



# The District

## ADA Paratransit & Demand and Response Passenger Guide

September 2009

Upon request, this guide will be made available  
in large print, audio tape and Spanish formats.

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## The District

Brazos Transit District (The District) is a general public transportation provider. We operate Fixed Routes, Waterway Cruisers, ADA Paratransit, Demand and Response and Park & Rides. The District was founded in 1974 and covered the seven counties of the Brazos Valley. We now serve sixteen counties in Central and East Texas covering 13,333 square miles with a population of 932,441. We are a political sub-division of the State of Texas and receive funding through the Federal Transit Administration (FTA) and the Texas Department of Transportation (TxDOT).

### **Main Office**

1759 N. Earl Rudder Freeway  
Bryan, Texas 77803  
(979)778-0607 or  
1(800)272-0039

### **Dispatch/Reservations**

1(800)272-0039  
(979)778-4480

### **Regional Offices**

202 Pan American  
Livingston, Texas 77351  
(936)327-0192

1014 N. John Redditt Drive  
Lufkin, Texas 75904  
(936)639-3055

The District is committed to providing non-discriminatory service and does not discriminate as to age, sex, color, race, national origin, religion or non-religion, or disability. If you feel that you have been discriminated against you may file a complaint by calling (979)778-0607 ext 7008, or 1-800-272-0039, via email to [customercare@btd.org](mailto:customercare@btd.org), or by mail to: Customer Care, 1759 N. Earl Rudder Freeway, Bryan, Texas, 77803. For additional information regarding The District's obligations under Title VI call 1-800-272-0039.

## Service Area

Paratransit (ADA service) is provided in the cities of Bryan/College Station, Cleveland, Lufkin & Nacogdoches.

Demand and Response is provided in the Cities of Lufkin and Nacogdoches and in the Counties of Brazos, Burleson, Grimes, Houston, Leon, Liberty, Madison, Montgomery, Polk, Robertson, San Jacinto, Trinity, Walker, and Washington.

## Description of Service

With no destination restrictions we can take you anywhere you want to go within our service area. We can take you shopping, to work, visiting friends & family, to medical appointments, or anywhere you need to go.

When the bus arrives, the passenger must meet the bus at the curb. We provide curb-to-curb transportation, therefore the driver will not leave the bus to retrieve or return passengers to the doorway. All buses are wheelchair accessible and the driver will lower the lift to assist those who could not otherwise board the bus. If needed, the driver will help maneuver the

wheelchair onto the lift. We cannot provide transportation if the combined weight of the customer and the mobility aid exceeds 600 pounds.

We are not a taxi service or an emergency medical service. You will be sharing the bus with other passengers, and the bus may make a number of stops picking up other clients. Because your trip may not follow the most direct route to your destination, it may take longer than expected.

**ADA Paratransit** - A shared ride curb to curb service offered for those who cannot access the Fixed Routes due to a disability, and have an origin and destination within 3/4 of a mile of the Fixed Routes. Trips may be made for any purpose. Appointments can be made up to seven days in advance up to next day service. Appointments for next day service will be taken until 5:00 pm. The time requested by an ADA client may be negotiated by one hour on either side of the requested time. One other individual and a PCA (must have application on file) may ride with the ADA eligible client as long as they have the same origin and destination.

**Demand & Response** - A shared ride curb to curb service for individuals who are not disabled and/or do not have an origin and destination within 3/4 of a mile along the Fixed Routes. Trips may be made for any purpose. Appointments can be made up to seven days in advance up to next day service. Appointments for next day service will be taken until 4:00 pm. Appointments are taken on a space available basis. Some same-day trips may be provided on a space-available basis.

## Days & Hours

Hours of operation for the Paratransit and Demand and Response are 5:00 a.m. to 7:00 p.m., Monday through Friday excluding holidays. Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.

## Eligibility & Application for ADA (Paratransit) Service

(Americans with Disabilities Act of 1990) Section 37.123

All of our vehicles are wheelchair accessible so anyone may ride on the Fixed Route system for a more economical trip. We have Fixed Routes in Bryan/College Station, Cleveland, Lufkin, and Nacogdoches. To find the closest fixed route to you, visit us on the web at [http://www.btd.org/maps/find\\_fixed\\_route.asp](http://www.btd.org/maps/find_fixed_route.asp) and type in your address and city.

Paratransit service is offered for individuals who cannot access the fixed routes due to a physical or mental impairment, and have an origin and destination within 3/4 of a mile of the fixed routes.

The Application for Paratransit Service has a section on the bottom that must be completed by your physician. A copy of the Application for Paratransit Service is incorporated into this booklet, or may be obtained by contacting The District at (979)778-0607 or 1(800)272-0039. Applications may also be downloaded from our website at [www.btd.org](http://www.btd.org).

The application will be reviewed by the Director of Administration. Determination of eligibility will be made within ten (10) business days from receipt of the completed application. If possible, incomplete applications may be completed by a telephone call. If you need assistance in completing your application, please call (979)778-0607 or 1(800)272-0039. During the application process, service will be provided to the applicant. If eligibility is unable to be determined, The District staff will contact the professional listed on the Application for Service.

Visitors presenting ADA eligibility documentation from another jurisdiction will be provided 21 days of service within a 365-day period. Visitors requiring more than 21 trips within a year will need to apply for eligibility in order to receive additional trips. Visitors who do not have ADA eligibility documentation will be required to show proof of residency, and if the disability is not apparent, proof of disability.

### Fares, Tickets & Passes

The one-way fare must be paid each time you board the bus. Since the same bus may not be providing the return trip, advance payments and round-trip payments are not permitted. Drivers accept cash, tickets, and passes, but do not accept checks. Please have exact fare ready. Drivers do not carry, handle cash, or make change. Children 2 or under must sit in parents lap to ride free of charge. Children 3 & above are charged full fare.

#### Paratransit

##### Fares

ADA Paratransit One-way.....	\$2.50
Same Day Trips One-way.....	\$3.50*
Additional Trips.....	\$2.00*

##### Tickets & Passes

Round Trip Ticket.....	\$5.00
Ticket Book (20 Round Trips).....	\$100.00
MultiRide Pass (21 Round Trips).....	\$95.00

#### Demand and Response

##### Within the Same County

##### Fares

General Public One-way.....	\$3.00
Same Day Trips One-way.....	\$4.00*
Additional Trips.....	\$2.00*

##### Tickets & Passes

Round Trip Ticket.....	\$6.00
Ticket Book (20 Round Trips).....	\$120.00
MultiRide Pass (21 Round Trips).....	\$115.00

## County to County

### Fares

General Public - Crossing 1 County One-way.....	\$3.50
General Public - Crossing 2 Counties One-way.....	\$4.50*
Each additional County + plus base fare One-way.....	\$1.00*
Additional trips .....	\$2.00*
Same Day Trips One-way + base & county fare .....	\$1.00*

### Tickets & Passes

Round Trip Ticket Crossing 1 County.....	\$7.00
Ticket Book (20 Round Trips) Crossing 1 County.....	\$140.00
MultiRide Pass (21 Round Trips) Crossing 1 County.....	\$135.00

Livingston to Houston Medical Center Round Trip (cash only) .... \$12.00

Livingston to Galveston UTMB Round Trip (cash only) ..... \$15.00

\* Tickets are not available for same day, additional trips, or crossing more than one county line. Full payment may be made with cash or a combination of a ticket and cash.

Tickets may be purchased by mail or at The District offices located at:

1759 N. Earl Rudder Freeway, Bryan, Texas 77803

202 Pan American, Livingston, Texas, 77351

1014 N. John Redditt Drive, Lufkin, Texas, 75904

If paying with cash at an office, please have the exact amount. Checks and money orders should be made payable to The District. We also accept Visa, MasterCard, AMEX, and Discover credit cards. Do not send cash for mail purchases. If you have any questions regarding fares or ticket purchases, please contact The District office at (979)778-0607 or 1(800)272-0039.

Lost, destroyed, or unused tickets and passes will not be replaced.

## Customer Requirements & Responsibilities

Passengers must be able to:

- Attend to their own personal needs.
- Safely maneuver their mobility device if one is used.
- Count, gather and place the correct fare in the farebox.
- Board/unboard and ride without the assistance of the driver.

The District strongly encourages passengers who cannot perform the above list to have a personal care attendant.

Passengers must:

- Be considerate of the driver and the other riders.
- Cancel the ride in advance if not needed. At a minimum, a three-hour notice is required.
- Be ready to meet the bus at the curb.
- Not ask the driver to do more than he/she is allowed to do.
- Inform dispatch if you change your phone number or address.

As a courtesy to other passengers, we request all passengers maintain acceptable standards of personal hygiene.

### Personal Care Attendant

A Personal Care Attendant (PCA) is someone whose services or presence is medically or socially needed by the passenger to meet his/her personal needs, or to assist in traveling.

If a PCA is required, your physician must sign the Application for Paratransit Service form. PCA's must have the same pick-up and drop-off locations as the passenger. When the form has been completed and signed by the physician there is no charge for a PCA to ride.

The District does not provide PCA's. A PCA can be a caregiver, child, spouse, or a friend or neighbor who is needed to assist the passenger. If you do not have anyone to assist you, check the yellow pages in the phone book under social service organizations.

### General Policies

Smoking, eating, drinking is not permitted on any District vehicle.

No weapons or firearms on vehicles.

Only personal assistance animals are permitted in any District vehicle.

Loud and/or abusive behavior or language including profanity/racial or vulgar comments will be cause for immediate removal from the vehicle and possible loss of ridership privileges.

Passengers may only bring carry on items that will fit comfortably on their lap and will not protrude into the next seat. Drivers cannot help load or unload items.

Drivers are restricted from entering any home or facility.

The District reserves the right to restrict certain items on all buses.

Drivers are required to transport customers to the pre-scheduled destination indicated on the driver's manifest. Drivers are not allowed to make any destination changes.

Riding District vehicles under the influence of alcohol or illegal drugs is prohibited.

Radios, cassette or disc players are not permitted to be played aloud while on any District vehicle.

The District is not responsible for personal items left on the bus. Passengers may call The District at 1(800)272-0039 or (979)778-4480 to find out about any personal items they may have left on the vehicle. If recovered, The District will hold personal items for 60 days prior to disposal.

The District vehicles will not enter gated communities. The client pick up will be at the front gate, or the gate nearest to the client's residence.

### Wheelchairs/Scooters

The District will only transport "common wheelchairs" defined by the ADA as "a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied."

All buses are ADA wheelchair accessible. We cannot provide transportation if the combined weight of the customer and the mobility aid exceeds 600 pounds.

The District requires all wheelchairs and scooters to be secured with the tie-down equipment provided on the vehicle. Tie-down equipment includes straps to secure the wheelchair or scooter to the floor along with lap and shoulder belts for the passenger. Although Lap and Shoulder belts are optional but highly recommended, the wheelchair or scooter must be secured. Wheelchairs and scooters must have brakes engaged while aboard bus. Service will be denied if the passenger refuses this policy.

Passengers who use wheelchairs and scooters are encouraged to use a personal seat belt. Passengers are responsible for providing their own personal safety devices for wheelchairs and scooters. A wheelchair/scooter seat belt is considered a personal safety device that can be utilized on wheelchairs and scooters transported on transit vehicles. The District is not responsible for falls or injuries that may result from passengers not utilizing the personal safety devices recommended for their specific wheelchair or scooter.

If needed, the driver will help maneuver the wheelchair onto the lift. The District is not responsible for wheelchair or scooter damages incurred in the normal operational procedures of the transit vehicle.

### Service Animals

Service animals may travel on District vehicles to assist individuals with disabilities, subject to the following conditions:

- Service animals must remain on a leash and under full control of the owner at all times.

- Service animals must not soil the vehicle .
- Service animals must not growl at customers, the driver, or other service animals.
- Service animals may not occupy vehicle seat.

## Medical Equipment

If medically necessary, customers may travel with oxygen tanks and respirators when using paratransit service. Only one cylinder per person is allowed on the bus. Oxygen tanks are subject to inspection. Damaged or leaking cylinders will not be permitted on the bus. For safety reasons, oxygen tanks and respirators must be secured to prevent oxygen tanks from falling, or becoming dislodged and striking other objects or customers in the vehicle.

## Scheduling Your Trip

Trips can be scheduled one to seven days in advance. Some same-day trips may be provided on a space-available basis. To make an appointment call our scheduling office at 1(800)272-0039 or (979)778-4480. Hearing impaired passengers can call TDD at 1(800)735-2989.

ADA Paratransit: Reservations are taken from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays. To place reservations on Saturdays, Sundays, holidays, or after hours, please leave a message with the answering service. A dispatcher will call you back to confirm your trip.

Demand & Response: Reservations are taken from 8:00 a.m. to 4:00 p.m., Monday through Friday, excluding holidays.

If we are unable to schedule your trip at the requested time, dispatch will attempt to find an alternative time that will work for you.

**Scheduling your trip** - Please be prepared to give the scheduler the following information:

- Your name, phone number, and complete pick-up address;
- The date you would like transportation;
- The time you want to arrive at your destination;
- The complete address of your destination, including suite and/or building, doctor's name, phone number, etc.;
- Your return time and return address;
- If a personal care attendant or companion will accompany you. Your application for service must be signed by your physician if a PCA is required;
- If you will be using a wheelchair or scooter.

**Confirming Your Reservation** - When you call and request a trip, the reservationist will confirm your trip with you. Before ending the call, make sure that all personal information:

address and telephone number are correct, and review the times and addresses of your trips with the reservationist to insure all information is correct.

**Other Reservation Tips** - Space on a vehicle may not always be available at the specific time you request. By reserving trips early, you will have the best chance of scheduling a ride at your preferred time. If you do not have a specific time you must be at your destination (grocery shopping, visiting, etc.), the schedulers can assist you in picking times when fewer people travel.

## Pick Up Time

**Within the Same County** - When you schedule your ride, you will be given a confirmation of your appointment from the scheduler. You will receive a phone call between 4PM and 7PM the day before your scheduled appointment with another confirmation, and an approximate pick up window the bus will arrive to pick you up. Pick up time at origin will be between 15 and 55 minutes prior to your appointment time, plus the time of travel, OR a time agreed upon with your scheduler. For example: if you live an hour from your doctor and your appointment is at 9AM, your pick up time will be close to 1 hour 55 minutes prior to your appointment, or 7AM. If you agree to be picked up earlier, in order to make an appointment, your pick up time will be as agreed upon with your scheduler, and once again confirmed in your call the evening before. \*Please make sure the scheduler has all updated information, including an updated telephone number.

Pick up for return trips are provided between 5 and 55 minutes after the dispatch office has received notification of a desired pick up or scheduled return, or between 5 and 55 minutes of currently scheduled return.

Passengers must be ready to depart at the start of their pick up window. Drivers will wait for five (5) minutes after they arrive within a passenger's scheduled pick up window. If the passenger is not at the bus within the 5 minutes the driver must depart to serve other passengers, and you will be recorded as a no-show.

**County to County** - Trip times will vary based on distance and scheduling loads. The scheduler will confirm your appointment. You will receive a phone call in between 4PM and 7PM the day before your scheduled appointment with another confirmation, and an approximate pick up window the bus will arrive to pick you up. The pick up time could be several hours before your actual appointment time.

## Subscription Service

Subscription service is provided to passengers who request routine trips to the same destination on a regular schedule (school, work or medical appointments). Passengers only need to call once to schedule a repeating trip. The trip will be scheduled on a continuing basis until the passenger requests the trips be terminated. Passengers must be going to the same destination at the same time for pick-ups and or returns at least three (3) days per week to qualify for subscription service.

Passengers may only make changes to subscription reservations once every three months.

Passengers having three (3) cancellations/no-shows within 30 calendar days will be dropped from subscription service.

Due to Federal requirements we are not permitted to have more than 50% of subscription trips. Therefore, you may not always be able to request this service. The scheduler will inform you if this is not an option at the time of your request.

## Cancellations

If you need to cancel your appointment, please call dispatch as soon as possible. The earlier you cancel a trip appointment, the greater the chance another passenger will be able to use the time that was allotted for your trip.

To cancel an appointment call dispatch at 1(800)272-0039 or (979)778-4480. Cancellations must be received at least three (3) hours prior to appointment time, or it will be marked as a late cancellation.

All trip cancellations must be made through the dispatch office. Drivers may NOT accept cancellations. Cancellations made to dispatch through the driver will not be accepted and will be considered a no-show requiring passenger payment of a no-show charge.

Three (3) late cancellations in a 45-day period will result in a 30-day suspension from riding the bus.

Passengers that have more cancelled trips than trips actually taken in a 45-day period will result in a 30-day suspension.

Once a client has been suspended, appointments will not be scheduled until the fare for the late cancellations have been paid.

## No-Shows

A no-show occurs when the bus arrives within the pickup window and the passenger is not ready, declines to ride, or is not at the location of the scheduled pickup. A no show will also be counted if a cancellation is not received by dispatch three hours prior to appointment time.

Drivers will wait for five (5) minutes after they arrive within a passenger's scheduled pick-up window. If the passenger is not at the bus within the 5 minutes, the driver must depart to serve other passengers and the passenger will be recorded as a no-show.

If a customer is a no show at the pick up appointment, the return trip will automatically be canceled unless we hear from you.

If you miss the bus because you were not ready when the bus arrived and you were marked as a no-show you can try and schedule another trip. If space is available, another bus will be dispatched to your location. You will be required to pay the no-show fare along with the new trip fare.

Three (3) no shows in a 45-day period will result in a 30-day suspension from riding the bus.

Once a client has been suspended, appointments will not be scheduled until the fare for the no-shows have been paid.

## Suspension of Service

The following infractions will result in a temporary to permanent suspension of The District services:

Three (3) no shows in a 45-day period will result in a 30-day suspension from riding the bus.

Three (3) late cancellations in a 45-day period will result in a 30-day suspension from riding the bus.

Passengers that have more cancelled trips than trips actually taken in a 45-day period will result in a 30-day suspension.

Note: The first suspension for no-shows or late cancellations is thirty days, the second suspension will be forty-five days, and the third suspension will be sixty days. After the third suspension for no-shows, permanent loss of ridership privileges may occur.

Loud and/or abusive behavior or language including profanity/racial or vulgar remarks directed at other passenger, or any staff member of The District.

**Dangerous Behavior and Physical Abuse.** Dangerous behavior is defined as any threat or action that could cause direct or indirect physical harm to the driver, vehicle, other passengers, or to the person. Physical abuse is defined as any action that may cause direct or indirect physical harm to a passenger, driver, or District employee. Under the Patriot Act of 2001 violent acts against mass transportation workers, passengers, vehicles and facilities are federal crimes.

Smoking while onboard a paratransit vehicle.

Deliberate fare evasion.

Refusing to exit the vehicle.

Disturbing the driver while on route.

## Compliments, Comments, & Complaints

Compliments, comments, and complaints should be submitted in writing if possible. Correspondence should be sent to the Customer Care Representative at 1759 N. Earl Rudder Freeway, Bryan, Texas 77803, or via e-mail to [customer care@btd.org](mailto:customer care@btd.org). If a written submittal is a hardship due to your disability, please call (979)778-0607 ext. 7008, or 1(800)272-0039.

**Compliments** - If any staff has been particularly helpful, or has gone out of their way to provide assistance, please let us know so we can acknowledge the employee's performance.

**Comments** - Any comments or suggestions you may have can be sent to the attention of the Customer Care Representative.

**Complaints** - Complaints should be submitted to the Customer Care Representative within three (3) business days of occurrence to ensure an appropriate response. Serious problems should be reported immediately. The complaint will be investigated by an Operations Director who will send the results of the investigation to the Customer Care Representative. The Customer Care Representative will then contact the complainant with the results of the investigation.

## Appeals Process

The appeals process should be used when a n applicant wishes to appeal the decision of The District staff regarding ineligibility of an applicant or for suspension of service. Service will not be provided during the appeals process.

Within sixty (60) working days after the determination of ine lligibility, the individual should file a written complaint to:

The District  
Customer Service Department  
1759 N. Earl Rudder Freeway  
Bryan, Texas, 77803

Upon receipt of the appeal, the Customer Service Department will contact the individual within five (5) business days to schedule an opportunity for the individual to be heard in person to present information and arguments. This hearing will be conducted at The District office by a representative of the Customer Service Department and a Vice President. Within five (5) working days of this hearing, the complainant will be notified in writing by The District as to the result of the hearing.

Individuals dissatisfied with the results of the appeals hearing may appeal the decision of the hearing to the Executive Vice President/Chief Administrative Officer of The District. Appeals to the Executive Vice President/Chief Administrative Officer should be filed in writing to 1759 N. Earl Rudder Freeway, Bryan, Texas 77803 or by calling (979)779-0607 or 1(800)272-0039. All such appeals will follow policy and procedures outlined by The District.

The District will provide transportation for all appeals related hearings. Reservations for these trips are made according to normal procedures.





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## **Dispatch/Reservations**

1(800)272-0039  
(979)778-4480

## **Main Office**

1759 N. Earl Rudder Freeway  
Bryan, Texas 77803  
(979)778-0607 or 1(800)272-0039

## **Regional Offices**

202 Pan American  
Livingston, Texas 77351  
(936)327-0192

1014 N. John Redditt Drive  
Lufkin, Texas 75904  
(936)639-3055

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# The District Application for Service

Application for D-Pass, S-Pass, Paratransit, D&R & Personal Care Attendant

Complete this form and return to:  
The District, 1759 N. Earl Rudder  
Freeway, Bryan, Texas 77803.

**The Fixed Routes travel set routes and schedules throughout the cities of Bryan/College Station, Lufkin, Nacogdoches and Cleveland. All buses are wheelchair accessible. Paratransit and Demand & Response is curb to curb transportation by appointment.**

Applying for ADA Paratransit. My origin & destination are within  $\frac{3}{4}$  of a mile along the fixed routes, but I am unable to ride the fixed routes due to a disability.

**The bottom section must be completed by your physician.**

State the reason you cannot use the fixed routes:

Applying for Demand & Response (D&R). My origin & destination are not within  $\frac{3}{4}$  of a mile along the fixed routes, or I am not ADA eligible but would like to use the curb-to-curb transportation. **If you require a PCA to travel with you, the bottom section must be completed by your physician.**

Applying for Fixed Route D-Pass (Disabled). I qualify for a D-Pass due to the disability listed below. This card entitles me to pay half fare on the fixed routes. **The bottom section must be completed by your physician.**

Applying for Fixed Route S-Pass (Seniors 60 and over). This card entitles me to pay half fare on the fixed routes. **Attach a photocopy of a driver's license or identification card that shows your age. If you require a PCA to travel with you, the bottom section must be completed by your physician.**

Name (Last, First, Middle Initial)	Telephone Number	Date of Birth	Can you get to a fixed route bus stop? <input type="checkbox"/> Yes <input type="checkbox"/> No
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Street Address, City, Zip Code	Mailing Address (If Different)
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Do you require a Personal Care Attendant? <input type="checkbox"/> Yes <input type="checkbox"/> No (If yes, your Physician must complete bottom section)	Do you use a wheelchair? <input type="checkbox"/> Yes <input type="checkbox"/> No Make _____ Model _____ Please state the combined weight of yourself & your wheelchair or scooter. _____ pounds
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If visually impaired, do you use a guide dog? <input type="checkbox"/> Yes <input type="checkbox"/> No	Do you use a cane? <input type="checkbox"/> Yes <input type="checkbox"/> No	Do you use a walker? <input type="checkbox"/> Yes <input type="checkbox"/> No
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Applicant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

If application is being completed by someone other than the applicant, please complete the line below.

Name: _____	Relationship: _____	Phone Number: _____
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## Must be Completed by Physician for D-Pass, ADA Paratransit, or if you will be traveling with a Personal Care Attendant

Disability/Medical Diagnosis: _____	Does client require a Personal Care Attendant? <input type="checkbox"/> Yes <input type="checkbox"/> No
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Physician's Telephone Number	Verifying Physician Name (Print)	Verifying Physician Signature
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### FOR BRAZOS TRANSIT DISTRICT OFFICE USE ONLY

Authorized by & Date: _____	<input type="checkbox"/> APPROVED <input type="checkbox"/> DENIED	<input type="checkbox"/> ADA Paratransit <input type="checkbox"/> D&R <input type="checkbox"/> S-Pass # _____ <input type="checkbox"/> D-Pass # _____	PCA Approved <input type="checkbox"/> Yes <input type="checkbox"/> No	BTD-13
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