



We are excited to announce the planned launch date for our updated ADA Paratransit Service application process! Please review the information below to learn more about the new, more efficient process.

What's Changing?

- Rather than mailing us their application materials, customers will now bring their completed forms to their ATC assessment appointment. Less back-and-forth with our applicants will mean more efficient processing and fewer delays.
- For customers who are recertifying, the process will be streamlined. If you are satisfied with your current eligibility and your condition hasn't changed, you will need to complete the application and make an appointment to come in for a new CCT Photo ID card. All applicants will still have the right to appeal an eligibility decision within 60 days. If you need a change to your eligibility, you'll be scheduled for an assessment.
- We've expanded the call center. Listen carefully to the new prompts when you call 215-580-7145. You'll be able to reach an eligibility representative quickly for address changes, phone and email updates, and for any questions about your eligibility.

What's Not Changing?

- **Partnership between SEPTA CCT and our stakeholders:** Our Eligibility Team is still just a phone call away to provide assistance to our applicants.
- **Our commitment to service:** Although applicants will complete the process differently, we're incorporating helpful reminders and updating our materials to make the process simple.

What's Next?

We will launch on **Monday, January 13, 2020.**

If you have an application in process, we will continue processing. For new or recertifying applicants, eligibility representatives will be available to guide you through the first steps.