Sun Van’s New ADA Eligibility Process

**FREQUENTLY ASKED QUESTIONS**

1. **Why are you changing the eligibility process?**

*The eligibility process that has been used by the city for the past 15 years required everybody to come in for an interview and to visit their healthcare professional, which was expensive and not always necessary. So the new process is designed to either have a phone conversation with the applicant, or bring them in for an interview and sometimes an assessment.*

1. **Will one of the disability cards that I have be enough for me to get Sun Van eligibility?**  
     
   *The range of ID cards used by people with disabilities verify many things related to that person’s disability. But none of them specifically identifies how the person’s disability prevents them from riding a bus. That’s what Sun Van’s process is designed to evaluate. The process takes into account many factors such as environmental issues (broken sidewalks, bad weather, steep slopes etc) or ability to stay balanced on a bus or to read bus stop information. This process has been used and refined over thirty years elsewhere in the US since the passage of the ADA.*
2. **Will I be required to come in for an interview or another kind of in-person assessment?**

*Depending on the information provided in your application, Sun Van staff will either interview you on the phone, or ask you to come in for an assessment. The in-person assessment will be particularly important for those whose abilities can be observed by a professional trained to evaluate applicant’s abilities*.

1. **Do I need to have my healthcare professional fill out a form showing I can’t ride the bus?**  
     
   *You will no longer need to go to your healthcare professional to have them fill out the form. As part of the application form, you will be asked to provide the contact information for your provider and grant permission to the eligibility evaluator to contact them to clarify or provide more details.*
2. **If I have an in-person assessment, how long will that last?**  
     
   *The in-person assessment usually lasts about a half hour for an interview, and 45 minutes if it includes a transit skills assessment.*
3. **Can I fill out a form on-line or do I need to get a hard copy from your office?**

*You can now fill out your form on-line, rather than having to mail it in.*

1. **What should I do if I can’t understand some of the questions on the form?**

*Sun Van staff are available throughout office hours to help you fill out your form on the phone. Please call (505)243-RIDE(7433) for assistance.*

1. **How long should I expect to wait for a determination of my eligibility?**

*You will receive a determination letter no more than three weeks after you have had your phone interview or in-person assessment. If we have not yet made a decision, you will be granted provisional eligibility to ride Sun Van until a decision has been made.*

1. **What can I do if I don’t agree with Sun Van’s decision on my eligibility?**  
     
   *You have the right to appeal any eligibility decision made by Sun Van staff. This could be for an eligibility denial, or it could be if your status has changed from unconditional to conditional eligibility. The application form provides all the information you need in order to appeal your eligibility determination*.