

ADA PROCESS CHANGES – JULY 2015 / APRIL 2016

Task	Purpose	Completion Date
Online application	Create the ability for applicants to apply online for ADA certification	July 2015
Integration of Travel Training dialogue during eligibility process	Inform applicants of the availability of the travel training program when they apply, when they are interviewed (if applicable), and when they receive notification of their determination	July 2015
Initial Application Review	Check each first-time application to determine whether an in-person interview will be necessary to make a determination, or if the determination can be made based just on the submitted information	August 2015
Change ID cards to no longer require photo	Streamline process for generating ID card by eliminating the need to include passenger photo on ID card	August 2015
Revise determination letter format	Provide clearer definition of "Conditional" determinations	August 2015
Revise list of symptoms used during evaluation process	Create a standardized list of symptoms to be recorded in client database records so all operators have a common understanding of passenger limitations.	September 2015
Provide electronic access to eligibility database for VCTC staff and transit operators	Allow VCTC staff and transit operators to access MMP eligibility database remotely in order to better communicate with applicants calling for information regarding their application.	September 2015