



## SCAT Application – Cover Letter

Dear SCAT Applicant:

Thank you for inquiring about GTA and our services for people who have disabilities. We offer the following services:

- **SCAT:** This is the federally-mandated Americans with Disabilities Act (ADA) paratransit service, which is an advance-reservation, shared-ride service for people who have a disability that prevents use of fixed route service. To use SCAT, a person must be certified as eligible.
- **Travel training:** GTA offers assistance and training to those interested in learning how to ride the fixed route buses. The training is free! Please contact GTA's staff at (336) 373-2634 or by email at [SCAT@greensboro-nc.gov](mailto:SCAT@greensboro-nc.gov) if you would like to learn how to ride Greensboro's buses.
- **GTA fixed route bus (regular) services:** All our buses are equipped with lifts for people who use wheelchairs and scooters. All buses also have a "kneeling" feature that lowers the bus closer to the ground to help people who have difficulty climbing stairs. There is priority seating right behind the bus driver for people with disabilities and seniors. Stops and major transfer points are announced through the automated talking bus feature.

Enclosed is the SCAT Application, which consists of two forms: the **SCAT Eligibility Questionnaire** form and the **Professional Verification** form. If you are interested in applying for SCAT service, please read this introductory letter and all of the enclosed materials before starting. Both forms must be completed and submitted prior to scheduling your in-person interview.

**Please submit both forms (Part A and Part B) prior to your interview date so that staff can review beforehand in preparation for your appointment. In addition, this will also assist staff with providing you with a final determination of eligibility during the interview.**

## How is Eligibility for SCAT Determined?

To determine if you are eligible to use SCAT, you must do the following:

- 1) Complete the SCAT Eligibility Questionnaire form.
- 2) Fill out the first part of the Professional Verification form and then submit the form to your healthcare or rehabilitation professional, who must verify that your disability affects your ability to use public transportation. Have your healthcare or rehabilitation professional mail the form back to you or, it can be mailed to the SCAT Eligibility Department at P.O. Box 3136 Greensboro, NC 27402-3136 or faxed to the SCAT Eligibility Department at (336) 373-2809. Your application can also be e-mailed to [SCAT@greensboro-nc.gov](mailto:SCAT@greensboro-nc.gov).
- 3) Once both parts (A & B) of your application have been received and determined complete, someone from the SCAT Eligibility Department will contact you to schedule the in person interview.
- 4) The ***required interview*** will take place with of our eligibility staff at the GTA Administrative Office Building, located at 223 W. Meadowview Road. The interview, generally lasts 30 to 60 minutes, and provides the opportunity to discuss your mobility issues and the opportunity for you to learn about all of GTA's services, including accessible fixed route and travel training.
- 5) If you need transportation to and from the in-person interview, please advise the eligibility staff member when they contact you to schedule the interview. They will schedule the trips for you and there will be no charge for those trips. If you prefer, you may take care of transportation on your own.

### In-Person Interview

Once your in-person interview is scheduled, please remember:

- The completed application and supporting healthcare professional verification form must be provided to GTA prior to, your in-person interview.

- If you use a mobility device when you travel outside the home, you must bring that mobility device to your in-person interview.
- You will have a photo taken at the interview, which will be used for an ID card if you are determined to be eligible for SCAT.
- If you find that you cannot make your scheduled in-person interview, please be sure to contact the eligibility staff to cancel the appointment **before** the scheduled date if possible. To cancel your in-person interview, contact the Greensboro Transit Authority 373-2634, or SCAT@greensboro-nc.gov.

## Determining Eligibility

Based on your completed SCAT Eligibility Questionnaire, your completed Professional Verification form, and the in-person interview, GTA will determine if you are eligible for SCAT within 21 calendar days. **Note carefully that if your two forms are not complete, we will return the forms to you which will delay processing.**

Based on the determination, you will be provided with one of the following:

- **Unconditional Eligibility:** A disability or health condition always prevents use of the fixed route buses and ADA Paratransit service (SCAT) is provided for all trips.
- **Conditional Eligibility:** A disability or health condition prevents use of fixed route buses under certain conditions and ADA Paratransit service (SCAT) is provided only when those conditions apply.
- **Temporary Eligibility:** A disability or health condition temporarily prevents use of the fixed route buses and ADA Paratransit service (SCAT) is provided only during that time period.
- **Referral to Fixed Route Service:** If you are determined to be able to use fixed route service, you will be referred to GTA's fixed route service and provided information about schedules and routes as well as travel training options. You will also be given information about applying for GTA's half-fare program. People with disabilities, seniors age 60 and older, and those who have a Medicare or Medicaid Card are eligible to ride for half-fare at all times on GTA buses.

If we determine you are able to use fixed route and ineligible for SCAT, we will notify you of the reason(s). You may appeal the decision, and we will send you information on the appeal process with the determination letter.

If you have questions about the application forms, or need assistance in completing them, please contact the Greensboro Transit Authority by telephone at (336) 373-2634 or by email at [SCAT@greensboro-nc.gov](mailto:SCAT@greensboro-nc.gov). This letter, the application, and the two forms, are also available in large print and other alternative formats upon request.

Thank you for your interest in GTA!