

ELIGIBILITY

When preparing to apply for MTA Mobility service, it is important to understand what makes someone eligible:

» **People who can't travel on the bus, light rail or metro, even if it's accessible, because of a disability**

This category includes people who cannot, due to a disability, get on, ride, or get off of an accessible bus or train without help.

For example:

- A person with a cognitive disability who has trouble recognizing their stop or understanding how to transfer to a different bus or train.
- A person with a physical disability who cannot stand in a crowded bus when the seats are full.
- A person with an anxiety disorder who cannot use the bus because being in a tight and crowded space is so stressful it would cause a panic attack.

NOTE: If the only help you need is for a driver to help you with a wheelchair lift, you are not eligible under this category.

» **People who can't travel to the bus, light rail or metro because of a disability**

This category includes people who have a disability or health concern that prevents them from traveling to or from a bus stop, light rail stop or metro station. Things like distance from a stop or station, heat or cold sensitivities, lack of sidewalks or curb cuts and other things that prevent an individual from getting to or from a stop or station may form the basis for eligibility.

To be eligible under this category you must show that it is un-safe, un-healthy or so difficult for you to get to a stop or station that a reasonable person would be prevented from using the bus, light rail or metro.

For example:

- A person who uses a wheelchair but does not have curb cuts in the sidewalk near their home so cannot cross the street to get to the bus stop.
- A person who can walk 2 blocks without assistance, but would have to walk further than that to reach a bus stop or rail station.
- A person who has spinal stenosis that causes them to walk very slowly so they cannot cross a street safely.

CONDITIONAL ELIGIBILITY

A person who can use the bus, light rail or metro for some trips but not others, may be granted “conditional eligibility.” This means that you may use Mobility for some of your trips, and must use the bus, light rail or metro for other trips.

The “conditions” placed on your eligibility must relate to your abilities. MTA cannot limit your use of Mobility based on the reason for your trip.

For Example

- A person with a vision impairment may be able to see well during the day but not at night, affecting their ability to see stop lights and cross walks so they are unable to cross streets safely. This person may only be eligible only for trips at night when they cannot see well.
- A person on dialysis may feel fatigued or sick on days that they have dialysis. This person may be eligible for trips only on days they do not feel well. MTA cannot limit use of Mobility for trips to and from dialysis only.

COMPLETING THE APPLICATION

- Answer all of the questions on Part A of the application to the best of your ability.
- If you have a physical or cognitive disability get Part B filled out by a health care professional (see application for list of professionals). Make sure its a person who knows you well.
- If you have a mental health diagnosis take Part C to your mental health professional.
- If you have more than one doctor or professional that you work with who has information about your condition, you may have more than one professional complete a Part B or C for you.
- Collect any supporting documentation you have, like detailed letters from a disability-service provider, doctor and other medical professionals. The letters should describe how you are prevented from traveling to or on the bus, light rail or subway.

AT YOUR INTERVIEW

- Bring your completed application and any supporting documents you have collected.
- Be ready to explain why you feel you need MTA Mobility.
- Be ready to wait at MTA up to 4 hours to complete your certification process. If you cannot wait to complete your certification process, you may ask to schedule another visit to complete the process, but this may delay your decision.

AFTER THE INTERVIEW

- MTA has 21 days after your interview to mail their decision. If you do not receive a decision by then, you can use Mobility service until you get a decision in the mail.
- If you are granted full eligibility you may start using the service immediately.
- If you are granted conditional eligibility you may use the service when the conditions of your eligibility apply.
- If you have been denied you will receive a letter with specific reasons for your denial and information on how to appeal. You have the right to contest the decision.