



Americans with Disabilities Application Instructions

Issued 3/25/22

Step 1: Please complete the following forms

ADA Application – must be completely filled out by the applicant or an authorized individual. The applicant must sign the release of information so SMART may contact the professional if we need clarification of any information in the application.

Request for Professional Verification (RPV) - must be completed and signed by a licensed medical professional, rehabilitation specialist or social worker who has documentation of the applicant's disability.

Step 2: Submit completed forms:

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| <p>a. Mail:
SMART ADA office
535 Griswold St, Suite 600
Detroit, MI 48226</p> | <p>b. Fax: (248) 244-9040
Faxes must ONLY be sent directly from the licensed professional's office and accompanied by a cover sheet.
Faxes sent from anywhere else will not be accepted.</p> |
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A fully completed application is comprised of both the Americans with Disabilities Act (ADA) Application AND the Request for Professional Verification (RPV). Under the Health Information Privacy Act, your medical information remains confidential. The information obtained in this application will be used by SMART to determine eligibility for ADA Paratransit Service. SMART is required to make a determination of ADA eligibility within 21 calendar days of receiving a completed application. Incomplete applications may take longer to process. If the ADA eligibility determination has not been made within 21 calendar days, the applicant will be notified by mail of a presumptive eligibility.

Notification of Eligibility

Notification of eligibility is mailed to the applicant in writing. Determination letter, Rider Guidelines and Frequently asked Questions (FAQ) will be included in the welcome packet. Please keep these documents for your records. Expiration reminder letters are currently not issued.

In-Person Orientation and Assessment

Applicants may be required to participate in an in-person functional assessment of their travel skills, conducted in their neighborhood. This may be necessary to complete the ADA eligibility process.

Renewals

Please call **313-223-2193** at least 90 days before your expiration date, to inquire about renewing your ADA eligibility. Renewal applications should be submitted at least 30 days prior to the expiration date of the applicant's eligibility period.

Right to Appeal

Applicants who disagree with the determination of their eligibility may appeal the decision. Appeals must be requested within 60 days of the date on the eligibility letter. Appeal decisions are made within 30 days of the review.

Visitors

If the applicant is eligible for paratransit services provided by DDOT, AAATA or another transit agency and plans on visiting the SMART service area, please request the certifying transit provider fax the proof of eligibility to SMART at (248) 244-9040. Once documentation is received, the applicant may be given presumptive eligibility to use paratransit services for up to 21 days within a one-year period. The applicant's information may also be shared with other transit providers to help schedule trips within the service area and verify eligibility.

What is the ADA

The Americans with Disabilities Act (ADA) of 1990 is a civil rights law. The intent of the ADA is to remove barriers that have prevented people with disabilities from fully participating in life. Under the ADA, SMART buses are to be the primary means of public transportation for suburban residents of Wayne, Oakland and Macomb counties, including people with disabilities.

The Americans with Disabilities Act (ADA) requires that complementary paratransit service be available to persons who, because of a disability, are unable to use the regular Fixed Route bus system. To qualify for paratransit services, the applicant must be prevented from riding SMART's accessible Fixed Route buses due to the effects of a disability. This does not include persons who find it uncomfortable or difficult to ride the bus. All SMART buses are 100 percent accessible for persons with disabilities.

Who is eligible?

Eligibility for paratransit service is based upon a person's functional inability to board or ride an accessible regular Fixed Route bus. Categories of eligibility for complementary paratransit service are:

- A person whose disability prevents them from traveling to or from a Fixed Route bus stop.
- A person who is unable, because of a disability, to independently board, ride, and/or disembark from a ramp-equipped bus. This includes persons who are unable to "navigate" the large Fixed Route bus system without assistance of another person.

Conditional Eligibility

Some people with disabilities may be able to use SMART Fixed Route bus service under certain conditions, but not under others. Therefore, eligibility for paratransit for some people will be determined on a trip-by-trip basis. If you need help, travel training is available.

Temporary Eligibility

A person with a temporary disability may be eligible for paratransit service if the disability results in his/her functional inability to use the large Fixed Route bus system as described in the above eligibility categories for at least 6 months or longer.

ADA Paratransit Service

Service areas, hours of operation and transfer requirements are comparable to Fixed Route bus service. The SMART ADA Paratransit one-way fare is \$3.00, including a transfer. This fare is never discounted. The SMART ADA Paratransit service area includes any address that measures 3/4 of a mile or less from a SMART regular Fixed Route bus stop.
