



The Americans with Disabilities Act (ADA) of 1990 is a civil rights bill, which bans all discrimination against people with disabilities. Under the ADA law, all transit agencies operating a fixed-route bus system must provide a comparable paratransit system for people with disabilities who cannot use the fixed-route bus service. CATS Special Transportation Service (STS) operates the paratransit system which is a pre-scheduled, shared-ride, door to door service.

The STS service operates under the ADA law, which guarantees all trips within the system's service area. The STS service area is defined as the area up to $\frac{3}{4}$ of a mile on either side of an existing fixed or local bus route. Service is available on the same days and times that the fixed-route in the area are operating.

You can be approved for STS service even if your residence is not within the service area. Under such circumstances you would be required to be picked up and dropped off at a location that is within the $\frac{3}{4}$'s of a mile service area to get a guaranteed trip.

When CATS makes service level changes to the fixed route bus service, there may be potential changes to the ADA's $\frac{3}{4}$ mile service area for STS (paratransit) riders. When these service changes occur they may affect your ability to receive STS service from your residence or to your desired drop off location, if that location is no longer within the ADA service area.

If you have a disability that prevents you from using the lift-equipped fixed route bus some or all of the time you may be eligible for CATS STS paratransit service.

Eligibility is determined by three factors:

1. Your ability to get to and from the bus stop
2. Your ability to board and exit the bus
3. Your cognitive ability to navigate the fixed route bus system

Operational issues that are not used to determine STS eligibility include:

1. Age
2. Distance to and from a bus stop
3. Lack of bus service in area
4. Overcrowded buses

Returning your Completed Application

Make sure that ALL questions have been answered and that the professional verification sheet (page 11 of the application) has been signed. If your application is not complete, it will be returned to you.

After you have completed your application, you can mail your application to:

Special Transportation Services

901 North Davidson Street

Charlotte NC 28206

Or you may fax the completed application to STS at the following number:

704-336-5119

Once STS receives your application, you will be contacted by staff at the Special Transportation Eligibility Center to schedule your appointment for an in-person interview and possibly a functional assessment.

All interviews and assessments will be conducted at the Special Transportation Eligibility Center located at the **Charlotte Transportation Center, 310 East Trade Street Charlotte, NC 28203.**