

## FREQUENTLY ASKED QUESTIONS

**Q:** *When can I start riding T-Line?*

**A:** As soon as you receive your approval letter.

**Q:** *What if I run late at the doctor?*

**A:** You must notify T-Line that you will not make your pick-up time and that you will call when you are ready. T-Line will send a ride as soon as possible. The missed ride will not result in a no-show being recorded.

**Q:** *Does the time of a cancellation left on voice mail count as the time the ride was cancelled?*

**A:** Yes, the system time stamps each message and that time will be listed as the cancellation time.

**Q:** *Do I have to call everyday for a trip if the time and days that I travel are the same week-to-week?*

**A:** No, subscription service is available when travel is at the same time and day each week. However, when necessary, a passenger must remember to cancel a subscription ride to avoid a no-show being recorded.

**Q:** *Will I be taken directly to and from my destination?*

**A:** Not necessarily, T-Line is public transportation and sometimes passengers share rides.

**Q:** *What is the Service Area?*

**A:** The service area includes the sections of Texarkana TX, Texarkana AR, Wake Village TX and Nash TX that T-Line can pick you up and drop you off.

**Q:** *Where does a T-Line pick-up a passenger when there are many entrances to a building?*

**A:** If the client has a specific pick-up location identified, the location should be provided to the scheduler when the trip is scheduled. However, T-Line has specific pick-up points designated for many facilities and buildings. For details regarding designated pick-up locations, contact T-Line scheduling.