

ADA PROCESS CHANGES – MAY 2016 / PRESENT

TASK	PURPOSE	Completion Date
Implemented new ADA Application	Provides ADA applicants the opportunity to provide more specific details about their needs and abilities	September 2016
Implemented new ADA Complaint form	Integrate new ADA Complaint form and processes into ADA Certification process	October 2016
Implemented new Follow-up procedure for Professional Evaluation (PE) Form-Contacting Health Professionals via phone if no response to request for PE received after two attempts	Expedites the Eligibility process when verification of conditions has been needed from Health Professionals	October 2016
Implemented Simplified Recertification Application	Provides currently "Unconditionally" certified ADA riders a Simplified Recertification application	December 2016
Implemented "Modified Functional Evaluations"	To provide ADA additional testing protocol for use during "In-person interviews as needed. Instead of an indoor transit walk, a modified "outdoor" transit walk was integrated into ADA testing	April 2017

