

Recertification of Eligibility

All Dial-A-Ride customers shall be required to reapply for ADA paratransit eligibility every four years. Recertification shall take place in the month of their birthday. Any individual, regardless of established procedures, may request a new determination if they believe that there has been a change in their situation.

Visitors

Paratransit services are provided for all eligible visitors for up to 21 calendar days in a 365 day period. Individuals not certified as eligible by another public entity but claim to be eligible are presumed to be eligible and will be similarly provided service for up to 21 calendar days.

Individuals are only considered "visitors" if they reside outside of the city limits of Grand Forks, ND or East Grand Forks, MN. Visitors claiming presumptive eligibility can be requested to provide documentation such as their place of residence and the nature of their disability. If service is needed beyond 21 calendar days, the individual will be required to apply for Dial-A-Ride eligibility.

Any limitation or condition placed upon certification by another public entity will be honored for paratransit services. Persons using Dial-A-Ride more than 21 calendar days in a 365 day period are required to apply for eligibility.

***WANT TO LEARN HOW TO
RIDE THE CITY BUS?***

(All CAT buses are handicap accessible!)

***Cities Area Transit offers
free individualized travel
training for anyone who would
like to learn how to use the
fixed route city bus system***

***For more information, contact
our office: 701-746-8108***



Cities Area Transit
P.O. Box 5200
Grand Forks, ND 58206-5200
Phone: 701-746-8108
Fax: 701-746-2582



Cities Area Transit DIAL-A-RIDE



Eligibility Process

**For More Information Call:
701-746-8108**

CAT Paratransit “Dial-A-Ride” Service

Dial-A-Ride is a complementary paratransit service for disabled persons who are not able to utilize the fixed route city bus system. To be eligible to use CAT Paratransit, you must be considered “ADA Paratransit Eligible” as defined by the Americans with Disabilities Act.

The law restricts eligibility to individuals who, as a result of their disability cannot board, ride, or disembark from a regular fixed route bus or have a specific impairment-related condition which prevents them from getting to or from a bus stop. **PLEASE NOTE:** This does not include persons who find it *difficult* or *uncomfortable* to plan trips, get to and from bus stops, or ride the bus.

ADA Paratransit eligibility is based on “functional” criteria, not on type of disability or mobility aid(s) used. Persons are not qualified or disqualified on the basis of a specific diagnosis or disability.

An individual will be certified as ADA Paratransit Eligible if there is any part of the fixed route system in the designated service area which cannot be used or navigated by that individual because of a disability. Eligibility is based on whether the rider has the functional ability to use the CAT fixed route system. Eligibility may be conditional (trip by trip), temporary (for a designated amount of time), or unconditional.

Application Process

For the purpose of determining eligibility for paratransit services, Cities Area Transit utilizes a process of self-certification with health care professional verification. The application is a two-part document to be completed in its entirety. Applicants will be asked to provide the name of a health care professional capable of verifying the disability and sign a release authorizing professional verification. Individuals must submit a completed, written application to:

Cities Area Transit
Attn: Paratransit
P.O. Box 5200
Grand Forks, ND 58206-5200

Applications may be obtained online at www.grandforksgov.com/bus or by calling 701-746-8108.

Upon receipt of your application form, your primary healthcare provider will be mailed the second part of the application to be filled out, signed, and mailed back to Cities Area Transit.

The Cities Area Transit Superintendent is responsible for reviewing applications and determining eligibility. A written response stating the determination of eligibility will be mailed to the applicant within 21 calendar days of receipt of a completed application and professional verification. If a determination is not made within 21 calendar days, the applicant will be considered eligible until the official decision is made.

Eligibility Appeals

The purpose of appeals is to afford all individuals determined to be ineligible or conditionally eligible for Dial-A-Ride paratransit service the opportunity to present issues and arguments to reverse the decision.

The following appeal process is established:

- a. A written appeal must be filed within 60 calendar days of the date of the letter notifying an individual that they have been determined to be ineligible or conditionally eligible for ADA Paratransit service
- b. Written appeals shall be delivered to Cities Area Transit, Attn: Paratransit, P.O. Box 5200, Grand Forks, ND 58206-5200, for consideration
- c. The applicant, or a representative of their choice, shall have the opportunity to be heard and present information and arguments in support of his/her position to the Appeals Committee
- d. A written determination of the decision on the appeal, including reasons for such decision, shall be forwarded to the applicant within 30 calendar days of the completion of the appeals process. If a decision is not made within 30 calendar days, the applicant will be considered eligible until such a time as the decision regarding the appeal is made by the committee.