



# AUTHORIZATIONS

## TEMPORARY AUTHORIZATIONS

Temporary authorizations are given to people who are in the process of completing a Paratransit application and have appointments that could be life-threatening if they were to miss the appointment (i.e., dialysis, chemotherapy, etc.).

Temporary authorizations are prepared in the following manner:

- FAST ADA/Paratransit Coordinator will inform the passenger or agency that the passenger will be granted temporary authorization to allow them to ride the DART paratransit system until the in-person assessment process is completed.
- Passenger/agency will need to call C.A.R.E. Evaluators at (707) 541-7184 to schedule an in-person assessment.
- Passenger will need to wait 24 hours before calling dispatch at (707) 429-2400 to schedule their trip.
- Passenger/agency will need to contact FAST Dispatch at (707) 429-2400 and notify FAST that passenger's Temporary Authorization has been granted.

**Note: If the passenger is ADA eligible in Bay Area, they may ride FAST DART paratransit system for as long as their eligibility allows. We will grant the passenger ridership in our system in the following ways:**

## RELOCATED PASSENGERS (MOVED TO FAIRFIELD/SUISUN)

- If a passenger has moved to Fairfield or Suisun City, they will need to call their previous paratransit provider and request to be transferred to Fairfield/Suisun.
- Once they are transferred, a DART package will be mailed to them by C.A.R.E.
- If a passenger is transferring out of Fairfield/Suisun to another area within the Bay Area, we can relocate them in RED paratransit tracking system.

## VISITORS

- Visitors will receive "Visitors Status" for a maximum of 21 days per calendar year.
- Passengers will provide proof of ADA Paratransit eligibility (i.e., ADA Eligibility Card from another agency, letter from a physician or rehabilitation professional) or have their local paratransit agency provide FAST administration with the eligibility information via fax or email.
- FAST will give full faith and credit to the identification card or documentation issued by the other entity.
- Passenger will need to wait 24 hours before calling FAST Dispatch at (707) 429-2400 to schedule their trip.
- Passenger/agency will need to contact FAST Dispatch at (707) 429-2400 and notify FAST that passenger's Temporary Authorization has been granted.