



NEW CASTLE TRANSIT AUTHORITY

NCATA ADA ELIGIBILITY POLICIES AND PROCEDURES

I. OVERSIGHT OF THE PROCESS

ELIGIBILITY FOR NCATA'S ADA COMPLEMENTARY PARATRANSIT SERVICE IS DETERMINED BY A NCATA STAFF MEMBER WHO HAS BEEN TRAINED IN THE REQUIREMENTS OF 37.125 AND NCATA'S ADA ELIGIBILITY PROCESSES AND PROCEDURES. THE INDIVIDUAL IS CURRENTLY THE SAFETY MANAGER.

ALL ADA ELIGIBILITY POLICIES AND PROCEDURES HAVE BEEN APPROVED BY NCATA'S GENERAL MANAGER AND BOARD OF DIRECTORS AS REQUIRED BY NCATA.

II. APPLICATION PROCEDURES

APPLICATIONS ARE AVAILABLE BY CALLING OUR OFFICE. ALL REQUESTS FOR ADA APPLICATIONS ARE LOGGED IN TO THE NCATA ELIGIBILITY DATABASE. THE APPLICATION CONTAINS A PART A (TO BE COMPLETED BY THE APPLICANT) AND A PART B (TO BE COMPLETED BY A PROFESSIONAL).

III. PUBLIC INFORMATION

A BROCHURE EXPLAINING ELIGIBILITY IS INCLUDED WITH THE APPLICATION PACKET.

IV. PCA ELIGIBILITY

IT WILL BE THE POLICY OF NCATA TO GRANT PCA ELIGIBILITY FOR ALL ADA ELIGIBLE INDIVIDUALS, IN RECOGNITION OF THE FACT THAT ANY INDIVIDUAL WITH A DISABILITY MAY REQUIRE ASSISTANCE WITH A DAILY LIFE ACTIVITY ASSOCIATED WITH A RIDE AT SOME POINT DURING THE DURATION OF THEIR ELIGIBILITY. THERE ARE NO RESTRICTIONS ON WHO MAY SERVE AS A PCA AS LONG AS THEY ARE AGE (18) EIGHTEEN OR OVER AND ABLE TO PROVIDE THE NECESSARY ASSISTANCE DURING A TRIP OR AT THE DESTINATION.

THE NCATA EXPLAINS THE DISTINCTION BETWEEN A PCA AND A COMPANION AND THE ADVANCE RESERVATION REQUIREMENTS WHEN SCHEDULING A RIDE.

V. INCOMPLETE APPLICATION

APPLICATIONS RECEIVED WHICH ARE MISSING PART B, WHICH ARE UNSIGNED, HAVE A SUBSTANTIAL NUMBER OF QUESTIONS UNANSWERED ARE RETURNED TO THE APPLICANT WITH WRITTEN INSTRUCTIONS. RETURNED INCOMPLETE APPLICATIONS RETURNED ARE LOGGED INTO NCATA'S DATA BASE.

VI. CONSIDERATION OF HOME ADDRESS

AN APPLICANTS HOME ADDRESS ALONE IS NOT A BASIS FOR GRANTING OR DENYING ADA ELIGIBILITY. THE ELIGIBILITY DECISION IS BASED ON INDEPENDENT FUNCTIONAL ABILITY TO USE THE FIXED ROUTE SYSTEM, NOT PROXIMITY TO A BUS STOP OR PLACE OF RESIDENCE. ANY INDIVIDUAL WITH A DISABILITY WHO LIVES WITHIN NCATA'S JURISDICTION MAY APPLY. PEOPLE WHO LIVE OR TRAVEL OUTSIDE THE ADA SERVICE AREA WILL BE INFORMED IN WRITING OF THEIR PERSONAL ELIGIBILITY AND THE REQUIREMENT THAT ALL TRIPS BEGIN AND END WITHIN THE SERVICE AREA.

VII. VISITOR ELIGIBILITY

INDIVIDUALS WHO LIVE OUTSIDE NCATA'S JURISDICTION MAY APPLY FOR VISITOR STATUS TO USE THE SERVICE WHILE IN THE AREA. NO VERIFICATION OF DISABILITY IS REQUIRED IF THE APPLICANT'S DISABILITY IS APPARENT. IF IT IS A "HIDDEN DISABILITY", VERIFICATION FROM A HEALTH CARE PROVIDER MUST BE PRESENTED IN ADVANCE. VERIFICATION OF ADA COMPLEMENTARY PARATRANSIT ELIGIBILITY FROM ANOTHER TRANSIT SYSTEM IS ALSO ACCEPTED. 21 DAYS OF ELIGIBILITY WITHIN EVERY 365 DAYPERIOS IS PROVIDED TO QUALIFIED VISITORS WITH DISABILITIES. IF VISITORS WOULD LIKE TO REQUEST ELIGIBLTY FOR MORE THAN 21 DAYS, THEY MUST FOLLOW THE NORMAL APPLICATION PROCESS.

VIII. TIMELY DECISIONS

IT IS THE POLICY OF NCATA TO MAKE ADA ELIGIBILITY DETERMINATIONS AS PROMPTLY AS POSSIBLE, BUT WITHIN 21 DAYS OF THE RECEIPT OF A COMPLETED APPLICATION. IF AN ELIGIBILITY DECISION CANNOT BE ISSUE WITHIN 21 DAYS, THE ADA ELIGIBILITY COORDINATOR WILL CONTACT THE APPLICANT BY PHONE ON THE 21ST DAY AND ADVISE THEM OF THEIR PRESUMPTIVE ELIGIBILITY AND RIGHT TO USE THE SERVICE UNTIL SUCH TIME AS THE APPLICANT IS NOTIFIED OF HIS OR HER ELIGIBILITY. NCATA MAINTAINS A DATABASE FOR APPLICATIONS, INCLUDING A MECHANISM TO TRACK THE 21ST DAY NOTIFICATION DEADLINE.

IX. NOTIFICATION OF DENIAL, CONDITIONAL OR TEMPORARY ELIGIBILITY

DETERMINATION LETTERS ISSUED BY NCATA WILL INCLUDE THE SPECIFIC REASONS FOR DENIAL, CONDITIONAL OR TEMPORARY ELIGIBILITY IN SPECIFIC ENOUGH DETAIL TO PERMIT THE APPLICANT TO PREPARE FOR AN APPEAL, IF DESIRED. LETTERS WILL ALSO INCLUDE INFORMATION ABOUT THE RIGHT TO APPEAL, TO BE HEARD IN PERSON, AND THE APPEAL FORM, WITH THE 60 DAY CUTOFF DATE SECTION COMPLETED.

X. APPEAL PROCESS

INDIVIDUALS WHO HAVE BEEN DETERMINED INELIGIBLE, CONDITIONALLY OR TEMPORARILY ELIGIBLE HAVE THE RIGHT TO APPEAL THE LIMITATIONS BASED ON THEIR ADA ELIGIBILITY. THE RIGHT TO APPEAL IS EXPLAINED IN THE DETERMINATION LATTER, AND THE APPEAL PROCESS POLICY AND REQUEST FOR APPEAL FORM IS INCLUDED WITH THE DETERMINATION LETTER. APPLICANTS ARE REQUIRED TO MAKE A REQUEST FOR AN APPEAL IN WRITING, BUT DO NOT HAVE TO PROVIDE ANY ADDITIONAL WRITTEN INFORMATION IF THEY CHOOSE NOT TO.