**Cleveland Urban Area Transit Systems**

**ADA**

**Eligibility**

**Determination**

**Process**

**What is Cleveland Urban Area Transit Systems (CUAT’s) Para transit Services?**  
CUAT’s Para transit Services provides curb-to-curb public transportation for people with disabilities who are unable to use CUAT’s bus services, for customers who need additional assistance, provisions will be made to accommodate these needs from the vehicle to the first doorway. There is no charge for that provision. Para transit Services also offer travel training to ADA Para transit eligible individuals who have the ability to use bus services.  
**Who is Eligible?**  
Persons who cannot independently use CUAT’s bus, because of a physical, cognitive, or visual disability.  
***Para transit Eligibility Criteria***  
CUAT’s follows the Americans with Disabilities Act (ADA) of 1990 eligibility standards for Para transit services. People with disabilities in the following categories are eligible to receive Para transit services.

 *Category I*  
Applicants who cannot independently use CUAT’s bus, even with training.

 *Category II*  
Applicants who can use or learn to use an accessible public transit system, but the system is not fully accessible.

 Category *III*  
Applicants who have a specific impairment that prevents them from getting to or from a bus stop.

**How to Apply for Para transit Services**

Applicants must follow these steps to be considered for Para transit Services:   
  
**Step 1**  
Complete a Para transit Certification form. Contact CUAT’s at 423-478-1396 (109) to request a Para transit Certification form.

**Step 2**  
Obtain a written verification of your disability from a physician.

 **Step 3**  
Return form and verification documents to Para transit mail services. Upon receipt, a decision will be made within 21 calendar days of receipt of application, if a decision has not been made within 21calendar days, on the 22nd day you will be considered temporarily eligible until a decision is made. Mail form and documents to:

**Cleveland Urban Area Transit System**

**165 Edwards Street, P.O. Box 86 Cleveland, TN. 37364**

**Eligibility Case Review**  
  
the results of your assessment are reviewed by CUAT’s to determine if you are eligible for Para transit Services.

 *Becoming ADA Eligible for Para transit Services*  
Applicants become ADA Para transit eligible on a "conditional" or "unconditional" basis.

 *Conditional Eligibility*  
Customers with "conditional eligibility" will be able to use Para transit Services only for specified trips in which they meet ADA Para transit eligibility standards. This means, if you are able to use CUAT’s Fixed Route bus to complete a trip, and there are no environmental trip specific conditions (lack of pedestrian infrastructure such as sidewalks, bus shelters or weather conditions) you will not be eligible to use the Para transit services for that trip.  
Para transit Services offers free travel training to customers with "conditional eligibility." Through personalized instruction, customers learn to ride bus and rail services independently.

 Unconditional *Eligibility*  
Customers with "unconditional eligibility" may use Para transit Services exclusively.

 *Notification of Eligibility*  
Applicants are notified within 21 days of their eligibility assessments.

**To request Reasonable trip Modification please contact Mary Jorgenson or Mary Lynn Brown @ 423-478-1396**

Advanced Notice is required, but on the spot request will be granted if it is practical to do so at that time.

 *Contesting an Eligibility Determination*  
An appeal process is available to any person who is denied eligibility or conditional eligibility for Para transit Services, by submitting a written notice within 60 days of receiving eligibility decision to Asst. Director Chris Kleehammer, P.O. Box 909 Dunlap TN. 37327 .

 *ADA Complaint Process*

*To file an ADA complaint you may submit a written complaint to: Director of Cleveland Urban Area Transit System Mary Lynn Brown P.O. Box 86, Cleveland TN. 37364 or Call 423-478-1396, Ext 306.*