

MUSKEGON AREA TRANSIT SYSTEM ADA COMPLEMENTARY PARATRANSIT PROGRAM

A Public Transportation Service
For Persons with Disabilities
Who Are Functionally Unable To Use Fixed Route Services

Effective September 27, 2020

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Background & Introduction

The Americans with Disabilities Act (ADA) of 1990 requires that public entities which operate a fixed route transportation service also provide complementary paratransit services for individuals whose disabilities make them unable to use the fixed route system. In addition, the regulations require that those public entities subject to the complementary paratransit requirements develop and administer a process for determining if individuals who request service meet the regulatory requirements for eligibility. Finally, those entities are required to prepare and adopt an ADA Complementary Paratransit Plan to document its compliance with these and other paratransit regulatory provisions.

The Muskegon Area Transit System's (MATS) initial ADA Complementary Paratransit Plan was published in 1992. Subsequently, MATS and other transit systems became compliant with the ADA complementary paratransit provisions and the DOT amended its regulations to eliminate the requirement for annual updates to complementary paratransit plans. This rendition of the MATS ADA Complementary Paratransit Program is published as an update to acknowledge the significant change in descriptive language since 1990; to provide updated demographic information; to remove out-of-date planning information not affecting the intent or requirement of the Act, and to clarify MATS policies within the provisions of the ADA. The only significant policy change from the original plan involves changing the eligible paratransit service area buffer from one mile to three quarters (3/4) of a mile surrounding the routed service, as approved by the County Board of Commissioners in 2020, to be consistent with the requirements of the ADA. MATS receives Federal Transit Administration funding assistance to support its transit operations, and all MATS fixed route services are presently operated directly by MATS.

The requirements of the ADA state that paratransit service must be “comparable” to the fixed route service levels and availability. As defined further in regulatory guidance issued by the Department of Transportation, six service criteria are used to evaluate paratransit service’s comparability to the fixed route. These criteria only represent the minimum service standards and therefore these thresholds can be exceeded if the local governing body chooses to do so. The criteria used to assess that ADA paratransit service is comparable to fixed route service include:

- Service Area: Paratransit must be available within the same area served by the fixed route, specifically; service shall be made available to all origins and destinations within $\frac{3}{4}$ of a mile on each side of each fixed route. This includes an area within $\frac{3}{4}$ mile radius at the end of each fixed route.
- Hours and Days of Service: ADA paratransit services must be available during the same hours and days of service that the fixed routes are available.
- Response time: Trips must be available to any ADA paratransit eligible person at any requested time on any service day in response to a request for service made the previous day. The service operator may negotiate to provide the trip within an “hour window” before or after the requested time. Reservations must be taken during regular business hours the day before the trip requested.

- Fares: The public transit system may not establish complementary paratransit fares that are more than twice the fare that would be charged to an individual paying full fare for a trip of similar length at a similar time of day on the fixed route system.
- Trip Restrictions: The operator may not impose trip restrictions to prioritize trips based on trip purpose.
- Capacity Constraints: The operator may not impose capacity constraints on the amount of service that is provided to any eligible person. Specifically, there can be no operating practice that significantly limits the availability of service to ADA paratransit certified individuals for eligible trips.

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

Overview of Population Served

Muskegon County's estimated population in 2010 according to the US Census Bureau was 172,194 (<https://www.census.gov/quickfacts/muskegoncountymichigan>). This represents the population of the entire County. As MATS works to realign its County-wide services to a more centralized urban area system, effective September 27, 2020, the area being served by routes will consist of portions of the following communities: Cities of Muskegon, Muskegon Heights, Norton Shores, and Roosevelt Park, and portions of the Townships of Muskegon and Fruitport. The areas abutting these routes will be provided ADA Complementary Paratransit service. The provision of new demand-response services in the future, made available in participating municipalities of the County, will result in a fluid MATS service area in response to local transportation needs and local community participation.

Nondiscrimination

MATS shall not discriminate against an individual with a disability in connection with the provision of transportation services. MATS shall not deny, to any individual with a disability, the opportunity to use transportation services for the general public, if the individual is capable of using the service. MATS shall not require an individual with a disability to use designated priority seats if the individual does not choose to use those seats.

ADA Complaint Procedures

If MATS receives a complaint regarding discrimination against an individual under the ADA, we will respond within 30-days of receiving the complaint and will work to resolve the issue with the complainant as quickly as possible. This may involve assistance from outside parties. We

will document the process, including the resolution. We will keep the complaint, and all related documents, on file for at least one year. We will keep a summary of all complaints filed for at least five years.

The Muskegon Area Transit System maintains a mechanism for processing ADA Complaints from the public, in cooperation with the County of Muskegon Equal Employment Opportunity office. The most direct means of receiving complaints is through the Muskegon Area Transit System's general telephone complaint process. The public is afforded the opportunity to call the Muskegon Area Transit System office to file a complaint over the telephone.

Each of these complaints is logged and forwarded to the Transit Systems Manager for follow-up. The Transit Systems Manager reviews the complaint and begins follow-up, including, as needed, a call to engage the assistance of the County's Equal Employment Opportunity office for follow-up and processing within the County's discrimination and harassment complaint program.

To file an ADA Complaint with MATS, please contact a Customer Care Representative at 231-724-6420, or download the online PDF form found at www.matsbus.com to complete and submit the form to MATS in person, by mail, or email.

Mail: Civil Rights
c/o MATS
2624 Sixth Street
Muskegon Heights, MI 49444

Phone: 231-724-6420

Email: civilrights@matsbus.com

Description of Fixed Route System and ADA Service

MATS is the primary provider of public transportation in Muskegon County. MATS fixed route bus services presently operate Monday through Friday along seven regular routes. Maps of the fixed routes as of September 27, 2020, are included in Attachment 5.

As required by the ADA, each route and vehicle are accessible by persons with disabilities. Accessibility features on vehicles, as required by the ADA, are maintained to a high level, so persons needing these features receive equivalent service. If for some reason a wheelchair ramp becomes inoperable, efforts will be made to provide another equipped vehicle within 30 minutes. Bus operators will make major stop announcements if an automated system is not available.

MATS' ADA Complementary Paratransit program provides ADA required paratransit service within the MATS service area in compliance with the guidelines of the Americans with

Disabilities Act within a three-quarter ($\frac{3}{4}$) mile buffer of the fixed route system. A map depicting this buffer is included in Attachment 5.

ADA Eligibility Requirements

An individual interested in applying for ADA Complementary Paratransit Certification, required for eligibility to use the service, will be evaluated on three factors:

1. Individual's functional ability to get to and from the fixed route bus stop
2. Individual's functional ability to board and exit an accessible fixed route bus
3. Individual's functional or cognitive ability to navigate the fixed route bus system

Operational issues are not considered in the eligibility determination process. These are issues that may affect any individual, whether or not they have a disability. The individual's disability(ies) and how it affects their functional ability to use fixed route bus service are the only criteria used in determining ADA Complementary Paratransit eligibility. Operational issues that are not used to determine eligibility include:

- Age
- Distance to/from a bus stop
- Lack of bus service to an area
- Overcrowded buses
- Current weather conditions
- Trip distance and comparable travel time on fixed-route
- Customer preference for a curb-to-curb service or disinterest in traveling on routes

Eligibility is based on the individual's abilities and any limitations resulting from disability. It is not based on a specific diagnosis. There are four (4) different categories of eligibility:

UNCONDITIONAL: individual is not able to use accessible fixed-route bus service under any circumstances and is eligible for ADA Complementary Paratransit for all trips.

CONDITIONAL: individual is not able to use fixed-route service in specific circumstances and is eligible for ADA Complementary Paratransit under limited circumstances identified in the certification process.

TRIP-BY-TRIP: individual is not able to use accessible fixed-route service for certain trips due to architectural and/or environmental barriers presented by that trip. Individual is eligible for ADA Complementary Paratransit trips identified in the certification process.

TEMPORARY: individual is not able to use accessible fixed-route service at this time, but the condition or circumstance(s) leading to eligibility is reasonably expected to change within a specifically determined time frame of less than three years.

DENIED: individuals whose disability and/or functional abilities do not prevent them from using the accessible fixed route bus services will be denied ADA Complementary Paratransit certification.

ADA Certification and Application Process

A request for an application for ADA Complementary Paratransit Certification can be made by contacting the Paratransit Operations Manager at MATS at 231-724-6420.

An application (Attachment 2) will be forwarded to the individual upon request. Once the completed application is returned, MATS will forward the application to the contractor responsible for certification reviews. Additional eligibility information may be sought from a medical professional (Attachment 3). A determination is normally returned within 14 days. If, by the date 21 days following the submission of a completed application, a determination of eligibility has not been received by MATS, the applicant will be granted presumptive eligibility and service will be provided for up to two months until and unless a determination is made.

The determination concerning the eligibility will be stated in writing, and the individual informed by letter. If the determination is that the individual is ineligible, the determination letter will state the reason for the finding, and the applicant has the right to appeal the decision.

Application Denial Appeal Process

If your application for ADA Paratransit Service is denied, you will need to submit your appeal, in writing, within sixty (60) days from the date of the denial notice. Appeals can be faxed to the attention of the Paratransit Operations Manager at 231-830-1607, or mailed to:

MATS
Paratransit Operations Manager
ADA Certification
2624 Sixth St
Muskegon Heights, MI 49444

Upon receipt of your desire to appeal, MATS will schedule a meeting of the designated ADA Appeals Panel to hear your appeal. You will be notified by mail of the date and time of this meeting. You will have the opportunity to submit additional information, written evidence and/or arguments to support your claim of eligibility for ADA Complementary Paratransit service. You may bring a representative with you to this meeting.

You will be notified of the Appeals Panel decision, in writing, within 30 days of the meeting. Their decision is final.

Service Type

The MATS Complementary Paratransit program provides an origin to destination paratransit service, which may include:

- Feeder service to an accessible fixed route, where such service enables the individual to use the fixed route bus system for part of the trip
- Curb-to-curb, shared ride, service
- Origin-to-destination, shared ride, service beyond the standard curb-to-curb service where reasonable modification may require such

Passengers should wait for the vehicle in a location near the curb where the vehicle can be seen, and preferably where the bus operator can see the passenger. Passengers will be dropped off in a safe location at the curb, as close as possible to the entrance of your destination.

If a passenger needs assistance beyond the curb, it may be provided via a reasonable modification request made to MATS as outlined at www.matsbus.com. Reasonable modifications will be made where necessary. Exceptions to the requirement to provide reasonable modifications include where:

- Making the modification would fundamentally alter the nature of the public transportation service
- Making the modification would create a direct threat to the health or safety of others
- The individual with a disability requesting the reasonable modification is able to fully use MATS service(s) without the modification being made
- Granting the request would cause an undue financial and/or administrative burden

If you live in a gated community, it is your responsibility to provide the gate code when making a reservation. If you live in an apartment complex, the pick-up location is in front of the leasing office. If a passenger cannot traverse to the leasing office, the passenger may be picked up in front of their building, upon request. If you live on the driver's side of the vehicle on a one-way street, the pick-up or drop-off may occur at the closest corner where you can utilize a cross walk.

Service Hours of Operation

MATS ADA Complementary Paratransit service will be provided during the same hours and days as MATS fixed-route bus services.

MATS does not operate on designated County of Muskegon holidays. For a complete list of Holidays where the service is closed or may be offering reduced service hours, please visit our website at www.matsbus.com.

Reservations

Reservations are taken Monday through Friday during normal customer care business hours (currently 8:00 am to 5:00 pm), except on designated holidays or weekends. Reservations can be made up to two weeks in advance, or on a next-day basis. Eligible ADA Complementary Paratransit trips will be accommodated if the trip request is made during customer care business hours the preceding day, or up to two weeks in advance.

On weekends or a Holiday before a normal service day, when the offices are closed and no reservations can otherwise be made, a voicemail service is available for ADA certified riders to request a next day ride. Provided that the voicemail request for a ride is made during the normal customer care business hours (currently 8:00 am to 5:00 pm), and that all required information is provided to schedule the trip, the trip will be scheduled even if requested on the days that the customer care center is closed.

Return Trips

Passengers will be asked, at the time of their initial reservation, to schedule a return time, if a return trip is necessary. The MATS ADA Complementary Paratransit service is all prescheduled and MATS does not accommodate same-day or will-call return rides as part of its ADA service. If a same-day ride or same-day ride change is accommodated, it may be delivered under different service guidelines and parameters outside of the ADA Complementary Paratransit program.

Subscription Service

Subscription service may be made available at MATS' discretion for individuals traveling to or from the same location at the same time on a regular basis. Subscription service will not absorb more than fifty percent of available capacity at a given time of the day. Subscription service is a premium service not required by the ADA and will be offered and approved at the sole discretion of MATS. Other premium services may also be offered by MATS outside the parameters of the ADA Complementary Paratransit program.

No-Show Policy

“No-show”, as well as “late cancellation” and “cancels-at-the-door” events result in wasted trips that could have been used by other passengers. As it deems appropriate, MATS may choose to record each customer's no-show(s), late cancel, and “cancel-at-the-door” activity and apply appropriate sanctions if customers establish an excessive pattern of such activity. The policy is necessary in order to recognize the negative impact that these actions have on the services provided to other passengers.

For purposes of this program, the following terms will be used:

- No Show: When the MATS vehicle arrives, waits the required 5 minutes, and the passenger does not emerge from the trip origin location.
- Late Cancellation: When a scheduled trip is cancelled by the passenger or representative less than 60 minutes before the scheduled pickup time.
- Cancel at the Door: When the MATS vehicle arrives for a scheduled trip and the passenger or a representative of the passenger cancels the trip in person.

It is understood that these events may occur occasionally on accident or for reasons beyond the control of the passenger. Such events that occur for reasons that are beyond the passenger's control will not be counted toward establishing a pattern or practice. Examples of excusable events include, but are not limited to:

- Illness
- Accidents
- Family emergency
- Passenger's appointment ran longer than expected and customer could not call to cancel, or
- Acts of God (flood, earthquake, etc)

Passengers should contact MATS as soon as possible to alert them of your emergency so your trip is not counted as a no-show event.

MATS schedules pick-ups and return trips separately. We will assume all scheduled return trips are needed unless notice is given by the passenger. If a passenger is a no-show for the first trip of the day, MATS will not automatically cancel subsequent trips of the day. If, however, the passenger does not need the return or other subsequent trip(s), they should cancel them as soon as possible out of courtesy for other riders. If subsequent trips are not cancelled, a no-show may be documented for the passenger.

If a passenger has been transported to their destination, but is a no-show when the bus returns, they may call dispatch to request an alternate return trip; however a pick-up window will not be guaranteed.

Suspensions of service may occur when a rider exceeds the maximum number of no-shows, late cancellations, or "cancels-at-the-door" allowed per calendar month during your certified year. Table 1 and Table 2 outline the maximum number of no-shows allowed per number of trips scheduled and the associated penalties that may be assessed for violations.

If your service is suspended you will be sent a Notice of Service Suspension, to your home address on file. The Notice will include dates of suspension, a no-show report, information regarding an appeal process and a copy of this policy.

Table 1

Scheduled Trips In the Past Calendar Month	Maximum # No-Shows, Late Cancels, or “Cancel-at-the-Door” Allowed per Calendar Month
1 to 14	3
15 to 39	5
40 to 59	7
60 +	9

Table 2

No Show Penalties	
First Violation	Letter of Warning
Second Consecutive Violation	3 day Suspension
Third and Fourth Consecutive Violation	15 day Suspension

No-Show Service Suspension Appeals Process

If you have been suspended from ADA Complementary Paratransit service for excessive No Show or cancellation events and feel that the information regarding your no-show(s) is incorrect, you have the right to submit an appeal.

All appeals must be submitted in writing within 15 days of the date of the Notice of Service Suspension letter to:

MATS
Transit Systems Manager
2624 Sixth St.
Muskegon Heights, MI 49444

The appeal should provide the reason that you feel your service should not be suspended in accordance with this policy. Appeals will be reviewed and you will be notified of the decision within 10 days of receipt of the appeal.

Pick-up Times and Passenger Readiness

When scheduling a ride, passengers are given an available appointed pick-up time. MATS utilizes a computer-generated flexible pickup window, which is anchored on this appointed pickup time, to allow for the best use of resources. Bus operators strive to maintain prompt schedules within the parameters of the computerized scheduling to ensure all passengers are picked up within the scheduling pickup window. Passengers should be ready for the bus 5 minutes prior to the appointed pick-up time, and should recognize that the bus will still be considered to have arrived “on time” up to fifteen minutes after the appointed time.

Upon the vehicle's arrival, passengers have five (5) minutes to board the bus, if the bus has arrived at the appointed time or within fifteen minutes after the appointed time. If the passenger does not board the bus within 5 minutes after the vehicle arrival (assuming the vehicle arrived within the fifteen minute "on-time" window), the passenger will be reported as a No-Show and the vehicle will depart. If a vehicle arrives prior to the appointed time, the passenger may, but is not required to, board the vehicle earlier than appointed.

Traveling Companions of ADA Eligible Persons

Personal Care Attendants are eligible to accompany the ADA eligible person on any trip where assistance is needed. Passengers are required to reserve a space, at the time of reservation, for a Personal Care Attendant. A Personal Care Attendant is an individual that is traveling to provide assistance to the ADA eligible passenger, either while in transport or at the origin/destination of the trip. One Personal Care Attendant may travel with the ADA eligible passenger at no charge.

Companions, who are not acting in the capacity of a personal care attendant, and who have the same origin and destination, are allowed to travel with the ADA eligible person on a space available basis. Companions must be scheduled at the time of reservation and companions are required to pay the applicable paratransit fare.

Trip Purpose

MATS will accept and handle all trip requests on an equal basis. MATS will not prioritize or restrict trip purposes for ADA Complementary Paratransit service.

Service Animals, Mobility Devices, and Other Necessary Equipment

MATS shall not prohibit any mobility device, provided it does not exceed the capacity of the vehicle or its equipment (lifts/ramps) or present a safety risk to others.

MATS shall not prohibit a passenger from boarding who has a respirator, portable oxygen and/or other life support equipment, as long as the items do not violate the law or rules relating to the transportation of hazardous materials. All equipment must be small enough to fit in the vehicle safely without obstructing the aisle or blocking emergency exits.

All passengers are allowed to travel with service animals trained to assist them. Pets, Emotional Support, and Comfort animals are not permitted on MATS buses or vehicles.

Lift and Securement Use Policy

In accordance with ADA regulations, MATS will provide service to all individuals using mobility devices that fit within the capacity of the lift being operated. Passengers are advised that bus operators are not permitted to operate a mobility device onto the lift. The passenger is responsible for getting onto the lift with minimal bus operator assistance for these devices.

Use of the vehicle's securement system is required as a condition of service. All wheelchairs and mobility devices must be safely secured before transport. When transporting passengers using mobility devices, MATS can suggest but not require passengers to transfer to a seat. The passenger, in this case, has the final decision as to whether a transfer is appropriate given the passenger's particular disability.

As the regulations require, a passenger who cannot enter the vehicle using the stairs or ramp, but who does not use a wheelchair, will be allowed to enter the vehicle using the lift. MATS does not provide wheelchairs or other mobility devices.

Capacity Constraints

It is expected that service will not be limited because of capacity constraints. No waiting lists will be maintained and the number of trips provided to an individual will not be restricted. Reservation times may be negotiated within one hour before and after the requested pick-up time.

Fare Structure

The regular fare for fixed routes as of September 27, 2020, is shown in Table 3. The paratransit fares will be no more than twice the regular fare, per federal regulations, and may be adjusted in connection with changes in fixed route fares. MATS shall not impose any special charges for providing services to persons with a disability.

Table 3

Fare Type	Fare Price
Fixed Route Regular Single Fare	\$1.25
Fixed Route Senior/Disabled Single Fare	\$.60
ADA Paratransit Fare	\$2.00

Rider Behavior

Passengers are expected to conduct themselves in a responsible manner. Unruly, violent or illegal conduct will not be tolerated and will be dealt with promptly, including but not limited to expulsion from the vehicle, suspension from services, and/or notifying law enforcement.

Packages

Passengers are expected to only bring what they can safely carry on their own or with the assistance from a personal care attendant or companion, in one trip. Packages cannot block the aisle or pose a safety hazard.

Visitors

Individuals who are visiting the MATS area are eligible to utilize MATS ADA Complementary Paratransit service if they provide proof of disability from the area in which they reside. This service is available for a total of 21 days per calendar year. If the individual exceeds 21 days, then that person will be required to submit a MATS ADA application.

Attachment 1

Muskegon County ADA Complaint Form



COMPLAINT INTAKE FORM

Complaint No. _____

Title VI/ADA Complaint Intake Form

Name _____ Home (____) _____

Address _____ Work (____) _____

City, State, Zip _____

Name of person filling out this form if other than the complainant:

_____ Home (____) _____

Signature _____ Date: _____

Type of Complaint: (check appropriate category): ADA _____ TITLE VI DISCRIMINATION: _____

Date/Time/Location of Incident: _____

Name or description of individual the complaint is against: _____

Brief description of the complaint: _____

Use an additional page if necessary

Attachment 2

PHONE: 724-6420
FAX: 830-1607

MUSKEGON AREA TRANSIT SYSTEM
(MATS)

MATS FORMADA-1

APPLICATION FOR CERTIFICATION OF ADA PARATRANSIT ELIGIBILITY

NOTE: The information obtained in this certification process will be kept confidential to the certification process and the provision of transportation services. Information may be shared with other transit providers to facilitate your travel in those areas. The information will not be provided to any other person or agency, except those involved with this certification application.

1. NAME:	2. DATE:
3. ADDRESS:	
4. TELEPHONE (HOME):	5. TELEPHONE (WORK):
6. BIRTHDATE:	7. SOCIAL SECURITY #:
8. DESCRIBE PHYSICAL, MENTAL OR VISUAL CONDITION (S) WHICH PREVENT(S) YOU FROM USING MATS FIXED-ROUTE BUS SERVICE:	
9. IS THIS CONDITION TEMPORARY? YES _____ NO _____	
10. IF YES, STATE THE DURATION: DATE FROM _____ DATE TO _____	
11. EXPLAIN COMPLETELY HOW THIS (ESE) CONDITION (S) PREVENTS YOU FROM USING THE FIXED-ROUTE BUS SERVICE	
12. DESCRIBE ANY OTHER EFFECTS OF THE DISABILITY OF WHICH MATS SHOULD BE AWARE (IF ANY):	
13. DO YOU USE ANY OF THE FOLLOWING AIDS FOR MOBILITY? (CHECK ALL THAT APPLY)	
MANUAL WHEELCHAIR _____ ELECTRIC WHEELCHAIR _____	
AMIGO _____ CANE _____ CRUTCHES _____ AIDE/HELPER _____	
GUIDE DOG _____ HEARING AID _____	

<p>14. DO ANY OF THESE MOBILITY AIDS PREVENT YOU FROM USING THE REGULAR MATS FIXED-ROUTE SERVICE? YES___ NO___</p>
<p>15. DO YOU REQUIRE A PERSONAL CARE ATTENDANT? YES___ NO___</p>
<p>16. DESCRIBE, IF ANY, CONDITIONS ON MATS BUSES OR ROUTES THAT PREVENT YOU FROM USING MATS REGULAR FIXED-ROUTE SERVICE:</p>
<p>17. I HEREBY CERTIFY THAT THE INFORMATION ABOVE IS CORRECT AND I AUTHORIZE THE RELEASE OF THIS FORM AND RELATED INFORMATION TO MATS ONLY FOR THE PURPOSES OF DETERMINING MY ELIGIBILITY.</p> <p>SIGNATURE OF APPLICANT_____</p> <p>DATE_____</p>
<p>18. IF SOMEONE OTHER THAN APPLICANT COMPLETING FORM, PLEASE COMPLETE THE FOLLOWING:</p> <p>NAME_____</p> <p>ADDRESS_____</p> <p>PHONE_____</p>
<p>19. IF IT IS NECESSARY TO CONTACT A PHYSICIAN OR OTHER PROFESSIONAL TO EVALUATE YOUR REQUEST, PLEASE PROVIDE THE FOLLOWING:</p> <p>NAME_____ (MD, OD, DO, PHD)</p> <p>ADDRESS_____</p> <p>PHONE_____</p>
<p>20. THE PHYSICIAN, HEALTH-CARE PROFESSIONAL, REHABILITATION PROFESSIONAL STATED IN BLOCK 19 IS FAMILIAR WITH MY DISABILITY AND IS AUTHORIZED TO PROVIDE ANY NECESSARY INFORMATION REQUIRED TO COMPLETE THIS CERTIFICATION:</p> <p>SIGNATURE OF APPLICANT_____</p>

Attachment 3

PHONE: 724-6420
FAX: 830-1607

MUSKEGON AREA TRANSIT SYSTEM
(MATS)

MATS FORM ADA-2

VERIFICATION OF ADA PARATRANSIT ELIGIBILITY

The attached application and authorization form has been submitted by the applicant who has indicated you can provide information on their disability and its impact on their ability to use public transit. The information provided on this form will allow a determination to be made of the request for specific trip purposes.

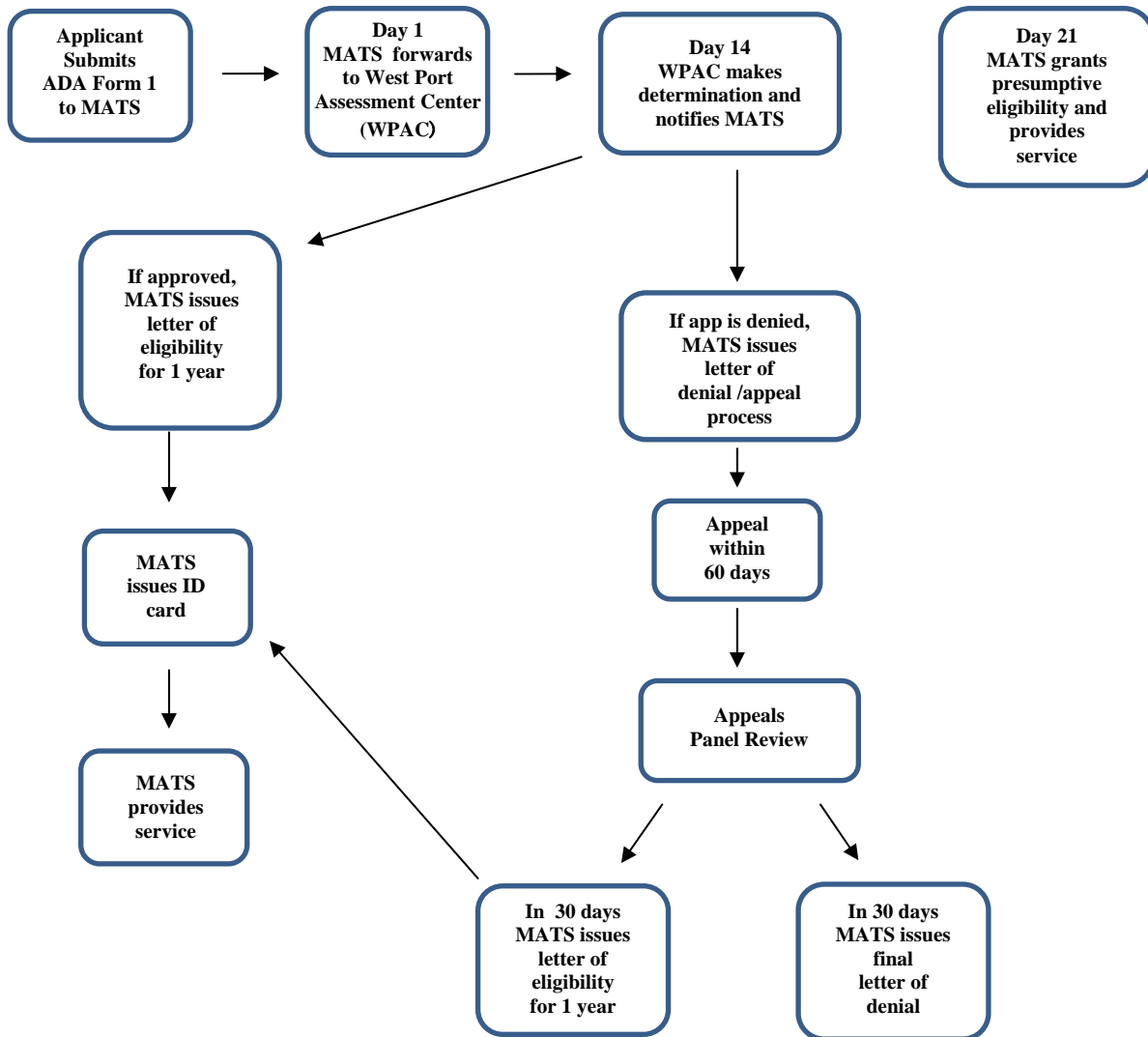
1. NAME OF APPLICANT:	
2. BIRTHDATE:	3. SOCIAL SECURITY #:
4. CAPACITY IN WHICH YOU KNOW THE APPLICANT:	
5. BRIEFLY DESCRIBE THE MEDICAL DIAGNOSIS OF CONDITION CAUSING DISABILITY:	
TEMPORARY YES ___ NO ___ IF YES, EXPECTED DURATION UNTIL ___ \ ___ \ ___	
TYPE OF DISABILITY	<p>6. IS THIS CONDITION LIKELY TO BECOME WORSE? YES ___ NO ___</p> <p>7. IS THIS PERSON ABLE TO WALK WITHOUT THE ASSISTANCE OF ANOTHER PERSON</p> <p style="margin-left: 20px;">A. 200 FT YES ___ NO ___ ONLY WITH GREAT DIFFICULTY ___</p> <p style="margin-left: 20px;">B. ¼ MI YES ___ NO ___ ONLY WITH GREAT DIFFICULTY ___</p> <p>8. IS THIS PERSON ABLE TO CLIMB THREE 12" STEPS USING A HAND RAIL? YES ___ NO ___ ONLY WITH GREAT DIFFICULTY ___</p> <p>9. IS THIS PERSON ABLE TO WAIT OUTSIDE WITHOUT SUPPORT FOR TEN(10) MINUTES ALL OF THE TIME ___ SOME OF THE TIME ___ NOT AT ALL ___</p> <p>10. IS THIS PERSON ABLE TO RIDE IN AN AUTOMOBILE (INCLUDING GETTING IN AND OUT) ALL OF THE TIME ___ SOME OF THE TIME ___ NOT AT ALL ___</p> <p>11. DOES THIS PERSON REQUIRE THE USE OF THE FOLLOWING?</p> <p style="margin-left: 20px;">A. WHEELCHAIR ALL OF THE TIME ___ SOME OF THE TIME ___ NOT AT ALL ___</p> <p style="margin-left: 20px;">B. CANE, CRUTCHES OR WALKER ALL OF THE TIME ___ SOME OF THE TIME ___ NOT AT ALL ___</p> <p style="margin-left: 20px;">C. PROSTHESIS ALL OF THE TIME ___ SOME OF THE TIME ___ NOT AT ALL ___</p> <p style="margin-left: 20px;">D. PERSONAL ASSISTANT ALL OF THE TIME ___ SOME OF THE TIME ___ NOT AT ALL ___</p>

PHYSICALLY HANDICAPPED

TYPE OF DISABILITY (CONTINUED)	VISUALLY	<p>12. IS THIS CONDITION LIKELY TO BECOME WORSE? YES _____ NO _____</p> <p>13. VISUAL ACUITY: RIGHT EYE _____ \ _____ LEFT EYE _____ \ _____</p> <p>14. VISUAL FIELD: RIGHT EYE HORIZONTAL _____ VERTICAL _____ LEFT EYE HORIZONTAL _____ VERTICAL _____</p> <p>15. DESCRIBE TYPE OF AID REQUIRED (CANE, SEEING EYE DOG, GUIDES, ETC.) _____ _____</p>
	MENTALLY	<p>16. IS THIS PERSON ABLE TO</p> <p>A. GIVE ADDRESS AND TELEPHONE NUMBER ON REQUEST? YES _____ NO _____</p> <p>B. RECOGNIZE STREETS AND BUS NUMBERS? YES _____ NO _____</p> <p>C. SIGN THEIR NAME? YES _____ NO _____</p> <p>D. DEAL WITH UNEXPECTED SITUATIONS? YES _____ NO _____</p> <p>E. ASK FOR AND UNDERSTAND DIRECTIONS? YES _____ NO _____</p> <p>17. IS THIS CONDITION:</p> <p>A. SUBJECT TO SIGNIFICANT IMPROVEMENT WITH TREATMENT? YES _____ NO _____</p> <p>B. LIKELY TO BECOME WORSE? YES _____ NO _____</p> <p>18. SHOULD THIS PERSON BE ACCOMPANIED WHILE USING PUBLIC TRANSPORTATION? YES _____ NO _____</p>
		19. DESCRIBE ANY OTHER CONDITION OF WHICH MATS SHOULD BE AWARE:
		<p>20. VERIFICATION BY:</p> <p>NAME: _____ SIGNATURE: _____</p> <p>SPECIALTY OR TITLE: _____ DATE: _____</p> <p>ADDRESS: _____ PHONE: _____</p>

Attachment 4

**MUSKEGON AREA TRANSIT SYSTEM
ADA ELIGIBILITY
CERTIFICATION PROCESS**



- CAT ADA 1 – Unable to board, ride, or disembark from an accessible vehicle
- CAT ADA 2 – Able to use accessible vehicle, but accessible vehicle is not available
- CAT ADA 3 – Unable to ride due to impairment-related condition to get to stop

Attachment 5

ADA Zone

