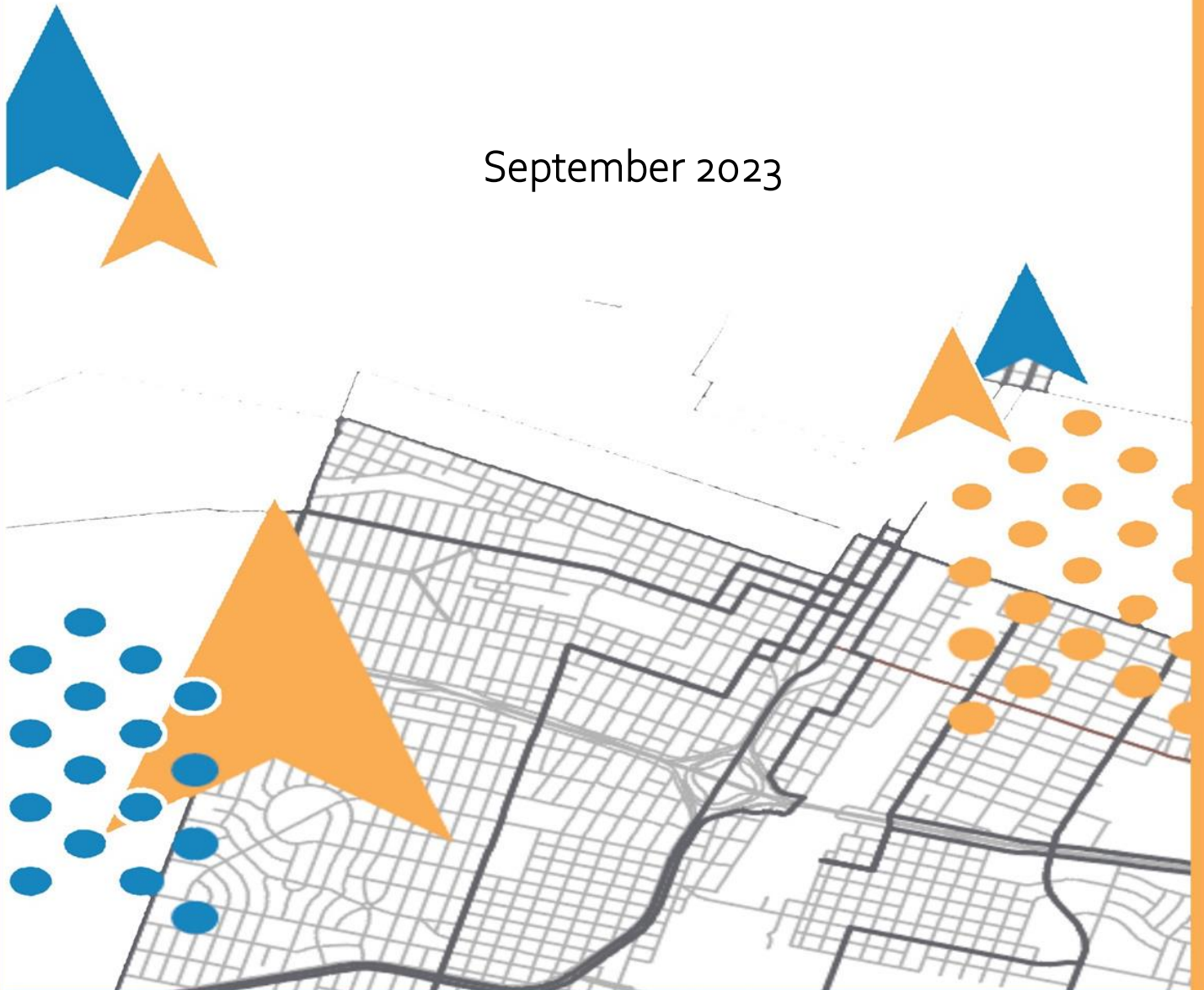




# Application

September 2023



## ACT-CONNECT™ APPLICATION

We appreciate your interest in ACT-Connect™. The following application must be filled out legibly and completely. The release of information form must be filled out and signed by the passenger. The physicians form must be completed by a doctor, licensed health care provider, or licensed social caregiver familiar with your disability.

**Once you have a completed application you may call the office, 806 378-3095, and setup a time to bring in the application and have an interview. Mailed, E-Mailed or Faxed applications will not be accepted.** If you need a ride it can be provided too you free of charge both to and from ACT offices at 801 E 23<sup>rd</sup> Ave. You will receive a determination letter within 21 business days.

If you have any questions or need assistance completing this form, please call:

Phone: (806) 378-3095  
TTY: Provide through Texas Relay Services at 7-1-1

*This publication can be made available in alternate media formats and other languages by request.*

For information on ACT-Connect™ policies please see the ACT-Connect™ Riders Guide.

Thank you for your interest in Amarillo City Transit.

## Amarillo City Transit ACT-Connect™ Application

New Application

Recertification

### Section 1 General information:

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial \_\_\_\_\_

Street address: \_\_\_\_\_

Name of Apartments: \_\_\_\_\_

Mailing address (if different): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ e-mail: \_\_\_\_\_

Male:  Female:

Date of birth: \_\_\_\_\_

(Required)

Primary Language  English

Spanish

Vietnamese

Other (Please Specify) \_\_\_\_\_

*Name and phone number of a relative or friend we can contact in case of emergency:*

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Relationship: \_\_\_\_\_

*Do you have a caseworker?*

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

May we contact your caseworker?  yes  no

**What mobility equipment do you use?**

- Manual wheelchair       Cane       Service Animal
- Power wheelchair       White Cane       Portable Oxygen
- Power scooter       Leg Braces       Crutches
- Walker       Other: \_\_\_\_\_

**What limitations do you have?**

Which of the following condition(s), if any, prevent you from using the Fixed Routes  
Please check all that apply

- None       Physical (Mobility)       Physical (Other)       Visual
- Mental Illness       Brain Injury       Intellectual Impairment       Elderly/Frail
- Other \_\_\_\_\_

Briefly explain how your disability prevents you from using the Fixed Route Buses

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Is your disability or condition       Permanent       Temporary

If temporary how long is the condition expected to last \_\_\_\_\_

Do you currently use fixed route bus service?  Yes       No

If yes, which routes? \_\_\_\_\_

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If no, why are you no longer riding the Fixed Route buses \_\_\_\_\_

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Are you prevented from traveling to or from a bus stop boarding location for one or more of the following reasons? (Check all that apply)

- 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
- Other reasons. Please explain: \_\_\_\_\_

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

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 3 city blocks)
- What is the maximum distance you can travel to get to a bus stop?

Are you able to wait outdoors for 10 or more minutes?

- Yes  No  Sometimes   
If no, please explain \_\_\_\_\_

Does your disability allow you to use the bus when you are feeling well?

- Yes  No

Does your disability allow you to use the bus when you are *not* feeling well?

- Yes  No

Are you able to cross the street or a busy intersection by yourself?

- Yes  No   
If yes, under what circumstances? \_\_\_\_\_  
\_\_\_\_\_

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

| Destination or Street Address | Frequency of Travel | How do you get there now? |
|-------------------------------|---------------------|---------------------------|
| _____                         | _____               | _____                     |
| _____                         | _____               | _____                     |
| _____                         | _____               | _____                     |

If you have an intellectual impairment or cognitive disability, are you able to: (check all that apply)

- Give name, address and telephone number upon request.
- Recognize a destination or landmark?
- Deal with unexpected situations or unexpected changes in routine
- Ask for, understand and follow directions
- Know what to do if the bus were to arrive late to pick you up

Consistent with Department of Transportation regulations, ACT will transport a mobility device with three or more wheels and its user so long as the lift can safely accommodate the size and weight of the device and its user on the lift and on the vehicle.

ACT-Connect™ has established curb-to-curb service as our basic service mode, however ACT is committed to ensure that passengers get from their origin to destination. Please check the one below that best describes your abilities.

- I am able to get myself to and from the curb without assistance.
- Because of my disability, I sometimes require assistance to/from the door.
- I require assistance, because of my disability, to/from the door on every ride.

If you require assistance beyond what the driver can give, you may bring a Personal Care Attendant (PCA) with you for free. The PCA can help you carry your personal items or groceries on the bus, lock or unlock doors.

Do you require the assistance of a PCA:  yes       no       Sometimes

If yes, you must provide your own Personal Care Attendant – *ACT does not provide personal care attendants.*

**APPLICANT'S CERTIFICATION**

By signing below, I hereby certify the information provided in this application is true, accurate, and complete.

I understand ACT requires applicants for ACT-Connect™ service to participate in an in-person interview.

I understand that providing false, incomplete, or misleading information, or refusing to participate in the in person interview is grounds for denial of ACT-Connect™ service.

\_\_\_\_\_  
(Signature of applicant or responsible party)

\_\_\_\_\_  
(Date)

If the application was completed by someone other than the applicant, please provide the following:

Name of person completing application: (please print) \_\_\_\_\_

Relationship to applicant: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**AUTHORIZATION FOR RELEASE OF INFORMATION**

I understand the rest of this application is to be completed by the Appropriate Health Care Provider that can be a Physician, Licensed Health Care Provider or a Licensed Rehab/Social Worker.

I hereby authorize the professional to provide information about my disability and abilities to use bus service to ACT and/or persons assisting ACT in determining my eligibility for Para-transit Service. I understand that this information will be used for the purpose of determining my eligibility for Para-transit Service and that the medical information about my disability will be kept confidential.

\_\_\_\_\_  
(Signature of applicant or responsible party)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Please Print Your Name)

## Section 2 Health Care Provider Certification

### Dear Health Care Provider:

The Americans with Disabilities Act and its implementing federal regulations established categories of persons who are eligible to receive paratransit services complementary to fixed-route bus services. The three categories of persons with rights to complementary paratransit are:

1. Persons who, because of their disability, cannot independently board, ride and/or disembark from an accessible vehicle.
2. Persons who, because of their disability, cannot use vehicles without lifts or other accommodations.
3. Persons who, because of their disability, cannot get to or from a boarding or disembarking location.

Any individual is to be certified as ADA paratransit eligible if there is any part of the Transit System that cannot be used or navigated by that individual because of a disability. **A disability alone does not qualify an individual for ACT-Connect™ service. Eligibility is not based on the applicant's disabilities, but on their functional capabilities to use the accessible fixed route bus service.**

The information requested from you on the following pages will allow Amarillo City Transit to obtain the information necessary to establish eligibility of the applicant. Thank you for your assistance.



To Be Completed By the Appropriate Health Care Provider

(Please Print or Type)

Please Check One:

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

Applicant's Name \_\_\_\_\_  
Last, First, Mid. Initial

Medical diagnosis of condition causing disability: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Is the condition permanent?

Yes \_\_\_ No \_\_\_ If not, expected duration: \_\_\_\_\_

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

Please answer all of the following questions.

The following information will be used to ensure Amarillo City Transit can make an accurate analysis of the applicant's trip requests.

Does the applicant use any of the following mobility aids? (Check all that apply)

- |                                     |  |  |
|-------------------------------------|--|--|
| <input type="checkbox"/> Cane       | <input type="checkbox"/> Power Chair       | <input type="checkbox"/> Communication Board     |
| <input type="checkbox"/> White Cane | <input type="checkbox"/> Large Power Chair | <input type="checkbox"/> Picture/Alphabet Board  |
| <input type="checkbox"/> Walker     | <input type="checkbox"/> Power Scooter     | <input type="checkbox"/> Portable Oxygen Supply  |
| <input type="checkbox"/> Crutches   | <input type="checkbox"/> Manual Chair      | <input type="checkbox"/> Personal Care Attendant |
| <input type="checkbox"/> Leg Braces | <input type="checkbox"/> Service Animal    | <input type="checkbox"/> Other: _____            |

1. Can the applicant climb three 10-inch steps with assistance?

Yes\_\_\_\_ No\_\_\_\_

2. Can the applicant wait outside without support for 10 minutes?

Yes\_\_\_\_ No\_\_\_\_

3. Is applicant on dialysis?

Yes\_\_\_\_ No\_\_\_\_

4. Does the applicant have a hearing impairment?

Yes\_\_\_\_ No\_\_\_\_

5. Is the applicant able to give addresses and phone numbers upon request?

Yes\_\_\_\_ No\_\_\_\_

6. Is the applicant able to recognize a destination or landmark?

Yes\_\_\_\_ No\_\_\_\_

7. Is the applicant able to deal with unexpected situations or unexpected changes in routine?

Yes\_\_\_\_ No\_\_\_\_

8. Is the applicant able to ask for, understand, and follow directions?

Yes\_\_\_\_ No\_\_\_\_

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

**\*\* If the applicant has a visual impairment:**

Visual acuity with best correction: Right Eye \_\_\_\_\_ Left Eye \_\_\_\_\_

Both Eyes \_\_\_\_\_

Visual Fields: Right Eye \_\_\_\_\_ Left Eye \_\_\_\_\_

Both Eyes \_\_\_\_\_

Please describe any other disability or effect that prevents the applicant from using the regular bus service. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
Name of Health Care Provider (Please Print) Office Phone Number

\_\_\_\_\_  
Office Street Address City State Zip Code

\_\_\_\_\_  
State License Number (Complete if Applicable – Must be Current)

Signature \_\_\_\_\_ Date \_\_\_\_\_