



Your Rider Guide

Effective October 2000

Revised April 2009

POLICY STATEMENT

It is the policy of the Texarkana Urban Transit District to provide a complementary Paratransit service to those individuals determined to be ADA Paratransit eligible when these individuals are unable to use the T-Line fixed route service to meet particular trip needs.

This document may also be obtained in other formats by contacting T-Line at 903-255-3530

GENERAL INFORMATION

Information on T-Line Paratransit service will be provided in the following areas:

- I. Service Description
- II. Certification Process
- III. How to Schedule a Trip
- IV. T-Line Paratransit Fares
- V. No-Show/Cancellation Procedures
- VI. Miscellaneous
- VII. Frequently Asked Questions

For additional information, please call 903-255-3530

I. SERVICE DESCRIPTION

Transportation service is provided by lift and low-floor buses. Operators are trained to provide minimal assistance. Operators are not trained to provide medical assistance.

Minimal assistance includes:

- The operator will come to the curb of a residence or pick-up location.
- The operator will attempt to notify passengers of arrival by sounding horn.
- The operator will assist passengers in boarding and exiting the bus.
- The operator will deliver the passenger to the curb of his/her destination.

Minimal assistance DOES NOT include:

- Assistance getting in or out of wheelchair.
- Assistance in getting ready for the trip.

- Administering medication or oxygen.
- Assisting passengers in wheelchairs up or down stairs.
- Assisting passengers up and/or down ramps at residence or destination.
- Assistance in carrying personal belongings or purchases.
- Providing personal care for individuals who cannot be left unattended.

PLEASE NOTE THAT T-LINE POLICY DOES NOT ALLOW AN OPERATOR TO LOSE VISUAL CONTACT WITH THE T-LINE BUS AT ANY TIME, FOR ANY REASON.

Service Hours

1. Trips can be scheduled for pick-up as early as 5:30 a.m. and as late as 6:45 p.m., Monday through Saturday.
2. Service is provided Monday through Saturday throughout the year, except for the following observed holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Currently, there is no Sunday service.

Service Parameters

The ADA Service Area is defined as the area within 3/4 of a mile on either side of a fixed route. The fare for service is \$2.50 per one-way trip.

II. CERTIFICATION PROCESS

Certification of Eligibility

T-Line utilizes the certification criteria as established in the ADA, as listed below:

1. Any individual with a disability who is unable to independently board, ride, or disembark from any vehicle on the fixed route system that is accessible to such persons.
2. Any individual with a disability who is able to independently board, ride, or disembark from any vehicle on the fixed route system which is accessible to such persons, except when such a vehicle is not available on the needed route(s).
3. Any individual with a disability whose impairment-related condition prevents him/her from traveling to a boarding location or from a disembarking location on the fixed route.

A copy of the certification form may be obtained at the T-Line Offices located at 1402 Texas Blvd. Texarkana TX, downloaded from www.t-linebus.org or by calling T-Line at 903-255-3530.

The application must be legible and properly completed. Also, the applicant must sign that the information given is correct and sign the release of information form which is included in the application. A health care provider familiar with applicant's condition must complete the attached physician form. After the completed application is received, T-Line will review the application for approval.

Determination of Eligibility

T-Line will determine eligibility status of a passenger based on the information provided during the eligibility process. A person may be determined to be ADA-eligible, temporarily ADA-eligible, or conditionally ADA-eligible on certain trips. Following the determination by T-Line Paratransit, the applicant will be notified of the findings.

If the applicant disagrees with the findings, he/she may make a written request for an appeal of the decision. The appeal procedures will be sent to the applicant along with the determination of eligibility.

Renewal of Certification Process

Certification of all ADA-eligible passengers will be renewable every three (3) years.

III. HOW TO SCHEDULE A TRIP

Requests

Requests for service can be made during normal business hours on the day before service is needed, but

1. Additional notice is appreciated. Trips can be scheduled up to fourteen (14) days in advance.
2. The T-Line at 903-255-3530 shall receive requests for Paratransit transportation from 8:00 a.m. through 4:00 p.m., Monday through Friday.

Scheduling

1. T-line is a shared ride, public transportation service. As such, other passengers may be onboard and the vehicle may stop for other

pick-ups and/or drop-offs on the way to a destination. Additionally, the bus may arrive for pick-up up to fifteen (15) minutes before or after the originally scheduled pick-up time. There will not be a charge to the client for the trip if the bus arrives later than fifteen (15) minutes after the scheduled pick-up time and the client has not been notified by T-Line that the bus will be late. Whenever possible, T-Line will attempt to notify all passengers that the bus will be late. This will allow the client time to make other arrangements if the bus is unavoidably detained. If T-Line does not have a telephone number on record or if the number has been changed, we will not be able to notify the passenger and will not provide the trip for free. Please make sure that we have a current telephone number and address on file.

2. Passengers may request any pick-up time within T-Line service hours. However, if the requested pick-up time is not available, the T-Line may offer an alternative pick-up time within one (1) hour of the originally requested time.
3. Some passengers may elect to provide a drop-off time instead of requesting a pick-up time. Drop-off times are reserved for specific trips such as for group homes or for medical appointments. Drop-off times are the times passengers need to arrive at a designated location for a scheduled appointment.
4. The T-Line bus may arrive at a drop-off location anywhere from fifteen (15) minutes before the drop-off time up to fifteen (15) minutes after the drop-off time.
5. Scheduled pick-up and drop-off times should be carefully selected in order to allow ample travel time to arrive at a destination on time. The T-Line scheduler may suggest alternative pick-up times in order to accommodate a passenger's needed arrival time. Passengers may travel onboard the T-Line bus for up to one (1) hour.

6. Only trips with scheduled pick-up or drop-off times will be entered on the daily schedule.
7. Back to back trips must be scheduled at least thirty (30) minutes apart. This is done to ensure that a client does not miss a pick-up scheduled on a second T-Line bus.
8. Passengers traveling to or from buildings with multiple entrances should be prepared to specifically state the door or location designated for pick-up and drop-off when scheduling the trip.

Subscription Bookings

Clients may utilize subscription bookings for their weekly appointments. However, due to ADA restrictions, only 50% of T-Line clients qualify for subscription trip bookings. Subscription bookings are scheduled on a first-come, first-serve basis. Once the subscription time or location has been altered, bookings must be made on a weekly basis and the client will move to the bottom of the subscription waiting list.

Side Trips

1. A “side trip” is a request for service made on the same day that a trip is to be taken. **Side Trips will be accepted only when space is available.**
2. T-Line cannot guarantee the availability of side trip service.
3. **Any request for T-Line to return to pick-up a passenger following a no-show for a regularly scheduled trip shall be classified as a side trip.**
4. The T-Line scheduler or dispatcher will not be able to provide a specific pick-up time to the caller at the time a side trip request is made. Passengers requesting same day service may be asked to

call back to confirm trip availability. If space is available, the scheduler/dispatcher will confirm the availability of space on the bus. If T-Line is unable to provide the trip, the side trip request will be denied.

5. If T-line Paratransit is unable to provide the trip, the client may call back at a later time to make a second request for a side trip.
6. For side trips, the T-Line bus may arrive for pick-up anytime within two (2) hours of the time the trip is confirmed. If the bus arrives for pick-up within two (2) hours of the time the trip is confirmed, the bus will wait five (5) minutes before departing and the passenger will be charged with a no-show.
7. Passengers who no-show for side trips will be charged a no-show fee of \$4.00 which must be paid when the next T-Line trip is taken. **If the no-show fee is not paid on the first scheduled trip following the no-show, no further trips may be scheduled until the no-show fee is paid.**
8. No-shows for side trips will be accounted for separately from no-shows associated with regularly scheduled trips.

Alternate Destinations

1. Changes to scheduled destinations are allowed only when the alternate destination will not substantially affect the T-Line Paratransit schedule.
2. The T-Line Paratransit operator will determine whether the request for an alternate destination can be accommodated.
3. A premium fare of \$4.00 will be charged for alternations to scheduled destinations.

IV. T-LINE FARES

Fares for T-Line service are established by Texarkana Urban Transit District Board. The current fares are as follows:

\$2.50 per trip that is ADA-eligible service.

Fares are subject to change without notice.

Aides

An aide is someone who is designated or employed to help a passenger meet his or her personal needs. Aides must be picked up and dropped off at the same address as the T-Line Paratransit client. Scheduling should be alerted when an aide is needed to travel along with a passenger.

Please note that if a passenger cannot be left alone at a destination, or if the passenger must be under constant care or supervision, T-Line may require the passenger to travel with an aide. T-Line is unable to alter or modify procedures or policies in order to provide specialized services to passengers who need services beyond the minimum assistance guidelines. T-Line will not be responsible for clients that cannot be left alone at their destination without care or supervision. If a T-Line client needing care or supervision is delivered to a destination where a caregiver is not available to assume responsibility,

T-Line will transport the client to the T-Line administrative facilities located at 1402 Texas Blvd. Texarkana TX. It will be the responsibility of the family or caregiver to pick-up the passenger at the T-Line facility upon being notified. T-Line reserves the right to contact Protective and Regulatory Services in cases where responsible parties have not provided appropriate care.

Companions

A companion is anyone who travels with an ADA-eligible T-Line client. Companions may accompany you on your trip. A companion will be charged the same applicable rate as the T-Line client. A companion must be picked up and dropped off at the same address as the client. An aide does not count as the one companion. Companion(s) must be scheduled at the same time you call in to schedule your trip.

Tickets

Tickets may be purchased at the following location:

T-Line Office
1402 Texas Blvd
Texarkana TX
8:00 a.m. to 5:00 p.m.

Tickets are 11 for \$12.50 or a \$1.25 each. You will use 2 tickets for each trip.

Fare Collection

Passengers may prepay for trips that will be taken on a given day. However, prepayment will be accepted only on the first trip of the day. Passengers may not ride until the appropriate fare for the first trip has been paid.

V. NO-SHOW/CANCELLATION PROCEDURES

No-shows

Operators will utilize the following guidelines concerning a person's failure to meet the T-Line bus:

1. For trips scheduled with a requested pick-up time, the T-Line operator will not wait longer than five (5) minutes from the arrival time for clients to board the vehicle. If the bus arrives within the thirty (30) minute window (fifteen (15) minutes before and fifteen (15) minutes after the scheduled pick-up time), the client must board the bus within five (5) minutes of arrival.
2. For trips scheduled with a requested drop-off time, the bus may arrive anytime within one (1) hour prior to the drop-off time. If the bus arrives anytime within one (1) hour prior to the requested drop-off time, the client must board the bus within five (5) minutes of arrival.
3. Failure to meet the bus within five (5) minutes from the time of arrival will constitute a no-show. An individual is allowed one (1) no-show per calendar month without penalty, but the fee must still be paid.
4. Passengers or their associates may not ask operators to delay the five (5) minute interval under any circumstances; this is to assure the timely pick-up and transportation of all T-Line clients.
5. T-Line dispatch/scheduling will not hold or otherwise detain the T-Line bus because a passenger is late for a scheduled pick-up. The dispatcher/scheduler may provide information to the operator and facilitate communication via phone and radio between the client and the operator. It shall be at the dispatcher's discretion as to when the Paratransit bus departs and declares a trip as a no-show.

Cancellations

- A trip cancelled from two (2) hours up until the scheduled time will be recorded as a late cancellation. An individual is allowed one (1) no-show per calendar month without penalty.

- A trip cancelled from two (2) hour before the scheduled time will be recorded as an advance cancellation, and will not be penalized.

Fees

The transit staff, with TUTD Board approval, shall establish the sanction(s) resulting from excessive no-shows or late cancellations. After the first no-show occurs in a calendar month, a no-show fee of \$2.50 shall be charged for each scheduled trip that is either not taken or cancelled at least two (2) hours prior to arrival of the bus.

Passengers will be allowed to schedule and take up to three additional trips prior to paying any no-show fee that is due. However, once three trips have been taken, passengers owing no-show fees will be temporarily suspended until accrued no-show fees have been paid.

An additional late cancellation fee of \$2.50 shall be charged to passengers who accrue five (5) late cancellations within a calendar month.

Passengers may elect a suspension of T-Line scheduling privileges for a period of seven (7) days of service (including Sundays) in lieu of payment for each \$2.50 in sanction fee(s) that become due.

No-Show Penalties

A pattern of successive no-shows may result in service suspension. No-show suspension guidelines are as follows:

Unpaid No-Show Fees	Temporary Suspension
6 No-Shows within 60 days	30 Days Suspension
15 No-Shows within 6 months	60 Days Suspension

No-show penalties are in addition to any no-show fees due or any suspension time served in lieu of payment for no-show fees. T-

Line Paratransit reserves the right to suspend clients for longer periods or permanently for patterns of excessive no-shows beyond established guidelines.

Appeal Procedures

Before sanctions may be imposed, the individual has the option to appeal the sanction(s). To the T-Line General Manager. All decisions made are considered final.

VI. MISCELLANEOUS

1. Due to the unsafe nature of an individual incapable of negotiating steps being required to use the ramp to board the T-Line bus, T-Line is requesting that such individuals utilize a boarding chair to embark and disembark from the bus. This recommendation is for the protection of all passengers. Should a person deny this request, he/she shall be asked to sign a release form prior to boarding.
2. Due to the high center of gravity of scooter-type mobility aids and the recommendation by scooter manufacturers, T-Line recommends that passengers do not remain seated on the scooter either while the lift or the bus is in motion. For the safety of these passengers, T-Line recommends using the boarding chair. Should an individual not accept this recommendation, he/she will be asked to sign a release form prior to boarding.
3. T-Line bus, in compliance with the ADA and the Code of Federal Regulations are designed to carry passengers utilizing common wheelchairs. A "common wheelchair" is defined as a wheelchair which does not exceed 30 inches in width and 48 inches in length (measured two inches above the ground) and which does not weigh more than 600 pounds when occupied. A "wheelchair" is defined as any mobility aid belonging to any class of three- or four-wheeled devices, usable

indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. Mobility devices that do not meet these criteria are unable to be carried on T-Line bus.

4. T-Line utilizes straps to secure wheelchairs, scooters, or other mobility aids. The vehicles are designed to utilize four (4) straps: two in the front and two in the back. All four straps must be secured to the mobility device prior to moving the bus. A lapbelt will also be placed on any passenger who is not already secured with a lap or torso belt. A shoulder restraint is also available at the passenger's request or at the operator's discretion.
5. T-Line provides seatbelts for all passengers. On vehicles equipped with seatbelts, each operator will require every mobile passenger (or passengers that transfers from a wheelchair) to wear a seatbelt. Passengers refusing to do so will be asked to sign a waiver accepting liability risk should the bus come to an abrupt stop or should an accident occur.
6. T-Line clients' groceries and other carry-on items are limited to what the passenger can physically carry aboard without making additional trips. Grocery carts, shopping carts, and oversized baskets are prohibited due to space limitations, and purchases will not be placed in a wheelchair-designated space.

VII. 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?*

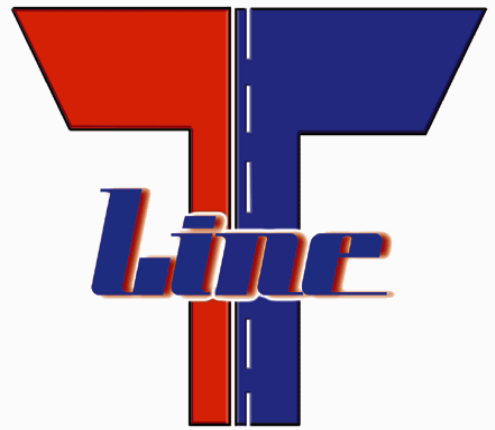
A: Not necessarily, T-Line is public transportation and sometimes passengers share rides.

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.



T-Line
1402 Texas Blvd
Texarkana TX 75501
903-255-3530
www.t-linebus.org