



Denton County Transportation Authority

1527 South Mayhill Road, Building C
Denton, Texas 76208

TEL: (940) 243-0077; FAX: (940) 387-0829

Dear Applicant:

We appreciate your interest in Denton County Transportation Authority's Access Service. Access is a curb-to-curb demand response service provided to disabled and elderly citizens. The enclosed application will determine your eligibility to use Access service.

Access is a combination of ADA paratransit service, required by federal law, and additional service which the DCTA elects to provide for elderly and disabled residents. ADA service eligibility is more strict, but prevents someone from being denied trips within $\frac{3}{4}$ of a mile of a fixed route. **Individuals who are approved by age alone or whose disabilities do not prevent them from using the fixed route service are considered non-ADA and may be denied trips when capacity is limited.** If an individual wishes to be qualified based on age alone, they need only complete and submit the first page of the application.

The application must be filled out completely and legibly. The enclosed Physician's Verification of Disability Form must be completed by a doctor, licensed health care provider, or licensed rehab/social worker familiar with your disability.

After DCTA receives your completed application, you may be contacted to schedule an in-person interview to aid in the determination of your eligibility. Upon request, transportation will be provided to you free of charge both to and from the interview site.

You will receive a determination letter within 21 days. If you require any assistance in completing this application you may call our office at 940-243-0077 or 1-866-335-3033 TDD.

Again, we thank you for your interest in DCTA's Access Service.

PART II – Information on disability and mobility equipment

How does your disability prevent you from using DCTA's Connect fixed route bus service?

Is your disability permanent? Yes No

If not, expected duration of your disability? ___/___/___

Have you ever had a seizure? Yes No

If yes, what type? _____ How often? _____

Are seizures controlled with medication? Yes No

Do you use any of the following mobility aids? (Check all that apply)

- | | | |
|---|--------------------------------------|--|
| <input type="checkbox"/> Manual Wheelchair | <input type="checkbox"/> Walker | <input type="checkbox"/> Service Animal |
| <input type="checkbox"/> Powered Wheelchair | <input type="checkbox"/> Cane | <input type="checkbox"/> Portable Oxygen |
| <input type="checkbox"/> Powered Scooter | <input type="checkbox"/> Braces | <input type="checkbox"/> Crutches |
| <input type="checkbox"/> Prosthesis | <input type="checkbox"/> Other _____ | |

PART III – Questions on using Connect fixed route bus service

1. Have you ever used DCTA's fixed route bus service (Connect)? Yes No

2. Are you able to travel to the nearest bus stop? Yes No

If no, please explain:

3. Are you able to handle money? Yes No

If no, please explain: _____

4. Are you able to use railings and handles? Yes No

If no, please explain: _____

5. Are you able to keep balance while seated on a moving bus? Yes No

If no, please explain: _____

6. Are you able to understand bus schedules? Yes No
Understand and follow directions? Yes No
Process information to ride Connect? Yes No
7. Are you prevented from traveling to or from a bus stop boarding location for one or more of the following reasons?
 Inability to negotiate hilly terrain
 Extreme sensitivity to climatic conditions
 Allergic/Environmental sensitivities
 Hyper-fatigue, frailty
 Night Blindness
 Inability to cross busy intersections
 Inability to climb three 10-inch steps
 Bus stop too far away
8. Are you able to perform the following functions without supervision?
a) Find your way between familiar locations?
Yes No Yes, with training
b) Signal the bus driver to get off at a familiar stop and get off the bus there?
Yes No Yes, with training
c) At a bus stop served by more than one bus route, can you distinguish the correct bus to board and indicate your intention to board?
Yes No Yes, with training
9. Are you able to perform the following functions without the assistance of another person?
 Travel 200 feet (the length of a city block)
 Travel ¼ mile (the length of three city blocks)
10. Is your ability to get from place to place affected by:
 Terrain, such as steep hills, no sidewalks/crosswalks, or other conditions
 Rain, snow, ice
 Extreme temperatures of heat or very cold
11. Are you able to wait outside for 10 minutes?
Yes No Sometimes
12. Do you have trouble standing for more than 15 minutes?
Yes No Sometimes

13. Are you able to cross the street of a busy intersection by yourself?

- Yes No

14. If travel training were available, would you be interested in participating?

- Yes No

15. Please read the following statements and check those which best describe what you believe is your ability to use a DCTA bus without assistance. You may select more than one.

I can use the DCTA bus for some trips, but not at other times because there are barriers that prevent me from using the system.

I use the DCTA bus service frequently.

I have difficulty understanding and remembering all of the things that I would have to do to find my way to and from the bus.

I believe I could learn to ride the bus, if someone taught me.

I have a visual disability, which prevents me from getting to and from the bus, even with training.

The severity of my disability can change from day to day. I can ride the bus only when I am feeling well.

I can never use the bus by myself.

I can get to and from the bus if the distance is not too great, and the route is barrier-free.

I am not able to use the DCTA bus for other reasons. (Please explain):

16. List three of your most frequent destinations, and how you get there?

Destination	Frequency of Travel	How do you get there now?
_____	_____	_____
_____	_____	_____
_____	_____	_____

PART V – Please initial all of the following statements indicating you have read and understand each statement.

I understand my rights and responsibilities for Access service and they are:

1. Access service is public transportation and I will be sharing rides with other passengers..... _____
2. Access does not provide emergency service..... _____
3. I must show my Access ID and pay the fare each time I ride..... _____
4. Four “No Shows” in 30 days could result in suspension of service.
..... _____
5. Access operators may arrive 15 minutes before or 15 minutes after the scheduled pick- up time _____
6. The Access operators will only wait 5 minutes from the time they arrive..... _____
7. Wheelchair lifts can accommodate up to 600 lbs, and 32 inches in width. I understand the combined weight of me, my wheelchair, and accessories must weigh less then 600 lbs. I also understand the width of my wheelchair cannot exceed 32 inches..... _____
8. DCTA reserves the right to require a Personal Care Attendant (PCA) at the time of pick-up. If I am required to have a PCA at the time of pickup, and I do not have one, I will be unable to ride _____

I certify the information provided in this application is accurate. I understand that false information may result in the denial or annulment of Access service. I further understand that all information will be kept confidential, and only the information required to provide the services I request will be disclosed to those who perform those services.

Applicant's Signature

Date

**If someone else in completing this application has assisted the applicant, that person must complete the following:

Name

Relationship

Signature

Date

Home Phone

Work Phone

Cell Phone



Denton County Transportation Authority Access Service Physician Verification of Disability Form

Date _____

Patient Name _____

DOB _____

Social Security Number _____

*****Please Note*****
This form must be filled out in its entirety.
Incomplete forms will not be processed and
will be returned to the patient.

The person named above is **currently being treated** or **was formerly treated** by me. The person has informed me of his/her intent to apply for Denton County Transportation Authority (DCTA) Access service. The information provided in this form is intended to verify any medical/health conditions that **prevent** the applicant from using DCTA's Connect fixed route bus service.

Please Check One:

- Physician
- Licensed Health Care Provider
- Licensed Rehab/Social Worker

Medical diagnosis and explanation of condition causing disability:

Disability Status (Select One):

- Patient will be temporarily disabled for _____ months.
- Patient is considered permanently disabled.

Does the disability prevent the applicant from utilizing the Connect fixed route services (regular bus service)? If yes, please describe in detail.

Can the applicant walk or wheel ¼ mile (3 blocks) without the assistance of another person?

Yes No

Can the applicant climb three 10-inch steps with assistance? Yes No

Can the applicant wait outside without support for 15 minutes? Yes No

Is the applicant on dialysis? Yes No

Does the applicant have a hearing impairment? Yes No

Is the applicant able to recognize a destination or landmark? Yes No

Is the applicant able to give addresses and phone numbers upon request? Yes No

Is the applicant able to deal with unexpected situations or unexpected changes in routine?
Yes No

Is the applicant able to ask for, understand, and follow directions? Yes No

Is the applicant able to safely and effectively travel alone through crowded and/or complex facilities?
Yes No

Does the applicant require a personal care attendant? Yes No

The vehicle wheelchair lift will accommodate up to 600 lbs and are 32 inches in width. The applicant's weight is _____ lbs.

Mobility device make and model: _____

Based upon my professional knowledge of the applicant, I certify that the preceding information is true and correct.

Name (Please Print)

Office Phone Number

Office Street Address

City

State

Zip Code

State License Number (Complete if Applicable—Must be current)

Signature: _____ Date: _____