



# **Brazos Transit District**

## Demand & Response Passenger Guide



**MARCH 2018**

# **Demand & Response Passenger Guide**

March 2018

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 ext 4552.

## TABLE OF CONTENTS

Demand & Response Transportation.....	4
About BTD .....	4
Service Area .....	4
Description of Service .....	4-5
Days & Hours.....	5
Fares, Tickets & Passes .....	5-6
Customer Requirements & Responsibilities .....	6
Personal Care Attendant.....	6
General Policies.....	6-7
Mobility Devices .....	7
Service Animals .....	7-8
Medical Equipment .....	8
Scheduling Your Trip .....	8
On-Line Services .....	8
Pick-Up Time .....	8-9
Subscription Service .....	9
Cancellations .....	9-10
No-Shows & Late Cancellations.....	10
Suspension of Service .....	10-11
Compliments, Comments & Complaints .....	11
Appeals Process .....	11-12
Important Telephone Numbers .....	12
BTB Website.....	12
Demand & Response Application .....	13

## Demand & Response Transportation

### 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. We now serve 16 counties in Central and East Texas encompassing 13,310 square miles with a population of 1,235,930 (US Census Bureau). We are a Political Subdivision of the State of Texas and receive funding through the Federal Transit Administration (FTA) and the Texas Department of Transportation (TxDOT).

#### Main Office

1759 N. Earl Rudder Freeway  
Bryan, Texas 77803  
(979)778-0607 or  
(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 the recipient of Federal funding to provide 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](mailto:customercare@btd.org), or by mail to: Customer Care, 1759 N. Earl Rudder Freeway, Bryan, Texas, 77803.

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

### Service Area

Demand & Response service is provided in the Cities of Lufkin and Nacogdoches and in the counties of Brazos, Burleson, Grimes, Houston, Leon, Madison, Montgomery (outside of the UZA as determined by the Federal Transit Administration), Polk, Robertson, San Jacinto, Trinity, Walker, and Washington.

### Description of Service

**Demand & Response** - A shared ride curb to curb service. 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 4:00 pm. Appointments are taken on a space available basis. Some same day trips may be provided on a space available basis, at an additional cost to the regular fare.

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

When the bus arrives, the passenger must meet the bus at the curb as we provide curb-to-curb transportation, therefore the driver will not leave the bus to retrieve or return passengers to or from the doorway. All buses are accessible with a mobility device and the driver will lower the lift to assist those who could not otherwise board the bus. If needed, the driver will help maneuver the client and mobility device onto the lift.

Note: Brazos Transit District may not be able to accommodate you if your mobility device is longer than 48" or wider than 30", or if your total weight with your mobility device is more than 800 pounds (49 CFR 37.165).

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

### Days & Hours

General days and hours of operation for Demand & Response service are Monday through Friday from 5:00 am to 7:00 pm based on your location, excluding holidays. Administration office hours are Monday through Friday from 8:00 am to 5:00 pm, excluding holidays. Trips may be scheduled Monday through Friday from 7:00 am to 5:00 pm. Next day schedules must be made between the hours of 7:00 am and 4:00 pm.

### 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. Please have exact fare ready. Drivers do not carry, handle cash, or make change. Children 2 or under must sit in parents' lap to ride free of charge. Children 3 and above are charged full fare. Personal Care Attendants (PCA) ride free with approved application on file.

#### Fares Within the Same County

General Public One-way .....	\$3.50
Same Day Trips One-way .....	\$5.50
Additional Trips .....	\$2.50*

#### Tickets & Passes

Round Trip Ticket.....	\$7.00
Ticket Book 40 tickets (20 Round Trips) .....	\$140.00
Multi-Ride Pass 42 punches (21 Round Trips).....	\$135.00

#### Fares County to County

General Public - Crossing 1 County One-way.....	\$4.00
General Public - Crossing 2 Counties One-way.....	\$5.00*
Each additional County + plus base fare One-way .....	\$2.00*
Additional trips .....	\$2.50*
Same Day Trips One-way (plus base & county fare) .....	\$2.00*

#### Tickets & Passes

Round Trip Ticket Crossing 1 County .....	\$8.00
Ticket Book 40 tickets (20 Round Trips) Crossing 1 County .....	\$160.00
Multi-Ride Pass 42 punches (21 Round Trips) Crossing 1 County ...	\$155.00

\* Tickets are not available for same day, additional trips, or for those individuals crossing more than one county line to reach their destination. 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, 75901

Patrons wishing to pay for their scheduled trips in advance by credit card may do so either while scheduling your trip, or by calling our Dispatch office at (800)272-0039.

If paying with cash at an office, please have the exact amount as we do not have cash on hand to make change. Checks and money orders should be made payable to BRAZOS TRANSIT DISTRICT. We also accept Visa, MasterCard, American Express, and Discover credit cards. Cash is not accepted for mail purchases. If you have any questions regarding fares or ticket purchases, please contact BTD office at (979)778-0607 or (800)272-0039. Lost, destroyed, or unused tickets and passes will not be replaced or refunded.

### **Customer Requirements & Responsibilities**

Passengers must be able to:

- Attend to their personal needs.
- Properly maintain and safely maneuver their mobility device if one is used.
- Count, gather and place the correct fare in the fare box. The driver may assist in placing the money in the fare box if the client is unable to, but the client must hand the driver the correct fare. Drivers are not permitted to remove money from purses or wallets.
- Board/un-board and ride without the assistance of the driver.

BTB strongly encourages passengers who cannot perform the above list to have a Personal Care Attendant (PCA).

Passengers must:

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

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

### **Personal Care Attendant**

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

If a PCA is required, you must fill out, and your physician must sign the Application for Demand & Response Service form. PCA's must have the same pick-up and drop-off locations as the passenger. When the form has been completed and signed by the physician, there is no charge for a PCA to ride and such will be noted in your client record.

BTB does not provide PCA's. A PCA can be a caregiver, adult child (age 16 years or older), spouse, or a friend/neighbor who is needed to assist the passenger. If you do not have anyone to assist you, check the yellow pages in the phone book under social service organizations.

### **General Policies**

Smoking, eating, or drinking is not permitted on any BTB vehicle.

Only personal assistance animals are permitted in any BTB 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, or under the seat in front of you, and will not protrude into the next seat, or into the aisle. 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's 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.

BTD is not responsible for any lost or stolen 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 30 days prior to disposal.

If possible BTD 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 of the property stating that the bus is permitted to enter the property, include the gate code, and it must be sent/faxed to our main office location in Bryan (979)778-3606, to have on file.

### **Mobility Devices**

The Americans with Disabilities Act (ADA) 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.

All of our vehicles are ADA accessible. However, BTD may not be able to accommodate you if your mobility device is longer than 48" or wider than 30", or if your total weight with your mobility device is more than 800 pounds (49 CFR 37.165).

BTD requires all mobility devices 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 mobility devices. A seat belt is considered a personal safety device that can be utilized on transit vehicles. BTD is not responsible for falls or injuries that may result from failure to equip or maintain the safety measures of the passenger's adaptive equipment/mobility devices.

If needed, the driver will help maneuver the passenger onto the lift. BTD is not responsible for damages to mobility devices incurred in the normal operational procedures of the transit vehicle.

### **Service Animals**

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

- Service animals must remain on a leash and under full control of the owner at all times.
- Service animals must not soil the vehicle.
- Service animals must not growl at customers, the driver, nor other service animals.
- Service animals may not occupy vehicle seat.

## Medical Equipment

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

## Scheduling Your Trip

Trips can be scheduled one to seven days in advance. Some same-day trips may be provided on a space-available basis at a higher cost than the regular fare. To schedule a trip, call our scheduling office at (800)272-0039 or (979)778-4480. Hearing impaired passengers can call TDD at (800)735-2989.

Demand & Response reservations will only be taken Monday through Friday from 7:00 am to 4:00 pm, excluding holidays.

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

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

- Your name, phone number, and complete pick-up address;
- The date you are requesting transportation;
- The time you want to arrive at your destination/time of appointment;
- The complete address of your destination, including suite and/or building, doctor's name, phone number, etc.;
- Your return time/the time you would like to be picked up, and return address;
- If a Personal Care Attendant (PCA) or companion will accompany you. Your application for service must be signed by your physician and on file, if a PCA is riding free of charge;
- If you will be using a mobility device.

**Confirming Your Reservation** - When you call and request a trip, the scheduler will confirm your trip with you. Before ending the call, make sure that all personal information; address and telephone number are correct, and review the times and addresses of your trips with the scheduler to insure all information is correct.

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

## On-Line Services

Through our online scheduling service located at <http://www.btd.org/book-online/> clients can make trips, cancel trips, check on times and update your information. You can get instructions for using this system by calling our Dispatch office at (800)272-0039. Benefits in using this system are that you bypass the busy call wait times, and can easily check the pick-up/drop off times of all of your appointments online.

## Pick-Up Time

**Within the Same County** - When you schedule your ride, you will be given a confirmation of your appointment from the scheduler. You will receive 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.



Pick-up time at origin will be between 15 and 55 minutes prior to your appointment time, plus the time of travel, OR a time agreed upon with your scheduler. For example: if you live an hour from your doctor and your appointment is at 9:00 am, your pick-up time will be close to one hour and 55 minutes prior to your appointment, or 7:00 am. If you agree to be picked up earlier in order to make an appointment, your pick-up time will be as agreed upon with your scheduler, and once again confirmed in your call the evening before. Please make sure the scheduler has all updated information, including an updated telephone number. 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.

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

Passengers must be ready to depart at the start of their pick-up window. 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 you will be recorded as a no-show.

**County to County** - Trip times will vary based on distance and scheduling loads. The scheduler will confirm your appointment. You will receive a phone call between 5:00 pm and 7:00 pm the day before your scheduled appointment with an additional confirmation, and an approximate pick-up window the bus will arrive to pick you up. The pick-up time could be several hours before your actual appointment time. You will also receive another automated call the day of, when the bus is within 15 minutes of your origin, informing you that the bus will be there shortly. Please check our website at [www.btd.org](http://www.btd.org) for service days and hours for our county to county service.

### **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/no-shows within 30 calendar days will be dropped from subscription service.

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

### **Cancellations**

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

To cancel an appointment, call dispatch at (800)272-0039 or (979)778-4480. Cancellations must be received at least three hours prior to appointment time, or it will be marked as a late cancellation. Cancellations are accepted from 4:00 am to 7:00 pm, Monday through Friday.

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

## No-Shows & Late Cancellations

No-Shows are very costly to Brazos Transit District. Before you place a reservation for a ride, be certain you really plan 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, and will still be charged for the no-show as listed under Demand & Response No-Show penalties.

Demand & Response No-Show penalties:

When a customer is a no-show for a scheduled trip, BTD will mail a letter informing the customer of the no-show. The customer must pay for the trip fare and the no-show penalty before they will be permitted to book/make another trip. All trips currently scheduled will be cancelled until the trip fare and no-show penalty have been paid.

### Penalty for 1<sup>st</sup> no-show

\$10.00 plus fare amount of trip

### Penalty for 2<sup>nd</sup> no-show

\$15.00 plus fare amount of trip (if NOT within a 45-day period)

### All penalties after the 2<sup>nd</sup> no-show (but do not meet the 2 no-shows within 45 days)

\$20.00 plus fare amount of trip

### Penalty for 2<sup>nd</sup> no-show **within** 45 days of the 1<sup>st</sup> no-show

\$20.00 plus fare amount of trip and a 30-day suspension from riding the bus.

After two no-shows within 45 days, the customer will be required to pre-pay for all future trips by credit or debit card. Customers that do not have a credit or a debit card may mail in a money order for their pre-payment, or bring their payment in cash or money order to our office. Once payment has been received dispatch will be notified and the trip can be booked. No refunds will be given on pre-paid trips.

Note: The first suspension for no-shows or late cancellations is 30 days, the second suspension will be 45 days, and the third suspension will be 60 days. After the third suspension for no-shows, permanent loss of ridership privileges may occur.

## Suspension of Service

The following infractions will result in a temporary to permanent suspension of BTD services. Unless noted below the suspension will 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 Brazos Transit District bus.

- Violation of the no-show late cancellation policies. This varies on the number of no-shows. See the No-Show & Late Cancellations section.

- 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 will result in a 90-day suspension from riding any BTD bus.
- Making threats to kill the driver, any BTD staff, or other passengers will result in permanent suspension of any BTD vehicle.
- 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. This will result in permanent suspension of any BTD vehicle.
- Use of any tobacco products and/or e-cigs are prohibited.
- 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](mailto: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 we can acknowledge the employee's performance.

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

**Complaints** - Complaints should be submitted to the Customer Care Representative within three 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 BTD's staff regarding ineligibility of an applicant or for 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

The individual may submit all documentation stating their case and not request a hearing, if desired. Within five working days of receiving the complaint, the complainant will be notified in writing by BTD the result of the appeal. If a hearing is requested, 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 BTD 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 BTD 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 BTD. 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 ext. 0 or (800)272-0039. All such appeals will follow policy and procedures outlined by BTD. BTD will provide transportation, if requested, for all appeals related hearings.

### **Important Telephone Numbers**

- Demand & Response 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](http://www.btd.org)

# Brazos Transit District Application Demand & Response Service

## Demand & Response Service

**Return completed form to Brazos Transit District, 1759 N. Earl Rudder Freeway, Bryan, Texas 77803  
or fax to (979)778-3606**

Demand & Response is a shared curb to curb ride for disabled/non-disabled individuals who do not live in a location near the fixed routes.

Name (Last, First, Middle Initial)		Can you get to a fixed route bus stop? <input type="checkbox"/> No <input type="checkbox"/> Yes
Phone # and area code	Date of Birth	<input type="checkbox"/> Male <input type="checkbox"/> Female
Address, City, and Zip Code		

Mailing Address (If Different)

Do you require a Personal Care Attendant?     No     Yes    **If yes, Physician must complete bottom section**

If visually impaired, do you use a guide dog?  No     Yes    A cane?  No     Yes    A walker?  No     Yes

Do you use a wheelchair?     No     Yes    **If yes, your Physician must complete bottom section.**

Make \_\_\_\_\_ Model \_\_\_\_\_

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

Name:	Relationship:	Phone Number:
-------	---------------	---------------

### Must be Completed by Physician if a Personal Care Attendant is required.

Disability/Medical Diagnosis		Hospital/Facility Name
Combined Weight of Client & Wheelchair: _____ pounds. We can't provide transportation if the combined weight of the client & mobility aid exceeds 800 lbs.		Does client require a Personal Care Attendant? <input type="checkbox"/> Yes <input type="checkbox"/> No
Verifying Physician Name (Print)	Verifying Physician Signature	Physician's Phone Number

### FOR BRAZOS TRANSIT DISTRICT OFFICE USE ONLY

Authorized by & Date:	<input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> D&R    PCA <input type="checkbox"/> Yes <input type="checkbox"/> No    BTD-13
-----------------------	--