



Brazos Transit District

ADA Paratransit Passenger Guide



May 2024

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

Si requiere esta información en español, por favor póngase en contacto con BTD en 979-778-0607

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ADA Paratransit

About Brazos Transit District

Brazos Transit District (BTD) is a general public transportation provider. We operate fixed routes, ADA Paratransit, and Demand & Response services. BTD was founded in 1974 and provided service in the seven counties of the Brazos Valley Region. BTD now serves 16 counties in Central and East Texas encompassing 16,987 square miles with a population of 1,449,028 (US Census Bureau estimate 2014). BTD is a Political Subdivision of the State of Texas and receives funding through the Federal Transit Administration (FTA) and the Texas Department of Transportation (TxDOT).

Dispatch/Reservations (800)272-0039 (979)778-4480	Main Office 2117 Nuches Ln. Bryan, Texas 77803 (979)778-0607 or (800)272-0039
Operations 1759 N. Earl Rudder Freeway Bryan, Texas 77803	Roy Kelly Terminal 301 E. 26 th Street Bryan, Texas 77803 979-778-4489
Jennings Station 302 S. First Street Lufkin, Texas 75901 936-639-2641	Transfer Point 3350 S. Texas Ave. Bryan, Texas 77802 979-260-7730

Brazos Transit District (BTD) is a recipient of federal funding to provide general public transportation. BTD operates programs subject to the non-discrimination requirements under Title VI of the Civil Rights Act of 1964.

BTD is committed to providing non-discriminatory service and does not discriminate as to age, sex, sexual orientation, color, race, national origin, religion or non-religion, disability, gender or gender identity. If you feel that you have been discriminated against you may file a complaint by calling (979)778-0607 ext. 7008, or (800)272-0039, via email to customer care@btd.org, or by mail to: Customer Care, 2117 Nuches Ln. Bryan, Texas 77803.

The BTD Title VI Plan is available on the BTD website, or contact BTD's Title VI Program Coordinator at (979)778-0607.

Service Area

ADA Paratransit is provided in the cities of Bryan/College Station, Cleveland, Lufkin, Nacogdoches, Diboll, and Liberty/Dayton/Ames. The paratransit trip origin and destination must be within 3/4-mile radius of the fixed routes. To see if your trip qualifies for ADA Paratransit service, please reference the following: <http://www.btd.org/fixed-routes/map/>.

Description of Service

ADA Paratransit - Section 223 of the Americans with Disabilities Act of 1990 (ADA) requires that public entities that operate non-commuter fixed route transportation services also provide complementary ADA Paratransit service for individuals unable to use the fixed route system due to a disability. BTD's ADA Paratransit service is provided to those individuals with disabilities that are prevented from using the fixed route bus system for their particular trip needs.

Eligibility for complementary ADA Paratransit service is directly related to the inability of a person with a disability to use the existing fixed route system. ADA Paratransit service offered by BTB is designed to assist those qualified individuals who are unable to ride the fixed route bus system, including those who are unable to get to or from the system, or to board, ride, navigate, or disembark from the fixed route vehicles, which are fully accessible. The ADA Paratransit service is only available for qualified individuals and a Personal Care Attendant (PCA) (for free), and one companion (for a fare). Additional companions may ride based on space availability (for a fare).

BTB is 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, but the trip length will not be excessive. Excessive trip length for BTB is one hour.

With no destination restrictions, BTB can take you anywhere you want to go. BTB can take you shopping, to work, visiting friends and family, to medical appointments, or anywhere you need to go, as long as the trip origin and destination are within 3/4-mile radius of the fixed routes.

BTB may deny service if it's determined the person scheduling a trip represents a direct threat to the health or safety of others, including our drivers and passengers. We encourage anyone who feels ill to reschedule the trip and stay home. Do not enter or use BTB's services, system and property if such person currently has, or is exhibiting known or suspected symptoms of an infectious disease that endangers public health. Boarding with uncovered health-related open sores and wounds; visible bodily fluids on clothing or skin is not permitted. Boarding with ailments that would cause a direct threat to the health and safety of others is not permitted.

ADA Paratransit standards are provided for in 49 CFR 37.123 of the Code of Federal Regulations.

The ADA Paratransit service is a shared ride, origin to destination service offered to those who cannot access the fixed routes due to a disability, and have an origin and destination within 3/4-mile radius of the fixed routes.

These transportation services are limited to the cities of Bryan/College Station, Lufkin, Nacogdoches, Cleveland, Diboll, and Liberty/Dayton/Ames. Verification of trip origin and destination eligibility will be made at the time of booking.

Trips may be made for any purpose. Appointments can be made up to seven days in advance and up to next day service. Appointments for next day service will be taken until 5:00 pm.

Certification/Re-Certification

Interested ADA Paratransit passengers and their physician must complete **Part A** and **Part B** of BTB's application for ADA Paratransit Service, and receive approval before transportation will be provided. The maximum certification period is three years; however, eligibility periods may vary according to each individual's functional ability to use the fixed route bus system.

BTB has established a process for determining ADA Paratransit eligibility. Eligibility is to be strictly limited to certain categories of individuals:

- Any person with a disability who is unable to board, ride, or disembark from an accessible vehicle without the assistance of another person (except for the operator of a lift or other boarding device).
- Any person with a disability who could ride an accessible vehicle but the route is not accessible due to a physical barrier, for example: no curb cuts for clients in wheelchairs, railroad tracks, or temporary construction.

- Any person with a disability who has a specific impairment related condition that prevents the person from traveling to or from a boarding/disembarking location.

Recertification may be required for each ADA Paratransit passenger dependent upon the initial eligibility. All recertification material will be mailed to you the month prior to the expiration date listed on your ADA Paratransit card. Passengers who have a disability or condition which permanently prevents them from using the fixed route system, now or at any point in the future, may be allowed to bypass the standard eligibility recertification process. These qualifying passengers will be notified that they are not required to resubmit the ADA application; instead, they will be required to update their information on an ongoing basis.

NOTE: *If you should change your address, lose your card, or if your disability changes, you must notify us by calling: (800)272-0039.*

Special Accommodations

Reasonable Modification: BTD is committed to the Americans with Disabilities Act (ADA) and complies with all applicable rules and regulations issued by the United States Department of Transportation (USDOT) and the Federal Transit Administration (FTA). BTD provides reasonable modification to policies and procedures to customers with disabilities to ensure they can effectively use the agency's transit services. A reasonable modification is one in which the individual with a disability must have the modification to fully use the services provided by BTD for the purpose intended by BTD. Each request to a modification of the service provided by BTD must depend on the facts and circumstances of each individual situation.

Individuals requesting a modification should describe what they need in order to use BTD buses and paratransit services. When feasible, please make any requests for modifications in advance by contacting: BTD Customer Service at 979-778-0607. Requests may not be considered if they require a fundamental alteration to service. BTD also cannot expose anyone or any equipment to health or safety risks. The reasonable modification requested must truly be needed by the passenger making the request in order for the trip to be made. Where a request for modification cannot be made, such as a barrier or condition exists on fixed-route or paratransit service of which an individual with a disability is unaware, a determination will be made at that time.

For more information, to make a request or to file a complaint regarding a failure to provide a reasonable modification to policies and procedures, please contact:

Customer Care

Email: customercare@btd.org

Phone: 979-778-0607

Mail: 2117 Nuches Ln. Bryan, Texas 77803

Visitors: Persons that visit the service area and are certified by another agency as ADA Paratransit eligible will be provided reciprocal service for up to 21 days during a 365-day period beginning with the first day of service. If the individual plans on being in the service area longer than 21 days, the individual will be required to complete BTD's ADA Paratransit Application and be determined eligible before they may continue riding as an ADA customer. Visitors must also follow BTD's scheduling processes.

How to Reserve an ADA Paratransit Trip

Once you are eligible for ADA Paratransit service, you may reserve a trip. You can reserve your ADA Paratransit trip from one to seven days in advance of your trip. BTDD's scheduling office is open for reservations from 7:00 am until 5:00 pm, Monday through Friday (excluding holidays). If you need to call on a Sunday or on a holiday to reserve a trip for the next day, an answering machine will record your request and BTDD will call you back the next morning to confirm your ride. Calls must be received by 5:00 pm in order to receive service for the next day. **Same day trips are based on availability only.**

Scheduling Trips: During the busiest scheduling times of the day (early mornings and late afternoons) you may be placed on hold until transportation scheduling staff can assist you. During these busy times, hold times could be longer than usual, but BTDD strives to ensure that hold times are not excessive, in accordance with FTA regulations. To reserve a trip, call the transportation call center at (800)272-0039 or (979)778-4480. Scheduling staff will guide you through the process of reserving a trip. Scheduling staff will ask for the following information, please have this information ready when you call.

1. Your first and last name.
2. The date and day of the week you need a trip.
3. The street address where you need to be picked up.
4. The destination street address of where you are going and the telephone number (if you have it and any point of reference that might help the BTDD ADA Paratransit driver find the location). If you will be going to a large facility that has several entrances (such as a mall or large medical facility), please indicate the exact point where you would like to be dropped off.
5. The time you would like to arrive (the appointment time).
6. The time you will be ready to be picked up for a return trip.
7. If you use a mobility device such as a wheelchair, walker, scooter, or if you will need to use the lift, please let BTDD know at the time of scheduling. BTDD will transport all mobility devices that meet the vehicle manufacturer limits, which states that BTDD may not be able to accommodate mobility devices longer than 48" or wider than 30" or weigh more than 600 pounds.
8. If a Personal Care Attendant (PCA) or companion(s) will be traveling with you.
9. If you will be traveling with a child that requires a child safety seat.
10. If a service animal will be riding with you.
11. Any other information you feel BTDD should know to safely and comfortably serve you.

Scheduling staff will enter this information into the computer scheduling system that will identify a vehicle available to serve you. You may be put on hold while the best travel option is identified.

Scheduling Return Trips

Although it is difficult to know ahead of time exactly when you will be ready for your return trip, it is very important to schedule the time as accurately as possible. Leave some extra time if you are not sure. If you are going to a doctor's office or other medical appointment, tell the person who is making your medical appointment that you will be using BTDD's ADA Paratransit service. Ask them how long the appointment will take. This will help you to set your return time with BTDD. If you have an appointment at 9:00 am, you might want to tell scheduling staff that you would like to arrive no later than 8:45 am. Similarly, please leave time to get to the place where the ADA Paratransit vehicle will pick you up for your return trip. For example, if you work until 5:00 pm, you should ask scheduling staff for a 5:15 pm pick-up. If you cannot be picked up to return earlier than a certain time (for example, you cannot be picked up from work until 5:15 pm), let scheduling staff know this. If you do not have a specific appointment time and can be flexible about your travel times, let the scheduling staff know this.

Pick-Up Time

After you have provided the above trip information, scheduling staff will offer you your trip options. BTD will make every effort to accommodate the pick-up and drop-off times you requested. However, since ADA Paratransit service is a shared ride service and other customers may need to be scheduled on the same vehicle, it may be necessary to get you to your appointment earlier or pick you up for a return later than your request.

To ensure the scheduling options that are offered meet customer needs, BTD has established the following ADA compliant guidelines for the ADA Paratransit scheduling process:

- Every effort will be made to schedule your trip so you do not arrive more than 30 minutes before your requested drop off time.
- Every effort will be made to schedule a return pick-up no later than 30 minutes after the time you have requested.
- Every effort will be made to schedule trips so travel times are comparable to the time it would take to make the trip by fixed route bus.

The actual pick-up time will be within the first 30 minutes of the hour before or after your appointment time. This is called the “30-minute ready window”. This window of time is needed to group trips and to accommodate unexpected traffic conditions, weather conditions or other delays and schedule changes. It is important that you are ready to meet the Paratransit vehicle during this 30-minute window of time.

EXAMPLE: A customer asks for a trip to and from work. The customer works from 9:00 am to 5:00 pm. So she/he requests an 8:45 am drop-off in the morning and a 5:15 pm pick-up in the afternoon. Scheduling staff is able to offer an 8:00 am pick-up in the morning and a 5:45 pm return pick-up in the afternoon. In the morning, the ready time is 8:00 am and the customer needs to be ready to meet the vehicle between 7:45 am and 8:15 am (the ready window). For the return, the customer’s ready time is 5:45 pm and the ready window is from 5:30 pm to 6:00 pm.

Out of courtesy to other ADA Paratransit service customers who are scheduled on the same vehicle, the BTD ADA Paratransit driver will wait for a customer no longer than five minutes within the ready window. The vehicle will depart when the five-minute period is up. Customers must be ready to depart at any time during the 30-minute ready window specified when the reservation was made. If a customer has not boarded the vehicle within five minutes after the vehicle arrives, the vehicle will depart.

When you schedule your trip, you will be given a confirmation of your appointment from the scheduler. You will also receive an automated phone call between 5:00 pm and 7:00 pm the evening before your scheduled appointment with an additional confirmation and an approximate pick-up window the bus will arrive to pick you up the next day. When the bus is within 15 minutes of arriving at your origin, you will receive another automated call, informing you that the bus will be there shortly. It is the customer’s responsibility to be prepared to board when the vehicle arrives.

How to Change a Scheduled Trip

If your plans change and you need to adjust your trip times, call the transportation call center at (800)272-0039 or (979)778-4480. Remember the BTD transportation call center is open Monday through Friday from 7:00 am until 5:00 pm (excluding holidays). If you call on Sundays or holidays to change or request a trip for the next day only, an answering machine will take the information and BTD will call you back the next morning to confirm your trip. If you do not hear from us, assume your trip was scheduled at your requested time. Tell scheduling staff you would like to change a trip that has already been scheduled. Scheduling staff will ask you:

1. Your first and last name.

2. The date and time of the trip you are calling to change.
3. The new times you would like to schedule or changes you would like to make.

Scheduling staff will always try to accommodate your needs, but changes to your original trip request may result in adjustments to your pick-up times or may not always be possible without advance notice.

NOTE: *ADA Paratransit pick-up times or pick-up/drop-off locations cannot be changed on the day of your trip. These changes would create an inconvenience to other customers.*

How to Cancel a Scheduled Trip

Late cancellations cost BTM and taxpayers thousands of dollars each year and affect our ability to provide trips to other customers. If you have scheduled a trip you no longer need to take, please call the transportation call center as soon as possible to cancel your trip.

BTD ADA Paratransit Driver Assistance

For some individuals, or at some locations, BTD ADA Paratransit driver assistance may need to be provided that goes beyond basic curbside service. This additional assistance will be provided based on the nature of an individual's disability and the accessibility of the origin and destination locations.

BTD's ADA Paratransit service is an origin-to-destination service. At your request, BTD ADA Paratransit drivers will assist as you enter and exit the vehicle, and will assist you with fastening the seat belt. **BTD ADA Paratransit drivers are not permitted to enter a private residence.** When needed and requested, BTD ADA Paratransit drivers can provide basic balance support to assist you in safely traveling from the door of your origin or destination to the vehicle. This additional assistance needs to be requested at the time the trip is scheduled to adjust for the extra time. BTD ADA Paratransit drivers will not enter your residence to assist with personal items, or go beyond the door of your destination to assist you. BTD ADA Paratransit drivers will not operate a power wheelchair, scooter or other mobility aid.

If the BTD ADA Paratransit driver perceives a situation as not safe due to personal safety threats, perceived risk of injury or safety of conditions, BTD ADA Paratransit drivers will not assist with your travel to and from the vehicle. BTD ADA Paratransit drivers must be in effective control of the vehicle at all times. To ensure this they are not allowed to travel more than 150 feet from, or leave sight of the vehicle that they are operating. Therefore, if the door to your residence or destination is further than 150 feet from or not within sight of the vehicle, BTD ADA Paratransit drivers will only be able to assist you to the point of travel that is within a safe distance or still within sight of the vehicle.

NOTE: *If you need assistance getting inside your residence or inside your destination, please arrange to have someone other than BTD ADA Paratransit drivers assist you.*

Personal Care Attendants (PCA)

Customers with disabilities can have a PCA with them on all BTD vehicles. A PCA is someone whose services or presence is medically or socially needed by the passenger to meet his/her needs, or to assist in traveling.

To be able to have a PCA ride the ADA Paratransit service, you must be registered with us as needing a PCA. This is done as part of the eligibility process. If you did not indicate a need for a PCA when you first applied to be eligible for ADA Paratransit service and now need a PCA, you should call the transportation call center at (800)272-0039 and ask to have your need for a PCA recorded, and BTD can have the forms sent to you.

You will need to tell transportation call center staff when you schedule trips that you will be traveling with a PCA. This ensures that there will be room on the ADA Paratransit vehicle for you, your PCA and

other scheduled customers, and alerts transportation call center staff and BTDA ADA Paratransit drivers that a PCA will be riding at no charge.

BTD does not provide PCA's. A PCA can be a caregiver, adult child, spouse, or a friend or neighbor who is needed to assist the passenger. A PCA must have the same pick-up and drop-off locations as the passenger. A PCA rides at no additional charge on both BTDA ADA Paratransit service and the fixed route system. If you do not have anyone to assist you, check the yellow pages under social service organizations.

Guests/Companions

A guest/companion is someone you want to bring along to share the trip, not someone you must bring to assist; a guest/companion pays the regular fare.

Mobility Devices

The ADA definition of a wheelchair is: a mobility device belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairment, whether operated manually or powered.

However, the ADA does not require transportation providers to accommodate devices that are not primarily designed or intended to assist persons with mobility disabilities (e.g., skateboards, bicycles, shopping carts), apart from general policies applicable to all passengers who might seek to bring such devices into a vehicle.

If you use a mobility device such as a wheelchair, walker, scooter, or if you will need to use the lift, please let BTDA know at the time of scheduling. BTDA will transport all mobility devices that meet the vehicle manufacturer limits, which states that BTDA may not be able to accommodate mobility devices longer than 48" or wider than 30" or weigh more than 600 pounds. Some multi-wheeled mobility devices like scooters are difficult to secure on ADA Paratransit vehicles. Some multi-wheeled mobility devices also come with a warning from the manufacturer that they should not be used as seats on moving vehicles. Thus, BTDA ADA Paratransit drivers may recommend you to transfer to a vehicle seat if you can do so, but will not require you to transfer.

Mobility devices should be sufficiently charged to accomplish your travel needs for the day. Drivers are not permitted to manually load an electric mobility device that are not sufficiently charged.

Mobility Device Securement & Seat Belt Policy

BTD requires all mobility devices to be secured with the tie-down equipment provided on the vehicle. Tie-down equipment includes straps to secure the mobility device to the floor along with lap and shoulder belts for the passenger. Depending on the type of vehicle you are being transported in, lap and shoulder belts may be optional, however they are highly recommended for your safety. Mobility devices must be secured. Mobility devices must have brakes engaged while on-board. Service will be denied if the passenger refuses this policy.

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

If needed, the driver will help maneuver the mobility device onto the lift. BTDA is not responsible for mobility device damages incurred in the normal operational procedures of the transit vehicle. Drivers will not operate the powered mobility device.

Respirators & Portable Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on ADA Paratransit vehicles. BTD ADA Paratransit drivers will assist you in securing this equipment on the vehicle. BTD ADA Paratransit drivers are not permitted, however, to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to bring a qualified attendant along with you.

Service Animals

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

- Service animals must not soil the vehicle.
- Service animals must not growl at customers, the driver, nor other service animals.
- Service animals may not occupy vehicle seat.

Drivers may ask the following questions about service animals:

- Is it a service animal?
- What type of tasks has the animal been trained to perform?

Packages & Personal Items

You may bring a limited amount of cargo (grocery bags, luggage or other packages or personal items) with you on ADA Paratransit service. To ensure adequate room and safe travel for all customers, you are allowed to bring what you can carry onto the bus in one trip. Cargo must be stowed under the seat in front of you, or in your lap. All items must remain out of the bus aisle and cannot take up a seat if the seat is needed for a customer.

Days & Hours

Hours of operation for ADA Paratransit are Monday through Friday from 5:00 am to 7:00 pm, excluding holidays. Administrative Office hours are Monday through Friday, 8:00 am to 5:00 pm, excluding holidays.

BTD's scheduling office is open for reservations from 7:00 am to 5:00 pm Monday through Friday (excluding holidays). If you need to call on a Sunday or on a holiday to request a trip for the next day, an answering machine will record your request and BTD will call you back the next morning to confirm your trip. Calls must be received by 5:00 pm in order to receive service for the next day. **Same day trips are based on availability only.**

Eligibility & Application for ADA Paratransit Service

All of our vehicles are wheelchair accessible so anyone may ride on the fixed route system for a more economical trip. BTD has fixed routes in Bryan/College Station, Cleveland, Liberty, Dayton, Ames, Lufkin, and Nacogdoches. To find the closest fixed route to you, you can call dispatch at (800)272-0039 or visit us on the web and type in your address and city: <http://www.btd.org/fixed-routes/map/>

The fixed routes are half fare of ADA Paratransit, and seniors and disabled individuals are offered Senior and Disabled passes to use on the fixed routes. For example, ADA Paratransit is \$2.00 each way and with the senior or disabled card the fare would be \$0.50 each way on the fixed routes.

ADA Paratransit service is offered for persons with disabilities who cannot access the fixed routes due to a physical or mental impairment, and have an origin and destination within 3/4-mile radius of the fixed routes. If you are approved as an ADA Paratransit passenger this will only pertain to the trips taken within the ADA Paratransit service area, otherwise you will be classified as a Demand & Response passenger.

All complete applications will be reviewed by BTB staff. **Part A and Part B** of the ADA Paratransit application must be complete and submitted together, in order to be processed. Incomplete applications will be returned so that they can be completed. Completed applications may be mailed, or dropped off in person to BTB, 2117 Nuches Ln., Bryan, TX, 77803 or they may be faxed to (979)778- 3606.

Simply having a disability does not qualify you for ADA Paratransit. Individuals may be ADA Paratransit eligible on the basis of a temporary or permanent disability. The process is to ensure that only persons who meet the regulatory criteria are regarded as eligible for ADA Paratransit.

Applicants may be granted full ADA Paratransit or Conditional ADA Paratransit. An example of conditional ADA Paratransit is trip specific conditions that prevent an individual from using the fixed route system for all trips. For example, a wheelchair user may be able to use the fixed route system for regular travel between home and work, but may require ADA Paratransit service when traveling to areas where a lack of pedestrian infrastructure prevents him or her from reaching a fixed route bus stop. This individual would therefore be eligible for ADA Paratransit service for trips to and from those areas.

Determination of eligibility will be made within 21 business days from receipt of the completed application. If you need assistance in completing your application, please call (979)778-4480 or (800)272-0039. During the application process, demand and response service will be provided to the applicant. If eligibility is unable to be determined, BTB staff will contact the professional listed on the application for service. If the application has not been processed by the 21st day of receipt, applicants are treated as ADA eligible and provided service starting on the 22nd day, until a decision is made.

Applicants that are denied ADA Paratransit service will be mailed a letter detailing the reason of the eligibility criteria of the denial and the letter will also state how to appeal the decision. The applicant has sixty (60) days to appeal the decision.

Demand & Response transportation will be provided pending the determination of the appeal, but if the decision takes longer than 30 days after completing the appeals process, ADA Paratransit service will be provided from the 31st day until a decision is issued. A written notification of the appeal determination, with the reason for it, will be mailed.

Upon receipt of the appeal, the Customer Service Department will contact the individual within five business days to schedule an appointment for the opportunity to be heard and/or to present information. The person hearing the appeal will not be the person who made the original decision to deny eligibility. Within five business days of this hearing, the applicant will be notified in writing by BTB 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 Chief Executive Officer (CEO) of BTB within five business days. Appeals to the CEO should be filed in writing to 2117 Nuches Ln., Bryan, Texas 77803 or by calling (979)778-0607 ext. 0 or (800)272-0039. Within five business days of this hearing, the applicant will be notified in writing by BTB as to the result of the hearing.

BTB will provide demand and response transportation for all appeals related hearings. Reservations for these trips are made according to normal procedures.

A copy of the application for ADA Paratransit Service is incorporated into this booklet, or may be obtained by contacting BTB at (979)778-0607 or (800)272-0039. Applications may also be downloaded from our website at www.btd.org.

Fares, Tickets & Passes

The one-way fare must be paid each time you board the bus. Drivers accept cash, tickets, and passes, but do not accept checks. You may also pre-pay for a scheduled trip over the phone with a credit card by calling (800)272-0039 and let the scheduling staff know at the time you schedule your appointment. Please have exact fare ready when boarding the bus. Drivers do not carry cash or make change. Children 2 years of age or under ride free of charge. Children age 3 and above are charged full fare. Personal Care Attendants (PCA's) ride free with approved application on file.

ADA Paratransit One Way.....	\$2.00
Additional Trips.....	\$1.50*

Tickets & Passes

Round Trips.....	\$4.00
Ticket Book 40 tickets (20 Round Trips).....	\$80.00
Multi-Ride Pass 42 punches (21 Round Trips).....	\$84.00

* 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 credit card over the phone (979)778-0607 ext. 0, by mail, or at BTM offices located at:

- 2117 Nuches Lane, Bryan, Texas 77803
- 302 S. First Street, Lufkin, Texas 75904
- 301 E. 26th Street, Bryan, Texas 77803
- 3350 S. Texas Avenue, Bryan, Texas 77802

If paying with cash at an office, please have the exact amount as BTM does not have cash on hand to make change. Checks and money orders should be made payable to Brazos Transit District. BTM also accepts Visa, MasterCard, American Express and Discover credit cards. Do not send cash for mail purchases. If you have any questions regarding fares or ticket purchases, please contact BTM at (979)778-0607 or (800)272-0039. Lost, destroyed, or unused tickets and passes will not be replaced or refunded.

General Policies

BTM is not responsible for any lost or stolen items left on the bus. Passengers may call BTM at (800)272-0039 or (979)778-4480 to find out about any personal items they may have left on the vehicle. If recovered, BTM will hold personal items for 30 days prior to disposal.

If possible BTM will enter gated communities. A supervisor will determine if it is safe for the bus to enter and exit the community without having to maneuver vehicles that may be parked. If the bus can enter the gated community, you will need to obtain a letter from the community/owner stating that the bus is permitted to enter the property, include the gate code, and it must be mailed or faxed to our main office location in Bryan (979)778-3606, to have on file.

- Smoking, eating, or drinking is not permitted on any BTM vehicle.
- Only personal assistance animals are permitted in any BTM vehicle.
- Loud 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.
- No harassment or physical or verbal abuse of drivers, staff or passengers.
- Behavior or conduct that berates, belittles, or otherwise makes interaction or communication difficult or impossible is prohibited.

- Passengers may not leave personal items on the bus. BTD is not responsible for personal items left on the bus. Passengers may call BTD at (800)272-0039 or (979)778-4480 to find out about any personal items they may have left on the vehicle. If recovered, BTD will hold personal items for thirty (30) days prior to disposal.
- Strollers are permitted. Children must be removed from the stroller and the stroller must be folded up and patron waiting and ready to board when the bus arrives. Upon boarding the stroller may then be stowed in the row with the patron.
- Drivers are restricted from entering any home or facility.
- BTD reserves the right to restrict certain items on all buses. Ex: shopping carts, wagons, luggage trolley, wheel barrows, trunks, appliances, etc.
- Mobility aids (i.e. walkers, etc.) which can be folded must be folded and kept secure with the customer without blocking the aisle or doorways, or depriving another customer of a seat. At no time shall anyone use a walker as a seat even if it is secured.
- 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 BTD's vehicles under the influence of alcohol or illegal drugs is prohibited. The use of any tobacco products and/or e-cigs are prohibited.
- Audio/music players are not permitted to be played aloud while on any vehicle of BTD.
- Boarding with uncovered health-related open sores and wounds; visible bodily fluids on clothing or skin is not permitted.
- Boarding with ailments that would cause a direct threat to the health and safety of others is not permitted.
- Do not enter or use BTD's services, system and property if such person currently has, or is exhibiting known or suspected symptoms of an infectious disease that endangers public health.
- Panhandling and soliciting are not allowed.
- No deliberate fare evasion.
- No littering in the vehicle or out of the vehicle.
- No vandalizing any BTD vehicle, facility or property by writing, marking, scribbling, defacing, or causing damage to or destruction of.
- Shirt, pants/shorts/skirt and shoes are required.
- Please do not interfere with the operation of a vehicle, including by talking to the operator while the vehicle is in motion.
- Spitting, urinating, defecating or exposing one's body parts will be subject for immediate removal from the vehicle and possible loss of ridership privileges.
- Please do not perform tasks of basic hygiene, like clipping nails or flossing teeth while on board our vehicles.
- Drivers do not perform medical assistance.
- BTD does not provide child safety seats. Passengers traveling with a child that requires a child safety seat will have to provide the required seat. Per state of Texas law children younger than 8 years old, unless taller than 4'9", are required to be in the appropriate child safety seat system wherever they ride in a passenger vehicle.

On-Line Services

Through our online service located at <http://www.btd.org/book-online/>. Clients can make trips, cancel trips, check on times and update your information.

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 days per week to qualify for subscription service.

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

No-Shows & Late Cancellations

No-Shows are very costly to BTD. Before you place a reservation for a ride, be certain you really want to travel.

A no-show occurs when the bus arrives within the pick-up window and the passenger is not ready, declines to ride, or is not at the location of the scheduled pick-up. **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 minutes after they arrive within a passenger's scheduled pick-up window. If the passenger is not at the bus within the five 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 cancelled.

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 to schedule another trip. If space is available, another bus will be dispatched to your location. However, you will be required to pay a same day trip fare.

Events that are beyond the customer's control (medical emergencies, sudden illness, hospital stays, etc.) will not be counted as a no-show.

If a customer schedules less than forty trips in a given month and has four (4) or more no-shows, he/she is in violation of the No-Show Policy. Customers who travel more frequently are in violation if the number of no-shows equals 10% or more of their scheduled trips. No-shows are set to zero at the beginning of each month.

Penalties are as follows:

1. The first suspension occurrence will result in a 4-day suspension penalty.
2. The second suspension occurrence will result in a 7-day suspension penalty.
3. The third suspension occurrence will result in a 10-day suspension penalty.

Customers in violation of the No-Show Policy will be notified in writing with a suspension notification letter. The letter will identify the dates of each no-show from the previous month, as well as the future dates of service suspension. Before the suspension is imposed, the customer will have the opportunity to appeal. Customers must request a no-show suspension appeal within 10 calendar days of receipt of the suspension letter. Appeals can be submitted in the following ways:

In person at 2117 Nuches Ln, Bryan, TX 77803

By phone by calling 979-778-0607 and asking for Customer Care.

In writing sent to 2117 Nuches Ln, Bryan, TX 77803

Once an appeal has been submitted, the customer may continue to ride until the investigation is complete and a final decision has been made regarding suspension of service. The customer will be notified in writing the outcome of the investigation.

Passengers having three cancellations or no-shows within 30 calendar days will be dropped from subscription service.

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

Suspension of Service

The following infractions may result in a temporary to permanent suspension of BTD services. Unless noted below, the suspension may result in 30 working days for the first occurrence, 60 working days for the second occurrence, 90 working days for the third occurrence. The fourth occurrence may result in permanent suspension from riding any BTD bus. The severity of the infraction could possibly result in permanent suspension without warning or with no previous occurrences.

- Loud and/or abusive behavior or language including profanity/racial or vulgar remarks directed at other passengers, or any staff member of BTD.
- Harassment or physical or verbal abuse of drivers, staff or passengers.
- Behavior or conduct that berates, belittles, or otherwise makes interaction or communication difficult or impossible is prohibited.
- Making threats to harm the driver or other passengers on board.
- Making threats to kill the driver, BTD staff, or other passengers.
- Dangerous and disruptive behavior and/or physical abuse; defined as any action that could cause direct or indirect physical harm to the driver, vehicle, other passengers, any person, or BTD employee. Under the Patriot Act of 2001 violent acts against mass transportation workers, passengers, vehicles and facilities are federal crimes. This will result in permanent suspension from all BTD services.
- Riding BTD's vehicles under the influence of alcohol or illegal drugs is prohibited.
- Use of any tobacco products and/or e-cigs are prohibited.
- Fare evasion.
- Refusing to exit the vehicle.
- Disturbing the driver while on route.

Compliments, Comments & Complaints

Compliments, comments and/or complaints should be submitted in writing if possible. Correspondence should be sent to the Customer Care Representative at 2117 Nuches Ln., Bryan, Texas 77803, or via e-mail to customercare@btd.org. If a written submittal is a hardship due to a disability, please call (979)778-0607 ext. 7008, or (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 BTD 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 one hundred and eighty (180) days of occurrence to ensure an appropriate response. Serious problems should be reported immediately. The complaint will be investigated by the responsible staff 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 may be used when a passenger wishes to appeal the decision of BTB's staff regarding a suspension of service. Passengers will not be granted access to BTB's service during the appeals process.

Within 30 working days after the determination of ineligibility, the individual should file a written complaint to: Brazos Transit District, Customer Service Department, 2117 Nuches Ln., Bryan, Texas, 77803.

Upon receipt of the appeal, the Customer Service Department will contact the individual within five 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 BTB's office by a representative of the Customer Service Department and the Deputy CEO/General Manager. Within five working days of this hearing, the complainant will be notified in writing by BTB 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 Deputy CEO/General Manager of BTB. Appeals to the Deputy CEO/General Manager should be filed in writing to 2117 Nuches Ln., Bryan, Texas 77803 or by calling (979)778-0607 or (800)272- 0039. All such appeals will follow policy and procedures outlined by BTB.

BTB will provide transportation, if requested, for all appeals related hearings.

Important Telephone Numbers

- ADA Paratransit Scheduling and Assistance: (800)272-0039 or (979)778-4480
- Brazos Transit District Administrative office: (979)778-0607
- Fax line for completed applications: (979)778-3606

Brazos Transit District Web Address

www.btd.org



Brazos Transit District
ADA Paratransit Transportation Application

PART A and PART B must be completed and submitted together in order to process the application.

Office Use ONLY: <input type="checkbox"/> Approved <input type="checkbox"/> Denied Date: _____ Client: _____
--

PART A: To be completed by applicant or on behalf of the applicant.

PLEASE PRINT

Date: _____ Gender: Male Female

Name: Last: _____ First: _____ MI: _____

Residence Street Address: _____

Apt No: _____ Is the apartment complex gated: Yes _____ No _____

City: _____ State: _____ Zip: _____

Mailing Address (if different): _____

Date of Birth: _____ Home Phone: _____

Cell Phone: _____ Work Phone: _____

APPLICANT EMERGENCY CONTACTS:

Primary Contact:

Name: _____

Relationship: _____

Address: _____

Home Phone: _____ Cell Phone: _____

Secondary Contact:

Name: _____

Relationship: _____

Address: _____

Home Phone: _____ Cell Phone: _____

APPLICANT INFORMATION:

1. Are you a: Current ADA Paratransit Rider New Applicant

2. Which of the following condition(s), if any, prevent you from using the Fixed Route system (city buses) in Bryan/College Station, Lufkin, Nacogdoches, Diboll or Liberty/Dayton/Ames?

- | | | |
|-----------------------------------|---|--|
| <input type="checkbox"/> None | <input type="checkbox"/> Mental Illness | <input type="checkbox"/> Intellectual Disability |
| <input type="checkbox"/> Physical | <input type="checkbox"/> Brain Injury | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Visual | <input type="checkbox"/> Deaf | <input type="checkbox"/> |

3. Briefly explain how your disability prevents you from using the fixed route buses (city buses).

4. Is your disability or health condition: Permanent Temporary?

If temporary; expected to last until: _____

5. Please indicate the primary mobility aid you use when traveling in the community:

- | | |
|--|---|
| <input type="checkbox"/> Manual Wheelchair | <input type="checkbox"/> Service Animal |
| <input type="checkbox"/> Wheeled Walker | <input type="checkbox"/> Hearing Device |
| <input type="checkbox"/> Cane | <input type="checkbox"/> Leg Braces |
| <input type="checkbox"/> Foldable Wheelchair | <input type="checkbox"/> Scooter |
| <input type="checkbox"/> Foldable Walker | <input type="checkbox"/> Oxygen Tank |
| <input type="checkbox"/> Segway | <input type="checkbox"/> Prosthesis |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Power Wheelchair | |

Note: The ADA (Americans with Disabilities Act) states that a transportation provider may decline to carry a mobility device/occupant if the combined weight exceeds that of the lift specifications set by the manufacturer, or if the carriage of the mobility device is demonstrated to be inconsistent with legitimate safety requirements. BTD will transport all mobility devices that meet the vehicle manufacturer limits, which states that BTD may not be able to accommodate mobility devices longer than 48" or wider than 30" or weigh more than 600 pounds.

6. Can you climb ten steps with a handrail, without assistance from another person?

YES

NO

If no, why not? _____

7. If applicant has a disability affecting mobility, please indicate what distance you are able to travel without the assistance of another person.

less than 200 ft.

5 to 6 blocks

1 to 2 blocks

7 to 8 blocks

3 to 4 blocks

9 or more blocks

8. Do you travel with a Personal Care Attendant (PCA)?

YES

NO

Sometimes

9. Have you ever used the fixed route service (city buses)?

YES

NO

10. If YES, why are you no longer able to use the fixed route city buses?

11. If you have a cognitive disability, are you able to: (check all that apply)

Give name, address and telephone numbers upon request?

Recognize a destination or landmark?

Deal with unexpected situation or unexpected changes in routine?

Ask for, understand, and follow directions?

Safely and effectively travel through crowded and/or complex facilities?

Explain: _____

12. Describe your neighborhood: (check all that apply)

Sidewalks in front of your residence.

Wheelchair ramps at your residence.

Paved road in front of your residence.

Unpaved road in front of your residence.

ACKNOWLEDGEMENT

I agree to pay the exact fare for each trip. I agree to notify Brazos Transit District of any changes in my mobility status, which may affect my eligibility to use the service. I also understand that failure to adhere to the policies and procedures will be grounds for suspending or revoking my application and right to use the Brazos Transit District ADA Paratransit service. I understand and agree to hold Brazos Transit District harmless against all claims or liability for damages to any person, property, or personal injury occurring as a result of my failure to equip or maintain the safety measures of the adaptive equipment or service animal that I require for mobility. I understand that providing false and misleading information could result in my eligibility status being terminated. I have read and fully understand the conditions for service outlined above and agree to abide by them.

To the Applicant: I give permission for Brazos Transit District staff to contact the professional who has filled out this application or given supplemental verification of my condition. Sign below to allow the release of information from the professional who will be filling out this form. I hereby request that information pertaining to limitations that prevent me from using fixed route buses be released to Brazos Transit District for further determination of my ADA Paratransit eligibility.

Print Name: _____

Applicant's Signature: _____ Date: _____

If someone other than the person requesting certification has completed this application form, please complete the following:

Print Name: _____

Relationship to Applicant: _____ Day Phone: _____

Address: _____

City: _____ State: _____ Zip: _____

Agency Name (If applicable): _____

Signature: _____ Date: _____

PART B: TO BE COMPLETED BY A MEDICAL PROFESSIONAL ONLY

PART A and PART B must be completed and submitted together in order to process the application.

Health Care Professional:

The applicant is asking you to review the information on this application and to complete and sign part B of this form certifying that they have a disability that prevents them from using fixed route buses (city buses) in Bryan/College Station, Nacogdoches, Liberty, Cleveland, Dayton, Ames, Diboll and Lufkin. This information will be used to help determine whether or not the applicant needs to use ADA Paratransit (origin to destination) service or is able to use fixed route service for their travel needs.

To be completed by a medical professional who is knowledgeable about the applicant's functional ability.

We need to know the limitation/s of their disability that limits their ability to ride the fixed route bus. The following is necessary for us to process this applicant's request:

- Thorough details of the applicant's functional limitations, and how they inhibit that person's ability to board and use a fixed route bus.
- Thorough details of the applicant's cognitive limitations, and how they inhibit that person's ability to navigate using a fixed route bus.
- Thorough details of the applicant's physical limitation, and how they inhibit that person's ability to reach a bus stop or the destination from a bus stop.

Under the Americans with Disability Act (ADA), if a person has the functional capability to use Brazos Transit District's fixed route buses, that person is not eligible for ADA Paratransit service (origin to destination). Disability alone and distance to and from a bus stop, by itself, does not qualify a person for Brazos Transit District's ADA Paratransit Service.

Thank you for your assistance. If you have any questions while completing this form, please feel free to contact Brazos Transit District at (979)778-4480 or (800)272-0039.

Name of Patient/Applicant: _____

Date of Birth: _____

TO BE COMPLETED BY A MEDICAL PROFESSIONAL ONLY

This form must be filled out by a professional who is knowledgeable about the applicants' disability and their limitations. Please check the appropriate box regarding the person completing this form:

- | | |
|--|--|
| <input type="checkbox"/> Vocational Rehab. Counselor | <input type="checkbox"/> Psychologist |
| <input type="checkbox"/> O & M Instructor | <input type="checkbox"/> Mental Health Counselor |
| <input type="checkbox"/> Licensed Social Worker | <input type="checkbox"/> Psychiatrist |
| <input type="checkbox"/> Physician | <input type="checkbox"/> Podiatrist |
| <input type="checkbox"/> Respiratory Therapist | <input type="checkbox"/> Audiologist |
| <input type="checkbox"/> Physical Therapist | <input type="checkbox"/> Optometrist |
| <input type="checkbox"/> Other _____ | |

1. Indicate nature of applicant's disability (check all that apply) *Medical Professional ONLY*.

- | | |
|---|---|
| <input type="checkbox"/> Impaired or assisted ambulation: Specify mobility aid: _____ | |
| <input type="checkbox"/> Cerebrovascular Accident | <input type="checkbox"/> Legally Blind |
| <input type="checkbox"/> Autism | <input type="checkbox"/> Severely Visually Impaired |
| <input type="checkbox"/> Deaf/Hard of Hearing | <input type="checkbox"/> Alzheimer's |
| <input type="checkbox"/> Cardiac | <input type="checkbox"/> Dementia |
| <input type="checkbox"/> Kidney Disease | <input type="checkbox"/> Cerebral Palsy |
| <input type="checkbox"/> Dialysis | |

Pulmonary: Does applicant travel with Portable Oxygen Tank?
 Yes No

Intellectual Disability (indicate one: Moderate Severe Profound)

Mental Illness (Specify type) _____

Seizures: Specify nature of: _____

Arthritis: Specify extremity: _____

Neurological Disability (Specify) _____

Other _____

7. How far can applicant walk or wheel themselves without assistance from another person? _____

8. Is the applicant able to wait outside in different weather conditions without support for 30 minutes?

Yes

No

Sometimes

If No or Sometimes: (Explain) _____

PROFESSIONAL CERTIFICATION *Medical Professional ONLY*

Qualified professional must complete this section. Please print or type.

Person Completing Form: _____

Professional Title: _____

Agency/Affiliation: _____

Business Address: _____

City: _____ State: _____ Phone: _____

Please return your completed application to:

By Mail:

Brazos Transit District
ADA Paratransit Applications
2117 Nuches Ln.
Bryan, TX 77803

By Fax:

Brazos Transit District
ADA Paratransit Applications
Fax (979)778-3606

If at any time you have any questions completing this application, please call Brazos Transit District at (979)778-4480 or (800)272-0039.

Brazos Transit District
OFFICE USE ONLY

Date Application Received: _____

Date Approved: _____ Date Denied: _____

Date Applicant Notified: _____

Staff Signature: _____

Eligibility Temporary Permanent

Eligibility Dates: _____ to _____

