



Access GSO Application – Cover Letter

Dear Access GSO Applicant:

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

- **Access GSO:** 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 Access GSO, 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) 373-2166 or by email at accessgsoeligibility@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 Access GSO Application, which consists of two forms: the [Access GSO Eligibility Questionnaire](#) form and the [Professional Verification](#) form. If you are interested in applying for Access GSO service, please read this introductory letter and all of the enclosed materials before starting. Both forms must be completed and submitted.

Please complete and submit your ACCESS GSO application so that staff can review. In addition, this will also assist staff with providing you with a final determination of eligibility.

How is Eligibility for Access GSO Determined?

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

- 1) Complete the [Access GSO Eligibility Questionnaire \(Part A\) form](#).
- 2) Fill out the [Access GSO Medical Form \(Part B\)](#) and then submit the [Professional Verification document](#) 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 Access GSO Eligibility Department at P.O. Box 3136 Greensboro, NC 27402-3136 or faxed to the Access GSO Eligibility Department at (336) 373-2809. Your application can also be e-mailed to accessgsoeligibility@greensboro-nc.gov.
- 3) Once both parts (A & B) of your application have been received and determined complete, a determination letter will be mailed.

Determining Eligibility

Based on your completed Access GSO Eligibility Questionnaire, your completed ACCESS GSO Medical Form and Professional Verification form, GTA will determine if you are eligible for Access GSO 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 (Access GSO) 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 (Access GSO) 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 (Access GSO) 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 Access GSO, 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 Agency by telephone at (336) 373-2166 or by email at accessgsoeligibility@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!