

UMPQUA TRANSIT PARATRANSIT FREQUENTLY ASKED QUESTIONS

1. Where can I get help filling out this application?

For assistance in filling out these forms, or to better understand your rights under the Americans with Disabilities Act (ADA), please contact Umpqua Valley disAbilities Network (UVDN) at 672-6336 (phone), 440-2882 (TTY), or 672-8606 (fax).

2. Does having a disability automatically allow me to use Paratransit services?

No. Umpqua Transit is committed to accommodating disabled individuals to enable them to use our **regular** bus service. All **regular** Umpqua Transit buses are fully accessible to persons who use wheelchairs, scooters, or walkers. However, Umpqua Transit drivers are unable to perform the duties of a Personal Care Assistant.

3. How do I know if my disability qualifies me to use the Paratransit system?

Your answer to the following question will determine whether you qualify: Do I have a condition that prevents me from using the **regular** bus route system?

No -- You do not qualify to use Paratransit services.

Yes -- You **may** qualify to use Paratransit services. You must fill out and return the completed application forms attached with this letter. Once your completed application and professional certification are received, it will be processed within 21 days from receipt.