



Access Paratransit Service Guidelines

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DCTA is driving a better future for Denton County by providing innovative mobility options, supporting the region's economic growth, creating community engagement, and promoting sustainable transportation.

Safety | Accountability | Commitment
Excellence | Integrity | Respect

Introduction and purpose

This ADA policy is written to establish operating and service guidelines and procedures for the implementation of the requirements of the Americans with Disabilities Act of 1990 (ADA), the U.S. Department of Transportation (U.S. DOT) regulations for implementing ADA (49 CFR Parts 27, 37 and 38), and applicable state laws and regulations. Guidelines within this policy are not set forth for emergency transportation services. If such services are needed, please contact emergency services by calling 911.

Policy Statement

It is a matter of principle, policy, and practice that DCTA is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination in the receipt of any DCTA services on the basis of race, color, national origin, or disability.

Goals

Service is provided in a manner that meets these goals to:

- Provide safe, accessible, and dignified services to all persons, including individuals with disabilities.
- Ensure that eligible individuals who are unable to board, ride or disembark from the fixed route service are provided complementary paratransit with comparable service availability and quality to the fixed route service.
- Accommodate the wide range of mobility aids within the confines of available vehicles and commercial standard equipment.

Applicability

This policy applies to all transit system employees, services, facilities, and vehicles. It applies equally to all persons needing and/or using the services provided by the system.

Guidance and Procedures for FTA Policy

Facility and Vehicle Accessibility

The transit system administrative facility, passenger facilities and vehicles shall meet or exceed the requirements of 49 CFR Parts 27, 37 and 38 and requirements of the State of Texas. All vehicles purchased for fixed routes and paratransit service will be wheelchair accessible. Vehicles purchased for demand response service will only be non-accessible to the extent that the demand response system, when viewed in its entirety, provides the same level of service for individuals with disabilities as for individuals without disabilities.

Vehicle and Route Assignment

To the extent possible, the assignment of vehicle type will be based upon rider needs. All vehicles assigned to fixed routes and paratransit will be wheelchair accessible. This transportation will be provided in the most integrated setting appropriate to the needs of the individual and will be equivalent to the service provided other individuals with respect to:

- Response time
- Fares
- Geographic area of service
- Hours and days of service
- Restrictions or priorities based on trip purpose
- Availability of information and reservations capability
- Any constraints on capacity or availability

Maintenance of Accessible Features

Accessibility features on vehicles, including lifts, ramps, wheelchair securement devices and public address systems, will be maintained in operative condition as DCTA provides for regular and frequent maintenance checks of these features as well as preventive maintenance as recommended by the equipment manufacturers. Drivers are required to report lift or ramp failures immediately. Vehicles with inoperative lifts or ramps will be removed from service and replaced with an accessible vehicle.

Staff Training

All drivers and transit system staff are trained to proficiency in use of accessibility equipment, the operating policies related to each of the service requirements described, and in properly and respectfully assisting and treating individuals with disabilities with sensitivity. Mechanics are also trained to properly maintain lifts and other accessibility equipment.

Boarding

Drivers and scheduling practices will provide adequate time for a passenger with a disability to board and/or disembark the vehicle, which includes adjusting the schedule if necessary and waiting for passengers to be seated before moving the vehicle.

Ramp and Lift Requests

The driver will deploy the lift or ramp for an individual with a disability who is not using a mobility device to board or alight the vehicle upon request.

Driver Assistance

Drivers will be available to assist passengers with disabilities upon request. If needed, drivers will leave their seat to help passengers use vehicle ramps, lifts and securement systems. Drivers will utilize accessibility-related equipment and features as outlined in the policies. See contact information section on page 13 of this document.

Priority Seating

Except for wheelchair securement stations, the transit system does not mandate designated seating for passengers. Priority seating for seniors and individuals with disabilities is indicated by permanent signage in each vehicle. If an individual with a disability requests priority seating currently occupied by another passenger, the driver will ask that passenger to move. When a wheelchair user needs a securement location, the driver will request any passenger (including other passengers with disabilities) to vacate that spot.

Wheelchair Accommodation

Section 37.3 of the DOT regulations for the ADA (49 CFR Parts 27, 37, and 38) defines a "wheelchair" as a mobility aid belonging to any class of three-or-more wheeled devices, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. DCTA vehicles are equipped to handle up to 600 pounds and meet the dimensions of 30 inches by 48 inches per FTA regulations. If the wheelchair and its occupant exceed the legitimate safety requirements transportation may be denied by the operator or DCTA operations management.

Wheelchair Securement

DCTA requires all wheelchairs be secured, forward-facing, and must not block the aisle. Drivers are trained in the securement and use of equipment. However, drivers may not be familiar with every mobility device type and will heed the rider's instructions as needed. If the securement system is incompatible, the driver will still attempt to secure the wheelchair. If it cannot be secured, the passenger can still ride but will be warned about the risks of riding in a non-secured wheelchair. Passengers who refuse securement based on preference, not a reasonable accommodation, may be denied service.

Transfer to Fixed Seating

All passengers using wheelchairs have an option of transferring to fixed seating once on board the vehicles. Drivers may recommend, but never require, wheelchair users to transfer to fixed seating.

Accommodation of Other Mobility Devices

Mobility devices that are not wheelchairs, but which are primarily designed to for use by individuals with mobility impairments, will be accommodated to the extent that the ADA-compliant lift or ramp and securement areas can safely do so. However, these devices are the responsibility of the individual passenger and must be secured in a manner that does not interfere with the safe operation of the vehicles and the transport of other passengers.

Accommodation of Portable Oxygen

Individuals are allowed to travel with respirators and portable oxygen supplies on board, consistent with applicable U.S. DOT rules on the transportation of hazardous materials in 49 CFR Subtitle B, Chapter 1, Subchapter C.

Service Animals

In compliance with 49 CFR Part 37, the transit system allows trained service animals to accompany passengers with disabilities. The driver will not ask for proof of the qualifications of the animal but may ask what tasks the animal has been trained to perform. However, any animal which is not under the passenger's control, or which becomes a direct threat to the health or safety of other passengers may be restricted from riding. (See the section "Service Animals," on page-10 for more information)

Alighting

It is the responsibility of the driver to determine that the location for passenger alighting is safe. The driver will allow a passenger who uses the lift or ramp to alight unless the lift or ramp cannot be deployed, will be damaged if deployed, or conditions at the stop would present unsafe conditions for all passengers. Only the driver will unsecure the wheelchair and operate the lift or ramp to return the passenger to the ground level.

Reasonable Accommodation of Policy

Passengers with disabilities can request accommodations to DCTA's policies and practices to accommodate their needs. Requests should be directed to the ADA coordinator. DCTA will work with individuals to find acceptable accommodation solutions. If a modification request cannot be determined in advance, operating personnel will decide at the time of request. DCTA will take alternative actions to ensure service provision whenever possible. See contact information section on page 13 of this document.

Reasonable Accommodation requests can be denied if:

- Granting the modification would fundamentally alter DCTA's services.
- It poses a direct threat to other's health or safety
- the individual can fully use DCTA's services without the modification.

Rider Information

All printed informational materials are made available in accessible formats upon request, for example, large print as well as electronic and audio formats per individual need. All complaints of discrimination based on disability will be promptly and objectively investigated by the General Manager responsible for coordinating the transit agency's compliance with 49 CFR Part 37). Prompt communication will be given in response to the complaint allegations, including its reasons for the response, and any determined corrective or disciplinary action will be taken for behavior prohibited by this policy. Documentation of each complaint will be kept on file for five years. See contact information section on page 13 of this document.

Guidance and Procedures for ADA Complementary Paratransit

Access (ADA) Service Eligibility

DCTA provides ADA complementary paratransit services for individuals with disabilities who cannot use the fixed route system independently. In terms of service characteristics as described under 49 CFR Part 37, Subpart F. Strictly limited to those meeting the regulatory definition, documentation is provided to those deemed "ADA Paratransit Eligible." ADA Paratransit services are not emergency medical transport. If you need these services, you should call 911 to seek emergency assistance.

Unconditional Eligibility Criteria:

- The individual is unable, as the result of a physical or mental impairment (including a vision impairment), and without assistance of another individual (except the operator of a wheelchair lift/ramp 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.
- The individual with a disability can use the system with the assistance of a wheelchair lift/ramp but the route they want to use is not sufficiently ADA accessible for the individual to use it.
- The individual with a disability has a specific impairment-related condition, which prevents such individual from traveling to a fixed route boarding location or from a disembarking location.

Conditional Eligibility Criteria:

The individual can use fixed route service under certain conditions (for example, trips for which they have been trained to navigate or under variable conditions that affect an individual's disability). The eligibility will be considered "Conditional" and documentation which they are given will indicate the limitations and/or conditions of their eligibility.

Visitor Service Eligibility

Out-of-Town visitors should request eligibility for ADA Complementary Paratransit service before their first desired day of travel. Once registered, visitors can utilize the service for any combination of 21 days during a 365-day period, starting from their first use of the service.

Temporary Service Eligibility

A situation where an individual qualifies for ADA accommodations or services for a limited period.

Access (Non-ADA) Service Eligibility

DCTA provides Non-ADA demand response service trips that either begin or end outside the ADA service area and are subject to service area boundaries and are provided only to the extent that there is excess capacity on the system. Access (non-ADA) trips must begin and end within the Lewisville/ Highland Village Zone or the Denton Zone, with A-Train services available between the two zones to complete multi-service trip requests.

Non-ADA Eligibility Criteria:

- Age 65 years or older
- Any individuals who have a specific impairment-related condition, which prevents or with great difficulty, traveling to or from boarding or disembarking locations.
- Anyone in possession of a Medicare card is eligible for Access (Non-ADA) trips.

Application Process

To qualify for this service, you'll typically need to apply, which may involve supporting documentation from a licensed or certified human service professional, an in-person interview, or an assessment of your ability to use fixed-route services. Transportation for any required in-person interview will be provided by DCTA. See contact information section on page 13 of this document.

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

Eligibility Determinations

DCTA personnel has within 21 days per the ADA to determine the eligibility status of a passenger based on the information obtained in the application process. This responsibility has been assigned to the ADA Coordinator or Manager of Mobility Services. If a determination is not made within 21 days, the applicant is treated as eligible and will receive service until such time as a determination of eligibility is made.

Notification of Eligibility

An applicant that is determined to be eligible for Access (ADA) service will be sent documentation of eligibility specifically stating that the person is "ADA Paratransit Eligible." This eligibility qualifies the customer to schedule both Access (ADA) complementary paratransit trips, and Access (Non-ADA) trips based on service availability. Individuals who are eligible for Access (ADA) Paratransit consequently qualify for free fare on DCTA Connect, GoZone and A-Train fixed route services.

An applicant that is determined to be eligible to schedule Access (Non-ADA) trips only will be sent documentation of eligibility specifically stating the person is "Non-ADA Paratransit Eligible." This eligibility qualified the customer to schedule Access (Non-ADA) trips based on service availability. Individuals who are eligible for Access (Non-ADA) consequently qualify for half-price fare on DCTA Connect, GoZone and A-Train fixed route services.

Eligibility Documentation

Eligibility documentation will be sent to the client in the media form of choice given on the written application. This can be used as identification for reciprocal eligibility for ADA complementary paratransit service in other public transportation areas of the United States.

This documentation will include the following information:

- Name of individual
- Name of certifying transit provider
- Eligibility Determination
- Eligibility Expiration Date
- Any: conditions, limitations, modifications, mobility devices, or PCA needs.
- Contact information of the DCTA ADA Coordinator
- DCTA Access Paratransit Policy Guidelines
- DCTA Service Appeal Application – as needed

Ineligibility Documentation

Those persons determined to be ineligible will be provided with specific information as to why their application was rejected and instructions on how they can appeal the decision. This information will be sent to the client in the media form of choice given on the written application.

Eligibility Appeal Process

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. See contact information section on page 13 of this document.

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. 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.

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 service. In addition to ADA Paratransit service, DCTA provides a broader Non-ADA demand response service within the direct member city zones of Denton, Highland Village and Lewisville. Transportation between zones is provided by the DCTAA-Train.

Service Hours

Access Complementary Paratransit service hours will be the same as the hours and days of operation for DCTA fixed route services. Administration or Transportation Services do not operate on the following holidays:

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

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. Passengers shall pay the fare in an exact cash amount or with a DCTA ticket. Operators do not make change nor will not accept checks unless the check is for payment of a ticket book.

Trip Purpose

ADA complementary paratransit is provided for trips of any purpose; no priorities are placed on specific types of trips.

Trip Scheduling and Response Time

Once approved for travel on access, passengers are required to schedule a trip by calling the Customer Service Department at (940) 243-0077. Reservations can be made from 8:00 a.m. to 5:00 p.m. Monday through Friday for 8:00 a.m. to 4:00 p.m. on Saturdays. Reservations should be made at least one day in advance and are accepted up to 7 days in advance. Please note on weekends and holidays trip requests can be left on the Customer Service general mailbox. DCTA does not provide same day service. Any requests for same day scheduled trip adjustments will be provided based on service availability.

Service Capacity and Scheduling Flexibility

As required, DCTA will provide adequate capacity to meet all demand for eligible ADA complementary paratransit trips. In some cases, it may be necessary to negotiate trip times with the rider. To meet the ADA requirement for ensuring adequate capacity, DCTA will monitor the following indicators of capacity to ensure that no patterns or practices of capacity constraints are found.

On-Time Performance

DCTA measures on-time performance according to vehicles that arrive within a promised “thirty-minute ready window” of time. A vehicle that arrives within this “window” is considered on-time. DCTA will try to ensure that all trips are on time but because of the realities of operating conditions (e.g., poor weather, road construction), not all trips will be on-time. Should on-time performance fall below 90% of on-time performance, actions will be taken to address and improve trip timeliness.

Trip Denials and Missed Trips

DCTA plans to meet all requests for ADA complementary paratransit service based on expected demand and to avoid any trip denials or missed trips. There may be insignificant numbers of trips denied due to unforeseen conditions. There may also be an insignificant number of missed trips, defined as a trip where the vehicle arrives late and the rider either is no longer there or declines the trip due to lateness, because of the realities of operating conditions. Trip denials and missed trips will be monitored to ensure capacity is adequate.

Trips with Excessive lengths

DCTA monitors travel times on ADA complementary paratransit to ensure comparability to the same or comparable trip if taken on fixed route.

Subscription Trips

As permitted by the ADA regulations), DCTA may provide a portion of its ADA complementary paratransit trips on a subscription basis (also called standing orders). Unlike other ADA complementary paratransit trips, trip priorities and waiting lists for subscription service may be established. 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.

Packages

Passengers are limited to 2 carry-on bags or packages that should not exceed a total weight of 50 pounds. Operators will assist with the loading and unloading of carry-ons to the sidewalk or waiting location. Drivers will NOT assist with carry-on's up to a client's residence. If carry-on items exceed the above limits, the client and the items may not be transported.

Pick-ups & Drop-offs

Complementary paratransit services will be provided on a curb-to-curb basis. Riders will be required to travel to the curb outside of their trip origin in time for their scheduled pickup. While limited assistance in guiding a passenger from their door to the curb may be provided on a case-by-case basis, this must be prearranged and indicated when the trip is scheduled. The staff of DCTA will not lift a passenger, leave a vehicle unattended or out of visual observation for a lengthy period, enter a rider's home, care for service animals, operate a power wheelchair, provide personal care attendant (PCA) service, or take actions that would be deemed unsafe. If more extensive assistance is needed by the individual than DCTA can provide as a provider of public transportation, the individual will be responsible for arranging personal assistance. Staff of DCTA will work with the individual and/or the rider's caregiver/social worker to clarify parameters of the assistance provided by the driver and formally document this in a letter sent to the individual. See contact information section on page 13 of this document.

Personal Care Attendant (PCA)

Under the Department of Transportation (DOT) ADA regulations, a personal care attendant accompanying an ADA-eligible rider is considered a mobility aid and rides for free on complementary paratransit services. Additional PCA's; up to 2, are permitted if space is available without displacing another ADA paratransit rider.

Companions or/ Guests

An ADA complementary paratransit rider is permitted to travel with at least one companion (and more than one on a space-available basis). Companion passengers pay the same fare as ADA riders. The eligible ADA rider shall reserve space for the companion(s) when the rider reserves the ride. Any companions traveling with the eligible individual must share the same trip origin and destination as the eligible individual. The companion is in addition to any PCA with which the rider may travel.

Service Animals

ADA dictates a service animal must be a dog or a miniature horse that is individually trained to perform tasks or work for the benefit of an individual with a disability. Transportation operating per Texas state law cannot refuse a person with a disability as a passenger because of their use of a service animal. Additionally, a person with a disability cannot be required to pay an additional fare due to their service animal.

Cancellation & No-Show Policy

Early 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. To cancel a trip, clients must call the Customer Service Department at (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

Also known as a same-day cancellation occurs when the customer cancels a scheduled trip after 5:00 p.m. the day before, but more than two hours before the scheduled pickup time.

No-Show

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

Complementary Paratransit Service Suspensions

Cancellations and No-shows

Because these have the potential to adversely affect other passengers, excessive cancellations and no-shows may result in a suspension of service. 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
- Documented medical conditions which may cause involuntary behavior

Passengers who have no-showed or same-day canceled 25% 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% 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:

- First Suspension will be for 5 days.
- Second Suspension will be for 10 days.
- Third Suspension will be for 15 days.
- Four and any subsequent suspensions will be for 30 days.

All potential suspensions will be handled on a case-by-case basis.

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 watch 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.

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

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. The person shall have 10 calendar days from the date of notice of the proposed suspension to submit a request for an appeal of the proposed suspension to DCTA. The person (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

DCTA will contact the customer identifying the proposed suspension period and the reasons for the penalty. 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.

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. Before service may be suspended, the individual will have the opportunity to be heard, and 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)

30 days from the appeal request date DCTA will notify the individual in writing of the AAP's ruling on all appeals. This notification will outline the ruling and supporting reasons. Once the individual has been informed of the ruling, sanctions will either be dismissed or imposed on the next day of service.

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.

The AAP's decisions are final.

Direct Contact Information

For any ADA questions, comments, or complaints. If you need to request reasonable modifications or accommodations. If you would like to request route information in large print or in another language, please contact:

ADA Coordinator & Travel Trainor - Renee Noland
604 E. Hickory St., Denton, Texas - 76205
Phone: (940) 297-1118 | Fax: (940) 387-1461
Email: rnoland@dcta.net | DCTA.net\GoRequest

Submission: signed original Access Applications and release forms can be submitted via mail, In person, Email or fax. Interviews / Assessments: To schedule an in-person interview or assessment, contact the information below.

DCTA: Mobility Service Department
604 E. Hickory St., Denton, Texas - 76205
Phone: (940) 243-0077 | Fax: (940) 387-1461
Email: applications@dcta.net | DCTA.net\GoRequest

Applicants seeking to Appeal Access Complementary Paratransit Service Determinations, or any imposed service suspensions can either call, or turn in documentation via mail, in person, email or fax to the information below:

DCTA: Mobility Service Appeals Panel
604 E. Hickory St., Denton, Texas - 76205
Phone: (940) 243-0077 | Fax: (940) 387-1461
Email: msa@dcta.net | DCTA.net\GoRequest

DEFINITIONS OF TERMS USED

1. **ADA Paratransit Service** – Is a complementary transportation service for individuals with disabilities who cannot use regular fixed-route services. It operates within three-fourths of a mile from local fixed routes, providing an equivalent opportunity for disabled riders to access public transportation.
2. **Non-ADA Paratransit Service** – Serves passengers; on a first come first serve basis, who are disabled and/or elderly (age 65 and over) and does not require specific ADA certification. It operates more than three-fourths of a mile outside of fixed-route services or when fixed-route service isn't available due to time or service area constraints.
3. **ADA Conditional Paratransit Service** – Is a limited eligibility ADA paratransit service to individuals who cannot consistently use regular fixed-route transit due to specific circumstances but can reasonably be expected to use fixed-route service for some trips when barriers preventing travel are not present.
4. **ADA Temporary Paratransit Service** – Is provided when an applicant is unable to use regular accessible fixed-route transit service at the moment, but the condition or circumstances leading to eligibility are reasonably expected to change in the future.
5. **Advance Cancellation** – Any scheduled trips cancelled by 5:00 p.m. the day prior to a scheduled trip.
6. **Alighting** – The process of getting off a bus, train or any other form of public transportation. Passengers alight at their intended stops or stations.
7. **Boarding** – The process of getting on a bus, train or any other form of public transportation. Passengers board at their designated stops or stations.
8. **Case-by-Case** – Evaluating situations individually, considering unique circumstances and making decisions based on specific context rather than following a fixed standard.
9. **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.
10. **Disability** – A physical or mental impairment that substantially limits one or more major life activities of an individual.
11. **Excessively Long Trips** – Trips that take significantly longer on paratransit services than comparable fixed route travel times.
12. **Local Fixed Route Service** – Public transportation that operates on a set path with predetermined stops and schedules. Typically provided by buses, trams or light rail systems.
13. **Missed Trips** – Occurs when the service provider fails to pick up or drop off a rider within the scheduled time window.
14. **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.
15. **No Show** – Is defined as a rider not being present or ready to board the DCTA vehicle within 5 minutes of the vehicle's arrival during the scheduled pickup window or cancels their ride too late per the service guidelines.
16. **On-Time Performance** – Measures how well the service adheres to scheduled pickup and drop-off times.

17. **Paratransit** – a comparable transportation service that is required by the ADA for individuals with disabilities who are unable to use fixed route transportation systems.
18. **Personal Care Attendant** – An individual who accompanies an Access passenger to assist the individual in utilizing Access service.
19. **Pickup Window** – A 30-minute window, 15 minutes before and 15 minutes after the scheduled pickup time, in which a customer should be ready for pickup.
20. **Reasonable Accommodation or Modification** – Refers to changes or exceptions to policies, practices, or procedures that enable individuals with disabilities to access and use transportation service effectively.
21. **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 pickup time.
22. **Securement Area or Station** – A designated location for riders using wheelchairs, equipped with a securement system.
23. **Securement Device, Equipment or System** – Equipment used for securing wheelchairs against uncontrolled movement during transport.
24. **Service Animals** – is a specially trained dog or miniature pony that assists a person with tasks specifically related to the owner's disability.
25. **Subscription Service** – an ongoing request for a passenger traveling to the same place at the same time at least one time per week on a regular and consistent basis. Also called "recurring trips."
26. **Trip Denials** – Occurs when an ADA paratransit rider requests a specific pickup time, but DCTA cannot accommodate that time within ADA regulations, or if a trip does not meet eligibility requirements.
27. **Wheelchair** – mobility aid belonging to any class of three or four-wheeled devices, designed for and used by individuals with mobility impairments, whether operated manually or powered.

DCTA Access Complementary Service Zones

