



Mobility Services
Assessment Center
1330 Fields Ave.
Columbus, OH 43201

A functional assessment process was implemented April 4, 2011, to determine ADA paratransit eligibility. The new assessment process, which uses a unique facility, improves the capability to determine eligibility and includes a focus on functional and observational aptitudes. The assessment process is expected to take approximately one hour to complete. Previously, COTA used a paper application process and an assessment interview to determine a customer's capability to access fixed-route bus service.

The assessment center includes stairs, several ramps with varied slopes, sidewalks, broken sidewalks, grassy areas, gravel area, sand area, bus shelter, simulated traffic light with crosswalk, a scale to weigh applicants in their mobility device to determine if they meet ADA maximum weight limits and a permanent portion of a bus. Applicants board the bus to determine their ability to use the bus ramp if necessary and pay their fare. While on the bus, applicants watch a video of a COTA bus line and are asked to pull the stop request cord when a previously noted landmark is on the screen.

All assessments will be performed by COTA's trained Eligibility Administrators. No current certified Mainstream customers will have to attend a functional assessment until their eligibility is due for renewal. All recertification for service and those who are first-time applicants will be required to attend a functional assessment. This will also include customers who have been certified with conditions that will permanently preclude them from riding a fixed-route bus. This process is necessary to ensure all customers and applicants are treated fairly and equitably.

