



**DENTON COUNTY TRANSPORTATION AUTHORITY
ACCESS SERVICE POLICIES AND PROCEDURES**

Effective May 4, 2018

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INTRODUCTION

Access, like all DCTA services, is provided in a manner that furthers the vision and mission of DCTA:

Vision

Be a leader in advancing mobility alternatives.

Mission

As a regional partner, the Denton County Transportation Authority is committed to providing safe, customer focused, and efficient mobility solutions.

It is the policy of the Denton County Transportation Authority (DCTA) to provide a complementary Paratransit service to those individuals determined to be Americans with Disabilities Act (ADA) Paratransit eligible. In accordance with the Service Plan, DCTA will also provide demand response service to individuals who are elderly or disabled throughout the DCTA service area.

PURPOSE AND NEED

The *Access* Service Policies and Procedures document is intended to outline the provision of demand response service by the DCTA throughout the service area.

DCTA *Access* is an origin to destination public transportation service for people who have a physical, cognitive or mental disability or who are at least 65 years old. *Access* is operated in compliance with the ADA and is a shared-ride, public transportation service. As such, other passengers may be onboard and the vehicle may stop for other pick-ups and/or drop-offs on the way to a destination.

I. ELIGIBILITY

Access ADA Paratransit Eligibility

The ADA definition of eligibility as codified in 49 CFR 37.123, the "ADA Paratransit Regulations," addresses three categories of individuals who are eligible for complementary Paratransit service. Specific definitions of the three eligibility categories described in the ADA Paratransit Regulations are as follows:

1. Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

Included in this category are individuals with mental or visual impairments who cannot "navigate the system."

2. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride, and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route of the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.

*Eligibility under this category depends on the accessibility of vehicles and routes. A person is eligible for Paratransit service if the **vehicle** assigned to the fixed route on which they want to travel is not yet accessible. **All DCTA buses are accessible.***

3. Any individual with a disability who has a specific impairment-related condition, which prevents such individual from traveling to a boarding location or from a disembarking location on such system.

Two important qualifiers to this category are included in the regulations. First, the "specific impairment-related condition" must prevent the person from using the fixed route system. Conditions, which make getting to or from stops more difficult, do not confer eligibility. Second, architectural barriers not under the control of the public entity and environmental barriers do not, when considered alone, confer eligibility. If, however, travel to or from a boarding location is impossible when these factors are combined with the person's specific impairment-related condition, Paratransit service must be provided.

Conditional Eligibility

Some people with disabilities may be able to use the local fixed route bus service, *Connect*, under certain conditions, but not under others. Therefore, eligibility for *Access* service for some people will be determined on a trip-by-trip basis.

Temporary Eligibility

A person with a temporary disability will be eligible for *Access* service if the disability results in his/her functional inability to use the *Connect* bus system as described in the three eligibility categories. Temporary eligibility may be granted up to the amount of time recommended by a medical professional.

Strictly Limiting Eligibility

The certification process shall strictly limit ADA Paratransit eligibility to individuals who meet the regulatory definition of eligibility. Only those persons who meet the regulatory definition can be given documentation indicating that they are “ADA Paratransit Eligible.” If individuals who are determined to be ADA Paratransit eligible can use fixed route service under certain conditions, the documentation which they are given will indicate the limitations/conditions of their eligibility.

Access (Non-ADA) Service Eligibility

Individuals certified for ADA Paratransit service are automatically eligible to schedule *Access* (Non-ADA) trips. Non-ADA trips are those that either begin or end outside the ADA service area subject to service area boundaries.

Access (Non-ADA) trips must begin and end within the Lewisville/ Highland Village Zone or the Denton Zone (see figure 1). Trips will not be available between the two zones. DCTA applies Federal Transit Administration “Half Fare” regulations to determine eligibility for *Access* (Non-ADA) service. *Access* (Non-ADA) trips are provided only to the extent that there is excess capacity on the system. However, DCTA is committed to providing service to all our *Access* customers as provided for in the Service Plan.

To be eligible for *Access* (Non-ADA) trips, individuals must be one of the following:

1. Age 65 or older;
2. A person “who by reason of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including any individual who is a wheelchair user or has semi ambulatory capabilities), cannot use effectively, without special facilities, planning, or design, mass transportation service or a mass transportation facility;”
3. Medicare cardholder—Anyone in possession of a Medicare card is eligible for *Access* (Non-ADA) trips.

II. CERTIFICATION PROCESS

The goal of this process is to ensure that only people who meet the regulatory criteria are regarded as ADA Paratransit eligible and only people who meet ADA and/or FTA half fare criteria are approved to schedule *Access* (Non-ADA) trips.

Application

In order to use *Access*, individuals must complete and submit an application. Applications can be obtained by calling DCTA at (940) 243-0077 or by downloading from the internet at www.dcta.net. Hearing impaired TDD customers can contact our office through the Southwestern Bell TDD line (1-800-735-2989).

Completed applications include:

1. Application
2. Physician's Form

The application will not be reviewed until both components are received.

Upon receipt of **completed** applications, ADA regulations allow a maximum of 21 days to process applications. DCTA will begin processing properly completed applications immediately upon receipt. Only completed, signed applications, which may be mailed or faxed, will be considered for review. Applicants will receive written notification of eligibility via U.S. mail.

Applicants will receive a determination letter within 21 days of submission of a completed application. If DCTA has not made a decision on eligibility within 21 days of receipt of the completed application, the applicant may use *Access ADA* paratransit service starting on the 22nd day until a determination is made.

For applicants with a disability, a licensed physician or certified human services professional familiar with the applicant's condition must complete the attached physician form in order to prevent delay with the application review. Examples of licensed or certified human service professionals include:

Medical Doctor, Psychiatrist, Psychologist, Social Worker, Rehabilitation Professional, Physical/Occupational Therapist, Physician's Assistant, Nurse Practitioner, Registered Nurse.

Once the application is fully completed, the signed original should be mailed or faxed to:

DCTA
604 East Hickory Street
Denton, Texas 76205
Fax: 940.387.1641

Eligibility Determination

DCTA personnel will determine the eligibility status of a passenger based on the information contained on the application and physician's form. A person may be determined to be eligible, temporarily eligible, or conditionally eligible for certain trips. The applicant will be notified in writing of the eligibility upon determination. An in-person interview may be necessary for eligibility determination. Transportation for any required in-person interview will be provided by DCTA.

Individuals who are eligible for **Access ADA Paratransit** consequently qualify for **free fare** on DCTA *Connect* fixed route service.

Notice of Initial Determination

An applicant that is determined to be eligible for ADA service will be mailed (to the address printed on the application) documentation of eligibility specifically stating that the person is “ADA Paratransit Eligible.” This eligibility qualifies the customer to schedule both ADA complementary paratransit trips and *Access* (Non-ADA) trips. An applicant that is determined to be eligible to schedule *Access* (Non-ADA) trips **only** will receive documentation to that effect. The document will include the name of the eligible individual, the phone number for DCTA, an expiration date for eligibility, and any conditions or limitation on the individual's eligibility including the use of a personal care attendant. If the determination is that the person is not eligible, the written notification will state the specific reason(s) for the finding. All applicants have the right to appeal the initial determination of eligibility.

Eligibility Appeal Process

The DCTA *Access* eligibility appeal process is as follows:

- Individuals are permitted to request an appeal to the DCTA *Access* Appeal Panel (AAP) within sixty (60) days of the initial eligibility decision, beginning on the date the individual receives notification of the initial decision;
- Appellants have an opportunity to be heard in person and to present additional information and arguments regarding their disability and ability to use the *Connect* fixed route service;
- The AAP hears all appeals and the Panel's ruling is final.
- Applicants are notified of appeal decisions in writing, or in an accessible format if requested, and the notification will state the reason(s) for the decision if eligibility is still denied;
- Applicants should mail appeals to the following address:

**DCTA
Access Appeal Panel
P. O. Box 96
Lewisville, TX 75057**

- If a decision on the appeal is not made within 30 days of the completion of the process, individuals will be considered “presumptively eligible” and will be provided paratransit service until and unless a decision to deny the appeal is issued.

Recertification Process

Passengers will be subject to individual recertification every three years from the date they are certified. Re-certification is done to ensure that circumstances have not changed or invalidated

an individual's eligibility. Recertification also ensures that DCTA's files are accurate and contain up-to-date information. DCTA reserves the right to re-certify eligibility at any time.

III. SERVICE PARAMETERS

Access ADA paratransit service, which is prescribed in the Code of Federal Regulations chapter 49 part 37, is provided in an area within three-quarters of a mile on either side of each local fixed route. ADA paratransit is currently provided within the cities of Denton and Lewisville due to the operation of *Connect* and *University of North Texas Shuttle* fixed route services within the cities.

In addition to ADA Paratransit service, DCTA provides broader Non-ADA demand response service to elderly and disabled residents residing within the city limits of all member cities. This broader service is not subject to the service criteria for ADA complementary paratransit service outlined in 49 CFR 37.

Access certified riders may schedule trips to begin and end within in the following cities:

- Denton
- Lewisville
- Highland Village

The *Access* (Non-ADA) demand response trips will be provided on a first-come, first-served basis, are subject to capacity constraints, and must begin and end within a single service zone (see page 3).

Service Hours

Access service hours will be the same as hours and days of operation for fixed route services.

DCTA observes the following holidays and service is not available:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

IV. SCHEDULING A TRIP

An *Access* trip may be scheduled by calling 940-243-0077 between one (1) and seven (7) days in advance of the requested trip date. Reservations may be made between 8:00 a.m. and 5:00 p.m. Monday through Sunday. On Saturday, Sunday and holidays an answering machine will take requests. **Requests for same-day service will be provided if capacity is available.**

Customers will receive a confirmation telephone call one day prior to their scheduled trip. It is recommended that phone numbers on record with DCTA be equipped with messaging devices. If DCTA is unable to contact a passenger due to a wrong number being on file or due to

no answer on a phone without a messaging device, the passenger remains obligated to the trip scheduled. For ADA paratransit trips, DCTA may offer travel times one hour before or one hour after the requested travel time as established under the ADA paratransit service criteria. *Access* (Non-ADA) trips are not covered under these requirements, therefore DCTA may offer travel times greater than one hour before or one hour after the requested travel time for these trips. Every effort will be made to schedule these trips within a reasonable time window.

Customers will receive a confirmation telephone call one day prior to their scheduled trip. The confirmed trip time may be different than the originally requested time.

Customers will receive an approximate time for pick up. The driver may arrive up to 15 minutes before or after this time (30 minute Ready-time Window), and be considered on-time for your trip. Customers should be ready to go and be waiting in a place where they can hear or see the vehicle arrive. **If the Access vehicle arrives after the 30 minute ready-time window, the passenger will not be required to pay for the trip.**

If the vehicle fails to pick up within one hour of the scheduled trip, the customer is entitled to request a credit for the trip by calling DCTA. Once the missed trip is validated, a credit will be placed in the customer's file to be used at a later date.

Subscription Service

According to ADA Guidelines, no more than 50% of scheduled service can be designated as Subscription Service. DCTA reserves the right to restrict and/or prioritize Subscription Service to maintain a maximum level of 50%. Subscription Service is limited to customers traveling to the same place at the same time at least one time per week on a regular and consistent basis. DCTA will terminate any subscription service that is canceled 50% or more of the time during any thirty (30) day period, or if there is a consistent pattern of cancellations or no-shows of any part of a subscription.

V. SERVICE RULES

Drivers are not allowed to go into residences or other facilities to look for passengers. To avoid delaying other passengers, drivers can only wait five minutes after the scheduled pickup time before proceeding on their route. A customer will be charged with a "No-Show" if the vehicle arrived to pick them up within 15 minutes on either side of the pick-up time and the customer was not ready to go within five minutes.

All passengers are required to pay the full fare upon boarding the vehicle. If using a prepaid book of tickets, the customer will place a one-ride ticket in the farebox as fare payment. Passengers shall remain seated and are encouraged to fasten their seat belt. For safety, drivers are not allowed to put the vehicle in motion until all passengers are seated. For the comfort of all passengers on board, smoking, eating and drinking are not allowed.

Drivers are not allowed to make changes in scheduled times or destinations without authorization from the DCTA. Passengers must schedule these trip changes with DCTA by calling 940 243-0077.

DCTA drivers provide minimal assistance to passengers; minimal assistance DOES NOT include:

- Assistance getting in and out of a wheelchair
- Administering medication or oxygen
- Assisting passengers in wheelchairs up or down stairs
- Assistance with excessive items (i.e. more than two grocery bags)
- Assisting passengers up and/or down ramps at residence or destination

If a passenger needs medical attention during an *Access* trip, appropriate medical professionals will be contacted for assistance. An *Access* passenger who requires medical care during transit due to a medically unstable condition may not be eligible for service during this period of medical instability. ***Access is not an emergency medical transportation service.***

VI. FARES

One-way fare for passengers and guests, excluding Personal Care Attendants, is \$3.00. For customer convenience, prepaid 10 ride tickets are sold for \$30.00 each. Call 940-243-0077 for more information or visit us online at www.dcta.net.

The fare must be paid at the beginning of each trip. Passengers shall pay the fare in an exact amount or with a DCTA ticket. The driver will not accept checks unless the check is for payment of a ticket book. Drivers do not make change.

VII. ACCOMPANYING PASSENGERS

Personal care attendants (PCA)

A personal care attendant who is required to ride with the passenger may ride free. The need for a PCA must be indicated on the certification application in order for the PCA to ride free. PCAs must be scheduled at the same time the client schedules their trip in order to reserve the necessary space on the vehicle. The origin and destination of the PCA must be the same as the customer.

Guests

A customer may invite one guest to travel with him or her, and other guests will be permitted on a space available basis. **Guests are charged the same applicable rate as the *Access* customer.** Customers must reserve a space for their guest, whether child or adult at time of scheduling.

Guests must be picked up and dropped off at the same address as the *Access* customer. Children age four and under ride free and must be accompanied by an adult.

Service Animals

Guide dogs and other service animals are permitted on all DCTA vehicles and are allowed to accompany passengers if this need is indicated in their file. When scheduling a trip, customers should inform *Access* scheduling if a service animal will be accompanying the customer on the trip.

Packages

Carry-on packages are limited to two (2) grocery bags or similar-sized packages onboard *Access* vehicles. Drivers can help a customer carry two packages on and off the vehicle from the same sidewalk or waiting area where the customer boards and gets off the vehicle. The driver cannot carry any packages to the door. Packages should weigh no more than 20 pounds each.

Mobility Devices

DCTA will transport any wheelchair on its vehicles regardless of size and weight as long as the lift and vehicle can physically accommodate them.

VIII. VISITORS

Out-of-town visitors who are ADA Paratransit eligible may use DCTA *Access* by presenting documentation showing ADA Paratransit eligibility. Visitors with a visible disability are not required to provide proof of their disability for ADA Paratransit eligibility. Visitors with disabilities, which are not visible, who do not present ADA Paratransit Eligibility documentation will be required to present documentation on their place of residence and of his/her disability. DCTA *Access* shall accept a certification by such visitors that they are unable to use fixed route transit. DCTA will provide *Access* service to visitors for any combination of 21 days within a 365 day period beginning with the visitor's first use of the service. Visitors must contact DCTA Monday through Friday, 8 a.m.-5 p.m., at 940-243-0077 no later than one week before service is required. Once this is done, advance reservations can be made up to 5 days in advance.

IX. NO-SHOWS AND CANCELLATIONS

Trips no longer required by a customer, whether single trips or subscription service, must be canceled by 5:00 p.m. the day before the scheduled trip. Trips canceled by 5:00 p.m. the day before the scheduled trip will be considered an **Advance Cancellation**. To cancel a trip, customers must call 940-243-0077.

Missed scheduled trips adversely affect service provision as well as other users of *Access*. To that end, DCTA has implemented a set of sanctions to be applied in the case of individuals who systematically miss scheduled trips.

Late Cancellations

A late cancellation occurs when a customer calls to cancel their trip within 2 hours of their scheduled trip time.

No-Shows

A no-show occurs when a customer fails to cancel their trip at least 2 hours before the scheduled pick-up time or board the *Access* vehicle within 5 minutes after it arrives within the ready-time window.

X. SUSPENSION OF SERVICE

Passengers must not engage in activities or conduct resulting in misuse of the system, or unnecessarily reserve and/or use space that could otherwise be utilized by people who need service. Examples of misuse include, but are not limited to:

- Failing to show up for scheduled rides (No-Shows)
- Excessive Same Day Cancellations
- Engaging in disruptive behavior
- Falsifying medical justification for eligibility

Suspensions shall not be proposed or implemented for circumstances which are beyond the passenger's control. Examples of situations not within the passenger's control are:

- A sudden personal emergency
- Sudden or worsening illness
- A late vehicle arrival
- Medical conditions which may cause involuntary behavior (e.g. Tourette's Syndrome)

Service Suspension for No-Shows

Because no-shows have the potential to adversely affect other passengers, excessive no-shows may result in a suspension of service.

Passengers who have no-showed or late canceled 25 percent of their scheduled trips with a minimum of 11 trips for a calendar month will be subject to suspension. For passengers who schedule 10 or fewer trips in a calendar month, if you no-show or cancel 60 percent of your trips your service will be subject to suspension. Initially a warning letter will be issued to try to modify the behavior. If the problem continues, a progressive suspension length will be as follows:

- a. First Suspension will be for 5 days.
- b. Second Suspension will be for 10 days.
- c. Third Suspension will be for 15 days.

No-Shows and trip cancellations adversely affect service provision as well as other users of *Access*. Sanctions will be applied in the case of individuals who systematically miss scheduled trips.

- d. Four and any subsequent Suspensions will be for 30 days.

All potential suspensions will be handled on a case by case basis. DCTA will contact the customer identifying the proposed suspension period and the reasons for the penalty. Customers who appeal a proposed suspension may continue to ride pending a decision on the appeal. If the appeal is denied, the suspension shall be imposed effective the date the appeal is denied, pending final notification to the customer.

What can the customer do to reduce their No-Shows?

Reducing no-shows in ADA paratransit requires actions by riders as well as transit agencies.

- Call to cancel, as soon as possible, if you won't be taking the trip.
- Be ready and watching for vehicles during the full on-time pickup window.
- Provide detailed pickup instructions (side or rear door, and so on) for large facilities, for any pickup locations that may be difficult for drivers to find, and for any locations where your needed pickup is not at the main entrance.
- If you are a subscription rider, call to inform the transit agency of any changes to your plans, such as a vacation or other absence. Telling a driver is not sufficient.

Service Suspension for Violent, Seriously Disruptive and/or Illegal Conduct

Service shall immediately be suspended for 15 days or until an appeal hearing is held, for passengers who engage in violent, seriously disruptive or illegal conduct. This includes, but is not limited to:

- Threats of physical harm to other passengers, drivers or other service personnel
- Physical assault or battery on driver or other passengers
- Verbal abuse, intimidation or altercation with driver or other passengers
- Unlawful harassment of driver or other passengers, including, but not limited to unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations
- Unauthorized use of or willful damage to vehicle equipment
- Smoking while aboard the vehicle
- Repeatedly violating riding rules, including smoking on the vehicle, standing while the vehicle is in motion, eating or drinking on the vehicle without valid medical reason, defacing equipment or refusing to comply with other service requirements specified in the policies included in this document
- Failing to maintain reasonably acceptable personal hygiene standards which could interfere with the safe operation of the vehicle by the driver or with the use of the service by other passengers
- Any other criminal conduct defined in and/or prohibited by the Texas Penal Code

Customers suspended from service for exhibiting violent, seriously disruptive and/or illegal behavior shall be contacted by DCTA Administration to investigate the alleged situation or incident. If DCTA Administration determines the customer's behavior to be disruptive or violent, the customer shall be sent a written notice by DCTA explaining the reasons for the suspension.

Note: Customers who engage in physical abuse or cause physical injury to another customer or driver may be subject to immediate and permanent suspension, and possible criminal prosecution.

The person shall have 10 calendar days from the date of notice of the proposed suspension to submit to DCTA a request for an appeal. He or she (or their representative) shall include a written explanation as to why the suspension should not be imposed. Customers appealing a suspension based on seriously disruptive or violent behavior may not continue to ride until the Access Appeal Committee issues a written decision on the case. Disruptive behavior which is determined to be due to a disability of the customer may not result in a suspension. However, DCTA may require the customer to travel with a Personal Care Attendant (PCA) if it is established that the customer's behavior poses a significant potential threat of harm to other passengers or to the driver. If such disruptive behavior continues and the required PCA is unable to prevent further instances of such behavior so that the customer continues to present a potential safety problem, service for the customer may be discontinued.

Service Suspension Appeal Process

A customer who disputes the basis for a suspension of service may request an appeal hearing by calling or writing DCTA at:

DCTA
Access Appeal Panel
P. O. Box 96
Lewisville, TX 75057
972-221-4600
972-221-4601 (fax)

1. Before sanctions may be imposed, the individual has the option to appeal the sanction(s). The Access Appeal Panel will have the final say on all appeals.
2. Once an individual requests an appeal, the AAP will hear all current violations. For example, suppose an individual appeals sanction for May 2nd and the appeal cannot be heard until May 17th and this individual incurs three additional no-shows during the interim, all violations will be heard during the same meeting.
3. Before service may be suspended, the individual will have the opportunity to be heard and to present information justifying the no-shows.
4. *Access* service will not be suspended while an appeal is being considered. (Except for cases when suspension is due to seriously disruptive or violent behavior. *See previous section*)
5. DCTA will notify the individual, in writing, of the AAP's ruling on all appeals. This notification will outline the ruling and supporting reasons. A decision will be provided to the appellant within 30 days from the appeal request date.

6. Once the individual has been informed of the ruling, sanctions will either be dismissed or imposed on the next day of service.
7. DCTA requires appeals regarding suspension of service due to excessive no-shows be made within 60 days of occurrence. Appeals regarding suspension of service due to violent, seriously disruptive and/or illegal conduct must be made within 10 days of occurrence.
8. The AAP's decisions are final.

XI. ADA COMPLAINTS

For any ADA questions, comments or complaints, please contact:

Customer Communications Specialist

Phone – 940.297.1103

Email – info@dcta.net

In Person / Via Mail – Address: 604 East Hickory Street, Denton, TX 76205

XII. REQUESTING REASONABLE MODIFICATIONS

If you need to request reasonable modifications or accommodations, please contact DCTA Customer Service at 940.243.0077 or send an email to info@dcta.net.

XIII. REQUESTING INFORMATION IN OTHER FORMATS

If you would like to request route information in large print or in another language please email info@dcta.net.

You can also write to us at the address below with your request.

Denton County Transportation Authority

Alternative Formats

P.O. Box 96 Lewisville, TX 75067

XIV. DEFINITIONS OF TERMS USED

ADA Paratransit Service – ADA paratransit service is provided as a complement to fixed route service to those individuals who are unable to ride fixed route services due to disability. ADA service is required within three-fourths (3/4) of a mile on each side of each local fixed route. ADA paratransit service is complementary in the sense that it is meant to be equivalent to local fixed route service and afford those with disabilities the same opportunity to use public transportation.

Advance Cancellation – trips cancelled by 5:00 p.m. the day before a scheduled trip.

Demand Response Service - Non-fixed-route service utilizing vans or buses with passengers boarding and alighting at pre-arranged times at any location within the system's service area.

Excessively Long Trips: Complementary paratransit trips are in comparison upon the length of time required to make a similar trip between the same two points (origin to destination) using the fixed route system, including time spent traveling to and from a boarding point and waiting for the fixed route vehicle to arrive.

Local Fixed Route Service - bus service provided on a fixed schedule along a pre-established route with frequent stops along the route that operates in both peak and off-peak hours. All DCTA fixed route vehicles are wheelchair accessible and have space designated for people with disabilities and the elderly. DCTA encourages all persons with disabilities to use its local fixed route service (known as *Connect*).

Missed Trips: caused by agencies and not by riders. Trips that are requested, confirmed and scheduled but do not take place due to:

- Vehicle arrives and leaves before the beginning of the pickup window without picking up the rider. Rider is not obligated to board from the start of the pickup window until 5 minutes has elapsed.
- The vehicle does not wait the required 5 minutes within the pickup window, there is no contact with the rider and the vehicle departs with the rider. If during the wait time the rider indicates he or she no longer wants to take the trip, this is typically recorded as “cancel at the door”.
- The vehicle arrives after the end of the pickup window and departs without picking up the rider.
- Vehicle does not arrive at pickup location.

Mobility Device – a mechanism such as a wheelchair, walker or scooter, designed to aid individuals with mobility impairments. They can be either manually operated, or powered.

No-Show – A no-show occurs when a customer fails to cancel their trip at least 2 hours before the scheduled pick-up time or board the *Access* vehicle within 5 minutes after it arrives within the ready-time window. In accordance with ADA regulations, customers who show a pattern and practice of missing scheduled trips may be suspended for a reasonable period of time.

On-Time Performance: considers all aspects such as the vehicle arriving within the pickup window. The pickup window is 15 minutes before and 15 minutes after the scheduled pickup time. It also considers delivering passengers to their destinations in a timely manner.

Paratransit – a comparable transportation service that is required by the ADA for individuals with disabilities who are unable to use fixed route transportation systems.

Personal Care Attendant – An individual who accompanies an *Access* passenger to assist the individual in utilizing *Access* service.

Ready-time Window – A 30-minute window, 15 minutes before and 15 minutes after the scheduled pick up time, in which a customer should be ready for pick-up.

Same-Day Cancellations – A same-day cancellation occurs when the customer cancels a scheduled trip after 5 p.m. the day before, but two hours before the scheduled pick-up time.

Service Animals - animals that are individually trained to perform tasks for people with disabilities- such as guiding people who are blind or who have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets.

Subscription Service – an ongoing standing order for a passenger traveling to the same place at the same time at least one time per week on a regular and consistent basis.

Trip Denials: result when DCTA does not accept trips requests nor meeting 100 percent of expected demand.

Examples of trip denials:

- Rider request next-day trip and the transit agency cannot provide that trip.
- Rider requests next-day trip and the transit agency can only offer a trip that is outside the 1-hour negotiating window and is between points within the *Access* service area that is comparable with the fixed route. This represents a denial regardless of whether the rider accepts such an offer.
- A rider requests a round-trip and the agency can only provide one leg of the trip. If the rider does not take the offered one-way trip, both portions of the trips are denials.

Wheelchair – mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.

FIGURE 1: Access Service Zones

