



The District

Brazos Transit District

ADA Paratransit Passenger Guide



June 2016

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June 2016

Updated Annually

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

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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 13,310 square miles with a population of 1,235,930 (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).

Main Office

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

Dispatch/Reservations

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

Regional Office

700 Westridge
Spring, Texas 77380
(281)292-1910

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, 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 (800)272-0039, via email to customercare@btd.org, or by mail to: Customer Care, 1759 N. Earl Rudder Freeway, 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, The Woodlands Township, 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 BTD 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).

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, The Woodlands Township, 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 BTD'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 is required for each ADA Paratransit passenger. All recertification material will be mailed to you the month prior to the expiration date listed on your ADA Paratransit card.

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

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 BTB's ADA Paratransit Application and be determined eligible before they may continue riding as an ADA customer. Visitors must also follow BTB'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. BTB'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 BTB 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 BTD 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 BTD 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 BTD know at the time of scheduling. 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 800 pounds.
8. If a Personal Care Attendant (PCA) or companion(s) will be travelling with you.
9. If a child under the age of two will be travelling with you.
10. If a service animal will be riding with you.
11. Any other information you feel BTD 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 BTD's ADA Paratransit service. Ask them how long the appointment will take. This will help you to set your return time with BTD. 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 offered and accepted by you will be your “ready time”. The ADA Paratransit vehicle may arrive up to 15 minutes before or 15 minutes after your “ready 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 BTDA 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 BTDA 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 BTDA 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 BTD 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 curb-to-curb 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 travelling 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 or due to 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 travelling.

A PCA must have the same pick-up and drop-off locations as the passenger. A PCA rides at no additional charge on both BTD ADA Paratransit service and the fixed route system.

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 travelling 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 BTD 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. 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 aid 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 BTD know at the time of scheduling. 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 800 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, BTD 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 Device Securement & Seat Belt Policy

BTD 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 mobility device to the floor along with lap and shoulder belts for the passenger. Although lap and shoulder belts are optional but highly recommended, the mobility device must be secured. Mobility devices must have brakes engaged while aboard bus. 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. BTD 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. BTD is not responsible for wheelchair or scooter damages incurred in the normal operational procedures of the transit vehicle.

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

Customers may travel with a service animal. Service animals are trained to work or perform tasks for persons with disabilities. If you will be travelling with a service animal, be sure to inform scheduling staff when scheduling a trip. Please note that the service animals must be under control at all times. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

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.

BTD 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 BTD is one hour.

With no destination restrictions, BTD can take you anywhere you want to go. BTD 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.

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, Lufkin, The Woodlands, 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 \$3.00 each way and with the senior or disabled card the fare would be \$0.75 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 Brazos Transit District, 1759 N. Earl Rudder Freeway, 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.

Applicants are required to submit in writing to BTB their intent to appeal within 15 days. The letter of intent does not need to include the full justification.

The individual should send the written letter of intent to appeal to Brazos Transit 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 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 1759 N. Earl Rudder Freeway, 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 must sit in parents' lap to 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.....	\$3.00
Additional Trips.....	\$2.50*

Tickets & Passes

Round Trips.....	\$6.00
Ticket Book 40 tickets (20 Round Trips).....	\$120.00
Multi-Ride Pass 42 punches (21 Round Trips).....	\$115.00

* 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 Brazos Transit District offices located at:

- 1759 N. Earl Rudder Freeway, Bryan, Texas 77803
- 302 S. First Street, Lufkin, Texas 75904
- 3350 S. Texas Avenue, Bryan, Texas 77802

If paying with cash at an office, please have the exact amount as BTB does not have cash on hand to make change. Checks and money orders should be made payable to Brazos Transit District. BTB 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 BTB at (979)778-0607 or (800)272-0039. Lost, destroyed, or unused tickets and passes will not be replaced or refunded.

General Policies

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

If possible BTB 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 BTB vehicle.

Only service animals are permitted in any BTD 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.

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 and passengers may not leave personal items on the bus.

Drivers are restricted from entering any home or facility.

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

Audio/music players are not permitted to be played aloud while on any vehicle of BTD.

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.

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 Brazos Transit District services. Unless noted below the suspension may result in 30 days for the first occurrence, 60 days for the second occurrence, 90 days for the third occurrence. The fourth occurrence will result in permanent suspension from riding any BTD bus.

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

Making threats to harm the driver or other passengers on board.

Making threats to kill the driver, BTD staff, or other passengers.

Dangerous/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.

Smoking while in a BTD vehicle.

Deliberate 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 1759 N. Earl Rudder Freeway, 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 BTB 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 business days of occurrence to ensure an appropriate response. Serious problems should be reported immediately. The complaint will be investigated by the Director of Operations 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 an applicant wishes to appeal the decision of BTB's staff regarding suspension of service. Regular service will not be provided 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, 1759 N. Earl Rudder Freeway, 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 a Vice President. 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 Executive Vice President of BTB. Appeals to the Executive Vice President should be filed in writing to 1759 N. Earl Rudder Freeway, 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