

Countywide In-Person ADA Eligibility Program For Solano County

FAQ

Frequently Asked Questions

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1. Why did the new Countywide In-Person Assessment program replace the old paper-based application process?

The simplified In-Person ADA Eligibility process will result in more accurate and consistent eligibility determinations for ADA paratransit services. Instead of relying solely on written information, the new countywide In-Person ADA eligibility program will also give applicants an opportunity to explain their individual circumstances and abilities. For most applicants, the new countywide in-person ADA eligibility process will eliminate the need to obtain medical verification of their disability.

2. What is the difference between the new Countywide In-Person ADA Eligibility process and the old paper-based application process?

With the old process, applicants had to complete a lengthy application and submit verification of an existing disability signed by a medical professional. The new in-person application process does not require a paper application or medical verification. Instead, applicants and current paratransit riders who want to recertify are invited to come to an assessment center in their community where a highly qualified assessment team will conduct interviews and functional assessments to determine ADA paratransit eligibility.

The new countywide in-person ADA eligibility program will ensure that quality ADA paratransit service is reserved for individuals who truly need the service in accordance with the Americans with Disabilities Act (ADA) Title 49 Part 37.123.

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3. How much will the In-Person assessment cost me?

The In-Person Assessment is free for all applicants seeking ADA eligibility to ride paratransit service. In addition, a complimentary ride to and from the assessment center *for the applicant and Personal Care Attendant (PCA) only* will be provided upon request.

4. Do I need to go through the in-person assessment if:

- I am currently ADA eligible to ride paratransit service and am seeking recertification?
- I have a permanent disability?
- I have medical verification of my disability?

Yes to all of the above. All applicants and current paratransit riders who wish to recertify will participate in the new countywide in-person ADA eligibility program. For current paratransit riders, an in-person assessment will be required at the time of their eligibility expiration date.

5. Who will conduct the In-Person ADA Eligibility Assessments?

The interviews and functional assessments will be conducted by C.A.R.E. Evaluators, an independent transit mobility assessment team that specializes in ADA eligibility evaluations.

6. How do I arrange for an In-Person ADA Eligibility Assessment?

Please call the Paratransit Eligibility Center at (707) 541-7184 (Mon-Fri 8am-5pm) to schedule an assessment in your community. In addition, the customer service representative will schedule a paratransit ride to and from the assessment center if you request one.

7. Where will I go for the In-Person ADA Eligibility Assessment?

Assessment sites have been identified in each city in Solano County. Assessments will occur in most cities on a weekly basis. For the smaller communities like Rio Vista and Dixon, assessments will occur monthly or on an as-needed basis. Applicants who live in rural areas of Solano County will be assessed in the city closest to their home.

8. What happens on Assessment day?

When you arrive at the assessment site, a transit mobility specialist will check you in and take your photograph for the Solano County ADA ID Card. Next, a transit evaluator will meet with you to discuss your disability and how your condition may impact your ability to access fixed route transit. At the end of the interview, a functional assessment may also be done if necessary. Functional assessments are used to assess one's physical and/or cognitive ability to use fixed-route transit. The functional assessment may include a short transit walk outside of the assessment facility that is similar to one that you might take to get to the bus stop close to your home. The purpose is to assess your ability to complete a trip on a bus. Please dress appropriately for the weather.

9. Can I bring someone with me to the In-Person ADA Eligibility Assessment?

Yes. Applicants may bring a friend, relative, or advocate with them to the appointment. However, companions must pay the appropriate fare if they accompany the applicant to the assessment center on paratransit service.

10. How long will the In-Person ADA Eligibility Assessment take?

The interview portion of the assessment typically takes no more than one hour. If a functional assessment is deemed to be necessary after the interview, the entire appointment could last about two hours.

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11. Do I need to bring anything to the In-Person ADA Eligibility Assessment?

Please bring photo identification to the assessment. Applicants are welcome, but not required, to bring any relevant information (e.g., medication, medical records) that will help the assessment team better understand the disability and/or condition(s) that prevent you from accessing fixed-route transit.

12. What happens after the In-Person ADA Eligibility Assessment?

Eligibility determinations will be made and sent to your mailing address within 21 days of the completed assessment. If a determination is not made within 21 days, the applicant will be deemed "presumptively" eligible for paratransit service until a determination is made.

In your determination package you will receive a letter informing you of your eligibility status and information about other transportation options in your community. If eligible for ADA paratransit service, you will also receive a Solano County ADA Eligibility ID card, and a Paratransit Rider's Guide.

13. What happens if I am not eligible for ADA paratransit service under the new program?

The C.A.R.E. Evaluators assessment team will provide applicants with information about other transportation options in their community. Applicants may also contact their local transit operator and/or Solano Napa Commuter Information (SNCI) at 1-800-53-KMUTE for more information.

Applicants who are not satisfied with their determination may appeal the decision within 60 days from the date of the determination letter.

**If you have further questions or want to apply for
ADA Paratransit Certification, please contact
C.A.R.E Evaluators at (707) 541-7184**