

COMMUNITY
CONNECTOR
475 MAINE AVE.
BANGOR, ME.
04401

207-992-4670
207-945-4992 (FAX)

ADA Paratransit Information And Application Instructions

What is “ADA Paratransit Service” and Who is Eligible?

ADA Paratransit is a shared-ride Curb-to-curb or origin to destination transportation service provided by Community Connector. ADA Paratransit Service is provided to individuals with disabilities or medical conditions who are unable to use the fixed route system. ADA Paratransit is provided up to 3/4

mile from any fixed route . If you are a person with a disability and or medical condition who cannot travel on the fixed route buses because of your disability, you may be eligible for ADA Paratransit Service.

Individuals who are interested in using ADA Paratransit Service must apply and be found eligible

according to ADA guidelines. The (FTA) Federal Transit Administration is responsible for setting the ADA guidelines.

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3 STEPS

1. Call us for an Application or download from our website visit www.bangormaine.gov. Complete application and mail to Community Connector (address above)
2. We will call you to schedule an interview.
3. You will be notified in writing of our decision.

What to Bring to the Interview

1. Make sure you to bring a photo ID with you. Let us know if you do not have a photo ID when we call to schedule you.
 2. Make sure you bring all documentation of your health condition and/or disability with you.
 3. Make sure to let us know if you need special accommodations needed due to your disability.
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What will happen at the Interview

1. We will review your application with you.
 2. We will be asking a series of questions regarding your abilities and limitations.
 3. We may ask you to do some fundamental or cognitive testing.
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Status of your Eligibility

1. This decision will be made within 21 days of your interview.
2. You will be notified in writing about your eligibility.
3. If you have question about our decision please call our office 207-992-4670 and speak with an ADA Specialist.
4. Information about our Appeal Process along with Appeal form are included in your eligibility packet. Also available on our website.

Where, When, and How we Operate

- Service area is 3/4 of a mile from any fixed route. If your appointment is outside this area you will need to make other arrangements.
- Service is provided during the hours and days when the fixed route service operates. Example: Hampden run does not run on Saturdays. Brewer starts at 7:15 am.
- Trips are coordinated through the Community Connector office .

Types of Eligibility for Paratransit

- | <u>Conditional</u> | <u>Unconditional</u> | <u>Temporary</u> |
|---|---|---|
| <ul style="list-style-type: none"> • You are unable to use the fixed route service during certain times. | <ul style="list-style-type: none"> • Your disability or health condition prevents your from using the fixed route bus service. | <ul style="list-style-type: none"> • You have a health condition that temporarily prevents you from using the fixed route bus service. |

What is Conditional Eligibility?

Trip-by-trip eligibility refers to paratransit eligibility for some trips, but not all, as the customer's ability to use fixed-route service is likely to change with differing circumstances. Conditional eligibility may be appropriate for individuals who can reasonably be expected to use the fixed-route service for some trips (when barriers that prevent travel are not present), but who cannot be expected to use fixed-route service under other conditions.(lack of sidewalks, weather conditions, traffic)

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Visit us on the
web at

www.bangormaine.gov

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990 (ADA) is the culmination of almost 20 years of debate on the issue of disability rights. It provides a comprehensive framework and approach for ending discrimination against persons with disabilities. The stated national goals of the ADA are identified in its preamble and include assuring that persons with disabilities have equally of opportunity, a chance to fully participate in society, are able to live independently, and can be economically self-sufficient. Complementary paratransit service is required in Section 223 of the ADA to serve those persons whose needs cannot be met by fixed-route system.

Frequently Asked Questions

Question:

Does being in a wheelchair automatically make me eligible for ADA Paratransit?

Answer:

NO All Community Connector buses are wheelchair accessible.

Questions:

What should I do if I forget to come to my interview?

Answer:

You will need to call to reschedule your interview.

Question:

Can a family member or friend accompany me on my trip?

Answer:

Yes but they are responsible for paying the \$3.00 each way and you need to tell us when you schedule your trip.

Question:

If I am denied eligibility what can I do?

Answer:

You can fill out and return the Request to Appeal Form provided to appeal the determination.