



Dear Applicant:

Complementary ADA paratransit service is for people who are functionally unable to use GMT's fixed route service some or all of the time due to a disability.

"Fixed route service" means GMT buses that run on fixed schedules in the greater Burlington area. Enclosed is a GMT transit map. Fixed route maps and schedules can also be found online at: www.RideGMT.com. ADA paratransit service provides pick-ups and drop-offs to any location **not more than $\frac{3}{4}$ mile** from the fixed routes, during the same days and hours as the fixed routes. ADA service does not apply to GMT's commuter or LINK routes.

The application process allows us to determine if you are eligible for paratransit service based on criteria outlined in Federal law. You may be eligible for paratransit service if your disability prevents you from using GMT's fixed route service in one or more of the following ways:

1. If you cannot independently (except for the assistance of a bus driver operating a lift) board, ride, or disembark from an accessible GMT bus due to a disability.
2. If you are unable to travel to or from a bus stop or wait a reasonable period of time at a bus stop due to a disability.

Eligibility is based on your current functional ability to ride GMT buses. *It is not based on your age, trip purpose, financial resources, ability to drive, name of your disability or medical diagnosis, or not having bus service where you live.*

Sincerely Yours,
Green Mountain Transit



GMT PARATRANSIT ELIGIBILITY APPLICATION INSTRUCTIONS

Please read instructions carefully

If you use Braille, need written information in another format (large print, audio recording, etc.), need other assistance, or have questions about any part of the application process, please contact GMT at: 802-864-2282, or the main office line below.

You must complete this application yourself or have someone else help you with it. If someone else is filling out the form for you, please have him or her complete Box C on page 7. You must complete **all** sections and sign the application before it can be processed. If you are unable to sign and someone else is signing for you, please have him/her complete Box B on page 7. Please note applicant **signatures are required on Part I, page 7 and Part II, Page 1.**

Please send the completed application to:

GMT
Attn: ADA Application
101 Queen City
Burlington, VT 05401

The information you provide will be kept confidential and will only be shared with appropriate GMT staff. At any point during the eligibility determination process you may have another person help represent you.

The GMT evaluation process includes:

- 1) Submission of both completed parts of the application packet.
 - 2) Verification review by GMT staff, which may include follow-up paperwork.
 - 3) An in-person evaluation with GMT staff
- In-Person Interviews and Evaluations:



People seeking eligibility for ADA paratransit must complete an in-person evaluation. The purpose of the evaluation is to identify the best transportation option based on the

applicant's functional abilities. Evaluations will be conducted at GMT-101 Queen City Park, Burlington. The interview an evaluation typically does not exceed an hour.

At the interview, staff will review your application and discuss your travel abilities and limitations in more detail. The interview will take up to 20 minutes.

Scheduling and Transportation for your Evaluation:

Once your application packet has been reviewed, staff from GMT will contact you to schedule your evaluation. GMT staff will ask if you require transportation to and from the evaluation and if so, they will arrange it. GMT's paratransit service provider, SSTA will call you to confirm specific pickup time, location, and instructions. This transportation will be provided free of charge.

Personal Care Assistance:

If you require personal care assistance in any daily life function including using the restroom, your attendant must accompany you to the evaluation. Evaluation staff cannot assist you with personal care needs.

Notice of Determination:

You will be notified of the eligibility determination by letter within 21 days after completion of the evaluation process. Eligibility can be conditional, unconditional, or denied. If you are unconditionally eligible for paratransit service, your determination letter will not list conditions for your eligibility. If you are conditionally eligible for paratransit service, your determination letter will list conditions for your eligibility. If you are eligible, your letter will include an *ADA Paratransit Guide*, which describes how to schedule trips and use the service.



Checking Application Status: Incomplete applications will be returned, causing delays. Once your application is complete you will be contacted to schedule an evaluation. Please confirm your Health Care

professional has submitted a complete Part II before calling GMT to check on the status of your application.

Appeals Process:

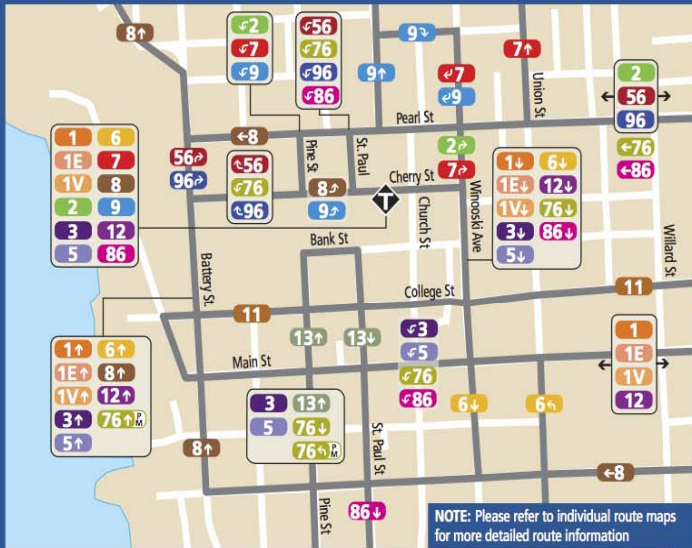
If you have any questions about your eligibility determination, you may contact GMT as indicated in the letter to review the decision. Applicants who are determined not eligible or who do not agree with the conditions established for their use of paratransit service may request an appeal which must be filed within 60 days from the date of the initial determination. Information on how to request an appeal will be included with the eligibility determination letter.

CCTA ROUTES

- 1 Williston
- 1E Williston/Essex
- 1V Williston Village
- 2 Essex Junction
- 3 Lakeside Commuter
- 4 Essex Center
- 5 Pine Street
- 6 Shelburne Road
- 7 North Avenue
- 8 City Loop
- 9 Riverside/Winooski
- 11 College Street Shuttle
- 12 South Burlington Circulator
- 13 PARC Shuttle
- 18 Sunday Service
- 56 Milton Commuter
- 76 Middlebury LINK Express
- 86 Montpelier LINK Express
- 96 St. Albans LINK Express



Downtown Burlington Cherry Street Station




 CHITTENDEN COUNTY TRANSPORTATION AUTHORITY
cctaride.org
 802-864-CCTA
THE LINK EXPRESS

For more detailed route information, please refer to individual route maps.

