

press release

North County Transit District selects McCloud Transportation to conduct ADA certification audits

Firm will evaluate paratransit eligibility determinations to assess whether persons with disabilities were placed into appropriate eligibility category

Tampa, FL. (May 2011) – McCloud Transportation & Associates, LLC has been awarded a contract for performing audits of the work by North County Transit District's (NCTD) contractor performing paratransit eligibility determinations made in accordance with the Americans with Disabilities Act (ADA). Located in Oceanside, California, NCTD is a multi-modal transit agency that moves more than 12 million passengers annually by providing public transportation for North San Diego County. Transit services include the BREEZE bus system, the COASTER commuter rail service, LIFT paratransit and the new SPRINTER light rail line. NCTD provides ADA complementary paratransit service for individuals with disabilities who are unable the fixed-route system.

McCloud Transportation will assess whether individuals with disabilities have been accurately placed into the appropriate eligibility category. The project will be implemented in three phases and involves a review of the eligibility determination process, a peer survey of comparably-sized transit agency certification programs, and a telephone hold time and customer service assessment to evaluate the quality of service provided to NCTD's customers.

In addition, McCloud Transportation will review the process used by healthcare professionals to attest for an applicant's disability, interpret the result of the tests used by NCTD's contractors to complete an assessment and will make recommendations to NCTD to improve the certification process. The firm will also review timelines for processing a completed application to evaluate the timeliness of the eligibility determination process. The ADA law requires transit agencies to make determinations 21 days following the submittal of a complete application.

"Providing paratransit service is very costly and it is important that eligibility decisions are accurate," said Elaine R. McCloud, president of McCloud Transportation. Eligibility is the point of entry for providing many years of service. "We applaud NCTD for its commitment to the ADA by reviewing its eligibility process to ensure that only qualified passengers use the LIFT paratransit service," McCloud said.

McCloud Transportation has served public and private transit entities throughout the U.S. to assess whether ADA and transit agency requirements are being met.

For more information, visit www.McCloudTrans.com or call (813) 920-8683.

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