



# **ROUND ROCK DEMAND RESPONSE BUS SERVICE RIDE GUIDE**

**Effective June 1, 2015**



Este es un documento importante sobre la Demanda de Respuesta Service Bus. Si necesita esta información en otro idioma, por favor llame al 512-218-7074 para acceder a servicios de interpretación sin costo alguno.

Đây là một tài liệu quan trọng về dịch vụ xe buýt đáp ứng nhu cầu. Nếu bạn cần thông tin này trong một ngôn ngữ khác, xin vui lòng gọi 512-218-7074 để truy cập vào các dịch vụ nghệ thuật trình diễn tại không có chi phí.

这是关于需求响应巴士服务的重要文件。如果你需要用另一种语言的信息，请致电 512-218-7074 在没有成本获得解释服务。

इस मांग रिस्पांस बस सेवा के बारे में एक महत्वपूर्ण दस्तावेज है। यदि आप किसी अन्य भाषा में इस जानकारी की जरूरत है, कोई भी कीमत पर व्याख्यात्मक सेवाओं का उपयोग करने के लिए 512-218-7074 पर कॉल करें।

이 수요 응답 버스 서비스에 대한 중요한 문서이다. 당신이 다른 언어에있는이 정보를 필요로하는 경우에, 무료로 통역 서비스에 액세스 할 512-218-7074 로 전화 해주십시오.

Ito ay isang mahalagang dokumento tungkol sa Demand Response Bus Service. Kung kailangan mo ng impormasyon na ito sa ibang wika, mangyaring tumawag sa 512-218-7074 upang ma-access sa pagpapakahulugan ng mga serbisyo nang walang gastos.

هذه إلى بي حاجة كنت إذا. "الطلب اسد تجابة ي س الأت وب خدمة" حول هامة وثيقة هذا  
الخدمات إلى ال وصول 7074-218-512 الات صال ي رجي أخرى، ب لغة المعلومات  
تد كل فة أي دون ال تفسيرية

**This Ride Guide provides important information about the City of Round Rock's Demand Response Bus Service. Please read carefully.**

All information must comply with federal, state, and local regulations and is subject to change.

## **GENERAL INFORMATION**

### **Type of Service**

The Demand Response Bus Service is a curb-to-curb public transportation option for the general public. Reservations must be made to use the service, the City does not guarantee availability, and other riders may be on the bus with you.

### **Service Eligibility**

The service is open to the general public. Children under 12 must be accompanied by an adult.

### **Service Area**

The service area includes all locations within the city limits of Round Rock and areas immediately outside the city limits, known as the extraterritorial jurisdiction (ETJ). A map of the service area is located in the back of this guide.

To determine if your origin and destination is within the service area, please visit the following website: [www.roundrocktexas.gov/demandresponse](http://www.roundrocktexas.gov/demandresponse).

### **Days and Hours of Service**

Monday through Friday, except for holidays  
7:00 am to 6:00 pm

### **Holidays**

- New Year's Day (January)
- Martin Luther King Day (January)
- President's Day (February)
- Memorial Day (May)
- Independence Day (July)
- Labor Day (September)
- Thanksgiving Day (November)
- Christmas Day (December)

### **Inclement Weather**

The Demand Response Bus Service will follow the City of Round Rock's inclement weather delays and closings. Notification of any delays or closings will be posted on the City's website, [www.roundrocktexas.gov](http://www.roundrocktexas.gov), and broadcast on local news channels. Scheduled rides will begin at the time of opening. Rides scheduled prior to opening are automatically cancelled.

### **Fares**

All fares are per person, per trip. Trip Pass Cards and cash are the only forms of payment accepted. Drivers cannot not provide change.

Home address within the **city limits** of Round Rock

- One-way fare is \$5.00 and reduced fare is \$2.00

Home address within the **ETJ** of Round Rock

- One-way fare is \$7.00 and reduced fare is \$3.00

Children under 6 ride free with a paying rider.

To determine if your home address is in the city limits or the ETJ visit

[www.roundrocktexas.gov/demandresponse](http://www.roundrocktexas.gov/demandresponse).

Trip Pass Cards are available for advance purchase in 10, 15 and 20 trip increments. The cost of each card is equal to the fare you pay times the number of trips you are purchasing. Trip Pass Cards can be purchased in person or via mail from Caren Lee, 2008 Enterprise Drive, Round Rock, TX 78664. Only cash or check can be accepted.

### **Reduced Fare Eligibility**

You are eligible for reduced fare if

- You are under 12 years of age
- You are 60 years of age or older
- You have a temporary or permanent disability
- You are low-income

You must fill out and submit a Discounted Fare Eligibility Form.

If you are requesting a reduced fare for a temporary or permanent disability the Verification of Disability Form must be filled out by a qualified medical professional.

If you are requesting a reduced fare for low-income you must provide evidence of your low-income status with the submission of your Discounted Fare Eligibility Form.

Both forms are available by calling 512-218-7074 or from the web at

[www.roundrocktexas.gov/demandresponse](http://www.roundrocktexas.gov/demandresponse).

### **Personal Care Attendants**

You can have a personal care attendant (PCA) ride with you for any trip.

If the PCA is required for medical purposes it must be verified by a medical professional on the Verification of Disability Form and the PCA rides free of charge. If you require a PCA, for medical reasons, you will not be allowed to board the vehicle without the PCA.

If the PCA is not required for medical purposes then the PCA will pay the appropriate fare.

### **Service Accessibility**

All vehicles are ADA accessible. You may bring any mobility device, as long as it can be physically accommodated and does not cause a direct threat to safety.

**Service Animals**

You can have a service animal ride with you for any trip. The use of a service animal must be verified by a medical professional on the Verification of Disability Form.

**Use of Seat Belts**

You are required to remain seated while the vehicle is in motion. All vehicles are equipped with seat belts and you are strongly encouraged to use them.

**Child Safety Seats**

If you have a young child(ren) with you, they must be secured in a safety seat if he/she is less than 36 inches tall and weighs less than 35 pounds. You will be responsible for providing and securing the child in the safety seat.

Children cannot be transported in strollers or ride in your lap.

**Rider Behavior**

You must conduct yourself in a respectable manner. Unruly or inappropriate behavior will not be tolerated and will be dealt with promptly, including but not limited to expulsion from the vehicle and/or notifying law enforcement.

**Use of Music Players**

Music players are not allowed unless you have earphones or headphones and do not disturb other riders.

**Packages**

You may only board the vehicle with packages you can carry and keep under your control at all times. Your packages cannot block the aisle, displace another rider or otherwise create a safety hazard. Drivers do not assist riders with packages.

**Driver Assistance to Riders**

Drivers are not required to assist you to or from the vehicle. Drivers will assist with securing mobility devices.

**Gratuities and Tips**

Drivers are not allowed to accept gratuities or tips.

**Lost and Found**

If you have lost an item on the bus, please call 512-244-RIDE (7433).

## RESERVATIONS

### Reservation Line 512-244-RIDE (7433)

#### How to Make a Reservation

- Call the reservation line Monday through Friday, between 8:00 am and 4:00 pm
- Reservations are accepted 14 days in advance up to 4:00 pm the day before your trip
- It is recommended you call as far in advance as possible
- Same day reservations are made on a case-by-case basis
- Inform the reservationist of any gate codes
- Inform the reservationist if you will have a PCA
- Inform the reservationist if you will have a service animal

#### How to Change and Cancel a Reservation

- Call the reservation line at least two (2) hours before your scheduled pick-up time
- Request your change or cancellation of reservation
- All changes and cancellations must be at least two (2) hours before your scheduled pick-up time
- In the case of a medical appointment running late, call the reservation line to change your return trip
- If your reservation is between 7:00 am and 9:00 am, you need to make changes or cancel no later than 4:00 pm the day before your scheduled trip.
- If changes or cancellations are not made at least two (2) hours in advance you will be charged with a no-show

#### Subscription Trips

- You can schedule a subscription trip for recurring medical appointments, low-cost meals, school and work.
- Subscription trips are for a period of 90 days.
- Subscription trips do not automatically renew. You have to call the reservation line 14 days before the end of your subscription.
- If you cancel 10% or more of your subscription trips, all remaining trips will be cancelled. You will be required to re-schedule.
- The No Show Policy is applicable to subscription trip service.

## NO-SHOW POLICY

### No-shows

You will be counted a no-show if:

- You are not ready to board the bus within five (5) minutes of the bus' arrival
- You cancel any type of trip less than two (2) hours before your pick-up time, including once the bus arrives
- You fail to provide any necessary access codes, such as a gate code

If you receive a no-show for the first part of your trip, the return trip will be cancelled automatically. If you need the return trip, you must call the reservation line.

If you accumulate three (3) or more no-shows in a calendar month your service will be suspended.

You will **not** be notified of being charged with a no-show. If you are concerned you have been charged with a no-show you may call the reservation line and provide an explanation for your no-show. It is at Star Shuttle's discretion whether to charge or dismiss the no-show.

### Service Suspension

If you accumulate three (3) or more no-shows in a calendar month your service will be suspended for two (2) weeks.

If you accumulate three (3) more no-shows the following month your service will be suspended for thirty (30) days.

If your service is suspended you will be sent a Notice of Service Suspension, to your home address. The Notice will include your no-show dates, dates of the pending suspension of service and instructions on appealing the decision to suspend service.

### Service Suspension Appeals Process

If you wish to appeal a Notice of Service Suspension, you may

- Send a letter to the City
  - ▶ Transportation Department
  - ▶ Demand Response Bus Service
  - ▶ 2008 Enterprise Drive
  - ▶ Round Rock, Texas 78664
- Email the City
  - ▶ [clee@roundrocktexas.gov](mailto:clee@roundrocktexas.gov)
- Call the City
  - ▶ 512-218-7074

You must make your appeal to the City within 15 days of receipt of the Notice. Your appeal should provide the reason you feel your service should not be suspended.

Appeals will be reviewed by the City and you will be notified of the City's decision within 10 days of receipt of the appeal.

## RIDER and VEHICLE READINESS

### Rider Readiness

You must be ready to board the vehicle 15 minutes before your scheduled time and 15 minutes after your scheduled time. This is called “30-minute window.”

If the vehicle arrives within the 30-minute window you have to board the vehicle within 5 minutes. The vehicle will leave if you do not board within 5 minutes of vehicle arrival and you will be charged a no-show.

The driver will not make any announcement of the arrival or departure of the vehicle. You must be ready to board the vehicle within the 30-minute window.

### On-time, Late, and Early Vehicles

The vehicle is considered on-time if it arrives within the 30-minute window.

The vehicle is considered late if it arrives after the 30-minute window. If the vehicle is late, dispatch may call to inform you or you can call the reservation line to inquire when the vehicle will be there or to cancel your trip. If you decline the trip because the vehicle is late you will not be charged a no-show.

The vehicle is early if it arrives before the 30-minute window. If a vehicle is going to be early, dispatch may call you to see if an early pick-up is acceptable. If you are not ready for an early pick-up, you are required to board the vehicle within 5 minutes after the beginning of the 30-minute window.

### Pick-up and Drop-off Areas

For pick-ups at your home, you should wait for the vehicle in a location where you can see the vehicle and, preferably, where the driver can see you.

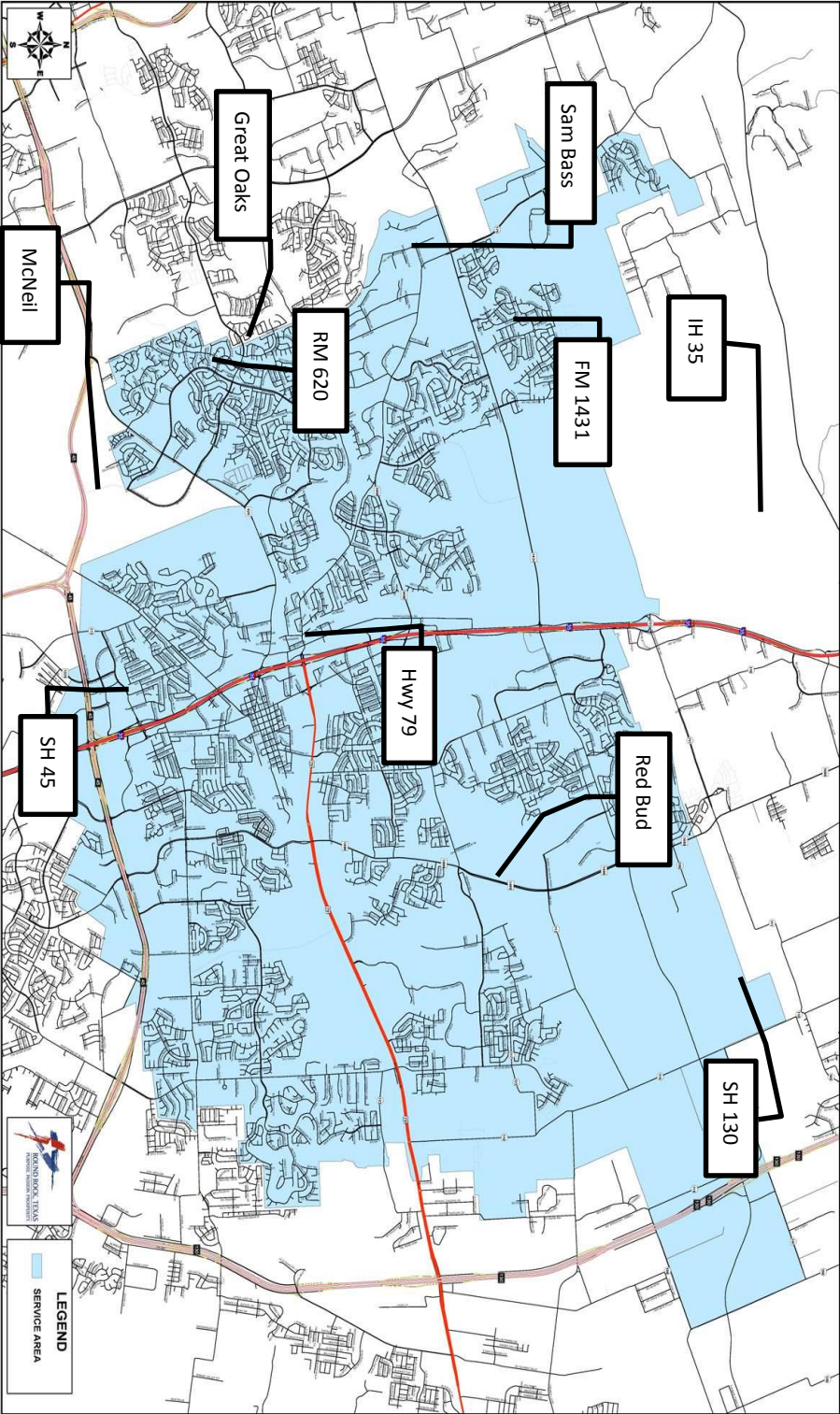
If you live in a gated community, it is your responsibility to provide the gate code when making the reservation.

If you live in an apartment complex, the pick-up location is in front of the leasing office.

For drop-offs and pick-ups at your destination, you will be dropped off in a safe location as close as possible to the entrance of your destination. You will be picked-back up in the same location.



NOTES



Star Shuttle  
Reservation Line  
512-244-RIDE (7433)



City of Round Rock  
Public Transportation Line  
512-218-7074

**For comments, compliments or complaints please contact:**

City of Round Rock  
512-218-7074  
[cleo@roundrocktexas.gov](mailto:cleo@roundrocktexas.gov)

Star Shuttle  
512- 244-RIDE (7433)