

Rules for ADA Eligibility for Paratransit Services

ADA paratransit service must be provided to all passengers described as being ADA-eligible.

ADA eligibility includes the following:

1. Any individual with a disability who is unable, as a result of a physical or mental impairment (including a visual impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride or disembark from an accessible vehicle in the system. Included in this category are individuals with mental or visual impairments who cannot navigate the system.
2. Persons who cannot use vehicles without lifts or accommodations. These persons are eligible for paratransit service if accessible fixed-route vehicles are not available on the bus routes in which they need to travel, when they need to travel during operational hours of GMT Fixed Route.
3. Persons with specific impairment-related conditions who cannot travel to a boarding location or from a disembarking location to their final destination. The condition must prevent the person from using the fixed-route system. Conditions that make getting to the fixed-route bus stop “more difficult” do not grant eligibility. Second, architectural barriers (such as no curb cuts) not under the control of GMT Fixed Route, and environmental barriers (such as distance, terrain and weather) do not, when considered alone, confer eligibility. If, however, travel to or from a boarding location is impossible when these factors are combined with the person’s specific impairment-related condition, conditional paratransit service will be provided to eligible passengers.

How to Become Certified as ADA Eligible for Paratransit Service

Applications for certification as being ADA-eligible for GMT paratransit service are available at the City of Gatlinburg City Hall, 1230 East Parkway, Gatlinburg, TN 37738, or a request for a copy to be mailed can be made by calling 865.436.1414.

Once the application is received, GMT will notify the applicant within twenty-one (21) days of his/her eligibility status. If a determination has not been made within 21 days of receiving the completed application, the applicant will be treated as eligible and will be provided service until or unless GMT denies the application. The applicant will receive a letter verifying whether or not he or she is eligible for service. If denied, GMT will state specifically the reason for the denial. For visually impaired customers, a phone call will be made in addition to the letter.

Certification applications are available to anyone who requests them. Certifications are renewed every three (3) years.