

A photograph showing a caregiver in a maroon polo shirt with a 'Care' logo kneeling and assisting an elderly woman seated in a wheelchair. The woman is wearing a yellow top and a patterned scarf. They are in a room with a wooden cabinet and a window with blinds. A large white diagonal graphic element is on the left side of the image.

Making Accurate, Defensible, and Consistent Eligibility Decisions

The training focuses on the functional ability of an individual to use fixed-route public transportation, rather than simply relying on a diagnosis, disability, medical condition, or perceived difficulty. Participants will learn how to distinguish between situations where transit use is difficult, impossible, or unsafe, and how those distinctions affect ADA paratransit eligibility.

Who Should Attend?

- Eligible Individuals & Eligibility Approaches
- Understanding the three eligibility categories
- Conditional versus unconditional eligibility
- Determining eligibility based on functional limitations
- Understanding the difference between disability and eligibility
- When to avoid eligibility decisions based solely on medical diagnoses
- Considering the interaction between an individual's functional abilities and the transit system
- Paratransit eligibility determination staff
- Eligibility interviewers and assessors
- Paratransit managers and supervisors
- ADA coordinators
- Mobility management and travel training staff
- Customer service managers
- Appeals staff
- Transit agency administrators and executives
- Contractors responsible for ADA eligibility determinations
- Anyone responsible for developing or overseeing an eligibility program