



Dear Customer:

Thank you for inquiring about applying to become eligible for the Santa Fe Ride program, “ADA Paratransit” service. Enclosed is an “ADA Paratransit” application form. ***Please read this and the enclosed material carefully before completing the application.***

“ADA Paratransit” service is van/sedan shared-ride service that Santa Fe Trails provides to individuals who, because of a **disability**, are prevented from using our standard bus service (Santa Fe Trails). This might include not being able to get to or from bus stops, not being able to get on or off buses, or not being able to understand how to ride and use the bus system for all or some trips.

To enable us to accurately determine your eligibility for this service:

1. You, or someone for you, must fill out the enclosed portion of the application titled, “**Certification of ADA Paratransit Eligibility**”, as **completely and thoroughly** as possible. After you have completed your portion of the application (items 1 – 12), have the second page filled out.
2. The second page titled, “**Request for Professional Verification**”, is to be completed by a licensed physician (Doctor); licensed health care professional (Physician Assistant or Registered Nurse) or rehabilitation professional (Physical Therapist). It is important that the applicant does not complete any portion of this section other than the name of the professional. Should any section be left blank, the form will not be processed and may be returned to you to have it completed again. Information about your disability, which you provide in the application, will be kept strictly confidential. Should you have questions about ADA service and eligibility; please feel free to call our office at: **(505) 473-4444 Voice or (505) 955-2049 Fax.**
3. Completed applications will be processed within 21 days of receipt. You will be contacted by phone to complete an in-person assessment meeting at the Santa Fe Trails Administrative Building, 2931 Rufina Street. A complimentary ride will be provided should you not have transportation available. This assessment will allow us to better understand your disability and transportation needs.

If you are determined to be eligible for ADA service, we will issue a Santa Fe Ride “ADA Paratransit ID Card” and a “Paratransit Handbook”, which provides information about the service and how to use it. A letter of approval shall be mailed to the address provided on the application as verification of approval.

If it is determined that you are able to use Santa Fe Trails bus service and therefore are not eligible for van/sedan service, we will notify you in writing of the exact reason for this determination. An opportunity to appeal this decision in person will also be provided. A copy of the appeal process shall be enclosed in the letter notifying denial.

In compliance with the Americans with Disabilities Act of 1990 (ADA), Santa Fe Trails provides “Paratransit” (i.e., van/shared-ride sedan) service to anyone with a disability who cannot use standard transit buses and who is traveling in an area not served by buses. This van/shared-ride sedan service is intended only for those trips that the person cannot make on the bus system. This application form is intended to determine when and under what circumstances the applicant can use city buses and when van/shared-ride sedan service is required.

Thank you.... from all of us at Santa Fe Ride.