



FOR IMMEDIATE RELEASE

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**MATA Announces Temporary Process for New MATApplus Application Requests
and In-Person Assessments**

Change Is Expected to Remain in Effect Until COVID-19 Health Directives Lifted

MEMPHIS, Tenn. – The Memphis Area Transit Authority (MATA) today announced that starting December 15, 2020, MATA will temporarily revert to its previous application process of certifying new MATApplus applicants without the functional assessment. This means the applicant (or their representative/personal care attendant) can send a completed application to the Assessment Center along with a high-quality photo to be included on their MATApplus card. (MATA will not accept photocopies of driver's license or other identification cards).

Once MATA receives the completed application (the first three pages must be completed by the applicant and the last three pages completed by a healthcare or social services professional that is familiar with the applicant's qualifying conditions), the application will be processed for an eligibility decision.

Within 21 days of receiving the completed application and the rendering of an eligibility decision, the applicant will receive a certification card and other service-related documents by U.S. mail. The certification of new applicants is temporary, and the applicant will be asked to participate in an in-person functional assessment once COVID-19 related health directives are lifted.

For more information about this temporary process change, please call Anthony Amos, ADA Compliance Officer at 901-722-7165 or email him at aamos@matatransit.com or please call Tia Horton, ADA Eligibility Specialist at 901-722-7193 or email her at thorton@matatransit.com.

About MATA

The Memphis Area Transit Authority (MATA) is the public transportation provider for the Memphis area. As one of the largest transit operators in the state of Tennessee, MATA transports customers in the City of Memphis and parts of Shelby County on fixed-route buses, paratransit vehicles and vintage rail trolleys. For more information, visit www.matatransit.com.

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