



# APPLICATION INSTRUCTIONS

Americans with Disabilities Act (ADA) | Paratransit Eligibility

All applicants must submit a complete application which includes **both forms**

1. **The Certification Questionnaire Form**
2. **The Professional Verification Form**

## STEP 1 COMPLETE THE CERTIFICATION QUESTIONNAIRE

The **Certification Questionnaire** should be filled out by the applicant or the applicant's advocate. The form must be filled out in its entirety. It should be signed by the applicant or the applicant's guardian and anyone who assisted the applicant in completing the application.

The Professional Verification Form must be completed by one of the following professionals who are familiar with the applicant's condition:

## STEP 2 COMPLETE THE PROFESSIONAL VERIFICATION FORM

- Physicians or Psychiatrists
- Occupational Therapists
- Psychologists
- Physical Therapists
- Licensed Clinical Social Worker (LCSW, LMSW)
- Speech/Language Pathologists
- Certified Orientation and Mobility Specialists
- Registered Nurses (RN)
- Doctor of Chiropractic (DC)

### To complete the Professional Verification Form

1. Complete and sign the Authorization to Release Information.
2. Send the **Professional Verification Form** to your designated professional.
3. Wait for your professional to return the **Professional Verification Form** to you. Check back with your professional if you have not received the form back in a timely manner.

## STEP 3 SUBMIT BOTH FORMS TOGETHER

Submit both the **Certification Questionnaire** and the **Professional Verification Form** in the **same envelope** to:

Basin Transit Service  
1130 Adams Street  
Klamath Falls, Oregon 97601

**WE DO NOT ACCEPT APPLICATIONS BY FAX OR E-MAIL**

See additional info on back





## STEP 4 IN-PERSON ASSESSMENT

Typically, the forms provide BTS with all the information needed to make a determination on eligibility. Sometimes however, more information is needed. When this happens, an applicant may be asked to come in for an “in-person assessment”.

This assessment may include:

- **A conversation about the applicant's current mobility.** BTS will talk with you about how you currently get around.
- **A walk inside or outside our administrative building.** This will help determine things such as physical ability to get to the regular fixed-route bus as well as memory and landmark recognition.

**PLEASE NOTE THAT APPLICANTS WHO NEED TO COME IN FOR AN IN PERSON ASSESSMENT WILL STILL HAVE THEIR APPLICATION PROCESSED WITHIN 21 CALENDAR DAYS.**

### COMMON ISSUES

In order to make a determination within 21 calendar days, BTS must have a complete application. There are several things which may cause an application to be incomplete. By double checking these items PRIOR to submitting your application, you may avoid delays in processing.

1. **One of the forms is missing.** Your application must contain both the Certification Questionnaire and the Professional Verification. Please ensure both are submitted in the same envelope.
2. **One of the forms is not signed.** Both the Certification Questionnaire and the Professional Verification forms must be signed. If either the applicant or the professional forgets to sign the form, it is considered incomplete.
3. **The professional credentials are missing.** Professionals must include their titles and credentials when signing the Professional Verification.

Jane Doe **X** (Incomplete)    Jane Doe M.D. ✓ (Complete)    Jane Doe R.N. ✓ (Complete)

**AN INCOMPLETE APPLICATION WILL BE RETURNED TO THE APPLICANT ONE (1) TIME. IF IT IS SUBMITTED A SECOND TIME AND IS STILL INCOMPLETE IT WILL BE HELD FOR 60 DAYS BY OUR ACCESSIBLE TRANSPORTATION DEPARTMENT BEFORE BEING DESTROYED. APPLICATIONS MUST BE PROCESSED WITHIN 21 CALENDAR DAYS. IF YOUR PROPERLY COMPLETED AND SUBMITTED APPLICATION IS NOT PROCESSED WITHIN 21 DAYS, YOU WILL BE GRANTED PRESUMPTIVE ELIGIBILITY FOR SERVICES UNTIL YOUR APPLICATION IS PROCESSED**

Questions? Please call (541) 883-2877





# CERTIFICATION QUESTIONNAIRE

Americans with Disabilities Act (ADA) | Paratransit Eligibility

1. See application Instructions
2. If you have additional questions call the BTS at (541) 883-2877
3. This form is incomplete if it is NOT ACCOMPANIED BY COMPLETED PROFESSIONAL VERIFICATION.

**WE DO NOT  
ACCEPT  
APPLICATIONS  
BY FAX**

## PART 1 APPLICANT DATA

Please print or type

Name: \_\_\_\_\_  
First Middle Initial Last

Street Address: \_\_\_\_\_ Apt.#: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Day Telephone: ( ) \_\_\_\_\_ Evening Telephone: ( ) \_\_\_\_\_

Email Address: \_\_\_\_\_

Birth Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

I am a Veteran of the US Armed Forces. ☐ Yes ☐ No

### Mailing Address (if different from above)

Street Address: \_\_\_\_\_ Apt.#: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### Emergency Contact Person

#1: Name: \_\_\_\_\_  
First Last Relationship

Day Telephone: ( ) \_\_\_\_\_ Evening Telephone: ( ) \_\_\_\_\_

#2: Name: \_\_\_\_\_  
First Last Relationship

Day Telephone: ( ) \_\_\_\_\_ Evening Telephone: ( ) \_\_\_\_\_

*By providing emergency/alternate contact numbers, you authorize BTS or its representatives to contact the individuals listed regarding your Paratransit service.*

### Office Use Only

Client ID #	Exp. Date	Category	PCA	Svc Animal	Notes
		1 3	Y N	Y N	



# Veteran's Ride FREE on Basin Transit Service!

Just show your BTS Driver your Klamath County Veteran's card and you will enjoy Free Rides on all of our Services. The Veteran's card can be obtained by taking your DD214 to the Klamath County Clerks office located at 305 Main Street in Downtown Klamath Falls. It's free to obtain the card! Free Fares apply to both Basin Lift and our Fixed Route Services! For more information or if you have any questions in regards to our "Veterans on the Go" program please call us at (541) 883-2877 or shoot us an email at ask@basintransit.com.

1. Which of the following assistive devices, if any, do you use: *(please check all that apply)*

- ☐ Cane      ☐ Manual Wheelchair      ☐ Boarding Chair      ☐ Prosthesis  
☐ White Cane      ☐ Powered Wheelchair      ☐ Service Animal      ☐ Communication Aid  
☐ Walker      ☐ Powered Scooter      ☐ Portable Oxygen      ☐ Crutches  
☐ Cart      Other: \_\_\_\_\_

2. Do you need to travel with a Personal Care Attendant (PCA)? A PCA is someone designated or employed specifically to assist you meet your personal needs. BTS cannot provide you a PCA and our drivers cannot serve as your PCA. (select one)

- ☐ **No** – You may still have someone travel with you whenever you wish  
☐ **Sometimes** – you travel with a PCA at your own discretion  
☐ **Yes** – You cannot travel alone and always need to travel with a PCA.

3. Does your health condition/disability require you to use BTS's Dial-A-Ride service:

- ☐ Seasonally (Nov. - Apr.)      ☐ Temporarily \*  
☐ Permanently

\* If temporarily, for how long? \_\_\_\_\_ Week(s) \_\_\_\_\_ Month(s)

4. Does your health condition/disability change from day to day in ways that occasionally disrupts your ability to use fixed-route bus service? ☐ Yes ☐ No

If yes, please explain: \_\_\_\_\_

## PART 2 QUESTIONS ABOUT USING FIXED-ROUTE PUBLIC TRANSIT

Complete Part 2 even if you are unable to use fixed-route bus service.

1. Do you now independently use fixed-route bus service? ☐ Yes ☐ No ☐ Sometimes

If "Yes" or "Sometimes," how many times? \_\_\_\_\_ per week \_\_\_\_\_ per month \_\_\_\_\_ per year

Which of the following best describes how you use fixed-route bus service?

- ☐ To travel to and from one destination only  
☐ To travel to and from a few destinations  
☐ To travel to and from many different destinations



**2. What accommodations would assist you in using BTS's fixed-route bus service?**

- |  |   |
|--|---|
| <input type="checkbox"/> Route & Schedule Information    | <input type="checkbox"/> Bus stops closer to home/destination |
| <input type="checkbox"/> Accessible bus stop and pathway | <input type="checkbox"/> Bench/Shelter at bus stop            |
| <input type="checkbox"/> No Transfers                    | <input type="checkbox"/> Training to use the fixed route bus  |
| <input type="checkbox"/> Other _____                     |   |

**3. Using a mobility aid or on your own, how far are you able to travel without the assistance of another person?**

- |   |  |
|---|--|
| <input type="checkbox"/> 1 block          | <input type="checkbox"/> 3 blocks          |
| <input type="checkbox"/> 6 blocks or more | <input type="checkbox"/> less than 1 block |

**4. I can wait for a fixed-route bus service: (check all that apply):**

- |   |   |
|---|---|
| <input type="checkbox"/> Only if there is a bench | <input type="checkbox"/> More than 15 minutes   |
| <input type="checkbox"/> Up to 15 minutes         | <input type="checkbox"/> My disability prevents me from waiting for any period of time* |

\*Please explain: \_\_\_\_\_

**5. Please check all the categories below as they relate to your ability to use fixed-route bus service:**

I am:		Yes	No	Sometimes
A.	Able to tolerate very hot or very cold weather .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.	Able to recognize destinations, bus stops, or landmarks.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C.	Able to tolerate air pollution (smog, fumes, perfume) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D.	Free from night blindness .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E.	Able to recognize printed information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F.	Able to hear and process spoken words or auditory information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G.	Able to communicate needs .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H.	Able to follow directions.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I.	Able to deal with unexpected situations or changes in routine (example: bus detours).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J.	Able to safely and effectively travel through crowded and/or complex facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K.	Able to recognize changes in terrain.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L.	Able to travel independently along sidewalks and other pedestrian ways .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M.	Able to cross streets independently.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N.	Able to find the correct bus stop .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O.	Able to identify the correct bus .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P.	Able to get on and off a bus using the lift if necessary.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.	Able to deposit fare into the fare box or show bus pass .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R.	Able to get to a seat/wheelchair position and remain seated during a bus trip .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S.	Familiar with what to do if I miss my bus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## PART 3 APPLICANT

The information provided on this form is private data and is used to determine ADA paratransit eligibility. The ability to determine your eligibility is based on receiving all of the information requested on this form. All medical, visual or locational information pertaining to application for or users of ADA paratransit service is private. No information related to BTS can be released to anyone else, unless the applicant or user authorizes the release in writing.

I certify that all information on this application form is accurate. I understand that misinformation or misrepresentation of facts will be cause for disqualification or rejection of my ADA eligibility. I also understand that additional information relating to my health condition or disability may be required to determine eligibility. This information may be obtained through an in-person assessment or by requesting information from a professional who understands my health condition or disability. Additional information will be required only when the information provided on the application form does not clearly determine ADA paratransit eligibility.

**Applicant's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

\*If the applicant is not his/her own guardian, the following information about the guardian is required: Guardian's

Name: (please print) \_\_\_\_\_  
First Last Relationship

Contact Phone: (       ) \_\_\_\_\_

**Guardian's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

\*If someone other than the applicant or the applicant's guardian is preparing this form, please provide the following information about the preparer:

Name: (please print) \_\_\_\_\_  
First Last Relationship

Contact Phone: (       ) \_\_\_\_\_

**Preparer's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_





# ELIGIBILITY APPLICATION PROFESSIONAL VERIFICATION

Americans with Disabilities Act (ADA) | Paratransit Eligibility

1. Complete and sign the "Authorization to Release Information".
2. Send to your designated medical professional.
3. Wait for your medical professional to return this form to you.  
Check back with your medical professional if you don't receive your information.
4. This form is incomplete if it is NOT ACCOMPANIED BY COMPLETED CERTIFICATION QUESTIONNAIRE.

**WE DO NOT  
ACCEPT  
APPLICATIONS  
BY FAX**

## PART 3 APPLICANT SIGNATURE

Please print or type

(WHEN COMPLETE SEND TO THE PROFESSIONAL YOU NAMED)

Applicant's Name: \_\_\_\_\_  
First Middle Initial Last

Birth Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Applicant's Address: \_\_\_\_\_ Apt.#: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Applicant's Telephone Number ( ) \_\_\_\_\_

I authorize the following professional to release to BTS specific information as requested. It is my understanding that the information released will be used solely to determine my ADA paratransit eligibility. I understand that I may revoke this authorization at any time. Unless revoked, this form will allow that professional listed below to release information described for six months after the date appearing below.

Name of Professional: \_\_\_\_\_ Title: \_\_\_\_\_

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Guardian's signature required if the applicant is not his/her own guardian,

Guardian's Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



## SECTION B PROFESSIONAL VERIFICATION FORM

### Dear Health Care Professional:

You are being asked to provide information regarding this individual's disability. The Federal Law is very specific about ADA para-transit eligibility. The law restricts eligibility to individuals who:

1. As a result of their disability, cannot board, ride, or disembark from a regular fixed route bus or;
2. 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 get to and from bus stops. In providing information you should consider only the presence of a disability or health condition and not the applicant's age or economic status. BTS staff makes the final determination on eligibility status.

### THIS SECTION MUST BE FILLED OUT FOR ALL APPLICANTS

#### GENERAL INFORMATION

- Describe the diagnosed disability you are currently treating this individual for: \_\_\_\_\_
- Describe any other health conditions or disabilities with which this individual is diagnosed: \_\_\_\_\_
- If known, date of onset \_\_\_\_/\_\_\_\_/\_\_\_\_
- Date of last visit \_\_\_\_/\_\_\_\_/\_\_\_\_
- How long have you worked with the individual? Since \_\_\_\_/\_\_\_\_/\_\_\_\_
- Is their disability temporary \_\_\_\_\_ or permanent \_\_\_\_\_?  
If permanent, is their disability progressive?  
If temporary, please give best estimate of rate of recovery. \_\_\_\_\_
- Do temperature extremes affect the individual?  
(Ex. Heat index of more than 85 degrees or wind chill less than 10 degrees) ☐ Yes ☐ No  
If yes, how so? \_\_\_\_\_
- Does the individual currently use regular fixed-route public transportation? ☐ Yes ☐ No ☐ Sometimes
- Is the individual's judgment impaired? ☐ Yes ☐ No
- Is behavioral inhibition impaired? ☐ Yes ☐ No
- Can the individual walk? ☐ Yes ☐ No
- Does the individual use a mobility aid? ☐ Yes ☐ No Please list: \_\_\_\_\_



- How long has individual been using the device(s)? \_\_\_\_\_
- How far can the individual travel without the assistance of another person?  
☐ 1 block    ☐ 3 blocks    ☐ 6 blocks or more    ☐ less than 1 block
- With treatment/therapy will this distance increase? ☐ Yes ☐ No
- Please indicate the expected distance after treatment/therapy:  
☐ 1 block    ☐ 3 blocks    ☐ 6 blocks or more    ☐ less than 1 block

Give best estimate of length of time required to achieve this improvement.

\_\_\_\_\_

## PLEASE COMPLETE ONLY THOSE SECTIONS THAT APPLY TO THIS INDIVIDUAL

### NEUROLOGICAL IMPAIRMENT/HEAD INJURY

- Does the individual experience seizures? ☐ Yes ☐ No
- Please give no. of seizures \_\_\_\_\_ and frequency \_\_\_\_\_
- What type(s) of seizures does patient experience? \_\_\_\_\_
- Is the individual's judgment impaired? ☐ Yes ☐ No
- Is behavioral inhibition impaired? ☐ Yes ☐ No
- Does judgment and inhibition impairment prevent the individual from independently traveling outside the home or immediate environment? ☐ Yes ☐ No
- When traveling independently does the individual have the ability to: *(check all that apply)*
  - ☐ Get help if lost    ☐ Recognize & avoid danger    ☐ Cross streets safely
  - ☐ Follow written directions    ☐ Communicate needs ☐ Process information
  - ☐ Understand and follow schedule to get places on time
- Is there history of Brain Injury ☐ Yes ☐ No

### VISUAL IMPAIRMENT

- Select all the describes this individual's visual disability:
  - ☐ Totally Blind    ☐ Night Blindness    ☐ Severely Blurred/Distorted Vision    ☐ Tunnel Vision    ☐ Loss of Depth
  - ☐ Other \_\_\_\_\_
- Does the individual require any accommodations, adaptations, low vision aids, etc.? Please list:
 

\_\_\_\_\_
- How does the individual's visual impairment affect their ability to move about in the environment?
 

\_\_\_\_\_
- Has the individual received any orientation & mobility (O&M) training? ☐ Yes ☐ No

**Questions? Please call (541) 883-2877**



## COGNITIVE/MENTAL IMPAIRMENTS

- Does the individual experience any of the following:  
☐ Auditory hallucinations      ☐ Visual hallucinations      ☐ Delusions      ☐ Disassociation
- Does this prevent the individual from being oriented to person, place, and time? ☐ Yes ☐ No
- Is the individual currently being treated for any of the following:  
☐ Anxiety      ☐ Depression      ☐ Panic Attacks      ☐ Schizophrenia  
☐ Other: \_\_\_\_\_
- For anxiety panic attacks please indicate on average the frequency and length of panic attacks.  
Per day \_\_\_\_\_ Per week \_\_\_\_\_ Per month \_\_\_\_\_ Per year \_\_\_\_\_  
Approx. duration: \_\_\_\_\_
- Please describe the functional limitations caused by this impairment?  
\_\_\_\_\_  
\_\_\_\_\_
- Is the individual's judgment impaired? ☐ Yes ☐ No
- If yes, please describe to what extent or give an example. \_\_\_\_\_  
\_\_\_\_\_
- Is the individual able to live independently?
- Can the individual be left alone? ☐ Yes ☐ No ☐ Sometimes
- \*Please explain: \_\_\_\_\_

Additional Comments: \_\_\_\_\_  
\_\_\_\_\_

**PLEASE RETURN FORM TO APPLICANT. PLEASE PRINT CLEARLY.**

Name of Professional: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Title: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number: (      ) \_\_\_\_\_ Fax: (      ) \_\_\_\_\_

**HEALTH CARE PROFESSIONAL SIGNATURE:** \_\_\_\_\_

*\*Form must be signed with credentials to be valid.*