

***POLICIES AND PROCEDURES
for
B-Line curb-to-curb SERVICE***

REVISED August 2006

***B-Line POLICIES & PROCEDURES MAY BE CHANGED BY THE RTA
SUBJECT TO CHANGES IN THE RULES AND REGULATIONS OF THE
AMERICANS WITH DISABILITIES ACT AND RELATED STATUTES.***

**POLICIES AND PROCEDURES
B-Line Transportation Program**

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POLICIES AND PROCEDURES B-Line TRANSPORTATION PROGRAM

I. INTRODUCTION

On August 10, 1985, the citizens of Corpus Christi, Robstown, Agua Dulce, Banquete, Driscoll, the City of San Patricio, Gregory and the unincorporated areas of Nueces County voted in favor of a half cent sales tax to establish the Regional Transportation Authority (RTA). In January, 1986, the Authority became self-governing; prior to this the City of Corpus Christi provided transportation to the citizens of Corpus Christi. Port Aransas and Bishop joined the Authority's service area in May 1987 and September 1992, respectively.

The RTA's eleven member board consists of 5 members appointed by the Corpus Christi City Council, 3 members appointed by Nueces County Commissioners, and 2 members appointed by the Committee of Mayors. The ten board members appoint an eleventh member to serve as the chairperson.

The RTA works closely with the participating cities and other local government units to provide a comprehensive transportation service. The RTA operates 32 fixed bus routes.

II. REGULATIONS

On September 6, 1991, the U.S. Department of Transportation (USDOT) published final regulations implementing certain provisions of the Americans with Disabilities Act of 1990 (ADA). Included in these regulations was a requirement that public entities operating fixed route transportation service for the general public also provide paratransit service to persons unable to use the fixed route system. Regulations specified when paratransit service is required; eligibility criteria; the level of service which must be provided; and standards for certain aspects of operation. Regulations also require that a plan for implementing complementary paratransit service be submitted by January 26, 1992 and service be fully compliant as soon as possible but no later than January 26, 1997.

The Americans with Disabilities Act of 1990 is the culmination of almost 20 years of debate on the issue of disability rights. It provides a comprehensive framework and approach for ending discrimination against persons with disabilities. The stated national goals of the ADA are identified in its preamble and include assuring that persons with disabilities have equality of opportunity,

a chance to fully participate in society, are able to live independently, and can be economically self-sufficient.

Passage of the ADA and the issuance of implementing regulations changed many aspects of public disability policy previously established under Section 504 of the Rehabilitation Act of 1973 (Section 504). The ADA established clear national goals and a specific and detailed course of action required to meet those goals.

Several changes in transportation policy have been made. The ADA no longer allows public entities providing general public transportation the option of either making their fixed route systems accessible or providing separate paratransit service for persons with disabilities. Access to fixed route systems is required. Under the ADA, paratransit is not a substitute for fixed route service but a supplement for those who are unable to use the fixed route system.

The ADA establishes accessibility standards for vehicles and amends the standards for facilities previously used by Section 504. While the ADA changed the approach to access and nondiscrimination, it did not replace Section 504. The general requirement of Section 504 - that entities not discriminate against persons with disabilities as a condition of eligibility for federal funding - still exists. The two laws are not interrelated. Compliance with the provisions of the ADA is now a condition of compliance with Section 504. Public entities receiving federal financial assistance from USDOT are subject to the enforcement procedures of that agency.

III. MANAGEMENT STRUCTURE

The General Manager negotiates the contracted services.

Contracted services are monitored by the RTA Purchased Transportation Manager; who also oversees the daily operations and monitors the budget of the B-Line Services.

RTA Manager of Purchased Transportation – Accessible service and their staff representative for the Regional Transportation Advisory Committee, works closely with area agencies to network special transportation needs of persons with disabilities.

IV. RTA ADVISORY COMMITTEE (RTAC)

In response to increasing demands for special transportation services, the RTA Board of Directors appointed a citizens advisory group known as the RTA Advisory Committee (RTAC). RTAC, charged with seeking input from persons with disabilities, reports findings to the RTA. RTAC is made up of consumers and agency representatives who serve to provide support to staff as well as support to the RTA Board of Directors.

V. PUBLIC PARTICIPATION

The RTA is committed to public participation in the development of changes and improvements to B-Line curb-to-curb Services. Persons with concerns, suggestions or questions have the opportunity to speak at RTAC meetings, held the third Thursday of each month at 3 pm, meetings are held at 5658 Bear Lane, RTA Administration/Operations Facility.

Other means for public participation include:

1. **Community Presentations:** Staff, invited as guest speakers, receives questions, comments, & suggestions from the public, including non-ridership groups.
2. **B RideLine:** A customer information phone line (289-2600) & 1-800-288-8432 (may only be used in the 361 area code) number offer the public an opportunity to submit suggestions, comments, and commendations. Information is also available online at www.cccrta.org.
3. **Staff in Community Agencies:** RTA staff members belong to various civic organizations, which enhances coalition building. This process provides civic minded persons the opportunity to learn about public transportation thus generating input.
4. **Board Members in Community Organizations:** Board members in civic organizations hear comments/suggestions on ways to improve the transportation system.
5. **On Board & Telephone Surveys:** Random surveys, done periodically, enable the ridership to provide comments on current issues and the public input on services.

VI. DESCRIPTION OF B-Line curb-to-curb transportation SERVICE

The RTA's B-Line Service is special curb-to-curb transportation which provides *ADA paratransit* eligible persons the ability to be transported from the curb of their point of origin to the curb of their destination within the RTA's paratransit service area. B-Line service, available to persons whose disabilities prevent them from using the fixed route bus system, is specially equipped to transport eligible riders in the RTA Service Area.

VII. ELIGIBILITY POLICY

The ADA definition of eligibility as described in 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:

CATEGORY I:

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."

CATEGORY 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 fixed route on which they want to travel is not yet accessible.

CATEGORY 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.

■ COMPLEMENTARY PARATRANSIT SERVICE FOR VISITORS.

The RTA will treat as eligible for the B-Line paratransit service all visitors who present documentation that they are ADA paratransit eligible for up to 21 days from the date of the first paratransit trip used. The RTA will then require that such an individual, in order to receive service beyond this period, apply for eligibility under the B-Line Policies and Procedures. (As per ADA Regulations 37.127.)

Visitors with disabilities who do not present ADA Paratransit Eligibility documentation will be required to present documentation on their place of residence and of his/her disability. The RTA shall accept a certification by such visitors that they are unable to use fixed route transit. The RTA will provide paratransit to such individuals for up to 21 days from the first paratransit trip used. The RTA will then require that such an individual, in order to receive service beyond this period, apply for eligibility under the B-Line Policies and Procedures. (As per ADA Regulations 37.127.)

The above definitions of eligibility will prevail for all new applicants. The RTA reserves the right to require individuals who have been certified as eligible for B-Line services to be recertified. Persons not eligible for the B-Line Paratransit Service will be referred for assistance and/or travel training on fixed route bus service whenever possible.

VIII. APPLICATION PROCESS

B-Line Service offers curb-to-curb transportation for qualified applicants as described in the Eligibility Policy. Individuals requesting B-Line Paratransit Service are required to submit an application. (SEE APPENDIX A)

The following procedures apply in accordance with ADA requirements, Section 37.125.

1. The process shall strictly limit ADA paratransit eligibility to individuals specified in the eligibility policy.
2. Information materials about the process, applications for eligibility and notices determining eligibility shall be made available in accessible formats upon request.
3. Applicant will be treated as eligible if the RTA fails to make a determination of eligibility within 21 days of the **completed** application process, the application process includes an in person interview and may include a functional and/or cognitive assessment that would take place at the time of the interview.
4. Applications are processed by RTA staff who schedule in person interviews that may include a functional assessment or cognitive evaluation as appropriate to enable staff to make an informed decision regarding mode of transportation.
5. Application reviews and eligibility determinations are conducted by a three-member panel consisting of RTA staff. RTA's Manager of Accessible Services or RTA's Eligibility Specialist will participate along with two other staff members with knowledge of ADA paratransit eligibility standards.
6. Paratransit eligible applicants will be sent a photo identification card. If an applicant is ineligible, then the applicant will be notified in writing stating the reasons.
7. Documentation of eligibility will be mailed to the individual stating that he/she is ADA Paratransit Eligible. The document will include the name of the eligible individual, the name of the transportation provider, the phone number of the RTA Eligibility Specialist, an expiration date for eligibility, and any conditions or limitation on the individual's eligibility including the use of a personal care attendant.
8. The RTA may require recertification for eligibility of ADA paratransit eligible individuals at reasonable intervals.
9. The RTA has an established Appeal process that individuals may use to Appeal an eligibility denial. (See IX. DISPUTE RESOLUTION PANEL, page 7.)

■ CERTIFICATION PROCESS

RTA's policy and responsibility for certification is to provide staff dedicated to assessing potential customers and determining eligibility of our B-Line services through a partnership with Del Mar College. The following outlines the process utilized to determine eligibility.

B-Line certification applications may be obtained Monday through Friday, 8am to 5pm at 1806 S. Alameda, Corpus Christi, TX or by calling the B RideLine, 289-2600, or our B Customer Center Office, 883-2287. B-Line applications will be mailed within 24 hours of a request.

All B-Line applications must be mailed to: **B-Line Certification**, 5658 Bear Lane, Corpus Christi, TX 78405.

Applications received by RTA's Administrative Offices will be "date" stamped, reviewed for completeness, and verified by RTA staff.

- ◆ RTA staff will confirm the accuracy of the application.
- ◆ RTA staff will return any incomplete applications to applicants with a check-off list noting items that need to be completed or clarified.
- ◆ RTA staff will provide support to applicants with incomplete applications in order to complete applications correctly however, RTA staff is not responsible nor are we able to complete applications for applicants.
- ◆ RTA requires participation in an interview and/or appropriate functional/cognitive assessments as a requirement of the application process for B-Line service.

RTA staff will determine eligibility (Status: temporary, conditional, permanent) or ineligibility of an application within the 21-day parameter set by ADA Law.

In emergency situations RTA staff **may** grant eligibility to applicants within a matter of days however this is the exception and not the rule.

Eligible applicants (regardless of status) will be mailed a packet containing their Identification Card (see page 7) with their I.D. number for B-Line, an invitation to orientation and information regarding our service (see **B-Line Orientation**).

B-Line contractor will be notified of a passengers eligibility one day before notification is MAILED to a passenger; advance notice to contractor provides an opportunity to input new passengers onto B-Line system.

Ineligible applicants will be notified by mail; information advising them of their right to appeal the denial will be included (see **Appeal Process**) as well as information on any appropriate alternative resource.

■ **ORIENTATION FOR B-Line RIDERS**

The Regional Transportation Authority developed the following policy to educate B-Line riders, newly certified riders and/or their caregivers. An invitation to orientation is included along with their I.D. Card (see page 7) and informational brochures, which are mailed when they are certified eligible. Orientations are held once a month; reservations encouraged. Riders wishing to schedule an orientation may do so by calling B-Line directly at 289-5881. B-Line will provide transportation to and from the orientation at no cost to the rider (as always, transportation is subject to availability). Orientation sessions are limited to twenty persons; additional sessions may be added to meet demand. The following topics are addressed during orientation:

Introduction to B-Line

- Introduction of staff
- Brief history of B-Line B service; RTA / B-Line Contractor Responsibilities

Planning a trip.

1. Phone B-Line at 289-5881 to schedule a trip.
2. Procedures for standing orders and regular trip requests.
3. Policy and fare information on travelling companions and personal care attendants (PCA).
4. Information the rider is expected to provide when a trip request is made.
5. Notify rider, he/she may call to schedule transportation services Monday through Saturday between 7:00am and 5:00pm and Sunday 11:00am to 5:00pm.
6. B-Line trips may be scheduled from one (1) to fourteen (14) days in advance. Reservations are on a first-come, first-serve basis and B-Line cannot guarantee same day service requests.
7. Rider's responsibility when unable to take a scheduled trip (No Show Policy).

Taking a trip.

1. Ready time and the window policy.
2. B-Line is public paratransit transportation. Service is provided from curb-to-curb. Driver may only wait for five minutes in order to stay on schedule. Reasonable accommodation if a rider is unable to wait at the curb.
3. Rider can expect a courteous and professional driver. The driver will assist the passenger in boarding and alighting the bus and securing the passenger.
4. Return times can be changed subject to availability and are treated as same day service requests.

After the trip.

1. Riders may call B-Line, 289-5881 if they experienced problems AND seek resolution.
 2. Rider may call RTA, 289-2600 for commendations or complaints about service.
 3. Riders may report concerns via email by logging on to ccrta.org
 4. Riders may attend RTA Board Meetings the first Wednesday of the month at 8:30am or RTA Advisory Committee Meetings the third Thursday of every month at 3 pm to offer input on B-Line service, resolve problems, etc.
5. SAMPLE B-Line PARATRANSIT IDENTIFICATION CARD

FRONT

BACK

IX. DISPUTE RESOLUTION PANEL (*Revised May 12, 1993*)

No Show Appeal Panel shall consist of three peer evaluators selected from the RTA Advisory Committee. The committee meets monthly on the Tuesday prior to the regularly scheduled RTAC meeting.

For all other disputes including behavioral hearings and ADA paratransit eligibility appeals the Dispute Resolution Panel will be convened to hear the appeal/s. If an individual is notified that they are ineligible for ADA paratransit service, he/she may contact the Eligibility Specialist within 60 days of the notice and request an Appeal Hearing. Individuals may appeal any condition of eligibility as well as their status of eligibility.

RTA will appoint an ad hoc panel of four persons which will include two members of RTA Advisory Committee, one RTA representative (knowledgeable regarding ADA) and a licensed health care or other appropriate professional to serve as the Dispute Resolution Panel. The RTA representative will be an individual who is not directly involved in the eligibility process nor supervises staff who determine eligibility.

The **Dispute Resolution Panel** meets on an ad hoc basis. Individuals will be notified by letter regarding the date & time of their specific Appeal Hearing. Appeal Hearings will be scheduled **before** the regular RTAC meeting when possible. The Panel will deliberate and reply in writing to the Eligibility Coordinator within 5 days after the hearing; the Eligibility Coordinator will notify the person of the panel's decision. If an appeal decision is not made within 30 days, service shall be provided from that time until a decision is issued.

X. HOURS OF SERVICE / FARES

Paratransit service hours are the same as fixed route service: **Monday through Saturday 5:00am - 10:00pm** and **Sunday 11:00am - 7:00pm**. All pick-up and return trips will occur during the stated hours of operation. When an individual is scheduled for a late night return trip, and does not meet the driver of the B-Line at the designated pick up point, the individual will be required to find alternate transportation.

Fares are charged for all transportation services and are the responsibility of each passenger. Effective January 1, 2006 basic fare for B-Line Service will be one dollar twenty-five cents (\$1.25) per one-way trip. Trips beginning or ending outside of the $\frac{3}{4}$ mile ADA service area and the core area will be subject to an additional \$2 surcharge. The ADA service area is generally defined as a $\frac{3}{4}$ mile corridor around fixed-route service. (Service hours and fares are subject to change by actions of the RTA Board and Local Fare Approval Committee.) Fares may be paid by:

1. Putting one dollar and twenty-five cents (\$1.25) cents in the fare box when boarding the vehicle and paying a two (2) dollar surcharge when applicable.
2. Showing a current Monthly (\$50) B-Line Pass when boarding the vehicle and paying a two (2) dollar surcharge when applicable.
3. Showing a current Discount Monthly Pass (\$11) **and** putting one dollar (\$1.00) in the fare box when boarding the vehicle and paying a two (\$2) dollar surcharge when applicable.
4. Putting a token in the fare box to cover the base fare. (See Token Distribution Program information below.)

Passengers with financial hardships will be referred to one of the support agencies in the **Token Distribution Program**. Cooperative efforts between the RTA and social service agencies include determination of ability to pay. Social service agencies may exercise the option of purchasing transportation passes for their participants. Such services will be available to agencies by allowing them to pre-purchase bus passes from the RTA.

In cases where persons with disabilities need a Personal Care Attendant, the individual assisting may ride at no charge. Attendants are required to have the same trip origin and destination as the eligible rider and B-Line operators are responsible only for the safe loading, securing, transporting and unloading of eligible passengers unless a higher level of service has been requested.

XI. SCHEDULING / DISPATCHING

Passengers must schedule their trips needs no later than 5:00pm the day before transportation is needed; reservations up to 3 days in advance may be scheduled. Same day trips may be provided subject to availability, but window and in vehicle time standards although desirable may not be achieved.

■ DENIAL OF SERVICE DURING PEAK PERIODS

RTA will plan for service to ensure trip availability throughout the service day, there may be instances in peak periods when safe operating capacity will be exceeded. Passengers needing transportation during these times may be asked if they are able to adjust their schedules or appointments.

When a trip is scheduled, specific information for the ready time will be given to the passenger. The ready time reflects the beginning of a thirty-minute *window* and the passenger must be ready to leave during the thirty-minute

window. B-Line is curb-to-curb service, not door-to-door. Passengers must be ready and waiting for the B-Line "bus". If a passenger is not ready during the thirty-minute *window* and the pick up time has been met, the bus operator may only wait five minutes. A passenger, who does not come out to meet the vehicle within the five minute time limit, will need to be rescheduled for another day. A pattern of missed trips are subject to review, and may result in service suspension. (See **No Show Policy**)

B-Line passengers are encouraged to schedule both ends of their trip. When a passenger's return time differs from the original request time they may call for an earlier pick up. Efforts to provide an earlier pick up time will be made however delivery of service is dependent on vehicle availability and/or schedule flexibility. A one-hour wait could result.

In cases where a person, unable to care for him or herself, is transported to a destination where there is no one to receive them, the B-Line supervisor would transport this passenger to a predetermined care center. It would then be the responsibility of the care-giver to pick up the passenger and pay for any costs related to the service.

Telephone operators will treat all callers with courtesy and respect. It may be necessary for the caller to be put on hold and in some cases the passenger's name and phone number may be taken and the call returned.

Charter services for persons with disabilities may be arranged through the RTA and will conform to regular charter rates and standards.

Persons with disabilities are encouraged to use fixed route service when possible and may request a reduced fare card ("B" ID Card) to ride fixed route services.

■ **NO SHOW POLICY**

B-Line customers scheduling a ride and then failing to use the service without proper cancellation cause transportation and scheduling problems for all B-Line passengers. A *No Show* occurs when a passenger fails to board a B-Line vehicle five minutes after the vehicle has arrived during the 30-minute window or when the passenger fails to cancel his/her trip one (1) hour before their ready time.

When a passenger receives a No Show, the B-Line dispatcher will attempt to

notify the passenger if possible. If the passenger cannot be reached, the passenger will be notified of their No Shows by mail when they have earned three (3) No Shows.

A passenger who earns three (3) No Shows within a calendar month will receive a WARNING NOTICE and a list of their No Shows. Passengers may appeal any No Shows listed (see Appeal Hearings). Failure to appeal the three (3) No Shows will confirm their accuracy and they may not be appealed after the No Show Hearing.

A passenger who earns four (4) No Shows within the same calendar month will receive a letter proposing a seven (7) day service suspension. Passenger may appeal* any No Shows listed. **Failure to appeal the proposed suspension will confirm the accuracy of the No Shows and will result in an enforced seven (7) day service suspension.**

A passenger who earns five (5) No Shows within the same calendar month will receive a letter proposing a thirty (30) day service suspension. Passenger may appeal* any No Shows listed. **Failure to appeal the proposed suspension will confirm the accuracy of the No Shows and will result in an enforced thirty (30) day service suspension.**

■ MONTHLY APPEAL HEARINGS

The No Show Appeal Committee hears appeals **by appointment. Meetings are scheduled the Tuesday prior to the regularly scheduled RTAC meetings.** RTAC meetings are scheduled for the third Thursday of each month; hearings are held in the RTA Administration Facility, 5658 Bear Lane. Passenger (or their representative) must schedule an Appeal by calling RTA Customer Service, 883-2287 prior to the appeal date. Passenger (or their representative) will receive an opportunity to state why he/she believes the No Shows are invalid. Passengers unable to attend the appeal may submit a letter prior to the appeal date stating the same.

Decisions of the No Show Appeal Committee will be **FINAL**. Failure to respond to the appeal process or attend your appeal hearing will enforce proposed suspension by RTA appointed No Show Appeal Committee only.

■ STANDING ORDER POLICY

A standing order/subscription service is defined as a *long term (minimum of three months), fixed, day-to-day or week-to-week scheduled trip*. The following applies:

The RTA will not accept standing orders for time periods if denials are recorded and in those instances, standing orders will be limited to 50% of available service within the time period. RTA reserves the right to limit availability of standing orders to improve overall service quality. *Certain time periods may not have Standing Order time slots available.*

An application form must be filled out before a Standing Order can be issued.

Standing order applications that fall into the following three trip purpose categories would be given preference if we cannot accommodate all requests in a time period:

1. Medical - while the RTA does not provide medical transportation, we do provide transportation to standing medical appointments, requiring treatment at least three times a week as in the case of dialysis, and other type treatments.
2. Educational - service for the express purpose of traveling to and from school during the calendar year.
3. Work - service for the express purpose of traveling to and from work during the calendar year.

To be eligible for a standing order, passengers should use services or travel a minimum of three times a week for a minimum of three months from the same origin to the same destination at the same times.

Personal care attendants would be allowed to travel with passengers who have standing order reservations however, companions would not be authorized.

Effective January 1, 1999, any existing standing order reservations would expire at a time that coincides with a passenger's eligibility expiration date (current). All passengers would be required to reapply for standing order reservations at the time of their recertification. Should standing order reservations not be available at the time of their recertification, the passenger would be able to request their name be placed on a waiting list for future consideration. The maximum period that a standing order would be in effect would be three (3) years.

Confirmation of a standing order would be provided by contractor staff.

Any suspension of service would cancel a passenger's standing order reservation. Suspensions that would be included in this policy include, but not limited to: behavioral suspensions; seven (7) day or thirty (30) day suspensions due to No Shows (Conditional or otherwise), etc.

A passenger may request to temporarily suspend their standing order for a period not to exceed thirty (30) calendar days. Any period of time longer than thirty (30) days would result in a cancellation of their standing order.

Permanent changes to a standing order trip origin or destination greater than one-half (1/2) mile would suspend the standing order and a new application for standing order service would be required.

A standing order application would be considered complete only after a passenger or their provider have signed the application section titled Letter of Agreement stating their understanding of the policy.

XII. TRANSPORTATION & SAFETY

■ SEAT BELT POLICY

All persons riding in a B-Line vehicle must wear a seat belt and have their wheelchair properly secured. Persons riding the B-Line and who use a wheelchair for mobility must wear a seat belt while loading, traveling, and unloading. If the individual does not have a belt to secure him/her in the chair, the B-Line vehicle will be equipped with extra belts for the person's use at the time of transport. All wheelchairs will be secured in compliance with RTA policy (see Wheelchair Securement Policy). Individuals who refuse to comply will be denied transportation by B-Line. Appeals may be made to the Dispute Resolution Panel.

■ BEHAVIORAL PROBLEMS

To ensure safety in transporting all passengers it is essential to have regulations. Persons using B-Line who are unable to remain seated, who are distracting the bus operator/others and who are unable to refrain from physical contact with other passengers/staff will not be permitted to use this service.

If behavioral problems continue service may be suspended. In the event of distracting behavior, the bus operator will pull over in a safe place and request a supervisor to the scene. If the incident involves violent behavior the rider may be suspended immediately. A written report will be completed with names and addresses of witnesses. Appeals may be made to the Dispute Resolution Panel.

XIII. SUSPENSION POLICY

When a rider establishes a pattern or practice of missing scheduled trips for reasons within his/her control, suspension of paratransit service will be acted upon. The RTA will notify the passenger of their pattern of missed trips and the possibility of service suspension. If the problem recurs, the passenger will be notified by letter of the proposed service suspension. The letter will cite with specificity the basis of the proposed suspension and the duration of the suspension for "a reasonable length of time" as stated in the ADA regulations. Appeals may be made to the No Show Appeal Committee. (*see No Show Policy*)

XIV. REPORTING SYSTEM - STATISTICS

The B-Line Service contractor(s) is(are) required to keep the following statistics:

- Number of Scheduled Trips
- Number of Cancellations
- Number of No Shows
- Number of Actual Trips
- Number of late trips
- Hours
- Miles
- Total Cost
- Cost/Passenger
- Cost/Hour
- Accidents
- Number of Missed trips

XV. MARKETING / INFORMATION / COMPLAINTS

Marketing programs, policies & procedures and collateral information for B-Line Service are developed by the RTA's Customer Programs & Services

Department. They may be reached by calling the B RideLine, 289-2600. Complaints, commendations, or suggestions may be communicated in writing to: RTA B-Line Services, 5658 Bear Lane, Corpus Christi, TX 78405 or by calling the B RideLine, 289-2600 or B-Line at 289-5881 or by email by logging on to RTA's website www.ccrta.org. This information is vital to ensure safe and adequate services for consumers.

XVI. RURAL TRANSPORTATION

The RTA may periodically develop letters of agreement with other transportation providers in rural areas to provide cost effective services where demand exists and services are warranted. These services will be tailored to the area needs and may be subsidized by the RTA.

DATE

Name
Address
City

Dear Name:

WARNING NOTICE

Please review your three (3) No Shows recorded on your B-Line file (see below for specific dates and times).

If you believe these No Shows are a mistake, call B-Line curb-to-curb service: 289-5881.

This is a WARNING Notice, future No Shows may result in suspension of B-Line service. Please review your No Shows and read our No Show Policy.

Thank you for your attention to this matter.
Para informacion in Espanol 361 883-2287. To request information in alternate formats please contact 361 883-2287, Monday – Friday 8am-5pm.

BELOW ARE THE TRIPS YOU NO-SHOWED BETWEEN --/--/96 AND --/--/96:

*No Shows listed
in
this area.*

DATE

Name
Address
City

Dear Name:

PROPOSED SUSPENSION NOTICE

Please review your four (4) No Shows recorded on your B-Line file (see below). Your seven (7) day service suspension begins on Sunday, *month & date* and ends on Saturday, *month & date*.

If you believe these No Shows are a mistake, call B-Line: 289-5881.

If these No Shows are correct, call RTA: 883-2287 & schedule your Appeal. Appeals are held once a month on the Tuesday prior to the regularly scheduled RTAC meeting.

Again, please review your No Shows listed. Thank you for your attention on this matter. Para informacion in Espanol 361 883-2287. To request information in alternate formats please contact 361 883-2287, Monday – Friday 8am-5pm.

BELOW ARE THE TRIPS YOU NO-SHOWED BETWEEN --/--/96 AND --/--/96:

*No Shows listed
in
this area.*

DATE

Name
Address
City

Dear Name:

PROPOSED SUSPENSION NOTICE

Please review your five (5) or more No Shows recorded on your B-Line file (see below). Your proposed thirty (30) day service suspension begins on Sunday, *month & date* and ends on Saturday, *month & date*.

If you believe these No Shows are a mistake, call B-Line: 289-5881.

If these No Shows are correct, call RTA: 883-2287 & schedule your Appeal. Appeals are held once a month on the Tuesday prior to the regularly scheduled RTAC meeting.

Again, please review your No Shows listed. Thank you for your attention on this matter. Para informacion in Espanol 361 883-2287. To request information in alternate formats please contact 361 883-2287, Monday – Friday 8am-5pm.

BELOW ARE THE TRIPS YOU NO-SHOWED BETWEEN --/--/96 AND --/--/96:

*No Shows listed
in
this area.*

B-Line ADA Paratransit Service

HELPFUL HINTS TO RIDE BY

1. The bus operator may assist you on and off the vehicle only. If you need help getting from your front door to the curb for pick-up or from the CARE-B vehicle to the door of your destination, you are encouraged to provide your own attendant. If you need assistance to the door as a reasonable accommodation please make that request when you schedule your trip. Your cooperation will help us stay on schedule.
2. Please be prepared to board the bus as soon as it arrives for you within the thirty-minute window. To help us get riders to their destinations on time, the driver is allowed to wait only five minutes.
3. Please pay your fare as you board the bus. The fare is \$1.25 cents per boarding and a \$2 surcharge when applicable. You may purchase a pass at our B Customer Center 1806 S. Alameda, Monday through Friday, 8:00am to 5:00pm. Show your pass to the driver when you board the vehicle. Our **B-Line** Pass is good for unlimited rides on B-Line service and all fixed routes; it costs \$50. The B-Line bus pass covers the cost of the basic fare but the \$2 surcharge must be paid in addition to the bus pass when applicable.
4. For your own safety do not enter the wheelchair ramp without assistance.
5. All persons riding B-Line must wear a seat belt. All B-Line passengers must wear a seat belt. If the individual uses a mobility device and does not have a seatbelt, vehicles will be equipped with extra belts for the person's use at the time of transport. Individuals who refuse to comply will not be provided with B-Line service. RTA has a wheelchair securement policy that requires that all wheelchairs be secured (see RTA Wheelchair Securement Policy.)
6. All riders must remain seated during the travel time.
7. Eating, drinking, or smoking is not allowed on the B-Line.
8. No abusive language or violent behavior is allowed on the B-Line.
9. Please allow the driver to provide you a safe trip, by not engaging in noisy activity, or unnecessary conversation with the driver during travel time. This

helps the driver concentrate on traffic conditions, safe driving techniques, & timely service.

10. Please understand that the driver **cannot** schedule your trip. Be sure that you call in any schedule requests to the B-Line at 289-5881 during regular scheduling hours Monday through Friday 7 am to 6 pm, Saturday 8am–5pm and Sunday 11 am – 6pm. Cancellations should be reported to B-Line at 289-5881 as soon as possible and no later than one hour prior to scheduled ready time. Failure to call and cancel a trip, a minimum of one (1) hour before your Ready Time may result in a No show. A pattern of missed trips resulting in No Shows may result in a suspension of service (of up to thirty days).
11. Complaints / commendations / suggestions may be called in to the B RideLine at 289-2600 (for hearing impaired dial 883-3808 TTY), B-Line at 289-5881, email by logging on to www.ccrta.org or you may submit your comments in writing to: B-Line curb-to-curb service, 5658 Bear Lane, Corpus Christi, TX 78405. The information is received by Customer Service staff who will document your complaint / commendation / suggestion and will refer and respond to the customer as appropriate. These procedures ensure equitable treatment for all riders.

POLICIES AND PROCEDURES
for
B-Line curb-to-curb SERVICE

REVISED August 2006

***B-Line POLICIES & PROCEDURES MAY BE CHANGED BY THE RTA
SUBJECT TO CHANGES IN THE RULES AND REGULATIONS OF THE
AMERICANS WITH DISABILITIES ACT AND RELATED STATUTES.***

**POLICIES AND PROCEDURES
B-Line Transportation Program**

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POLICIES AND PROCEDURES B-Line TRANSPORTATION PROGRAM

I. INTRODUCTION

On August 10, 1985, the citizens of Corpus Christi, Robstown, Agua Dulce, Banquete, Driscoll, the City of San Patricio, Gregory and the unincorporated areas of Nueces County voted in favor of a half cent sales tax to establish the Regional Transportation Authority (RTA). In January, 1986, the Authority became self-governing; prior to this the City of Corpus Christi provided transportation to the citizens of Corpus Christi. Port Aransas and Bishop joined the Authority's service area in May 1987 and September 1992, respectively.

The RTA's eleven member board consists of 5 members appointed by the Corpus Christi City Council, 3 members appointed by Nueces County Commissioners, and 2 members appointed by the Committee of Mayors. The ten board members appoint an eleventh member to serve as the chairperson.

The RTA works closely with the participating cities and other local government units to provide a comprehensive transportation service. The RTA operates 32 fixed bus routes.

II. REGULATIONS

On September 6, 1991, the U.S. Department of Transportation (USDOT) published final regulations implementing certain provisions of the Americans with Disabilities Act of 1990 (ADA). Included in these regulations was a requirement that public entities operating fixed route transportation service for the general public also provide paratransit service to persons unable to use the fixed route system. Regulations specified when paratransit service is required; eligibility criteria; the level of service which must be provided; and standards for certain aspects of operation. Regulations also require that a plan for implementing complementary paratransit service be submitted by January 26, 1992 and service be fully compliant as soon as possible but no later than January 26, 1997.

The Americans with Disabilities Act of 1990 is the culmination of almost 20 years of debate on the issue of disability rights. It provides a comprehensive framework and approach for ending discrimination against persons with disabilities. The stated national goals of the ADA are identified in its preamble and include assuring that persons with disabilities have equality of opportunity,

a chance to fully participate in society, are able to live independently, and can be economically self-sufficient.

Passage of the ADA and the issuance of implementing regulations changed many aspects of public disability policy previously established under Section 504 of the Rehabilitation Act of 1973 (Section 504). The ADA established clear national goals and a specific and detailed course of action required to meet those goals.

Several changes in transportation policy have been made. The ADA no longer allows public entities providing general public transportation the option of either making their fixed route systems accessible or providing separate paratransit service for persons with disabilities. Access to fixed route systems is required. Under the ADA, paratransit is not a substitute for fixed route service but a supplement for those who are unable to use the fixed route system.

The ADA establishes accessibility standards for vehicles and amends the standards for facilities previously used by Section 504. While the ADA changed the approach to access and nondiscrimination, it did not replace Section 504. The general requirement of Section 504 - that entities not discriminate against persons with disabilities as a condition of eligibility for federal funding - still exists. The two laws are not interrelated. Compliance with the provisions of the ADA is now a condition of compliance with Section 504. Public entities receiving federal financial assistance from USDOT are subject to the enforcement procedures of that agency.

III. MANAGEMENT STRUCTURE

The General Manager negotiates the contracted services.

Contracted services are monitored by the RTA Purchased Transportation Manager; who also oversees the daily operations and monitors the budget of the B-Line Services.

RTA Manager of Purchased Transportation – Accessible service and their staff representative for the Regional Transportation Advisory Committee, works closely with area agencies to network special transportation needs of persons with disabilities.

IV. RTA ADVISORY COMMITTEE (RTAC)

In response to increasing demands for special transportation services, the RTA Board of Directors appointed a citizens advisory group known as the RTA Advisory Committee (RTAC). RTAC, charged with seeking input from persons with disabilities, reports findings to the RTA. RTAC is made up of consumers and agency representatives who serve to provide support to staff as well as support to the RTA Board of Directors.

V. PUBLIC PARTICIPATION

The RTA is committed to public participation in the development of changes and improvements to B-Line curb-to-curb Services. Persons with concerns, suggestions or questions have the opportunity to speak at RTAC meetings, held the third Thursday of each month at 3 pm, meetings are held at 5658 Bear Lane, RTA Administration/Operations Facility.

Other means for public participation include:

1. **Community Presentations:** Staff, invited as guest speakers, receives questions, comments, & suggestions from the public, including non-ridership groups.
2. **B RideLine:** A customer information phone line (289-2600) & 1-800-288-8432 (may only be used in the 361 area code) number offer the public an opportunity to submit suggestions, comments, and commendations. Information is also available online at www.cccrta.org.
3. **Staff in Community Agencies:** RTA staff members belong to various civic organizations, which enhances coalition building. This process provides civic minded persons the opportunity to learn about public transportation thus generating input.
4. **Board Members in Community Organizations:** Board members in civic organizations hear comments/suggestions on ways to improve the transportation system.
5. **On Board & Telephone Surveys:** Random surveys, done periodically, enable the ridership to provide comments on current issues and the public input on services.

VI. DESCRIPTION OF B-Line curb-to-curb transportation SERVICE

The RTA's B-Line Service is special curb-to-curb transportation which provides *ADA paratransit* eligible persons the ability to be transported from the curb of their point of origin to the curb of their destination within the RTA's paratransit service area. B-Line service, available to persons whose disabilities prevent them from using the fixed route bus system, is specially equipped to transport eligible riders in the RTA Service Area.

VII. ELIGIBILITY POLICY

The ADA definition of eligibility as described in 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:

CATEGORY 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."

CATEGORY 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 fixed route on which they want to travel is not yet accessible.

CATEGORY 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.

■ COMPLEMENTARY PARATRANSIT SERVICE FOR VISITORS.

The RTA will treat as eligible for the B-Line paratransit service all visitors who present documentation that they are ADA paratransit eligible for up to 21 days from the date of the first paratransit trip used. The RTA will then require that such an individual, in order to receive service beyond this period, apply for eligibility under the B-Line Policies and Procedures. (As per ADA Regulations 37.127.)

Visitors with disabilities who do not present ADA Paratransit Eligibility documentation will be required to present documentation on their place of residence and of his/her disability. The RTA shall accept a certification by such visitors that they are unable to use fixed route transit. The RTA will provide paratransit to such individuals for up to 21 days from the first paratransit trip used. The RTA will then require that such an individual, in order to receive service beyond this period, apply for eligibility under the B-Line Policies and Procedures. (As per ADA Regulations 37.127.)

The above definitions of eligibility will prevail for all new applicants. The RTA reserves the right to require individuals who have been certified as eligible for B-Line services to be recertified. Persons not eligible for the B-Line Paratransit Service will be referred for assistance and/or travel training on fixed route bus service whenever possible.

VIII. APPLICATION PROCESS

B-Line Service offers curb-to-curb transportation for qualified applicants as described in the Eligibility Policy. Individuals requesting B-Line Paratransit Service are required to submit an application. (SEE APPENDIX A)

The following procedures apply in accordance with ADA requirements, Section 37.125.

1. The process shall strictly limit ADA paratransit eligibility to individuals specified in the eligibility policy.
2. Information materials about the process, applications for eligibility and notices determining eligibility shall be made available in accessible formats upon request.
3. Applicant will be treated as eligible if the RTA fails to make a determination of eligibility within 21 days of the **completed** application process, the application process includes an in person interview and may include a functional and/or cognitive assessment that would take place at the time of the interview.
4. Applications are processed by RTA staff who schedule in person interviews that may include a functional assessment or cognitive evaluation as appropriate to enable staff to make an informed decision regarding mode of transportation.
5. Application reviews and eligibility determinations are conducted by a three-member panel consisting of RTA staff. RTA's Manager of Accessible Services or RTA's Eligibility Specialist will participate along with two other staff members with knowledge of ADA paratransit eligibility standards.
6. Paratransit eligible applicants will be sent a photo identification card. If an applicant is ineligible, then the applicant will be notified in writing stating the reasons.
7. Documentation of eligibility will be mailed to the individual stating that he/she is ADA Paratransit Eligible. The document will include the name of the eligible individual, the name of the transportation provider, the phone number of the RTA Eligibility Specialist, an expiration date for eligibility, and any conditions or limitation on the individual's eligibility including the use of a personal care attendant.
8. The RTA may require recertification for eligibility of ADA paratransit eligible individuals at reasonable intervals.
9. The RTA has an established Appeal process that individuals may use to Appeal an eligibility denial. (See IX. DISPUTE RESOLUTION PANEL, page 7.)

■ CERTIFICATION PROCESS

RTA's policy and responsibility for certification is to provide staff dedicated to assessing potential customers and determining eligibility of our B-Line services through a partnership with Del Mar College. The following outlines the process utilized to determine eligibility.

B-Line certification applications may be obtained Monday through Friday, 8am to 5pm at 1806 S. Alameda, Corpus Christi, TX or by calling the B RideLine, 289-2600, or our B Customer Center Office, 883-2287. B-Line applications will be mailed within 24 hours of a request.

All B-Line applications must be mailed to: **B-Line Certification**, 5658 Bear Lane, Corpus Christi, TX 78405.

Applications received by RTA's Administrative Offices will be "date" stamped, reviewed for completeness, and verified by RTA staff.

- ◆ RTA staff will confirm the accuracy of the application.
- ◆ RTA staff will return any incomplete applications to applicants with a check-off list noting items that need to be completed or clarified.
- ◆ RTA staff will provide support to applicants with incomplete applications in order to complete applications correctly however, RTA staff is not responsible nor are we able to complete applications for applicants.
- ◆ RTA requires participation in an interview and/or appropriate functional/cognitive assessments as a requirement of the application process for B-Line service.

RTA staff will determine eligibility (Status: temporary, conditional, permanent) or ineligibility of an application within the 21-day parameter set by ADA Law.

In emergency situations RTA staff **may** grant eligibility to applicants within a matter of days however this is the exception and not the rule.

Eligible applicants (regardless of status) will be mailed a packet containing their Identification Card (see page 7) with their I.D. number for B-Line, an invitation to orientation and information regarding our service (see **B-Line Orientation**).

B-Line contractor will be notified of a passenger's eligibility one day before notification is MAILED to a passenger; advance notice to contractor provides an opportunity to input new passengers onto B-Line system.

Ineligible applicants will be notified by mail; information advising them of their right to appeal the denial will be included (see **Appeal Process**) as well as information on any appropriate alternative resource.

■ **ORIENTATION FOR B-Line RIDERS**

The Regional Transportation Authority developed the following policy to educate B-Line riders, newly certified riders and/or their caregivers. An invitation to orientation is included along with their I.D. Card (see page 7) and informational brochures, which are mailed when they are certified eligible. Orientations are held once a month; reservations encouraged. Riders wishing to schedule an orientation may do so by calling B-Line directly at 289-5881. B-Line will provide transportation to and from the orientation at no cost to the rider (as always, transportation is subject to availability). Orientation sessions are limited to twenty persons; additional sessions may be added to meet demand. The following topics are addressed during orientation:

Introduction to B-Line

- Introduction of staff
- Brief history of B-Line B service; RTA / B-Line Contractor Responsibilities

Planning a trip.

1. Phone B-Line at 289-5881 to schedule a trip.
2. Procedures for standing orders and regular trip requests.
3. Policy and fare information on travelling companions and personal care attendants (PCA).
4. Information the rider is expected to provide when a trip request is made.
5. Notify rider, he/she may call to schedule transportation services Monday through Saturday between 7:00am and 5:00pm and Sunday 11:00am to 5:00pm.
6. B-Line trips may be scheduled from one (1) to three (3) days in advance. Reservations are on a first-come, first-serve basis and B-Line cannot guarantee same day service requests.
7. Rider's responsibility when unable to take a scheduled trip (No Show Policy).

Taking a trip.

1. Ready time and the window policy.
2. B-Line is public paratransit transportation. Service is provided from curb-to-curb. Driver may only wait for five minutes in order to stay on schedule. Reasonable accommodation if a rider is unable to wait at the curb.
3. Rider can expect a courteous and professional driver. The driver will assist the passenger in boarding and alighting the bus and securing the passenger.
4. Return times can be changed subject to availability and are treated as same day service requests.

After the trip.

1. Riders may call B-Line, 289-5881 if they experienced problems AND seek resolution.
 2. Rider may call RTA, 289-2600 for commendations or complaints about service.
 3. Riders may report concerns via email by logging on to ccrta.org
 4. Riders may attend RTA Board Meetings the first Wednesday of the month at 8:30am or RTA Advisory Committee Meetings the third Thursday of every month at 3 pm to offer input on B-Line service, resolve problems, etc.
5. SAMPLE B-Line PARATRANSIT IDENTIFICATION CARD

FRONT

BACK

IX. DISPUTE RESOLUTION PANEL *(Revised May 12, 1993)*

No Show Appeal Panel shall consist of three peer evaluators selected from the RTA Advisory Committee. The committee meets monthly on the Tuesday prior to the regularly scheduled RTAC meeting.

For all other disputes including behavioral hearings and ADA paratransit eligibility appeals the Dispute Resolution Panel will be convened to hear the appeal/s. If an individual is notified that they are ineligible for ADA paratransit service, he/she may contact the Eligibility Specialist within 60 days of the notice and request an Appeal Hearing. Individuals may appeal any condition of eligibility as well as their status of eligibility.

RTA will appoint an ad hoc panel of four persons which will include two members of RTA Advisory Committee, one RTA representative (knowledgeable regarding ADA) and a licensed health care or other appropriate professional to serve as the Dispute Resolution Panel. The RTA representative will be an individual who is not directly involved in the eligibility process nor supervises staff who determine eligibility.

The **Dispute Resolution Panel** meets on an ad hoc basis. Individuals will be notified by letter regarding the date & time of their specific Appeal Hearing. Appeal Hearings will be scheduled **before** the regular RTAC meeting when possible. The Panel will deliberate and reply in writing to the Eligibility Coordinator within 5 days after the hearing; the Eligibility Coordinator will notify the person of the panel's decision. If an appeal decision is not made within 30 days, service shall be provided from that time until a decision is issued.

X. HOURS OF SERVICE / FARES

Paratransit service hours are the same as fixed route service: **Monday through Friday 4:58am – 10:56pm, Saturday 5:05am - 10:20pm and Sunday 10:13am - 7:42pm.** All pick-up and return trips will occur during the stated hours of operation. When an individual is scheduled for a late night return trip, and does not meet the driver of the B-Line at the designated pick up point, the individual will be required to find alternate transportation.

Fares are charged for all transportation services and are the responsibility of each passenger. Effective January 1, 2006 basic fare for B-Line Service will be one dollar twenty-five cents (\$1.25) per one-way trip. Trips beginning or ending outside of the $\frac{3}{4}$ mile ADA service area and the core area will be subject to an additional \$2 surcharge. The ADA service area is generally defined as a $\frac{3}{4}$ mile corridor around fixed-route service. (Service hours and fares are subject to change by actions of the RTA Board and Local Fare Approval Committee.) Fares may be paid by:

1. Putting one dollar and twenty-five cents (\$1.25) cents in the fare box when boarding the vehicle and paying a two (2) dollar surcharge when applicable.
2. Showing a current Monthly (\$50) B-Line Pass when boarding the vehicle and paying a two (2) dollar surcharge when applicable.
3. Showing a current Discount Monthly Pass (\$11) **and** putting one dollar (\$1.00) in the fare box when boarding the vehicle and paying a two (\$2) dollar surcharge when applicable.
4. Putting a token in the fare box to cover the base fare. (See Token Distribution Program information below.)

Passengers with financial hardships will be referred to one of the support agencies in the **Token Distribution Program**. Cooperative efforts between the RTA and social service agencies include determination of ability to pay. Social service agencies may exercise the option of purchasing transportation passes for their participants. Such services will be available to agencies by allowing them to pre-purchase bus passes from the RTA.

In cases where persons with disabilities need a Personal Care Attendant, the individual assisting may ride at no charge. Attendants are required to have the same trip origin and destination as the eligible rider and B-Line operators are responsible only for the safe loading, securing, transporting and unloading of eligible passengers unless a higher level of service has been requested.

XI. SCHEDULING / DISPATCHING

Passengers must schedule their trips needs no later than 5:00pm the day before transportation is needed; reservations up to 3 days in advance may be scheduled. Same day trips may be provided subject to availability, but window and in vehicle time standards although desirable may not be achieved.

■ DENIAL OF SERVICE DURING PEAK PERIODS

RTA will plan for service to ensure trip availability throughout the service day, there may be instances in peak periods when safe operating capacity will be exceeded. Passengers needing transportation during these times may be asked if they are able to adjust their schedules or appointments.

When a trip is scheduled, specific information for the ready time will be given to the passenger. The ready time reflects the beginning of a thirty-minute *window* and the passenger must be ready to leave during the thirty-minute

window. B-Line is curb-to-curb service, not door-to-door. Passengers must be ready and waiting for the B-Line "bus". If a passenger is not ready during the thirty-minute *window* and the pick up time has been met, the bus operator may only wait five minutes. A passenger, who does not come out to meet the vehicle within the five minute time limit, will need to be rescheduled for another day. A pattern of missed trips are subject to review, and may result in service suspension. (See **No Show Policy**)

B-Line passengers are encouraged to schedule both ends of their trip. When a passenger's return time differs from the original request time they may call for an earlier pick up. Efforts to provide an earlier pick up time will be made however delivery of service is dependent on vehicle availability and/or schedule flexibility. A one-hour wait could result.

In cases where a person, unable to care for him or herself, is transported to a destination where there is no one to receive them, the B-Line supervisor would transport this passenger to a predetermined care center. It would then be the responsibility of the care-giver to pick up the passenger and pay for any costs related to the service.

Telephone operators will treat all callers with courtesy and respect. It may be necessary for the caller to be put on hold and in some cases the passenger's name and phone number may be taken and the call returned.

Charter services for persons with disabilities may be arranged through the RTA and will conform to regular charter rates and standards.

Persons with disabilities are encouraged to use fixed route service when possible and may request a reduced fare card ("B" ID Card) to ride fixed route services.

■ **NO SHOW POLICY**

B-Line customers scheduling a ride and then failing to use the service without proper cancellation cause transportation and scheduling problems for all B-Line passengers. A *No Show* occurs when a passenger fails to board a B-Line vehicle five minutes after the vehicle has arrived during the 30-minute window or when the passenger fails to cancel his/her trip one (1) hour before their ready time.

When a passenger receives a No Show, the B-Line dispatcher will attempt to

notify the passenger if possible. If the passenger cannot be reached, the passenger will be notified of their No Shows by mail when they have earned three (3) No Shows.

A passenger who earns three (3) No Shows within a calendar month will receive a WARNING NOTICE and a list of their No Shows. Passengers may appeal any No Shows listed (see Appeal Hearings). Failure to appeal the three (3) No Shows will confirm their accuracy and they may not be appealed after the No Show Hearing.

A passenger who earns four (4) No Shows within the same calendar month will receive a letter proposing a seven (7) day service suspension. Passenger may appeal* any No Shows listed. **Failure to appeal the proposed suspension will confirm the accuracy of the No Shows and will result in an enforced seven (7) day service suspension.**

A passenger who earns five (5) No Shows within the same calendar month will receive a letter proposing a thirty (30) day service suspension. Passenger may appeal* any No Shows listed. **Failure to appeal the proposed suspension will confirm the accuracy of the No Shows and will result in an enforced thirty (30) day service suspension.**

■ MONTHLY APPEAL HEARINGS

The No Show Appeal Committee hears appeals **by appointment. Meetings are scheduled the Tuesday prior to the regularly scheduled RTAC meetings.** RTAC meetings are scheduled for the third Thursday of each month; hearings are held in the RTA Administration Facility, 5658 Bear Lane. Passenger (or their representative) must schedule an Appeal by calling RTA Customer Service, 883-2287 prior to the appeal date. Passenger (or their representative) will receive an opportunity to state why he/she believes the No Shows are invalid. Passengers unable to attend the appeal may submit a letter prior to the appeal date stating the same.

Decisions of the No Show Appeal Committee will be **FINAL**. Failure to respond to the appeal process or attend your appeal hearing will enforce proposed suspension by RTA appointed No Show Appeal Committee only.

■ STANDING ORDER POLICY

A standing order/subscription service is defined as a *long term (minimum of three months), fixed, day-to-day or week-to-week scheduled trip*. The following applies:

The RTA will not accept standing orders for time periods if denials are recorded and in those instances, standing orders will be limited to 50% of available service within the time period. RTA reserves the right to limit availability of standing orders to improve overall service quality. *Certain time periods may not have Standing Order time slots available.*

An application form must be filled out before a Standing Order can be issued.

Standing order applications that fall into the following three trip purpose categories would be given preference if we cannot accommodate all requests in a time period:

1. Medical - while the RTA does not provide medical transportation, we do provide transportation to standing medical appointments, requiring treatment at least three times a week as in the case of dialysis, and other type treatments.
2. Educational - service for the express purpose of traveling to and from school during the calendar year.
3. Work - service for the express purpose of traveling to and from work during the calendar year.

To be eligible for a standing order, passengers should use services or travel a minimum of three times a week for a minimum of three months from the same origin to the same destination at the same times.

Personal care attendants would be allowed to travel with passengers who have standing order reservations however, companions would not be authorized.

Effective January 1, 1999, any existing standing order reservations would expire at a time that coincides with a passenger's eligibility expiration date (current). All passengers would be required to reapply for standing order reservations at the time of their recertification. Should standing order reservations not be available at the time of their recertification, the passenger would be able to request their name be placed on a waiting list for future consideration. The maximum period that a standing order would be in effect would be three (3) years.

Confirmation of a standing order would be provided by contractor staff.

Any suspension of service would cancel a passenger's standing order reservation. Suspensions that would be included in this policy include, but not limited to: behavioral suspensions; seven (7) day or thirty (30) day suspensions due to No Shows (Conditional or otherwise), etc.

A passenger may request to temporarily suspend their standing order for a period not to exceed thirty (30) calendar days. Any period of time longer than thirty (30) days would result in a cancellation of their standing order.

Permanent changes to a standing order trip origin or destination greater than one-half (1/2) mile would suspend the standing order and a new application for standing order service would be required.

A standing order application would be considered complete only after a passenger or their provider have signed the application section titled Letter of Agreement stating their understanding of the policy.

XII. TRANSPORTATION & SAFETY

■ SEAT BELT POLICY

All persons riding in a B-Line vehicle must wear a seat belt and have their wheelchair properly secured. Persons riding the B-Line and who use a wheelchair for mobility must wear a seat belt while loading, traveling, and unloading. If the individual does not have a belt to secure him/her in the chair, the B-Line vehicle will be equipped with extra belts for the person's use at the time of transport. All wheelchairs will be secured in compliance with RTA policy (see Wheelchair Securement Policy). Individuals who refuse to comply will be denied transportation by B-Line. Appeals may be made to the Dispute Resolution Panel.

■ BEHAVIORAL PROBLEMS

To ensure safety in transporting all passengers it is essential to have regulations. Persons using B-Line who are unable to remain seated, who are distracting the bus operator/others and who are unable to refrain from physical contact with other passengers/staff will not be permitted to use this service.

If behavioral problems continue service may be suspended. In the event of distractive behavior, the bus operator will pull over in a safe place and request a supervisor to the scene. If the incident involves violent behavior the rider may be suspended immediately. A written report will be completed with names and addresses of witnesses. Appeals may be made to the Dispute Resolution Panel.

XIII. SUSPENSION POLICY

When a rider establishes a pattern or practice of missing scheduled trips for reasons within his/her control, suspension of paratransit service will be acted upon. The RTA will notify the passenger of their pattern of missed trips and the possibility of service suspension. If the problem recurs, the passenger will be notified by letter of the proposed service suspension. The letter will cite with specificity the basis of the proposed suspension and the duration of the suspension for "a reasonable length of time" as stated in the ADA regulations.

Appeals may be made to the No Show Appeal Committee. (*see No Show Policy*)

XIV. REPORTING SYSTEM - STATISTICS

The B-Line Service contractor(s) is(are) required to keep the following statistics:

- Number of Scheduled Trips
- Number of Cancellations
- Number of No Shows
- Number of Actual Trips
- Number of late trips
- Hours
- Miles
- Total Cost
- Cost/Passenger
- Cost/Hour
- Accidents
- Number of Missed trips

XV. MARKETING / INFORMATION / COMPLAINTS

Marketing programs, policies & procedures and collateral information for B-Line Service are developed by the RTA's Customer Programs & Services

Department. They may be reached by calling the B RideLine, 289-2600. Complaints, commendations, or suggestions may be communicated in writing to: RTA B-Line Services, 5658 Bear Lane, Corpus Christi, TX 78405 or by calling the B RideLine, 289-2600 or B-Line at 289-5881 or by email by logging on to RTA's website www.ccrta.org. This information is vital to ensure safe and adequate services for consumers.

XVI. RURAL TRANSPORTATION

The RTA may periodically develop letters of agreement with other transportation providers in rural areas to provide cost effective services where demand exists and services are warranted. These services will be tailored to the area needs and may be subsidized by the RTA.

DATE

Name
Address
City

Dear Name:

WARNING NOTICE

Please review your three (3) No Shows recorded on your B-Line file (see below for specific dates and times).

If you believe these No Shows are a mistake, call B-Line curb-to-curb service: 289-5881.

This is a WARNING Notice, future No Shows may result in suspension of B-Line service. Please review your No Shows and read our No Show Policy.

Thank you for your attention to this matter.
Para informacion in Espanol 361 883-2287. To request information in alternate formats please contact 361 883-2287, Monday – Friday 8am-5pm.

BELOW ARE THE TRIPS YOU NO-SHOWED BETWEEN --/--/96 AND --/--/96:

*No Shows listed
in
this area.*

DATE

Name
Address
City

Dear Name:

PROPOSED SUSPENSION NOTICE

Please review your four (4) No Shows recorded on your B-Line file (see below). Your seven (7) day service suspension begins on Sunday, *month & date* and ends on Saturday, *month & date*.

If you believe these No Shows are a mistake, call B-Line: 289-5881.

If these No Shows are correct, call RTA: 883-2287 & schedule your Appeal. Appeals are held once a month on the Tuesday prior to the regularly scheduled RTAC meeting.

Again, please review your No Shows listed. Thank you for your attention on this matter. Para informacion in Espanol 361 883-2287. To request information in alternate formats please contact 361 883-2287, Monday – Friday 8am-5pm.

BELOW ARE THE TRIPS YOU NO-SHOWED BETWEEN --/--/96 AND --/--/96:

*No Shows listed
in
this area.*

DATE

Name
Address
City

Dear Name:

PROPOSED SUSPENSION NOTICE

Please review your five (5) or more No Shows recorded on your B-Line file (see below). Your proposed thirty (30) day service suspension begins on Sunday, *month & date* and ends on Saturday, *month & date*.

If you believe these No Shows are a mistake, call B-Line: 289-5881.

If these No Shows are correct, call RTA: 883-2287 & schedule your Appeal. Appeals are held once a month on the Tuesday prior to the regularly scheduled RTAC meeting.

Again, please review your No Shows listed. Thank you for your attention on this matter. Para informacion in Espanol 361 883-2287. To request information in alternate formats please contact 361 883-2287, Monday – Friday 8am-5pm.

BELOW ARE THE TRIPS YOU NO-SHOWED BETWEEN --/--/96 AND --/--/96:

*No Shows listed
in
this area.*

B-Line ADA Paratransit Service

HELPFUL HINTS TO RIDE BY

1. The bus operator may assist you on and off the vehicle only. If you need help getting from your front door to the curb for pick-up or from the CARE-B vehicle to the door of your destination, you are encouraged to provide your own attendant. If you need assistance to the door as a reasonable accommodation please make that request when you schedule your trip. Your cooperation will help us stay on schedule.
2. Please be prepared to board the bus as soon as it arrives for you within the thirty-minute window. To help us get riders to their destinations on time, the driver is allowed to wait only five minutes.
3. Please pay your fare as you board the bus. The fare is \$1.25 cents per boarding and a \$2 surcharge when applicable. You may purchase a pass at our B Customer Center 1806 S. Alameda, Monday through Friday, 8:00am to 5:00pm. Show your pass to the driver when you board the vehicle. Our **B-Line** Pass is good for unlimited rides on B-Line service and all fixed routes; it costs \$50. The B-Line bus pass covers the cost of the basic fare but the \$2 surcharge must be paid in addition to the bus pass when applicable.
4. For your own safety do not enter the wheelchair ramp without assistance.
5. All persons riding B-Line must wear a seat belt. All B-Line passengers must wear a seat belt. If the individual uses a mobility device and does not have a seatbelt, vehicles will be equipped with extra belts for the person's use at the time of transport. Individuals who refuse to comply will not be provided with B-Line service. RTA has a wheelchair securement policy that requires that all wheelchairs be secured (see RTA Wheelchair Securement Policy.)
6. All riders must remain seated during the travel time.
7. Eating, drinking, or smoking is not allowed on the B-Line.
8. No abusive language or violent behavior is allowed on the B-Line.
9. Please allow the driver to provide you a safe trip, by not engaging in noisy activity, or unnecessary conversation with the driver during travel time. This