



## **City of Round Rock**

# **ADA Complementary Paratransit Policies and Procedures**

Grantee ID: 6631  
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## **Identification of Entity**

Name: City of Round Rock  
Address: 3400 Sunrise Road  
Round Rock, Texas 78665  
Contact: Transit Coordinator  
Phone: 512-671-2869  
Fax: 512-218-5536

## **Mission**

The mission of City of Round Rock Transit is to provide quality and efficient paratransit service to passengers while complying with the Americans Disabilities Act (ADA).

*Accessible formats and reasonable modifications are available upon request by contacting Round Rock Transit 512-671-2869. A digital version of this guide may be viewed and downloaded at [roundrocktexas.gov/departments/transportation/public-transportation/ada-paratransit-service/](http://roundrocktexas.gov/departments/transportation/public-transportation/ada-paratransit-service/)*

## **Background**

The Americans with Disabilities Act of 1990 (ADA) requires public entities who operate non-commuter fixed route transportation services must also provide complementary paratransit service. The ADA requires the complementary paratransit service be comparable to the fixed route service, in terms of service levels and availability. There are six minimum service standards used to evaluate the comparability of the complementary paratransit service to the fixed route service.

1. Availability in the same area served by the fixed route. Specifically, service must be made available to all origins and destinations within a minimum width of  $\frac{3}{4}$  of a mile on each side of each fixed route. This includes an area within  $\frac{3}{4}$  miles radius at the end of each fixed route as well;
2. Available to any ADA Paratransit eligible persons at any requested time on any particular day in response to a request for service made the previous day;
3. Paratransit Service's fares that are no more than twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day on the fixed route system;
4. There can be no trip restrictions or priorities based on trip purpose;
5. Service must be made available to eligible persons on a next day basis; and
6. There can be no constraints on the amount of service that is provided to any eligible person. Specifically, there can be no operating practice that significantly limits the availability of service to individuals.

Transit providers subject to the ADA regulations must develop and administer a process for determining a person's eligibility for the complementary paratransit service. ADA Paratransit service must be provided to all individuals who are unable, because of their disability, to use the fixed route system, some of the time or all of the time. The criteria for determining a persons' eligibility is regulated by the ADA and it requires the City to have a documented process.

### **Nondiscrimination**

The City of Round Rock shall not discriminate against an individual with a disability in connection with the provision of transportation service. The City shall not deny, to any individual with a disability, the opportunity to use the City's transportation service for the general public, if the individual is capable of using the service. The City shall not require an individual, with a disability, to use designated priority seats, if the individual does not choose to use those seats.

### **Filing an ADA Complaint**

Any person who believes they have been discriminated against on the grounds of disability may file a complaint directly with the Federal Transit Administration (FTA) or with the City. Complaints should be filed within 180 days of the alleged violation. All complaints and corresponding materials will be retained for five years.

To file a complaint with the City, complete the City's complaint form, found on the city's web site [roundrocktexas.gov/departments/transportation/pubic-transportatin/ada-paratransit-service](http://roundrocktexas.gov/departments/transportation/pubic-transportatin/ada-paratransit-service). The complaint form must be signed and mailed to:

City of Round Rock  
Attn: Transit Coordinator  
3400 Sunrise Road  
Round Rock, Texas 78665

Within 5 business days of the receipt of the complaint, the Transit Coordinator will notify, in writing, the complainant and FTA of the receipt of the complaint. The Transit Coordinator will review the complaint, policies and procedures associated with the complaint, and the circumstances under which the alleged discrimination occurred and any other pertinent factors.

Within 30 days of the receipt of the complaint, the Transit Coordinator will send the complainant and FTA a letter of finding. The letter of finding will outline the results of the investigation. If the investigation determines the City is not in violation, the letter of finding will include an explanation and provide notification of the complainant's appeal rights. If the investigation determines the City is in violation, the letter of finding will document the violation and the action the City will take or has taken to resolve the violation. The City will maintain all ADA related complaints for one year and a summary of all complaints for at least five years.

To file a complaint with FTA, complete the FTA complaint form.. The complaint form must be signed and mailed to:

Federal Transit Administration

Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

With your form, please attach on separate sheet(s):

- A summary of your allegations and any supporting documentation.
- Sufficient details for an investigator to understand why you believe a public transit provider has violated your rights, with specifics such as dates and times of incidents.
- Any related correspondence from the transit provider.

### **Description of Fixed Route System**

The City of Round Rock’s (City) Transit System consists of two local fixed routes and three commuter routes. The service operates Monday – Friday, 6:00 a.m. to 7:30 p.m., with hourly headways. Each of the fixed routes serve the Intermodal Transit & Parking Facility (ITPF).

As required by the ADA all routes and vehicles are accessible by persons with disabilities. Maintenance of accessible features on vehicles, as required by the ADA is maintained to a high level, so persons needing these features receive equivalent service. If for some reason the lift or other accessible features, is not working, another accessible feature equipped vehicle will be provided within 30 minutes. Bus operators will also make major stop announcements.

### **Priority Seating for Elderly and Persons with Disabilities on Buses**

Priority seating is available on buses for riders who are elderly or who have disabilities. Other customers will be asked to move to another seating area if a customer who is elderly or disabled requests a designated seat, even if other seats are available. The operator will not require anyone to move from designated seating; however, the operator will appreciate customer cooperation and courtesy.

### **Eligibility Requirements and Application Process**

The following individuals are ADA paratransit eligible:

1. any individual with a disability who is unable to ride or disembark from any fixed route vehicle,

OR

2. any individual whose specific disability makes it impossible for them to travel independently all or some of the time on a fixed route

An individual interested in riding City of Round Rock’s paratransit service will submit a completed application to the Transit Coordinator at:

Transportation Department  
Attn: Transit Coordinator  
3400 Sunrise Road  
Round Rock, Texas 78665

The completed application will include a healthcare professional attesting to the passenger's disability and that such disability would prevent the passenger's ability to independently travel on the fixed route service either all of the time or some of the time.

A healthcare professional authorized to complete the healthcare provider verification section of the application include, doctors of medicine, doctors of osteopathic medicine, doctors of chiropractic, registered nurses, physician assistants, nurse practitioners, certified nurse specialist, certified registered nurse anesthetists, clinical social worker, and physical, speech, occupational, and massage therapists.

You will receive your eligibility determination within 21 calendar days from the date ALL of the following are completed:

- Full application and verification received
- In-person eligibility review
- Any additional requested information is received by staff
- Any applicant who has completed the above steps but has not received an eligibility determination letter, within 21 days, will be entitled to unlimited use of the paratransit service until you are notified your eligibility determination.

The applicant will be notified in writing of the applicant's eligibility. If approved, the passenger will be added to the eligibility list and will be able to start scheduling rides. If denied, the individual has the right to appeal that decision.

*\*\*Having a disability does not automatically qualify you for ADA Paratransit Service. It is very important, for you and your healthcare provider, to thoroughly answer each question on the application.*

### **Application Denial Appeal Process**

If your application for ADA Paratransit Service is denied, you will need to submit your appeal, in writing, within sixty (60) days of the date of the denial notice. Appeals should be sent to:

Transportation Department  
Attn: Transit Coordinator  
3400 Sunrise Road  
Round Rock, Texas 78665

Upon receipt of your desire to appeal, Round Rock Transit will schedule a meeting with the designated individual(s) to hear your appeal. You will be notified by mail of the date and time of this meeting. You will have the opportunity to submit additional information, written evidence and/or arguments to support your qualifications for ADA Paratransit service. You may bring a representative with you to this meeting.

You will be notified of the designated individual(s) decision, in writing, within 30 days of the meeting. Their decision is final. If a decision is not made within 30 days of completing the appeal process, transportation is provided until and unless a decision to deny the appeal is issued.

## **Eligibility Expiration**

If you are approved for temporary service you may have an expiration date associated with your eligibility. If you do, you will need to contact Round Rock Transit before the expiration to re-apply. If Round Rock Transit does not receive your request to re-apply your services will automatically expire.

## **Service Type**

The City provides an origin to destination paratransit service, including:

- Feeder service to an accessible fixed route, where such service enables the individual to use the fixed route bus system for part of the trip
- Curb-to-curb, shared ride, service

Passengers should wait for the vehicle in a location where the vehicle can be seen, and preferably where the bus operator can see the passenger. Passengers will be dropped off in a safe location, as close as possible to the entrance of your destination.

If a passenger needs assistance beyond the curb, it shall be provided as long as the assistance does not result in the following:

- A direct threat
- The bus operator cannot see the vehicle from the door, typically no further than 75 feet from the vehicle
- The bus operator entering the passengers home or other pick-up and drop-off locations
- The bus operator backing the vehicle
- The vehicle impeding or blocking traffic

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. If a passenger cannot traverse to the leasing office, the passenger may be picked up in front of their building, upon request.

## **Service Area and Hours of Operation**

The City offers ADA Complementary Paratransit within the required  $\frac{3}{4}$  mile radius of each bus route, including the beginning and ending points. Adjustments to this service area will be made on a case-by-case basis and not extend beyond the city limits or the extraterritorial jurisdiction of the City.

Paratransit Service will be provided the same days and hours as the City's Fixed Route Transit Service, The Transit Service does not operate on major holidays and are subject to change.

- New Year's Day
- Martin Luther King Jr Day
- Memorial Day
- Independence Day
- Labor Day

- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

### **Same Day Service**

A same-day ride is classified as any request for service not received by 5:00 pm the day before the requested service is to take place. Same Day service is offered as a courtesy only, and is not required by the ADA.

From 8:00 am to 5:00 pm., Monday through Friday, paratransit dispatchers can be reached to arrange same-day rides. This service is available only for same-day rides that occur between 8:00 am and 5:00 pm, Monday through Friday and are only on a space/time available basis, for the convenience of eligible riders.

### **Reservations**

Reservations are taken Monday through Friday during normal business hours, 8:00 a.m. to 4:30 p.m., except on designated holidays or weekends. Reservations can be made up to two weeks in advance. Next-day service is provided for requests made, any time, during the preceding day, prior to 4:00 p.m., Monday through Friday.

On days when the offices are closed and no reservations can otherwise be made and when the following day is a service day, an answering machine or similar recording device is available to patrons for scheduling or canceling reservations. At opening of next business day, all messages will be checked and calls returned to confirm reservations or cancellation.

### **Return Trips**

Passengers will be asked, at time of initial reservation, to schedule a return time, if necessary.

### **Subscription Trip Policy**

Passengers who use the paratransit service to make regular, recurring, trips can request a standing reservation, referred to as a subscription trip, through the dispatch office. The ADA does not allow more than 50% of its service to be subscription in nature. Subscription trips will be limited to no more than 50% of complementary paratransit service capacity. The City will take subscription requests on a first-come-first-serve basis.

If a passenger makes a standing reservation and has three (3) no-shows, per the City's no-show policy, the standing reservation will be cancelled and that passenger will not be eligible to qualify for subscription service for three (3) months. Trips missed by the individual for reasons beyond his or her control, including, but not limited to, trips that are missed due to operator error, will not count as a no-show.

### **No-show Policy**

No-shows, as well as late cancellations, result in wasted trips which could have been used by other passengers. It is the policy of Round Rock Transit to record each customer's no-show(s) and apply appropriate sanctions when customers establish a pattern of excessive no-shows. The policy is necessary in order to recognize the negative impact no-shows have on the services provided to other passengers.



A no-show is defined as:

- any time a bus operator goes to pick a customer up and
  - he or she decides not to use the service
  - is not at the pickup location
  - has not called to cancel their trip at least one (1) hour before the scheduled pick-up time
  - has waited the required 5 minutes and the passenger does not board the vehicle

Passenger no-shows for reasons that are beyond the passengers control will not be counted.

Examples of excused no-shows include, but are not limited to:

- illness,
- accidents,
- family emergency,
- passenger's appointment ran longer than expected and customer could not call to cancel, or
- Acts of God (flood, earthquake, etc.).

Passengers should contact reservations as soon as possible to alert them of your emergency so your missed trip is not counted as a no-show.

Round Rock Transit schedules pick-ups and return trips separately. We will assume all scheduled return trips are needed unless notice is given by the passenger.

If a passenger is a no-show for the first trip of the day, Round Rock Transit *will not automatically cancel subsequent trips of the day*. If, however, the passenger does not need the return or other subsequent trip(s), they will need to cancel them as soon as possible out of courtesy for other riders. If subsequent trips are not cancelled the passenger will be charged with a no-show.

If a passenger has been transported to their destination, but who is a no-show when the bus returns, they must call dispatch to request a return trip, however a pick-up window will not be guaranteed.

There are no mandatory financial penalties for no-shows. Suspensions of service will occur when a rider exceeds the maximum number of no-shows allowed per month. **Table 1** and **Table 2** outline the maximum number of no-shows allowed per number of trips scheduled and the associated penalties for violations.

If your service is suspended you will be sent a Notice of Service Suspension, to your home address on file. The Notice will include dates of suspension, a no-show report, appeal process and a copy of this Policy. The passenger may appeal any "no-show" action if he or she feels it was out of their control. Written appeals should be addressed to the Round Rock Transit Coordinator within (15) days of notification of the offense. The Transit Coordinator will review and respond in writing within 5 days.

## **Table 1**

<b>Trips Scheduled per Month</b>	<b>Maximum # No-Shows Allowed per Month</b>
<b>1 to 14</b>	2
<b>15 to 39</b>	4
<b>40 to 59</b>	6
<b>60 +</b>	8

**Table 2**

<b>No-Show Penalties</b>	
<b>First violation</b>	Letter of warning
<b>Second violation</b>	3-day suspension
<b>Third and Fourth violation</b>	15-day suspension

### **No-Show Service Suspension Appeals Process**

If you have been suspended from service and feel the information regarding your no-show(s) is incorrect, you have the right to submit an appeal.

All appeals must be submitted in writing, to the City at:

Transportation Department  
 Attn: Transit Coordinator  
 3400 Sunrise Road  
 Round Rock, Texas 78645

within 15 days of the date of the Notice of Service Suspension letter. The 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.

### **Pick-up Times and Passenger Readiness**

Passengers are given an approximate pick-up time, to allow for the best use of resources. Bus operators strive to maintain prompt schedules to ensure all passenger reservations are honored. Passengers are asked to allow a 30-minute window of time for arrival. The 30-minute window means the passenger needs to be ready to board the vehicle 15 minutes before and 15 minutes after the scheduled time.

Upon vehicle arrival, within the 30-minute window, passengers have five (5) minutes to board the bus. Dispatch may contact the passenger if the vehicle is going to be earlier or later than the 30-minute window, as there may be times when outside factors affect the vehicle’s arrival time, such as traffic and road conditions.

### **Personal Care Attendants (PCA) & Traveling Companions**

Personal care attendants are eligible to accompany the ADA eligible person at no charge. Passengers are required to reserve a space, at the time of reservation, for a personal care

attendant. In addition, the need of a personal care attendant needs to be disclosed during the application process. If the use of a personal care attendant is not disclosed, then any individual accompanying the ADA eligible person shall be regarded as a companion.

Companions, who are not acting in the capacity of a personal care attendant, with the same origin and destination, are allowed to travel with the ADA eligible person on a space available basis. Companions are required to pay the applicable paratransit fare.

### **Trip Purpose**

The City will accept and handle all trip requests on an equal basis. The City will not prioritize or restrict trip purposes for paratransit riders.

### **Service Animals, Mobility Devices, and Other Necessary Equipment**

The City shall not prohibit any mobility device, provided it does not exceed the capacity of the vehicle or its equipment (lifts/ramps). However, these devices are the responsibility of the individual passenger and must be secured in a manner that does not interfere with the safe operation of the vehicle and the transport of other passengers.

The City shall not prohibit a passenger from boarding who has a respirator, portable oxygen and/or other life support equipment, as long as the items do not violate the law or rules relating to the transportation of hazardous materials. All equipment must be small enough to fit in the vehicle safely without obstructing the aisle or blocking emergency exits.

All passengers are allowed to travel with service animals trained to assist them. A service animal is defined as any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

### **Lift and Securement Use Policy**

In accordance with ADA regulations, Round Rock Transit will provide service to all individuals using mobility devices that fit within the capacity of the lift being operated. Passengers are advised that bus operators are not permitted to operate a mobility device onto the lift. The passenger is responsible for getting onto the lift with minimal bus operator assistance for these devices.

Use of the securement system is required as a condition of service. All wheelchairs and mobility devices must be safely secured before transport. When transporting passengers using mobility devices, Round Rock Transit can suggest but not require passengers transfer to a seat. The passenger, in this case, has the final decision as to whether a transfer is appropriate given the passengers' particular disability.

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 the vehicle using the lift. Round Rock Transit does not provide wheelchairs or other mobility devices.

## Capacity Constraints

Service will not be limited because of capacity constraints. No waiting lists will be maintained and the number of trips provided to an individual will not be restricted. Reservation times may be negotiated within one hour before and after the requested pickup time.

## Fare Structure

The paratransit fares will be no more than twice the regular fare, per federal regulations, and will be adjusted in conjunction with changes in fixed route fares. The City shall not impose any special charges for providing services to persons with a disability.

**Table 3**

Fare Type	ADA Paratransit Fare	Regular Fare
Single Ride	\$2.00	\$1.25
10-Trip Pass Card	\$20.00	
20-Trip Pass Card	\$40.00	

## Rider Behavior

Passengers are expected to conduct themselves in a respectable manner. Unruly, violent or illegal conduct will not be tolerated and will be dealt with promptly, including but not limited to expulsion from the vehicle and/or notifying law enforcement.

## Packages

Passengers are expected to only bring what they can safely carry on their own or with the assistance from a personal care attendant or companion, in one trip. Packages cannot block the aisle or pose a safety hazard.

## Visitors

If you visit the City of Round Rock and are unable to use the fixed-route bus system due to a medical condition or disability and you present ADA eligibility documentation from another jurisdiction, you can be provided Round Rock Paratransit service for up to 21 days within a 365-day period. Individuals who are certified by another transit provider and claim presumptive edibility will also be allowed to use the service for up to 21 days within a 365-day period. Round rock will request visitors to apply for eligibility to receive services beyond the 21-day period.

## Accessible Formats

The information in this policy and all other materials related to Round Rock Transit's programs will be made available in an accessible format upon request.

## Accessible Stations, Terminals and Stops

Round Rock will construct any new facility to be used in providing designated public transportation services so that the facility is readily accessible to and usable y individuals with

disabilities. Round Rock will ensure that all revenue service vehicles procured or leased will be readily accessible to and usable by individuals with disabilities. All Round Rock vehicles used in providing transportation are accessible. Contractors are required to have vehicle operators report lift and ramp failures immediately and to make alternate accessible transportation available.

All accessibility features shall be repaired promptly if they are damaged or out of order. If the facility/elevator is out of order, we shall take immediate steps to accommodate individuals with disabilities. Persons who need immediate assistance may call 512-388-7433 or 512-218-7074. If the elevator at the Transit Center is not operable sign will be posted and a phone number provided that will provide

### **Reasonable Modification of Policies & Procedures**

The City of Round Rock is committed to the Americans with Disabilities Act (ADA) and complies with all applicable rules and regulations issued by the United States Department of Transportation (USDOT) and the Federal Transit Administration (FTA). The City of Round Rock provides reasonable modification to policies and procedures to customers with disabilities to ensure they can effectively use the agency's transit services.

Individuals requesting a modification should clearly describe what they need in order to use Capital Metro bus and paratransit services. When feasible, please make any requests for modifications in advance by contacting: Capital Metro Customer Service at 512-474-1200, and for paratransit service at 512-281-7074. Where a request for modification cannot be made and determined in advance, such as if a barrier or condition exists on fixed-route or paratransit service about which an individual with a disability is unaware, a determination will be made at that time.

For more information, to make a request or to file a complaint regarding a failure to provide a reasonable modification to policies and procedures, please contact:

Transportation Department  
Attn: Transit Coordinator  
3400 Sunrise Road  
Round Rock, Texas 78645  
512-281-7074