way. Pocket schedules are available by mail, at our information centers, on-line at www.viainfo.net and in places throughout the community like libraries, colleges and hospitals. Customers can call VIA's customer information center at 362-2020 to get bus route or trip planning information.

All bus routes, but not all bus stops are 100% accessible on Saturdays, Sundays and holidays. Customers can call our customer information center at 362-2020, to find out if a bus stop or route is accessible. Customer service agents can also provide assistance to anyone wanting to plan their trip before they leave home.

Red hailing guides are provided to customers who have vision impairments and cannot see or have difficulty seeing destination signs, buses and vans. When a customer displays the guide, bus operators will announce themselves.

Customer Assistance:

All VIA bus operators have been trained to assist people with disabilities and will:

- Activate the lift or ramp; if available
- Upon request, lower the bus several inches to make getting on the bus easier
- Announce major intersections
- Secure your wheelchair

VIA buses are now equipped to provide automated major intersection announcements. In addition, an external audio announcement will identify the bus route number and direction for the benefit of passengers waiting at the stop.

Priority Seating for Elderly and for Persons with Disabilities on Buses

Priority seating is available on buses for riders who are elderly or who have disabilities. Other customers will be asked to move to non-designated seating if a customer who is elderly or disabled requests a designated seat, even if other seats are available. The operator will not require anyone to move from designated seating; however, the operator will appreciate customer cooperation and courtesy.

Boarding and Exiting

As a general rule, customers who are exiting the bus should do so from the rear. Customers boarding the bus should do so at the front.

Transporting Animals

Guide dogs, hearing dogs, signal dogs, helper monkeys, or any other animal trained to assist with activities of daily living, work or perform tasks for persons with disabilities are classified as working or service animals. These animals can ride any of VIA's vehicles when providing assistance to or being trained to provide assistance to individuals who have disabilities. VIAtrans customers must let agents know at the time reservations are made that they will be traveling with a service animal. Animals accompanying customers solely for the purpose of providing security do not qualify as working or service animals.

Small pets that are not classified as working or service animals can be transported on VIA's vehicles. The animal must be small enough to be held on the lap of the customer and must be in a cage, pet carrier or on a leash.

Reduced Fare Card Program

A customer who has a disability but does not qualify for VIAtrans may be eligible to receive a reduced fare on VIA's fixed route or mainline buses. A reduced fare card allows customers to ride the bus for half the cost of the regular fare.

In addition, senior citizens 62 years of age or older and Medicare recipients with proper identification are eligible to receive a reduced fare card. Veterans who have a service-connected disability rating of 100 percent are also eligible to receive a reduced fare. Please call our customer information department at 362-2020, for more information.

Travel Training

Customers who would like to learn to use VIA's fixed route or mainline buses can schedule a personalized instructional session with VIA's travel trainer. The travel trainer will meet with the customer, family members, health care providers, and other interested parties to discuss the program format and to establish appropriate goals to increase the customer's travel independence. Prior to the actual travel training begins, each customer will be individually evaluated for general medical status, functional abilities, mobility skills to determine the nature and degree of required assistance. After the initial evaluation, the travel trainer will then design an individually tailored training program to meet the customer's specific travel needs and goals. The travel trainer will accompany and/or assist the customer on fixed route bus trips until the customer has attained the proposed goal or has achieved maximum benefit of travel training program.

Travel training inquiries may be directed to VIA Accessible Services at (210) 362-2140.

Your Opinion Counts!

VIA welcomes any feedback that will help improve our service. Customers can write to VIA at PO Box 12489, San Antonio, TX 78212, call our customer information line at (210) 362-2020, or visit our web site at www.viainfo.net. Please be sure to have specific information about your suggestion or comment. When making a complaint, please have the following information available so that we can research the incident:

- **Name of operator**
- **Location of incident**
- **Date and time of incident**
- **Bus or van number**
- **Route name and number**
- **Bus stop/Transfer facility**
- **Description of Incident**
- **Name of individual involved in the incident**

Additional information may be requested. Customers who want responses to their complaints, comments or suggestions need to let the customer service agents know if they want their response in writing, by telephone or by e-mail.

Security

Occasionally, uniformed and plain-clothed police officers ride VIA buses to ensure the safety of all customers. These officers can arrest and detain customers who are drunk, disorderly or violating the law in any way.

Concealed Weapons, Eating, Drinking and Smoking

Customers are absolutely not permitted to carry guns or any other weapons on any vehicle owned by VIA or owned by a VIA contractor. Because we want our vans and buses to be clean and free of debris, VIA does not allow eating, drinking, or smoking on the vehicles.

Wheelchair and Scooter Requirements

For purposes of safety and uniformity, the Americans with Disabilities Act(ADA) establishes limitations on the maximum size and weight of a wheelchair or scooter. They are; 30 inches wide by 48 inches long, and a total occupied weight not to exceed 600 pounds. Safe operation of a vehicle lift or ramp requires that the exterior dimensions of a mobility device and any attachments should not exceed these capacity constraints VIA reserves the right to not transport persons who use wheelchairs or similar mobility devices that exceed these dimensions or weight restrictions, particularly if such devices do not readily fit on a lift or ramp platform or within a designated area inside the vehicle. A home inspection of the customer's oversized mobility device may be conducted as indicated.

Groceries and other Personal Effects

Operators are not required to provide assistance with grocery bags or packages. Customers, their companions, and personal care attendants (PCAs) can board a van or bus with packages or groceries that can be carried by them without the assistance of an operator. Packages or groceries cannot take up additional seating on the vehicles, block aisles, interfere with boarding and/or off loading, inconvenience or cause injury to other customers. For this reason, we recommend that customers and their companions or PCAs carry no more than two bags per person.

Articles that might cause injury or damage are not permitted on buses or vans. These articles include, but are not limited to fishing poles, firearms, explosives, gasoline, large bundles or items that may block aisles, and roller blades and skates while being worn.

If You Leave Something on a Bus or Van...

All items (books, packages, hats, etc.) left on a bus or van at the end of each day are taken to VIA's Lost and Found Center. Whenever possible, VIA employees contact customers who have lost items on buses or vans. Customers can pick up lost items at the VIA Metro Center, 1021 San Pedro Avenue. Customers will be asked to show some form of identification to claim their property. Items are kept for a period of 30 days. After 30 days, they will be given to schools, libraries, charitable organizations or discarded.

PARATRANSIT SERVICE
for customers with disabilities who cannot use
fixed route bus service



Paratransit Service

In accordance with the **Americans with Disability Act of 1990(ADA)**, paratransit service is provided to persons who have a medical impairment or condition of such severity as to prevent them from independently traveling by regular city bus for most trips. VIAtrans service is a curb-to-curb demand response transportation service comparable to the fixed route bus service and is available to eligible customers within the VIA service area. VIAtrans service is not intended as substitute for medical, social service, or emergency transportation. It functions as a safety-net for disabled customers whose impairment or condition prevents them from traveling by regular fixed-route bus service. Those customer who are found eligible for VIAtrans service are encouraged to travel on VIA's fixed route buses wherever and whenever possible.

Eligibility

In accordance with the ADA, paratransit service is provided to persons who have a medical impairment or condition of such severity as to prevent them from independently traveling by regular city bus for most trips. Eligibility is not based solely on an applicant's medical diagnosis, but rather their functional capabilities and travel skills to use fixed route bus service. Convenience issues and economic considerations are not contributory factors in determining paratransit eligibility

As part of the eligibility determination process, customers who are recertifying and first-time applicants may be asked to complete a physical or cognitive functional assessment. The assessment will be used to determine the capacity of a person with a disability to perform skills related to using public transportation. VIAtrans applications will not be processed for individuals who decline functional assessments.

VIA will make a determination within twenty-one days of the receipt of a completed application. An application is considered incomplete until all required documentation has been provided and the functional assessment is performed. If a decision is not made after twenty-one days, the applicant or customer will be given authorization to use VIAtrans until an eligibility determination is made.

Customers approved for VIAtrans will be eligible in one of the following categories:

- **Permanent eligibility**
Customers who cannot independently use VIA's fixed route system for all trips.
- **Conditional eligibility**
Customers who are prevented from independently using VIA's fixed route bus system for some but not all trips. As part of the eligibility determination process, VIA will determine which trips and circumstances VIAtrans service is necessary. Customers with conditional eligibility are required to use VIA's fixed route service for all other trips.
- **Transitional eligibility**
Customers who require the use of a lift or ramp.

- **Short-term eligibility**

Customers who have temporary disabilities that prevent them from independently using the fixed route bus system. Period of eligibility is up to twelve months.

Recertification

VIAtrans customers must be recertified to use the service at least once every three years or when their eligibility expires, to assure that the customer still meets VIAtrans eligibility criteria and to determine if the customer's transportation needs have changed. Customers will receive notification at least forty-five days prior to the date their VIAtrans service is due to expire. Prior eligibility does not mean that customers will automatically be recertified. Also, customers might not be recertified under the same eligibility category that they were initially approved for.

VIA may at any time review the eligibility status of a customer. In such cases, VIA may require that additional or corroborating information be submitted by or on behalf of the customer and/or may require that a functional assessment be performed.

Each customer is responsible for informing VIA of any change that may affect his/her eligibility status, to include: significant improvement or deterioration of mobility skills; the presence of a communicable or contagious disease; and the use of adaptive devices or mobility aids. Customers must also promptly inform VIA of any changes to their residential address; home or work telephone numbers; and the name, address or phone number of their designated emergency contact person(s) and, if applicable, of persons designated to act on a customer's behalf.

The Accessible Services office must receive applications for customers who are recertifying at least ten days prior to the expiration date of their VIAtrans service. Customers whose applications are not received at least ten days prior to their expiration date, will lose their subscription service.

Appeal Process

VIAtrans applicants or customers have the opportunity to appeal any decision made by VIA concerning their initial eligibility for VIAtrans service or changes to their eligibility status. Applicants or customers need to respond in writing to VIA Metropolitan Transit within sixty days of their notice of denial at each level of the appeal process. VIA will respond in writing within thirty days of receipt of the notice to appeal.

VIAtrans customers who are determined to no longer be eligible during the recertification process and who appeal before their service expires may continue to use VIAtrans until a final decision is made. Customers who do not appeal before their service expires and new applicants will not be given the opportunity to use VIAtrans during the appeal process. However, if VIA has not made a decision within thirty days

of the completion of the appeal process, VIAtrans service shall be provided to the individual from that time until and unless a decision to deny the appeal has been made.

VIAtrans Appeal Procedure:

- Applicant or customer is determined to be ineligible for VIAtrans;
- Applicant or customer may appeal the decision in writing to the manager of accessible services;
- If applicant or customer is found to be ineligible by the manager of accessible services, applicant or customer may appeal the decision in writing to the Appeal Review Committee (ARC);
- The ARC will meet with the applicant, customer and anyone they wish to bring to support their position;
- The decision made by the ARC will be in writing and will be final.

If you have any questions concerning the appeal process for VIAtrans, please call the Accessible Services Office at 362-2152 or 362-2022.

Using VIAtrans

Customers certified to use VIAtrans must have a VIAtrans photo identification card made before they can make reservations for trips. VIAtrans photo identification cards can only be made at the VIA Metro Center, 1021 San Pedro Avenue. The initial photo identification card is free; replacement cards are \$3.

Casual and Subscription Services

A casual trip is defined as a requested trip to and from a specific location on any given day. These trips are taken on different days, to different locations and at different times of the day. To request a casual trip on VIAtrans call (210) 362-5050. Trip requests will be accepted by telephone or telecommunications device for the deaf (TTY) between the hours of 8:00 AM and 4:45 PM, daily, including weekends and holidays. Reservations must be made at least one day, but not more than seven days, in advance of the desired travel date. VIAtrans trips can begin as early as 5:00 AM and as late at 11:30 PM. Same-day reservations will not be accepted.

Customers will need to give reservation agents the following information:

- VIAtrans identification card number
- Travel date(s) and time(s)
- Trip origin and destination address
- Gate or security code and any other special instructions

Customers must also state whether they will be traveling with a companion, a personal care attendant (PCA), working animal, or a child who will need to travel in a car seat. VIAtrans customers must provide the car seat.

Subscription service may be available for trips taken from the same place, to the same location, at the same time, on the same day(s) of the week at least three days a week. If you are interested in requesting subscription service, call 362-5120 between the hours of 8:00 AM to 5:00 PM, Monday through Friday. Once scheduled, subscription trips are automatic, additional telephone calls are not necessary.

All subscription service requests will be reviewed by VIAtrans staff and approved at their discretion based on existing travel patterns and levels of trip demand. Any changes to the trip such as a move or time change may result in the cancellation of subscription service. Subscription service is reviewed every ninety days. After review, subscription service may be adjusted or withdrawn by VIAtrans staff. Customers will be notified if their service is adjusted or withdrawn. If subscription service is withdrawn, trips that had been made using subscription service will be cancelled and customers will have to call at least seven days in advance to reschedule those trips.

Because many human service agencies close during the holidays, VIAtrans does not provide subscription service on the following holidays:

Independence Day (July 4th)
Labor Day
Thanksgiving Day
Christmas Day
New Year's Day

Customers who have subscription service will have to call and make reservations using casual service if they need VIAtrans service on the holidays listed above.

Service may be provided on the following holidays:

Martin Luther King Jr.'s Birthday
Memorial Day
Day after Thanksgiving
Christmas Eve
New Year's Eve

Note: This information is subject to change. Please call VIAtrans in advance to find out if subscription service will be provided.

Will-Calls

Occasionally, customers need open-ended return times because they do not know when they will be ready to be picked up. Customers may request open-ended pick up times

for medical appointments or jury duty. Customers must let reservation agents know at the time reservations are made that they want will-calls. Will-calls are activated when customers call Where's My Ride? to let VIAtrans agents know that they are ready to be picked up. VIA will send a vehicle as soon as possible; however, it may take up to two hours before a vehicle arrives. Will-calls cannot be scheduled after 8:00 PM.

Subscription and will-call services are premium services provided by VIA. Premium services are not required by the Americans with Disabilities Act (ADA) of 1990 and are therefore, not subject to the provisions of the ADA.

Continuation of subscription, will-call and other premium services are at the discretion of VIA Metropolitan Transit. For more information about other premium services offered by VIA, see page 18.

Changing or Canceling a Reservation

If your plans change and you need to revise or cancel your trip reservation, it is very important to call VIAtrans at the earliest possible time. You can talk to a reservation agent or leave a message at any time, if you are calling to cancel a reservation. However, if you want to change a reservation, please call between 8:00 AM and 4:45 PM. Cancellations must be made at least two hours in advance, and changes must be requested at least a day in advance. In either case, call VIAtrans at 362-5050 to revise or cancel a trip.

Customer Readiness

VIAtrans customers are expected to be ready to board a VIAtrans vehicle when the vehicle arrives. An operator will only wait five minutes to allow the customer to board the vehicle. If the customer is not present or is not ready to board the vehicle after five minutes, the operator will leave and the customer will be no-showed.

If the operator arrives early, the five minute wait time will begin at the pick-up time previously agreed to by VIAtrans and the customer. Customers are not required to board a VIAtrans vehicle prior to the agreed upon time. VIA encourages customers to be ready at least fifteen minutes in advance of the agreed upon time and to promptly board the vehicle when it arrives.

VIAtrans vans will be considered on time if they arrive no more than twenty minutes after the agreed upon pick up time. If van is more than twenty minutes late, customers may call Where's My Ride? at 362-5050, to get an estimated time of arrival. Customers who decline trips because of late vans will not be given late cancellations or no-shows.

Late Cancellation/No-Show Policy

The late Cancellation/No-Show policy is designed to encourage customers to cancel trips they no longer need as soon as possible but at least one hour in advance. When customers do not cancel the trips that they do not need, it has a tremendous impact on VIA's ability to fulfill the demands of providing VIAtrans service. A late cancellation occurs when a customer does not cancel his or her trip reservation at least one hour

before the agreed upon time. A customer's trip is recorded as a no-show if he or she is not at the pick up location at the agreed upon time or no more than five minutes after the agreed upon time.

Customers may cancel a trip reservation, without penalty, by notifying VIAtrans by telephone or TTY not less than one hour prior to their scheduled pick up time. A late cancellation will be recorded for any customer who cancels a trip reservation less than one hour in advance. If the first trip is cancelled, any connecting trips will automatically be cancelled unless the customer calls "Where's My Ride?" within an hour after the first trip was cancelled to let us know that they still want their remaining trips. Conversely, if a vehicle arrives at an origin address more than twenty minutes after the previously agreed pick-up time, the customer may cancel that trip without penalty. VIA will take appropriate action, which may include temporary suspension of VIAtrans service, in response to customers who repeatedly accrue late cancellations.

VIAtrans staff keeps records of all late cancellations, no-show occurrences, and cancellations at the door. Records include the date, time, and address of the scheduled pick-up; the time that VIA received a cancellation notification from the customer if received less than one hour in advance; and the time a VIAtrans vehicle operator contacts a dispatcher to report a customer's no-show or cancellation at the door.

Whenever a customer incurs at least four late cancellations, no-shows or cancellations at the door during any thirty day period, the customer will be sent a letter with a detailed description of those recorded incidents. The letter will also indicate if a period of suspension will be applied to the customer's VIAtrans service. If the customer wishes to disagree with the accuracy of the recorded incidents and the proposed service suspension, the appeal must be in writing and must be received by the date indicated in the letter. The customer will be notified in writing of the outcome of their appeal. If the subsequent investigation indicates the recorded incidents are not accurate, the suspension will not be imposed. If it is determined that the incidents occurred as recorded, the service suspension will be imposed as scheduled. The suspension schedule will follow these guidelines:is as follows.

1. The first time that a customer has four or more late cancellations, no-shows or cancellations at the door during any given month, the customer's VIAtrans service will be suspended for a period of seven(7) days.
2. The second time within six(6) months of the first violations that a customer has four or more late cancellations, no-shows or cancellations at the door, the customers' VIAtrans service will be suspended a period of fifteen(15) days.

The third time within six months of the first violation a customer has four or more late cancellations, no-shows or cancellations at the door the customer's VIAtrans service will be suspended for a period of thirty(30) days.

Suspended service means that VIAtrans will not accept new reservations during the suspension period. Additionally, VIA will cancel any previously made reservations for the

suspension period to include subscription service. The suspension period will be scheduled sufficiently in advance to allow the customer adequate time to make other transportation arrangements, and/or to appeal the suspension.

Wheelchair and Scooter Requirements

For purposes of safety and uniformity, the Americans with Disabilities Act(ADA) establishes imitations on the maximum size and weight of a wheelchair or scooter. They are; 30 inches wide by 48 inches long, and a total occupied weight not to exceed 600 pounds. Safe operation of a vehicle lift or ramp requires that the exterior dimensions of a mobility device and any attachments should not exceed these capacity constraints VIA reserves the right to not transport persons who use wheelchairs or similar mobility devices that exceed these dimensions or weight restrictions, particularly if such devices do not readily fit on a lift or ramp platform or within a designated area inside the vehicle. A home inspection of the customer's oversized mobility device may be conducted as indicated.

Personal Care Attendants (PCAs) and Companions

VIAtrans customers who are not capable of traveling independently due to the nature of their disability may have a personal care attendant travel with them to facilitate travel and provide assistance with activities of daily living.

Both the customer and the PCA must be picked up and dropped off at the same address. Customers can apply to have an authorized PCA by calling Accessible Services at 362-2140. VIA will not arrange, reimburse or otherwise provide the services of a PCA. Personal care attendants ride free. Companions can also accompany customers. Companions pay the same fare as the customer.

Visitors

Individuals who do not reside in Bexar County but meet criteria for paratransit eligibility, may use VIAtrans as visitors for up to twenty-one calendar days per year. If a visitor needs to use VIAtrans after twenty-one calendar days, they must apply for the service. VIA can request proof of a visitor's permanent address. Visitors should contact VIA at least three days in advance of the date they need to use VIAtrans to obtain a temporary identification number to make reservations.

Customer Safety

All VIAtrans customers and their wheelchairs or mobility devices must be safely and appropriately secured using available lap, shoulder harnesses and tie-downs. Vehicle operators will try to the best of their ability to tie down wheelchairs or scooters; however, the design of some mobility devices may prevent vehicle operators from doing so.

Customers traveling with children younger than four years of age or less than thirty-six inches in height will be required to provide a car safety seat for the child or children. The customer will be responsible for securing the car safety seat unless they require assistance from an operator. Children cannot be transported in strollers and two or more children are not allowed to occupy one seat. Children cannot ride on customers' laps.

Customer Code of Conduct and Direct Threat Policies

Code of Conduct

Violent, seriously disruptive or illegal conduct by VIAtrans customers or persons associated with VIAtrans customers, during the course of VIAtrans activity, is prohibited. Retaliation by VIAtrans employees in response to violent, seriously disruptive or illegal conduct is also prohibited. In response to prohibited conduct, VIA shall take action as deemed necessary, to include the suspension or termination of VIAtrans service or of employment by VIA.

Direct Threat

VIAtrans service may be withheld, modified, suspended or refused in situations where a customer poses a direct threat to the health or safety of others. The existence of a direct threat will be determined by VIA, based on current and objective information. A customer will be limited or excluded from VIAtrans service if a direct threat situation exists and if the threat cannot be eliminated by reasonable accommodations.

Premium Services

Premium services are services provided to VIAtrans customers that are not required by the Americans with Disabilities Act (ADA) of 1990. VIA provides mobility assistance and door-to-door services to customers who because of a vision or physical disability are unable to get to and from a VIAtrans vehicle without assistance from an operator. Door-to-door and mobility assistance services are only provided at the customer's home. These services are not available to customers who reside in group homes or other residential care facilities where staff is available to provide assistance. Customers will need to make arrangements for assistance to and from the vehicle at locations other than their homes.

Door-to-Door Service

Customers who use manual wheelchairs may be eligible to receive door-to-door service. Door-to-door service is provided to customers who cannot independently get to or from a VIAtrans vehicle. Before customers are approved for the service, VIA will inspect conditions at the customer's residence to determine if the location meets VIA's safety criteria. If the location does not meet VIA's safety criteria, the customer will be advised

of actions that need to be taken to correct the unsafe conditions. If Door-to-door service is approved, the operator will assist the customer to and from their front door but not through the door of their residence. At destinations other than the customer's home address, if such assistance is required, it is the customer's responsibility to make appropriate arrangements in advance. Customers can request an application for door-to-door service by calling Accessible Services at 362-2140.

Mobility Assistance

Customers who have vision disabilities that prevent them from independently getting to and from a VIAtrans vehicle may request mobility assistance by calling Accessible Services. VIA will inspect conditions at the customer's residence to determine if mobility assistance can be provided. If the location does not meet VIA's safety criteria, the customer will be advised of actions that need to be taken to correct the unsafe conditions. If approved, the customer needs to be waiting outside their door for the operator. VIAtrans operators will announce themselves upon arrival. Operators will not ring doorbells, knock on doors or honk vehicle horns.

VIAtrans operators cannot provide door-through-door service and they cannot handle keys or lock and unlock doors.

VIA's Facilities

Administration Office
800 W. Myrtle
San Antonio, TX 78212

VIA Metro Center
1021 San Pedro Avenue
San Antonio, TX 78212

OFFICE HOURS:
8:00 AM to 4:45 PM, Monday through Friday
(210) 362-2000
TTY: (210) 362-2019
www.viainfo.net

The VIA Metro Center (VMC) is a community service center that is open from 7 AM to 6 PM Monday through Friday. Customers can obtain trip-planning information, purchase monthly passes and bus and VIAtrans tickets at this location. The VMC is the only location that students can get their photo identification cards made for the semester passes and the only location where VIAtrans customers can get their photo identification cards made. The lost and found center is also located at the VMC.

TransGuide

Located at IH10 & Loop 410

TransGuide has been in operation since 1995. It is a component of the Texas Department of Transportation, and has a fully automated Intelligent Transportation System (ITS). This high-tech traffic management system allows agencies like VIA and the police department to share critical real-time information. In an effort to take advantage of the newly available data collected by TransGuide, VIA relocated its paratransit and bus dispatch operations to TransGuide. With ITS technology, VIA is able to effectively react to hazardous driving conditions, traffic accidents and road closures. VIA is now able to manage a more efficient and safe fleet operation.

Customer Service Centers, Transfer Centers and Park & Ride Locations

Customers can obtain trip-planning information; purchase monthly passes bus and VIAtrans tickets at these locations. VIA operates Park & Ride locations to provide accessible transfer points and facilitate peak-period commuter service in outlying suburban areas. Each year thousands of local residents and tourists use VIA's convenient Park & Ride service to take the bus to San Antonio's most popular events including Fiesta, the Folklife Festival and Spurs basketball games. The transfer centers are available to better accommodate customers by serving as transfer points within the fixed route system. Amenities at most Park & Ride locations and transfer centers include security, shelters, benches, restrooms, telephones and nighttime lighting. Some of our transfer centers also have customer service agents available to provide assistance.

Customer Information Office

VIA Metro Center
1021 San Pedro Avenue
San Antonio, TX 78212
(210) 362-2020
TTY: (210) 362-2019

Downtown Information Center

260 E. Houston Street

San Antonio, TX 78212
(210) 475-9008
TTY: (210) 362-2019

Charles B. Shannon
Customer Information Center
at Ellis Alley Park & Ride
212 Chestnut Street
San Antonio, TX 78202
(210) 299-1213
TTY: (210) 362-2019

Crossroads Park & Ride
151 Crossroads Boulevard
San Antonio, TX 78201
(210) 731-6616
TTY: (210) 362-2019

Randolph Park & Ride
9400 IH 35 North
San Antonio, TX 78233
(210) 564-8175
TTY: (210) 362-2019

Ingram Information & Transit Center
3215 Northwestern Drive
San Antonio, TX 78238
(210) 521-6773
TTY: (210) 362-2019

South Texas Medical Center Information & Transit Center
7535 Merton Minter Street
San Antonio, TX 78229
(210) 614-4615
TTY: (210) 362-2019

Kel-Lac Transit Center
7183 Highway 90 West
San Antonio TX 78227
(210) 679-0083
TTY: (210) 362-2019

Fare Structure

Fares must be paid in cash (U.S. funds) or with passes or tickets purchased in advance from VIA. VIA operators cannot make change and cannot sell tickets or passes.

The following are the fare structures for line (bus), special event and paratransit services effective November 1, 2001. Fares are subject to change.

Line Service

	Regular Bus Service	Express Bus Service	Streetcar Service
Adults (12 & older)	.80	\$1.60	.50
Children (5-11)	.40	.80	.25
Persons of Limited Mobility with VIA Reduced Fare ID card	.40 (* .20 Off Peak)	.80 (* .20 Off Peak)	.25 (* .20 Off Peak)
Senior Citizens (62 & older) with VIA Reduced Fare ID card	.40 (* .20 Off Peak)	.80 (* .20 Off Peak)	.25 (* .20 Off Peak)
Medicare Recipients with VIA Reduced Fare ID card	.40 (* .20 Off Peak)	.80 (* .20 Off Peak)	.25 (* .20 Off Peak)
Students (12 & older) with VIA Student ID card or valid Co-card	.40	.80	.25
Children under 5 years of age (when accompanied by a paying customer)	Free	Free	Free
VIAtrans customers	Free	Free	Free
Authorized personal care attendant and/or companion when accompanying a certified VIAtrans customer	Free	Free	Free
Transfer Issuance to Adults	.15	.15	Free
Transfer Issuance to half fare customers	.07	.07	Free

***Off peak hours are from 9:00 AM to 3:00 PM on weekdays and All day on Saturdays and Sundays.**

TRANSFERRING - Additional fare charge when transferring from regular to express is \$.80 plus transfer for adults and \$.40 plus transfer for all half fare customers. Streetcar transfers are only accepted on Streetcar service.

BIG PASS

The monthly pass allows unlimited rides on Regular, Express and Streetcar services.

Adults (12 & older)	\$20
Half fare customers	\$10

- Big Pass customers must show a valid form of identification when using the Big Pass. The identification can be a photo identification card, a student identification card, or a reduced fare card.

Day-Tripper Pass (\$2) allows unlimited rides on regular, express and streetcar service for one day.

Streetcar Monthly Pass (\$10) allows unlimited rides on streetcar service throughout the month.

Semester Pass (\$20) this student-only pass allows unlimited rides on regular, express, and streetcar service throughout the semester.

Big Passes, Day Trippers, Streetcar, and Semester passes are not accepted on VIAtrans for Special Event service.

VIA reduced fare photo identification cards, tickets and monthly passes are available at:

Downtown Information Center	260 E. Houston Street
Ellis Alley Park & Ride	212 Chestnut
Crossroads Park & Ride	151 Crossroads Blvd.
Medical Center	7535 Merton Minter
VIA Metro Center	1021 San Pedro Ave.
Kel-Lac Transit Center	7183 HWY 90 West

Monthly Passes Only (No Photo IDs):

Randolph Park & Ride	9400 IH 35 North
Ingram Information Center	3215 Northwestern

Special Event Service

	Special Event Park & Ride Service	Special Event Shuttle Service
Adults (12 & older)	\$5.00	.50
Children (5-11)	\$2.50	.25
Persons of Limited Mobility, Senior Citizens (62 & older) and Medicare recipients with VIA Reduced Fare ID card	\$2.50	.25
Students (12 & older) or VIA student ID card	\$2.50	.25
Children under 5 yrs. (when accompanied by a paying customer)	Free	Free
Certified VIAtrans customers with VIAtrans ID card (and personal care attendant, if authorized, and/or one companion)	Free	Free

ADA Complementary Paratransit (VIAtrans) Service

	Paratransit Service
Certified VIAtrans Customers with VIAtrans ID card	\$1.25
Companion accompanying a certified VIAtrans customer	\$1.25
Personal Care Attendant accompanying a certified VIAtrans customer	Free
Children 5-11 years accompanying certified VIAtrans customers	\$1.25 (*off peak one child rides for .50 if space is available, additional children pay \$1.25)
Children under 5 years accompanying certified VIAtrans customers	\$1.25 (*off peak one child rides free if space is available, additional children pay \$1.25)

***Off peak hours: 5:00 AM – 6: 00 AM; 8:31 AM - 1:59 PM;
and 5:31 PM - 11:30 PM.**

VIAtrans Photo ID cards can only be made at the VIA Metro Center, 1021 San Pedro Avenue. Replacement cards cost \$3.00.

The information contained in this manual is subject to change.

This publication is available in large print, Braille, audio cassette, or Spanish. Please call the Accessible Services Office at 362-2140 to request the appropriate format.

The user's guide to accessible transportation can be downloaded from VIA's official web site:

www.viainfo.net

Rev April, 2005

Re: ORR: Paratransit Education & Advocacy Collaborative: Maintenance interval information on Paratransit lifts in force during 2004, 2005, and 2006

Accessibility features of all fleet vehicles and transit facilities shall be maintained to ensure a high level of reliability. Damaged or defective accessibility features shall be repaired promptly. When an accessibility feature is out of order, the Maintenance Division shall take reasonable steps to remove the vehicle from revenue service and correct related defects immediately. These features include, but are not limited to, lifts and other means of access to vehicles, facilities, securement devices, signage, and systems to facilitate communications with persons with impaired vision or hearing.

2004 / 2005 - Preventive maintenance is scheduled every 3,000 miles on wheelchair lifts. Lifts are inspected, adjusted, lubricated, and serviced with hydraulic fluid.

2006 - Preventive maintenance is scheduled every 6,000 miles on wheelchair lifts. Lifts are test operated, inspected, lubricated, and serviced with hydraulic fluid.



Eligibility
determination
process

VIAtrans Eligibility Process

The Americans with Disabilities Act of 1990(ADA) mandates that public entities operating a fixed route transportation system shall also provide complementary paratransit services to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use fixed-route. Complementary paratransit is to be provided to those individual whose impairment or disability prevents them from independently traveling by fixed-route service.

Per **ADA** regulations, paratransit eligibility directly correlates to the inability of a disabled person to use the existing fixed-route transportation service. Eligibility is not simply a matter of whether or not a person has a disability, but instead relates to whether or not an individual can independently utilize the fixed route transportation system. Thus, ADA paratransit eligibility not based solely on a medical or psychiatric diagnosis, but rather it is a determination of a person's functional ability to use the regular transit system.

The **ADA** identifies three specific categories of paratransit eligibility (Part 37, §37.123):

Category 1 (Permanent): This category includes individuals who, due to a physical or mental impairment, are prevented from independently boarding, riding or disembarking from any readily accessible vehicle on the regular fixed route system. Among others, this category includes persons with severe mental or visual impairments who, as a result of their disability, cannot independently navigate the system. If an individual requires a personal care attendant to board, ride, or disembark from an accessible fixed route vehicle (including navigating the system), the individual is eligible for paratransit.

Category 2 (Transitional): Also eligible are those persons with a physical or mental impairment who could use accessible fixed route transportation if all routes and vehicles accommodate lift-equipped requirements, or when a lift-equipped vehicle is not available at that time on that route, or when the lift cannot be deployed.

Category 3 (Conditional): Any individual with a disability who has a specific impairment-related condition which prevents that person from traveling to a boarding location or from a disembarking location on the system is also eligible. In this case, the impairment must prevent travel to or from a stop; significant inconvenience or difficulty does not form a basis for eligibility under this section. Barriers not under control of the public entity, whether distance, weather, terrain, or architectural barriers, do not by themselves form a basis for eligibility under this section. The regulation makes the interaction between an impairment-related condition and the environmental barrier the key to eligibility determinations.

In keeping with ADA criteria, VIAtrans eligibility is not based on an individual's medical diagnosis but their functional ability to use fixed route bus service. As part of the VIAtrans eligibility determination process, applicants may be asked to participate in physical functional assessment performed by a skilled trained professional therapist. The functional assessment is used to determine the capacity of a person with a disability to perform travel skills necessary for fixed-route service. The functional assessment performance report along with all available medical documentation and application information are reviewed by an VIA eligibility Specialist who will make the eligibility determination. The customer is notified by mail within twenty-one days of the completed record.

If an applicant is found not to meet the **ADA** eligibility criteria for VIAtrans services, that applicant is informed of their right and opportunity to appeal the decision. Applicants are requested to appeal in writing to the manager of accessible services within sixty days of the initial notice of ineligibility. Upon receipt of the notice of appeal, the manager of accessible services, will conduct a careful and independent review of the applicant's complete record and make a determination regarding **ADA** eligibility. If the applicant's ineligibility is reaffirmed by the manager, the applicant is provided instructions on how to appeal to the Appeal Review Committee (ARC). The applicant may appear in person before the ARC who will meet with the applicant and anyone they wish to bring to support their position. The decision made by the ARC will be in writing and will be final.



VIA Metropolitan Transit

VIAtrans
application
04-05

Information For VIAtrans Applicants

(Por favor, llame 362-2140 para instrucciones en español)

What is VIAtrans? VIAtrans is a specialized transportation service available to most Bexar County residents who have a medical impairment or condition that prevents them from independently traveling by regular VIA city buses for most trips. VIAtrans service employs a variety of vehicles including autos, vans, and lift equipped vehicles to meet the customers' particular travel needs. VIAtrans is a "curb-to-curb" shared-ride system comparable to regular city bus service. VIAtrans riders must be pre-registered to use the service and must make reservations at least twenty-four (24) hours in advance of their anticipated trip. VIAtrans riders may schedule trips for any purpose and, if pre-authorized, may travel with a personal care attendant.

Who can use VIAtrans? VIAtrans service is provided within three-quarters mile of a fixed bus route to most Bexar County addresses with the exception of certain unincorporated areas within Bexar County. At this time, these areas include the cities of Helotes, Hill Country Village, Hollywood Park, Live Oak, Lytle, Schertz, Selma, Somerset, Universal City, and Windcrest. VIAtrans is not permitted to pick up or drop off at addresses in these areas. Within the VIA service area, service to and from certain geographic locations may be subject to a surcharge above the base fare of \$1.25.

If I have a disability, do I automatically qualify for VIAtrans Service? No. VIAtrans eligibility is based on a person's functional capabilities or limitations to independently travel by city bus. Many persons with disabilities can and do ride VIA city buses for some or all trips. Depending on the nature of the impairment and individual travel needs, applicants may be eligible for VIAtrans service in some or all conditions. Persons do not qualify for VIAtrans solely on the basis of age. All eligibility decisions are based on the criteria and guidelines set forth in the Americans with Disabilities Act of 1990.

How will I know if my application is approved? Your VIAtrans application should be fully completed. Incomplete forms will be returned to you or your doctor, which may delay the eligibility determination. As a part of the eligibility process, you may be requested to participate in a functional assessment to identify your limitations, capabilities, and special travel needs. As soon as all the necessary information is available, your complete record will be reviewed and an eligibility determination will be made. Generally within the following three weeks, you will be notified by mail of your eligibility status.

If you are found to be eligible for VIAtrans services, your eligibility notice will instruct you come to the appropriate VIA location to get a Photo Identification Card. At that time you will be given your personal VIAtrans identification card along with a VIAtrans User Manual and Telephone Instruction Guide to facilitate your travel arrangements.

If you have questions about this application, please call the Accessible Services Department (210) 362-2140 between 8:00am to 4:45pm, Monday thru Friday. TDD calls may be made to (210) 362-2019 between 8:00am and 4:45pm, Monday thru Friday.

VIA Metro Center
1021 San Pedro
San Antonio, TX 78212
362-2140 (TDD: 362-2019)
Revised 2004

ID# _____ For Office Use Only

ADA Cat _____
AWS _____
EligTo _____
DX _____

Application For VIAtrans Service

INSTRUCTIONS: On pages 1, 2, 3 and 4 of this application, VIA is asking for information about you and your ability to use VIA bus service. Some questions are general and some are specific, but all are important. Please take the time to **answer ALL questions carefully and completely.** We cannot determine your eligibility for VIAtrans service without this information. It's all right for a friend, guardian, caregiver, agency service representative or family member to help you complete your portion of the application, specifically pages 1, 2, 3, and 4. He or she will need to provide accurate information about you, your medical impairment, and your functional capacity. If you receive assistance completing your application, the person assisting you must be identified on Page 4. Pages 5 and 6 must be completed and certified by a physician who is familiar with your impairment or condition. Please direct your questions to us at 362-2140.

General Information - All information requested must be provided

Have you ever applied for VIAtrans or a Reduced Fare Card? NO YES DATE? _____

Have you ever been approved for VIAtrans/issued a Reduced Fare Card? NO YES DATE? _____

Applicant's Name: _____ Date Of Birth: ____ / ____ / ____

Residence Address: _____ Apt# _____

City _____, TX Zip Code: _____ Sex: M ___ F ___

Facility Name And/Or Apartment Name: _____ Gate Code _____

Social Security#: _____ Medicare# _____ Medicaid# _____

Home Phone Number: _____ Day Phone _____

Name of Emergency Contact: _____ Relationship: _____

Emergency Phone: _____ Day Phone: _____

What communications format would be most appropriate for us to communicate with you?

English ___ Spanish ___ Braille ___ Audio Cassette ___ TDD ___ E-mail address _____

INDIVIDUAL AND MOBILITY INFORMATION:

What assistive device(s) do you use when traveling? (Please check any that apply).

- | | | |
|--|--|---|
| <input type="checkbox"/> Support Cane | <input type="checkbox"/> Manual wheelchair | <input type="checkbox"/> Trained service animal |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Electric wheelchair | <input type="checkbox"/> Communications device |
| <input type="checkbox"/> Leg brace(s) | <input type="checkbox"/> Electric "scooter" | <input type="checkbox"/> "White cane" |
| <input type="checkbox"/> Aluminum "walker" | <input type="checkbox"/> Portable oxygen | <input type="checkbox"/> None |
| <input type="checkbox"/> Other (describe): | | |

If you travel by wheelchair or scooter, you must provide the following information about your device:

- a. Type(wchr?,sctr?): _____ Brand Name: _____ Make and Model# _____
- b. Measurements : width (outer wheel-to-wheel): _____" length(front-to-back) _____"
- c. Combined weight of occupied device (chair weight + applicant's weight) _____ lbs.
- d. Attachments or features i.e., leg extenders,etc. _____



- 1. Please tell us about the times when you can use the regular fixed-route bus service? (Examples: if short distance to bus stop; if bus has a wheelchair lift, in good weather)

- 2. What is the nearest street intersection to your home? (Example: Blanco & Basse):

- 3. Can you walk or use your wheelchair or assistive device(s) from your home to that intersection without help and without injuring yourself? Yes No
 - a. How many minutes would it take you? 2 5 10 15 can't do it.
 - b. How much farther past the nearest intersection could you travel, without help or injury?
 four times as far three times as far twice as far no farther
- 4. Can you safely cross a street alone? Yes No
- 5. Can you find your way to a bus stop without getting lost, and wait at the stop for the bus to arrive?
Yes___ No___ If no, please explain: _____
- 6. At a bus stop, how long can you stand and wait for a bus?
 15 minutes 10 minutes 5 minutes Less than 5 minutes
- 7. Can you understand bus schedule information? Yes No
- 8. All buses have a "destination sign" in front, which shows the route name and number.
 - Can you read a bus destination sign? Yes No
 - Can you ask the driver where the bus is going? Yes No
 - Can you give or write a note to the driver? Yes No
 - Can you understand the driver's answer? Yes No

9. If you were on the bus, could you pay the fare by putting coins or tickets in the fare box, or by showing a pass to the bus driver? Yes No If no, explain: _____
10. If you were on the bus, could you recognize the place where you wanted to get off the bus? If "no", please explain: _____
11. Have you ever used the bus in San Antonio or another city? Yes No If "yes", please explain when and why you stopped using the bus?

12. Have you ever received "orientation and mobility training" or "travel training"? Yes No If "yes", please list any VIA bus routes on which you can travel:

13. Please tell us the reasons why you believe you **cannot** use VIA bus service for some or all trips, or how it is difficult for you to do so:

14. Do you participate in a work activity center or workshop? Yes No If "yes", which one? _____
15. Do you attend a daycare center or participate in a residential care or day treatment program? Yes No If yes, which one? _____
16. Do you receive dialysis treatment? Yes No If "yes", where do you receive it? How often and/or which regular days? _____
17. Do you reside at an assisted living facility or at a nursing home? Yes No If "yes", which one? _____
18. Are you a student attending school? Yes No If "yes", name of school: _____
19. Are you able to walk up and down three (3) steps (12" rise, with handrails)? Yes No
20. If you use a wheelchair/scooter, can you transfer yourself from the wheelchair/scooter to a passenger car? Yes No
21. If you use a wheelchair or scooter, does your residence have a ramp? Yes No If no ramp, how do you get your wheelchair/scooter to street/ground level?
22. Do you require someone to travel with you? _____ If "yes", please explain why:

23. Are you able to independently call and make or cancel trip reservations? Yes No
24. Can you wait independently alone at your residence and places to which you travel? If "no", explain: _____

AGREEMENT AND AUTHORIZATION:

I state that the information I have provided is true, accurate, and correct. I authorize the release of diagnostic and functional information as requested on pages 5 and 6, to VIA for the sole purpose of making a determination regarding my eligibility for paratransit service (VIATrans) or for the Mobility Assistance Program Reduced Fare Card for the fixed route bus service, and understand that all personal and medical information will be kept confidential.

If requested, I agree to undergo functional assessment of my mobility abilities and limitations for the sole purpose of making a determination regarding my eligibility for paratransit van service (VIATrans) or for the Mobility Assistance Program Reduced Fare Card for fixed route bus service. I understand that intentionally false or misleading information or refusal to undergo a functional assessment is grounds for denial of VIA services and benefits.

If approved, I agree to follow the rules and guidelines established by VIA and to promptly inform VIA of any changes in my residence, phone number, and if applicable, my caregivers name and phone number; and any significant change in my condition that would affect my level of mobility. I understand that failure to follow proper procedures or cooperate with VIA staff; demonstrating illegal or disruptive behavior; or if my condition at any time poses a direct threat to the health or safety of others, such situations may result in either suspension and/or termination of service or benefits.

APPLICANT'S SIGNATURE: _____ **DATE:** _____

IF THIS APPLICATION HAS BEEN COMPLETED BY SOMEONE OTHER THAN THE PERSON REQUESTING CERTIFICATION, THAT PERSON MUST COMPLETE THE FOLLOWING:

NAME _____

WHAT IS YOUR RELATIONSHIP TO APPLICANT? _____

ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

PHONE NUMBER: HOME _____ WORK _____ Cell _____

SIGNATURE _____ DATE ____ / ____ / ____

STOP! Response to the remaining questions on this application must be provided by a licensed physician who is familiar with your condition. Please take this entire form to your doctor so that the medical section may be completed and the completed form may be returned to us.

Thank you

DIAGNOSTIC AND FUNCTIONAL INFORMATION (to be provided by a licensed physician)

Dear Physician:

The Americans with Disabilities Act of 1990 requires VIA to provide paratransit service to individuals who, because of their medical condition or impairment, are prevented from using regular VIA city bus service for most trips. Age, economic status, and environmental conditions may not be considered 'medical' factors in the assessment of paratransit eligibility. The information requested of you in the following sections will be used to determine the applicant's VIATrans eligibility. It is important that all questions be answered completely and accurately to the best of your knowledge and in accordance with your records. If the information is incomplete or unclear, we may need to contact you for clarification. Thank you for your cooperation.

1. Please indicate date of your most recent examination of this applicant: _____
2. Based on your knowledge of the patient's condition, is the information provided on the previous pages a reasonable representation of his/her condition? _____ Yes _____ No
If "no", please explain _____
3. Please provide formal medical diagnoses and/or diagnostic codes to describe the applicant's primary impairments or disabling conditions:

4. **If vision impaired**, what is best corrected acuity (Snellen)? (R) _____ (L) _____
Field Restriction: (R) _____ (L) _____ Date of Testing: _____
5. **If hearing impaired**, what is the degree of discrimination for conventional speech without hearing aid(s)? (R) _____ (L) _____ With hearing aid? (R) _____ (L) _____
6. **If cognitively impaired**, what is the most recently recorded IQ or Performance Test Scores and date of Testing? _____
7. What was the onset date of these conditions? (month/year): _____ If temporary, what is a reasonably anticipated recovery date for independent travel? _____
8. Can applicant travel independently from his/her house, to the sidewalk? _____ Yes _____ No.
If "no" or "sometimes", please explain: _____
9. Assuming the use of a mobility aid, if applicable, and with no major barriers in his/her path, how far can the applicant independently travel without help or significant risk of injury:
less than 1/4 mile _____ 1/4 mile _____ 1/2 mile _____ 3/4 mile _____ more than 3/4 mile _____
10. Does the applicant's disability require him/her to travel with another person who provides personal assistance? Yes _____ No _____ Sometimes _____
11. Could the applicant benefit from travel training, if it was available? Yes _____ No _____ Maybe _____

12. Please rate (Excellent / Good / Fair / Poor / None / Don't Know) the applicant in terms of:

- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|-----------------------------|
| a) upper body strength: | <input type="checkbox"/> E | <input type="checkbox"/> G | <input type="checkbox"/> F | <input type="checkbox"/> P | <input type="checkbox"/> N | <input type="checkbox"/> DK |
| b) lower body strength: | <input type="checkbox"/> E | <input type="checkbox"/> G | <input type="checkbox"/> F | <input type="checkbox"/> P | <input type="checkbox"/> N | <input type="checkbox"/> DK |
| c) coordination: | <input type="checkbox"/> E | <input type="checkbox"/> G | <input type="checkbox"/> F | <input type="checkbox"/> P | <input type="checkbox"/> N | <input type="checkbox"/> DK |
| d) balance: | <input type="checkbox"/> E | <input type="checkbox"/> G | <input type="checkbox"/> F | <input type="checkbox"/> P | <input type="checkbox"/> N | <input type="checkbox"/> DK |
| e) safety awareness: | <input type="checkbox"/> E | <input type="checkbox"/> G | <input type="checkbox"/> F | <input type="checkbox"/> P | <input type="checkbox"/> N | <input type="checkbox"/> DK |
| f) independent judgment: | <input type="checkbox"/> E | <input type="checkbox"/> G | <input type="checkbox"/> F | <input type="checkbox"/> P | <input type="checkbox"/> N | <input type="checkbox"/> DK |
| g) sense of direction: | <input type="checkbox"/> E | <input type="checkbox"/> G | <input type="checkbox"/> F | <input type="checkbox"/> P | <input type="checkbox"/> N | <input type="checkbox"/> DK |
| h) ability to understand
and follow instructions: | <input type="checkbox"/> E | <input type="checkbox"/> G | <input type="checkbox"/> F | <input type="checkbox"/> P | <input type="checkbox"/> N | <input type="checkbox"/> DK |
| i) verbal communication: | <input type="checkbox"/> E | <input type="checkbox"/> G | <input type="checkbox"/> F | <input type="checkbox"/> P | <input type="checkbox"/> N | <input type="checkbox"/> DK |
| j) written communication: | <input type="checkbox"/> E | <input type="checkbox"/> G | <input type="checkbox"/> F | <input type="checkbox"/> P | <input type="checkbox"/> N | <input type="checkbox"/> DK |
| k) stamina and endurance: | <input type="checkbox"/> E | <input type="checkbox"/> G | <input type="checkbox"/> F | <input type="checkbox"/> P | <input type="checkbox"/> N | <input type="checkbox"/> DK |

13. Is applicant wheelchair dependent? Yes _____ No _____

14. What, if any, is the extent of left and/ or right-side paralysis: _____

15. Can the applicant walk up and down two steps (12" rise, each step, with handrails available)?
Yes _____ No _____ Sometimes _____

Does the applicant require a lift-equipped vehicle to board? Yes _____ No _____

16. Please list any other factors (i.e., extreme temperatures) which significantly restrict the applicant's mobility: _____

PHYSICIAN'S CERTIFICATION:

I certify that the information I have provided hereto is a fair representation of this applicant's medical impairment or condition and is accurate to the best of my knowledge. I understand that the information provided hereto will be used for the sole purpose of determining the applicant's eligibility for paratransit services. I also agree that VIA may contact me for clarification of any information I have provided and that I will reply in good faith.

Physician's Full Name: _____

Institution/Facility/AgencyName: _____

Street Address: _____ Suite# _____ City: _____ Zip Code _____

Medical License Number: _____ Telephone# _____ FAX# _____

Physician's Signature: _____ Date: _____

******Note: Faxed, Copied, Or Stamped Physician Signatures Will Not Be Accepted**



VIA Metropolitan Transit

VIAtrans
application
06

Information For VIAtrans Applicants

(Por favor, llame 362-2140 para instrucciones en español)

What is VIAtrans ? **The Americans with Disabilities Act of 1990(ADA)** mandates that public entities operating a fixed route transportation system shall also provide complementary paratransit services to individuals whose impairments or disabilities *prevent* them from independently traveling by fixed-route service. VIAtrans is a specialized transportation service available individuals who have a medical impairment or condition that *prevents* them from independently traveling by regular VIA city buses for most trips. VIAtrans is a "curb-to-curb" shared-ride transportation system comparable to regular city bus service. VIAtrans riders must be pre-registered to use the service and must make reservations at least twenty-four (24) hours in advance of their anticipated trip. VIAtrans riders may schedule trips for any purpose and, if pre-authorized, may travel with a personal care attendant.

Who can use VIAtrans? VIAtrans service is provided within three-quarters mile of a fixed bus route to most Bexar County addresses with the exception of certain unincorporated areas within Bexar County. At this time, these areas include the cities of Helotes, Hill Country Village, Hollywood Park, Live Oak, Lytle, Schertz, Selma, Somerset, Universal City, and Windcrest. VIAtrans is not permitted to pick up or drop off at addresses in these areas. Within the VIA service area, service to and from certain geographic locations may be subject to a surcharge above the base fare of \$1.50.

If I have a disability, do I automatically qualify for VIAtrans Service? All VIAtrans eligibility determinations are based on the paratransit criteria and guidelines set forth in the **Americans with Disabilities Act of 1990**. In keeping with ADA criteria, VIAtrans eligibility is not based on an individual's medical diagnosis but their functional ability to use fixed route bus service. As part of the VIAtrans eligibility determination process, applicants may be asked to participate in physical functional assessment performed by a skilled trained professional therapist. The functional assessment is used to identify the applicant's special travel needs or accommodations for transit travel. The functional assessment performance report along with all available medical documentation and application information are reviewed by an VIA eligibility Specialist who will make the eligibility determination.

How will I know if my application is approved? Your VIAtrans application should be fully completed when submitted. Incomplete forms will be returned to you or your doctor, which may delay the eligibility determination process. As a part of the eligibility process, you may be requested to participate in a functional assessment to identify your special travel needs. Within 21 days of receipt of all necessary information, your complete record will be reviewed and an eligibility determination will be made. If you are found to be eligible for VIAtrans services, your eligibility notice will instruct you on how to obtain your Photo Identification Card and to activate your reservation record. At that time you will be given your personal VIAtrans identification card along with a VIAtrans User Manual and Telephone Instruction Guide. If you are found ineligible, you will be provided with instructions on the appellate process.

Please direct your telephone inquires to the Accessible Services Department (210) 362-2140 between 8:00am to 4:45pm, Monday thru Friday. TDD calls may be made to (210) 362-2019 between 8:00am and 4:45pm, Monday thru Friday. You may also access the VIA website at www.VIAinfo.net.

VIA Metro Center
1021 San Pedro
San Antonio, TX 78212
362-2140 (TDD: 362-2019)
Revised 2006

ID# _____ For Office Use Only

ADA Cat _____
AWS _____
EligTo _____
DX _____

Application For VIAtrans Service

INSTRUCTIONS: On pages 1, 2, 3 and 4 of this application, VIA is asking for information about you and your ability to use VIA bus service. Some questions are general and some are specific, but all are important. Please take the time to **answer ALL questions carefully and completely. We cannot determine your eligibility for VIAtrans service without this information.** It's all right for a friend, guardian, caregiver, agency service representative or family member to help you complete your portion of the application, specifically pages 1, 2, 3, and 4. He or she will need to provide accurate information about you, your medical impairment, and your functional capacity. If you receive assistance completing your application, the person assisting you must be identified on Page 4. Pages 5 and 6 must be completed and certified by a physician who is familiar with your impairment or condition. Please direct your questions to us at 362-2140.

General Information - All information requested must be provided

Have you ever applied for VIAtrans or a Reduced Fare Card? NO YES DATE? _____

Have you ever been approved for VIAtrans/issued a Reduced Fare Card? NO YES DATE? _____

Applicant's Name: _____ Date Of Birth: ____ / ____ / ____

Residence Address: _____ Apt# _____

City _____, TX Zip Code: _____ Sex: M ___ F ___

Facility Name And/Or Apartment Name: _____ Gate Code _____

Social Security#: _____ Medicare# _____ Medicaid# _____

Home Phone Number: _____ Day Phone _____

Name of Emergency Contact: _____ Relationship: _____

Emergency Phone: _____ Day Phone: _____

What communications format would be most appropriate for us to communicate with you?

English ___ Spanish ___ Braille ___ Audio Cassette ___ TDD ___ E-mail address _____

*****INDIVIDUAL AND MOBILITY INFORMATION:**

What assistive device(s) do you use when traveling? (Please check any that apply).

- | | | |
|--|--|---|
| <input type="checkbox"/> Support Cane | <input type="checkbox"/> Manual wheelchair* | <input type="checkbox"/> Trained service animal |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Electric wheelchair* | <input type="checkbox"/> Communications device |
| <input type="checkbox"/> Leg brace(s) | <input type="checkbox"/> Electric scooter* | <input type="checkbox"/> "White cane" |
| <input type="checkbox"/> Aluminum "walker" | <input type="checkbox"/> Portable oxygen | <input type="checkbox"/> None |
| <input type="checkbox"/> Other (describe): | | |

***If you travel by wheelchair or scooter, you must provide the following information about your device:**

- a. Type(wchr?,sctr?): _____ Brand Name: _____ Make and Model# _____
- b. Measurements : width (outer wheel-to-wheel): _____" length(front-to-back) _____"
- c. Combined weight of occupied device (chair weight + applicant's weight) _____ lbs.
- d. Attachments or features i.e., leg extenders,etc. _____

- =====
1. Please tell us about the times when you can use the regular fixed-route bus service? (Examples: if short distance to bus stop; if bus has a wheelchair lift, in good weather)

 2. What is the nearest street intersection to your home? (Example: Blanco & Basse):

 3. Can you walk or use your wheelchair or assistive device(s) from your home to that intersection without help and without injuring yourself? Yes No
a. How many minutes would it take you? 2 5 10 15 can't do it.
b. How much farther past the nearest intersection could you travel, without help or injury?
 four times as far three times as far twice as far no farther
 4. Can you safely cross a street alone? Yes No
 5. Can you find your way to a bus stop without getting lost, and wait at the stop for the bus to arrive?
Yes___ No___ If no, please explain: _____
 6. At a bus stop, how long can you stand and wait for a bus?
 15 minutes 10 minutes 5 minutes Less than 5 minutes
 7. Can you understand bus schedule information? Yes No
 8. All buses have a "destination sign" in front, which shows the route name and number.
Can you read a bus destination sign? Yes No
Can you ask the driver where the bus is going? Yes No
Can you give or write a note to the driver? Yes No
Can you understand the driver's answer? Yes No

9. If you were on the bus, could you pay the fare by putting coins or tickets in the fare box, or by showing a pass to the bus driver? Yes No If no, explain: _____
10. If you were on the bus, could you recognize the place where you wanted to get off the bus? If "no", please explain: _____
11. Have you ever used the bus in San Antonio or another city? Yes No If "yes", please explain when and why you stopped using the bus?

12. Have you ever received "orientation and mobility training" or "travel training"? Yes No If "yes", please list any VIA bus routes on which you can travel: _____
13. Please tell us the reasons why you believe you **cannot** use VIA bus service for some or all trips, or how it is difficult for you to do so:

14. Do you participate in a work activity center or workshop? Yes No If "yes", which one? _____
15. Do you attend a daycare center or participate in a residential care or day treatment program? Yes No If yes, which one? _____
16. Do you receive dialysis treatment? Yes No If "yes", where do you receive it? How often and/or which regular days? _____
17. Do you reside at an assisted living facility or at a nursing home? Yes No If "yes", which one? _____
18. Are you a student attending school? Yes No If "yes", name of school: _____
19. Are you able to walk up and down three (3) steps (12" rise, with handrails)? Yes No
20. If you use a wheelchair/scooter, can you transfer yourself from the wheelchair/scooter to a passenger car? Yes No
21. If you use a wheelchair or scooter, does your residence have a ramp? Yes No If no ramp, how do you get your wheelchair/scooter to street/ground level?
22. Do you require someone to travel with you? _____ If "yes", please explain why:

23. Are you able to independently call and make or cancel trip reservations? Yes No
24. Can you wait independently alone at your residence and places to which you travel? If "no", explain: _____

AGREEMENT AND AUTHORIZATION:

I state that the information I have provided is true, accurate, and correct. I authorize the release of diagnostic and functional information as requested on pages 5 and 6, to VIA for the sole purpose of making a determination regarding my eligibility for paratransit service (VIATrans) or for the Mobility Assistance Program Reduced Fare Card for the fixed route bus service, and understand that all personal and medical information will be kept confidential.

If requested, I agree to undergo functional assessment of my mobility abilities and limitations for the sole purpose of making a determination regarding my eligibility for paratransit van service (VIATrans) or for the Mobility Assistance Program Reduced Fare Card for fixed route bus service. I understand that intentionally false or misleading information or refusal to undergo a functional assessment is grounds for denial of VIA services and benefits.

If approved, I agree to follow the rules and guidelines established by VIA and to promptly inform VIA of any changes in my residence, phone number, and if applicable, my caregivers name and phone number; and any significant change in my condition that would affect my level of mobility. I understand that failure to follow proper procedures or cooperate with VIA staff; demonstrating illegal or disruptive behavior; or if my condition at any time poses a direct threat to the health or safety of others, such situations may result in either suspension and/or termination of service or benefits.

APPLICANT'S SIGNATURE: _____ **DATE:** _____

IF THIS APPLICATION HAS BEEN COMPLETED BY SOMEONE OTHER THAN THE PERSON REQUESTING CERTIFICATION, THAT PERSON MUST COMPLETE THE FOLLOWING:

NAME _____

WHAT IS YOUR RELATIONSHIP TO APPLICANT? _____

ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

PHONE NUMBER: HOME _____ WORK _____ Cell _____

SIGNATURE _____ DATE ____ / ____ / ____

STOP! Response to the remaining questions on this application must be provided by a licensed physician who is familiar with your condition. Please take this entire form to your doctor so that the medical section may be completed and the completed form may be returned to us.

Thank you

DIAGNOSTIC AND FUNCTIONAL INFORMATION:
(to be provided by a licensed physician)

Dear Physician:

The Americans with Disabilities Act of 1990 requires VIA to provide paratransit service to individuals who, because of their medical condition or impairment, are prevented from using regular VIA city bus service for most trips. Age, economic status, and environmental conditions may not be considered 'medical' factors in the assessment of paratransit eligibility. The information requested of you in the following sections will be used to determine the applicant's VIATrans eligibility. It is important that all questions be answered completely and accurately to the best of your knowledge and in accordance with your records. If the information is incomplete or unclear, we may need to contact you for clarification. Thank you for your cooperation.

1. Please indicate date of your most recent examination of this applicant: _____
2. Based on your knowledge of the patient's condition, is the information provided on the previous pages a reasonable representation of his/her condition? _____ Yes _____ No
If "no", please explain _____
3. Please provide formal medical diagnoses and/or diagnostic codes to describe the applicant's primary impairments or disabling conditions:

4. **If vision impaired**, what is best corrected acuity (Snellen)? (R) _____ (L) _____
Field Restriction: (R) _____ (L) _____ Date of Testing: _____
5. **If hearing impaired**, what is the degree of discrimination for conventional speech without hearing aid(s)? (R) _____ (L) _____ With hearing aid? (R) _____ (L) _____
6. **If cognitively impaired**, what is the most recently recorded IQ or Performance Test Scores and date of Testing? _____
7. What was the onset date of these conditions? (month/year): _____ If temporary, what is a reasonably anticipated recovery date for independent travel? _____
8. Can applicant travel independently from his/her house, to the sidewalk? _____ Yes _____ No.
If "no" or "sometimes", please explain: _____
9. Assuming the use of a mobility aid, if applicable, and with no major barriers in his/her path, how far can the applicant independently travel without help or significant risk of injury:
less than 1/4 mile _____ 1/4 mile _____ 1/2 mile _____ 3/4 mile _____ more than 3/4 mile _____
10. Does the applicant's disability require him/her to travel with another person who provides personal assistance? Yes _____ No _____ Sometimes _____

11. Could the applicant benefit from travel training, if it was available? Yes ___ No ___ Maybe ___

12. Please rate (Excellent / Good / Fair / Poor / None / Don't Know) the applicant in terms of:

- a) upper body strength: ___E ___G ___F ___P ___N ___DK
- b) lower body strength: ___E ___G ___F ___P ___N ___DK
- c) coordination: ___E ___G ___F ___P ___N ___DK
- d) balance: ___E ___G ___F ___P ___N ___DK
- e) safety awareness: ___E ___G ___F ___P ___N ___DK
- f) independent judgment: ___E ___G ___F ___P ___N ___DK
- g) sense of direction: ___E ___G ___F ___P ___N ___DK
- h) ability to understand
and follow instructions: ___E ___G ___F ___P ___N ___DK
- i) verbal communication: ___E ___G ___F ___P ___N ___DK
- j) written communication: ___E ___G ___F ___P ___N ___DK
- k) stamina and endurance: ___E ___G ___F ___P ___N ___DK

13. Is applicant wheelchair dependent? Yes _____ No _____

14. What, if any, is the extent of left and/ or right-side paralysis: _____

15. Can the applicant walk up and down two steps (12" rise, each step, with handrails available)?
Yes _____ No _____ Sometimes _____
(Does the applicant require a lift-equipped vehicle to board? Yes _____ No _____)

16. Please list any other factors (i.e., extreme temperatures) which significantly restrict the applicant's mobility: _____

PHYSICIAN'S CERTIFICATION:

I certify that the information I have provided hereto is a fair representation of this applicant's medical impairment or condition and is accurate to the best of my knowledge. I understand that the information provided hereto will be used for the sole purpose of determining the applicant's eligibility for paratransit services. I also agree that VIA may contact me for clarification of any information I have provided and that I will reply in good faith.

Physician's Full Name: _____

Institution/Facility/AgencyName: _____

Street Address: _____ Suite# _____ City: _____ Zip Code _____

Medical License Number: _____ Telephone# _____ FAX# _____

Physician's Signature: _____ Date: _____

******Note: Faxed, Copied, Or Stamped Physician Signatures Will Not Be Processed**



VIATrans Appeal Process

VIATrans applicants or customers have the opportunity to appeal any decision made by VIA concerning their initial eligibility for VIATrans or changes to their eligibility status. For example, a customer was initially given permanent eligibility where no restrictions were placed on his/her use of VIATrans service. The customer is recertified as conditionally eligible; now certain conditions will be applied to their use of VIATrans service. The customer will be required to use fixed route bus service for some trips. Customers can appeal this change of status. A new applicant may also appeal if they disagree with the category of eligibility they are approved for. If the customer or applicant chooses to appeal, the appeal must be in writing and must be received by VIA within 60 days of the date of their notice. VIA will respond in writing within 30 days of receipt of the notice to appeal.

VIATrans customers who are determined to no longer be eligible during the recertification process and who appeal before their service expires may continue to use VIATrans until a final decision is made. Customers who do not appeal before their service expires and new applicants will not be given the opportunity to use VIATrans during the appeal process. However, if VIA has not made a decision within 30 days of the completion of the appeal process, VIATrans service shall be provided to the individual from that time until and unless a decision to deny the appeal has been issued.

VIATrans Appeal Procedure for Change of Status or Ineligibility:

- Applicant or customer is determined to be ineligible or does not agree with category of eligibility
- Applicant or customer may appeal the decision in writing to the Manager of Accessible Services
- If the Manager of Accessible Services agrees with the initial decision, the applicant or customer may appeal, in writing, to the Appeal Review Committee (ARC)
- The ARC will meet with the applicant or customer and anyone they wish to bring to support their representations
- The decision made by the ARC will be in writing and will be final