



SAN MARCOS PARATRANSIT RIDER'S MANUAL



THE CARTS DISTRICT

338 S. Guadalupe St.
San Marcos, TX. 78666
Phone: 512-805-7433
Fax: 512-805-0001
www.RideCARTS.com



For More Information
512/805 RIDE (7433) or

SMTXTHEBUS.COM

Welcome to San Marcos Paratransit

All material made available to applicants and passengers of *The Bus* paratransit service will be provided in accessible formats upon request.

Overview

The Bus transportation system offers a Paratransit service that is comparable to our fixed route service in terms of service levels and availability per the Americans with Disabilities Act of 1990. The San Marcos Paratransit operates within the San Marcos Urbanized District as it is meant to be complementary to our fixed route service. If you live outside the San Marcos Urbanized District you may still apply for service but all pick-up and drop-off points must exist within the District's limits.

In order to receive service you must first qualify either under our senior program or our disability program. To qualify as a senior you must simply be 65 or older. For qualification under our disability program you will need to fill out our ADA Eligibility Application. You can find the application posted on our website,

www.RideCARTS.com,

or at our station located at
338 S. Guadalupe St.

San Marcos, TX 78666



Origin to Destination Services Reserved by Phone

This service applies to customers in the CARTS rural service area. Enjoy the convenience of having a CARTS bus pick you up at your home, take you to your destination, and then back home again by calling **512-478-RIDE (7433)** to reserve a ride. Rides are scheduled Monday through Friday from 8:00 am to 5:00 pm, except on designated holidays. Reservations must be received prior to 4:00 pm for next day service. Rides can be scheduled from the day before your trip up to two weeks before your trip. You will be asked to schedule a return time, if necessary, at a pre-arranged location. Reservation times may be negotiated within one hour of the requested pickup time. On days when the offices are closed and the following day is a service day, a recording device is available for scheduling or canceling reservations. All messages will be checked and calls returned to confirm reservations at the open of the next business day. We do not prioritize trips – all reservations are made on a first-come, first-served basis. Trip requests will be accepted and handled on an equal basis. Trips will not be prioritized or restricted according to trip purpose.



Fares

The fare for riding San Marcos Paratransit is **\$2.00** each way. Fares are paid when you board the bus. Place your cash in the fare box. RideCARTS cards are available to make paying your fare convenient and safe. Please ask your Customer Service representative for more information, or visit our website, www.RideCARTS.com.

Reduced Fares

Persons with disabilities & seniors over age 65 may ride the San Marcos Fixed Routes for a reduced fare of .50¢.

On the day of your ride...

The driver can arrive up to 15 minutes before and up to 15 minutes after your expected pick-up time. Please be ready to board the bus within 5 minutes of the driver's arrival. This will allow the schedule to be maintained and other passengers to be picked up on time.

When the driver arrives, they will honk the horn. If you do not come to the bus, they will knock on your door, or ring your doorbell. Please be ready to go when you hear the driver arrive. If you need assistance getting to the bus, let the driver know. Reasonable assistance will be provided to and from the bus, and in boarding the bus. If you need to use the lift to board the bus, the driver will assist you.

If you are in a wheelchair or a scooter, you will board the bus via the wheelchair lift. The driver will secure you in your wheelchair. If you prefer to transfer to a seat, let the driver know. Please remain seated while the bus is in motion. Your safety is our paramount concern!

Shared-Ride Service

CARTS is a shared-ride service. Other passengers may be picked up and dropped off on the way to your destination. Please be patient as the driver follows a pre-scheduled route.

Subscription Service Policy

Passengers who use the Paratransit service to make regular trips (daily, weekly, etc.) can qualify for a standing reservation service through the Dispatch office. These reservations allow passengers the convenience of not having to call to schedule each recurring trip. However, ADA does not allow more than 50% of our service to be "subscription" in nature. CARTS will take subscription requests on a first come first serve basis. If a passenger makes a standing reservation and has three no-shows, per the No-Show Policy, the standing reservation will be cancelled and that passenger will not be eligible to qualify for subscription service for 3 months. Trips missed by the passenger for reasons beyond his or her control shall not be a basis for determining that such a pattern exists.



Traveling with Packages

Passengers are expected to bring only what they can safely carry on their own in one trip or with the assistance of a personal care attendant. The driver may assist customers with loading and unloading bags and packages at their discretion. However, the driver is not allowed to lift or carry any bag or package that exceeds 25 lbs. The customer is solely responsible for the loading and unloading of these items.

No-Show Policy

This policy requests that passengers be ready to be transported within the scheduled 30 minute pick-up window. The Bus No Show Procedure occurs when all four of the following circumstances have occurred:

1. The customer (or the customer's representative) has scheduled ADA paratransit service.
2. There has been no call by the customer or his/her representative to cancel the scheduled trip one or more hours before the start of the pick-up window.
3. The paratransit vehicle has arrived at the scheduled pickup point within the scheduled pick up time.
4. The driver has waited at least five (5) minutes beyond the scheduled pick up time, but the customer has failed to board the vehicle or refuses a trip.

We understand emergencies do occur and no-shows for reasons that are beyond the passengers control will not be counted as a no-show.

No-Shows per 30 day Period:

1 to 14 trips per month—maximum of 2 no shows per month

15 to 39 trips per month—maximum of 4 no shows per month

40 to 59 trips per month—maximum of 6 no shows per month

60+ trips per month—maximum of 8 no shows per month

Penalties:

1st violation – letter of warning

2nd violation – 3 day suspension

3rd & 4th violation – 15 day suspension of service

Penalties will be reset after one (1) calendar month with no more than two (2) no-shows.

Appeal Process:

If you have been suspended from service and you feel information regarding your no-show record is incorrect, you may submit an appeal. You can appeal in writing to Customer Service at the address below. A representative will contact you within five (5) working days of receiving the notification to schedule a time to visit regarding the appeal.

**CARTS
Customer Service
P.O. Box 6050
Austin, TX 78762**



Your Driver

Your driver will be happy to answer any of your questions about your trip. Please don't engage the driver in conversation while he or she is driving. They will need to concentrate on traffic. If you have questions or comments, limit them to those times the driver is stopped.

Passengers can expect their driver to:

- Drive safely at all times
- Offer assistance by helping a manual wheelchair board the lift or offering an arm for guidance
- Transport the passenger only to the pre-scheduled location, unless otherwise directed by a supervisor
- Be courteous and respectful at all times

Drivers are prohibited from:

- Entering past the front entrance of a public building or passenger's residence or losing sight of their vehicle
- Locking or unlocking building doors
- Maneuvering a wheelchair up or down stairs
- Operating the controls of an electronically operated mobility device
- Maneuvering an inoperable wheelchair
- Manually lifting or carrying passengers
- Taking trip reservations or cancellations from a passenger
- Using a personal cell phone while operating a vehicle or providing passenger assistance

At Your Destination...

The driver will be happy to assist you to the door of your destination. Drivers are not permitted to enter facilities or your home or to lose sight of the vehicle.

If you require more extensive assistance when you travel, please consider a Personal Care Attendant, or PCA.

Personal Care Attendants

A personal care attendant is someone designated or employed specifically to help the eligible individual meet his or her personal needs. Your PCA is any person of your choice, and rides for free when traveling with you. If you require a PCA when you travel, be sure to let the CARTS Customer Service representative know when you register for service, and when you schedule your rides.

Companions

Depending on space available, you may bring a friend with you. Your friend will pay a fare when boarding. Be sure to let the Customer Service representative know you wish to bring your friend when you make your reservation. A seat will be reserved for your friend.

Service Animals

Service animals are welcome on all CARTS vehicles and at all CARTS facilities. Service animals are defined as an animal individually trained to perform tasks directly related to assisting an individual with a disability. Animals that are not individually trained to perform such tasks, including animals used purely for emotional purposes, are not considered service animals.

When you register for CARTS service, please let the Customer Service representative know that you travel with a service animal. You must maintain control of your service animal at all times. Pets are not permitted on CARTS vehicles or in CARTS facilities.



Lift and Securement Use Policy

In accordance with ADA regulations, paratransit service will provide service to all individuals using mobility devices that meet the definition of “wheelchair” as set forth by ADA regulations and as long as the lift and vehicle can physically accommodate them and, doing so does not violate legitimate safety requirements. The ADA definition of “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 impairments, whether operated manually or powered.”

Passengers are advised that drivers are not permitted to operate a scooter or electric wheelchair onto the lift. The passenger is responsible for getting onto the lift with minimal driver assistance for these devices.

When transporting passengers using mobility devices, The Bus Paratransit can suggest, but not require passengers transfer to a bus seat.

As the regulations require, a passenger who cannot enter the vehicle using the stairs or ramp, but who does not use a wheelchair, will be allowed to enter vehicles using the lift. The Bus paratransit service does not provide wheelchairs or other mobility devices.

Per ADA requirements, persons using our transportation service may bring respirator, portable oxygen, and/or other life support equipment on board our vehicles, as long as they do not violate the law or rules relating to the transportation of hazardous materials. All equipment must be small enough to fit into our buses safely without obstructing the aisle and/or blocking emergency exits. Drivers are not permitted to assist you when using this equipment. If you need assistance with portable life support equipment, please arrange to bring a qualified attendant with you.

Visitor Policy

Individuals who are visiting from another area or region have access to the use of our paratransit service for a total of 21 days per a 365 day calendar year. A visitor will be asked to provide documentation stating that they are ADA paratransit eligible in the area in which they reside. If the visitor does not have documentation of ADA paratransit eligibility and the visitor’s disability is not apparent we may require documentation of the visitor’s place of residence. If a visitor exceeds 21 days in a calendar year they will be required to submit an ADA Eligibility Application for San Marcos paratransit.



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