

TYLER

PUBLIC TRANSPORTATION SYSTEM RIDER GUIDE



2021

210 E Oakwood
Tyler, Texas 75702
903-533-8057
Cityoftyler.org
Tylerbus.com



210 E Oakwood
Tyler, Texas 75702
903-533-8057
Cityoftyler.org
Tylerbus.com

Dear Tyler Transit Rider:

Welcome to Tyler Transit! The Tyler Transit Program Guide will introduce you to Tyler Transit transportation and provide the basic information you need to use the service. Upon request, this information is available in other formats.

Tyler Transit is a shared-ride public transit service. In accordance with the Americans with Disabilities Act (ADA), travel times and the timeliness of service are comparable to Tyler Transit's fixed-route bus service. Please read this policy brochure carefully to familiarize yourself with the type and level of service that Tyler Transit provides. Remember that you have a responsibility to use accessible fixed-route bus service when possible.

Our goal is to provide safe, friendly, and reliable transportation. If, after reading this manual, you have questions regarding Tyler Transit, please call the Tyler Transit Customer Service and Eligibility Department at 903-533-8057.

Once again, welcome aboard!

Contents

TYLER TRANSIT CHOICES..... 5

Accessible Bus Features Include:..... 5

Bus Passes, Tickets..... 5

Tyler Transit Travel Training..... 6

What is Tyler Transit and How Does It Work?..... 6

Tyler Transit is Public Transportation..... 7

TYLER TRANSIT RULES OF THE ROAD..... 7

Required Securements..... 7

Vehicle Seating..... 7

Passenger Code of Conduct..... 8

Service Animals..... 8

Packages..... 8

Disruptive Behavior..... 8

Telephone Calls Are Recorded..... 8

ELIGIBILITY INFORMATION..... 8

Who is Eligible?..... 8

Eligibility & Recertification..... 9

Process for Eligibility Appeals..... 10

TYLER TRANSIT FARES..... 11

Fare Policy Fixed-Route and Paratransit..... 11

Jurors..... 12

TYLER TRANSIT OPERATING HOURS..... 13

When Does Tyler Transit Service Operate?..... 13

Required ADA Service Area and Times..... 13

SCHEDULING PARATRANSIT TRIPS..... 13

How Do I Schedule a Tyler Transit Trip?..... 13

Scheduling Tips..... 13

Scheduling Window vs. Scheduled Pick-Up Time..... 14

Scheduling Reminders..... 14

Travel Time..... 15

Subscription Service..... 15

CALLING DISPATCH..... 16

Timeliness of Service..... 16

Not Going? Schedule Change?..... 16

Need to Cancel a Trip? 16

TYLER TRANSIT POLICIES 17

No-Show/Late Cancellation and Suspension Policy 17

Late Cancellations 17

No Show 17

Policy Details: 17

Appeals..... 19

Have a Service Comment? 19

ADA COMPLAINT PROCESS 20

How to File a Complaint for Potential ADA Non-compliance 20

How to File a Complaint 20

Investigations..... 21

Letters of Findings..... 21

Federal Transit Administration..... 22

TRAVEL INFORMATION 22

Traveling in Other Cities 22

Out-of-Town Visitors 22

Lost & Found..... 22

Tyler Transit Designated Stops at Major Locations 22



***100%
Accessible!***



TYLER TRANSIT CHOICES

Tyler Transit's fixed-route and paratransit buses are 100% accessible! Try one of our convenient routes and take control of your mobility. If you are not familiar with riding fixed-route and paratransit buses and would like to learn, please call 903-533-8057 to speak with a Tyler Transit Travel Trainer who will assist you, appointments are also available.

Accessible Bus Features Include:

- Ramps or lifts on all of our buses
- Many Tyler Transit buses offer, upon request, a kneeling feature to assist with boarding. Standees on lifts are permitted under the ADA
- Two priority-seating areas for the elderly and people with disabilities
- Equipped with an easy-to-reach call bell and special securement belts designed to secure the mobility devices of patrons who use a wheelchair or scooter in one or more 30"x 48" wheelchair securement areas
- Bus pads, sidewalk links, and curb cuts at many of our bus stops
- Automatic audio and visual announcements on some fixed-route buses at major stops, main intersections and transfer points along the route
- Large, bright destination signs on the front and sides of some of the buses
- Lighted "Stop Request" signs inside some of the buses for riders with hearing impairments
- Transfer points connecting some bus routes to neighborhoods across the city for safe and easy transfers

Bus Passes, Tickets

Tyler Transit offers customers the option to purchase tickets, and passes at the Tyler Transit office. The Tyler Transit office is located at 210 E Oakwood

St, Tyler, Texas 75702 at the main transfer point. Tickets and passes have no expiration date and can be used at any time for any trip. The use of tickets, and passes alleviates the need for exact change.

Passenger bus passes start the day that the pass is purchased and can be used for unlimited rides for the duration of the pass.

Half Fare prices are for individuals that are Medicare recipients, Seniors (65 and older), and for Persons with Disabilities. To take advantage of the Half Fare price you must bring documentation to our office and purchase a Tyler Transit Half Fare ID card (\$2.00) to show to the driver every time you board the bus.

Tyler Transit Travel Training

Travel Training is a free program that shows you how to ride Tyler Transit and get the most out of our bus services. Group training is also available. For information, call 903-533-8057.

What is Tyler Transit and How Does It Work?

Tyler Transit is a fixed-route and complementary (corresponding, not free of charge) paratransit service offered by City of Tyler in accordance with the ADA. Tyler Transit provides transportation for all, including persons with disabilities who cannot board, ride or disembark from a Tyler Transit fixed-route bus, even if that bus is equipped with a wheelchair lift or ramp.

Tyler Transit provides services using wheelchair or mobility device capable vehicles and ramp-equipped vehicles that accommodate persons using wheelchairs, scooters, etc. Boarding chairs are available to assist any patron who is unable to access a paratransit vehicle using the stairs (must notify scheduling of the request in advance to accommodate). **Please note that patrons cannot request specific vehicle types.** Tyler Transit is an origin-to-destination service with assistance beyond the curb provided when needed or requested.

Tyler Transit transports hundreds of patrons each day and we rely on our patrons to immediately inform our Dispatch Office when service issues occur. A strong partnership with our patrons enables Tyler Transit to respond quickly to service issues, reducing wait time for our patrons. Tyler Transit provides origin-to-destination service which includes a pick-up and drop-off destination. All customers may request assistance at the time of scheduling their trip or on

the day of service by calling Tyler Transit dispatch at 903-533-8057 or by asking the driver at the time of pick-up or drop-off. Assistance beyond the curb will be provided at both the pick-up and drop-off as requested or as required due to unforeseen circumstances as reasonably acceptable. For safety reasons, we encourage drivers to be mindful of not losing sight of their vehicle while providing customer assistance.

Tyler Transit is Public Transportation

Tyler Transit is a shared-rider service. This means that each vehicle makes several stops to pick up and drop off other passengers along the route. When scheduling, patrons should consider an added time cushion for stops at various destinations en route and also any unexpected service delays. All trips are treated with equal priority. Examples include, but are not limited to, traveling to/from work, a medical appointment, a shopping trip, a sports event, a restaurant, etc.

TYLER TRANSIT RULES OF THE ROAD

Tyler Transit fixed-route service offers **paratransit** customers more freedom and flexibility to ride on their own schedules “fare-free” by combining Tyler Transit Paratransit with fixed-route service.

Required Securements

For persons using wheelchairs, passenger safety requires that a Tyler Transit operator secure your wheelchair with specially designed securement devices also known as “tie-downs.” In addition, a Tyler Transit seatbelt is provided:

- A seatbelt goes around you and attaches to the floor while you ride the Tyler Transit vehicle
- For safety all Tyler Transit paratransit passengers must remain in place until the vehicle has stopped, and if secured the driver has removed the seatbelt and wheelchair securements. Under the ADA, standees are permitted on paratransit lifts.

Vehicle Seating

Tyler Transit has no assigned seating in vehicles. Drivers may recommend a seat location to facilitate the loading and unloading of customers. On paratransit vehicles children under eight years of age, unless the child is taller than four feet, nine inches, must travel in an approved child seat furnished by the parent or person accompanying the child, regardless of the vehicle type.

Passenger Code of Conduct

Tyler Transit's code of conduct forbids passengers from smoking, eating or drinking in the vehicle. In addition, there are more passenger conduct rules which are posted onboard Tyler Transit vehicles.

Service Animals

Service animal means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, and must be kept under the handler's control. Inform the reservations operator that you will be traveling with a service animal each time you schedule a trip reservation to ensure space is reserved. Non-service animals (pets) are allowed to travel only in an animal carrier transported by the patron and must cause a safety or health risk or disturbance to others.

Packages

Patrons must be able to handle their own packages. Patrons may carry only the number of packages that they can handle safely while riding a Tyler Transit vehicle. The driver can assist with a reasonable number of packages (3 to 4) in and out of the vehicle, but the patron must handle the packages beyond the curb or make arrangements for assistance as the system is a shared ride service and routes are on timed schedules.

Disruptive Behavior

Tyler Transit is not required to accommodate individuals with disabilities who engage in violent, seriously disruptive or illegal conduct, or individuals who present a direct threat to the health or safety of others. Tyler Transit customers are responsible for the conduct of their personal care attendants and/or guests, including children. For such behavior, Tyler Transit service may be immediately suspended or the customer may be required to travel with a responsible companion or attendant. Tyler Transit's Code of Conduct applies to all Tyler Transit customers.

Telephone Calls Are Recorded

Tyler Transit records and monitors passenger calls to our office to ensure courteous phone service.

ELIGIBILITY INFORMATION

Who is Eligible?

There are three categories of people eligible for Tyler Transit Paratransit service.

Category 1 - Individuals with disabilities who are unable, without the assistance of another person, to board, navigate, ride or disembark from an accessible local fixed-route bus.

Category 2 - Individuals with disabilities who can use an accessible vehicle but want to travel on a bus route that is inaccessible.

Category 3 - Individuals with disabilities who are prevented from getting to and from the local bus due to their disability. Eligibility is based on a functional limitation preventing the patron from walking or rolling to a bus stop without assistance from others.

Eligibility cannot be granted based solely on the lack of curb cuts or other environmental barriers, distance to the bus stop, or because Tyler Transit Paratransit services are perceived to be safer or more convenient than local fixed-route bus service.

Healthcare professionals certify the applicant's disability. Tyler Transit makes the final eligibility decision based upon the applicant's functional abilities to navigate the fixed-route bus system in accordance with the Americans with Disabilities Act (ADA).

Eligibility & Recertification

You must complete and submit a Tyler Transit ADA Paratransit eligibility application to become certified to use Tyler Transit Paratransit services. It is important that the eligibility form is completed properly.

Please complete your personal information on the ADA Paratransit eligibility form, including your signature on the line marked "Applicant's Signature." Then you must have your doctor, or other licensed or certified healthcare professional, complete and sign the physician section of the ADA Paratransit eligibility form.

The doctor, or other licensed or certified healthcare professional, must describe in detail why your disability prevents you from boarding, navigating, riding, or disembarking from the local bus, even if the local bus provides accessible features such as a wheelchair lift, ramp, bus stop announcements, and infrastructure improvements at bus stops.

Call the Tyler Transit Customer Service and Eligibility Department at 903-533-8057 between 8 a.m. and 5 p.m., Monday-Friday, and ask that a Tyler Transit application for certification of eligibility be mailed to you.

Applications are available on Tyler Transit's website, cityoftyler.org or tylerbus.com, and at the Tyler Transit Administration Offices located at 210 E Oakwood St., Tyler, Texas 75702. Send the completed application to:

Tyler Transit Eligibility
210 E Oakwood
Tyler Texas, 75702

Or

Fax 903-531-9418

After the properly completed eligibility form has been received by Tyler Transit, you will receive a letter of approval or denial. In addition, few cases may require an appointment for an in-person interview for further processing. The in-person interview will help Tyler Transit determine which of the Tyler Transit services will provide you with the greatest mobility.

Applicants can schedule in-person eligibility interview appointments Monday thru Friday, 11 a.m. to 3 p.m., by calling 903-533-8057. Interview appointments must be scheduled in advance; walk-ins will not be accepted.

After receiving the **COMPLETED** ADA Application, a decision regarding eligibility will be furnished in writing within 21 days. If a decision is not made within this time period, the patron has the right to use the service until a decision is made. Eligibility decisions are based upon information provided by healthcare professionals and the applicant's functional abilities to navigate the fixed-route bus system in accordance with the ADA. Eligible riders' certification will be classified as standard, conditional, or temporary. Riders classified as standard or conditional will be notified by letter to reapply for services 45 days prior to the end of their eligibility period.

Process for Eligibility Appeals

Applicants who are denied Tyler Transit service, or are granted temporary eligibility, have the right to appeal Tyler Transit's decision. Appeals must be received within 60 days of the notification date. To appeal the eligibility determination, you can request an appeal hearing.

To request an appeal hearing:

- Write your own letter notifying Tyler Transit of your intent to appeal

Appeals are conducted by the General Manager. You have the right to an in person hearing with the General Manager; however, you may waive your right to an in person hearing and have the General Manager review your case without your presence. You may also participate by telephone with appointment. All hearings must be scheduled with the Transit administration office.

All of these options provide you the opportunity to be heard and to present information and arguments why you believe your eligibility should be approved or changed. If you decide to request an appeal hearing via mail or if you decide to submit additional documentation as part of your appeal, please send items to the following address:

**Tyler Transit Eligibility
210 E Oakwood
Tyler Texas, 75702**

Or

Fax 903-531-9418

Once your appeal decision has been made the Tyler Transit General Manager has made the final conclusion. Patrons have the right to use the service if a decision has not been made within 30 days of the completion of the appeal process. A letter will be mailed to you advising you of the General Manager's decision, including an explanation.

TYLER TRANSIT FARES

Fare Policy Fixed-Route and Paratransit

Tyler Transit drivers accept cash, coin, tickets, as fare payments. On Paratransit before boarding the Tyler Transit vehicle, show the Transit ID Card and pay fare. On fixed-route if you are requesting half-fare, show Medicare Card or Transit issued ID.

- Regular Tickets and Tokens \$1.00
- Half Fare* / Child Tickets \$0.50

Passenger bus passes start the day that the pass is purchased and can be used for unlimited rides for the duration of the pass. The current price for passes are as follows:

- Regular 30 Day Pass \$40.00
- Half Fare* 30 Day Pass \$20.00
- Student 30 Day Pass \$20.00
- Student Semester Pass \$50.00

- Regular 7 Day Pass \$10.00
- Half Fare* 7 Day Pass \$5.00
- Student 7 Day Pass \$5.00

- All Day Pass \$2.00

If you have any questions or concerns, please contact Tyler Transit at 903-533-8057.

**Half Fare prices are for individuals that are Medicare recipients, Seniors (65 and older), and for Persons with Disabilities. To take advantage of the Half Fare price you must bring documentation to our office and purchase a Tyler Transit Half Fare ID card (\$2.00) to show to the driver every time you board the bus.*

- Riders without proper fare may not be transported.

Note: You must have Tyler Transit fare tickets or a monthly/annual pass or exact change. Drivers do not carry change; therefore, any overage tendered will not be returned.

Purchasing Tyler Transit tickets, ticket books, monthly or annual passes is simple and convenient. Tyler Transit fare tickets and passes may be purchased at:

Tyler Transit Ticket Sales
210 E Oakwood
Tyler Texas, 75702

Jurors

Tyler Transit provides a complimentary one-way trip to customers going to jury duty on the original date of their summons, for ADA Paratransit service contact Tyler Transit dispatch 903-533-8057. If selected for jury duty contact Tyler Transit for further services.

TYLER TRANSIT OPERATING HOURS

When Does Tyler Transit Service Operate?

Paratransit is designed to be “comparable to” and not “free of charge” Tyler Transit’s fixed-route bus services. For this reason, ADA paratransit service is only required to transport riders to and from locations which are within three-quarters (3/4) of a mile of and during the same days and hours of Tyler Transit’s existing fixed-route bus services. Points of origin and destination not within this three-quarters (3/4) of a mile corridor are not required to be provided with ADA paratransit service, or could require an additional fee as established by City of Tyler City Council.

The current Tyler Transit service area encompasses City of Tyler city limits.

Required ADA Service Area and Times

Tyler Transit’s service area encompasses areas within 3/4 mile of bus routes and extends to include City limits of Tyler. Origins and destinations within this area have paratransit service that is comparable to bus times:

5 days a week M-F..... 6:00 a.m. with last drop off by 8:15 p.m.

Saturdays 9:00 a.m. with last drop off by 6:15 p.m.

Sundays Closed

SCHEDULING PARATRANSIT TRIPS

How Do I Schedule a Tyler Transit Trip?

Tyler Transit trips are scheduled one (1) day in advance, 8 a.m. - 5 p.m., by using the following options.

- The automated voice recording system, by dialing 903-533-8057 following the prompts. (Leave complete detailed information: Name, Times, days, addresses, contact phone number).
- Speaking to a live agent in the Reservations Office, 903-533-8057, Monday-Friday, 8 a.m. – 5 p.m. **On Friday, agents schedule trips for Saturday, and Monday.**

Scheduling Tips

- Arrange your return trip at the same time you make a reservation, if you need to schedule a pharmacy stop make sure you inform the reservation agent or include the information on the voice recording
- Have exact addresses ready at the time of reservation

- Verify any mobility aids to ensure proper space on the vehicle
- Include any additional passengers traveling with you (including service animals and special accommodations i.e. size of service animal)
- Provide a phone number at which you can be reached at time of pick-up
- Review trip details for accuracy at time of reservation

Scheduling Window vs. Scheduled Pick-Up Time

When booking your trip, you will be given a requested time with a plus or minus 60-minute scheduling window. All requested trips will be scheduled.

When scheduling your trip, you can eliminate confusion and unnecessary follow-up calls by having pencil and paper near the telephone so that you can write down the estimated scheduling window the agent gives you.

Reservations will be scheduled after the reservations department closes at 5 p.m.

Scheduling Reminders

If you need to be at your destination by a certain time, Tyler Transit recommends requesting an appointment time for your trip. You may consider allowing a time cushion for unexpected service delays. For example, you may consider requesting a Tyler Transit appointment time earlier than 8:00 a.m. if you have an 8:00 a.m. medical procedure.

Please remember not to schedule your trips too close together. This action could cause you to not be ready at the scheduled pick-up time, causing the trip to count as a no-show or having to put your trip(s) on hold resulting in a late cancellation. Both a no-show and a late cancellation are violations of the No-Show/Late Cancellation Policy subject to suspension. See No-Show/Late Cancellation Policy for more information.

If you are traveling with an attendant, companion, or service animal, don't forget to include space for them. An "attendant" is someone designated or employed specifically to help the eligible individual meet his or her personal needs and rides for free. Also someone assisting the customer at the trip origin and/or destination also meet the definition of a personal care "attendant". An "attendant" need not provide assistance while on the transit vehicle. A "companion" is someone who is accompanying you on your trip and must pay for one ticket. Multiple companions (more than one) are scheduled on a space-available basis with a reservationist. Each companion must pay ticket/fare regardless of age.

On certain holidays, Tyler Transit closes the Reservations and Customer Service Offices and has fewer vehicles scheduled for service. The holidays observed by Tyler Transit are:

- New Year's Day
- Martin Luther King, Jr. Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving (Saturday Schedule)
- Christmas Eve
- Christmas Day

Travel Time

Tyler Transit ADA Paratransit Service is a shared-ride program. Our concern is to get you to your appointments on time. Total travel time includes the time it takes other passengers to board, ride and alight the vehicle. Paratransit travel time should be comparable to trips with the same origin and destination on the fixed-route bus system including transfers and wait times. This comparison exists except when circumstances are beyond our control, such as during inclement weather, traffic congestion, construction, etc.

Subscription Service

Subscription trip service may be available on a limited basis to those Tyler Transit patrons traveling to and from the same location at the same time each week on a long-term basis. Once instituted, subscription users no longer need to call the reservations line.

The maximum subscriptions allowed under the transportation provisions of the Americans with Disabilities Act (ADA) is 50% of daily ridership. Therefore, availability of new subscriptions is limited. Subscription riders must cancel in advance any trips they will not be using. Failure to cancel will jeopardize their subscription service. Changes to existing subscription rides can be requested through the Tyler Transit Customer Service and Eligibility Department.

Note: Subscription service is not available on holidays. Patrons are encouraged to contact the Tyler Transit office to ensure subscriptions are up-to-date at all times.

CALLING DISPATCH

Timeliness of Service

A pick-up is considered on-time if the vehicle arrives within 30 minutes of your scheduled pick-up time and a drop-off is considered on time if we meet your appointment time. Our goal is 91% or better on-time performance. On-time service depends upon a partnership between our patrons, drivers and Tyler Transit staff. For the driver to find you without delay, be sure that Tyler Transit has a record of all gate codes and other special instructions. Make sure that you are ready when the driver arrives and proceed immediately to the vehicle.

If all parties responsible for on-time operation do their share, you will get to your destination on-time. Being ready and waiting 15 minutes before your scheduled time can help prevent service delays. There are times the driver may arrive early. The choice is yours to leave early (if you are ready) or the driver will wait until the scheduled time of your pick-up. Customers are allowed 5 minutes from the time the driver arrives before the vehicle can be cleared to leave the location without the customer. Note: Tyler Transit will not operate outside it's designated service times.

On the day of service, you can wait inside as long as you can see or hear the vehicle drive up. If you cannot, you must wait outside where you can see or hear the vehicle.

Not Going? Schedule Change?

If you know you're not going to be ready or find out at the last minute that you cannot make your trip, please call 903-533-8057 to cancel your trip as this allows for Tyler Transit to provide services to others in need. In the event that we send a vehicle to your location and the driver cannot locate you, steps will be taken to attempt contacting you with information on file. If Tyler Transit cannot locate you after the attempt, the driver will report the no-show to the dispatcher. The dispatcher will log the call, verify your trip information, and no-show your trip. Please call the Dispatch Office before the driver wastes a trip to your location as services can be sent to others in need.

Need to Cancel a Trip?

There are two-ways to cancel unneeded trips to avoid a no-show:

Call 903-533-8057 and speak to a customer service representative

Or, Leave a detailed message on the voice recording

TYLER TRANSIT POLICIES

No-Show/Late Cancellation and Suspension Policy

The Tyler Transit No-Show and Late Cancellation Policy is intended to preserve service quality for all Tyler Transit customers. Excessive no-shows and late cancellations that are within a customer's control negatively impact on-time performance and service quality for other passengers. Customers with excessive no-shows/late cancellations may risk suspension of their access to Tyler Transit Paratransit services. Customers may call the Tyler Transit Administration at any time during the month (prior to the suspension process) to discuss or dispute a no-show/late cancellation.

Late Cancellations

Cancellations made less than two (2) hours but at least 30 minutes before the start of your scheduled pick-up window are considered Late Cancellations and may result in penalties which could lead to suspension of service – See the Late Cancellation and No Show Policy for details.

No Show

1. The customer cancels the trip less than 30 minutes prior to the start of the scheduled pickup window.
2. The vehicle arrives on time, but the customer no longer wants the ride – also called a “cancel at the door”.
3. The vehicle arrives on time, but the driver cannot locate the customer at the requested pick-up location.
4. The vehicle arrives on time and waits for five (5) minutes, but the customer is not ready to go, and the driver must leave to stay on schedule.

Customers who demonstrate a pattern or practice of No Show's and/or Late Cancellations may incur penalties which could lead to a suspension of service – see the Late Cancellation and No Show Policy for details. NOTE: If you No Show the first leg of your trip all additional trips scheduled for that day will not be automatically cancelled. You must call Tyler Transit to cancel any remaining trips that are no longer needed or risk additional penalties.

Policy Details: Tyler Transit accounts for no-shows and late cancellations relative to travel frequency.

Points System

Based on the definitions in the Cancellations and No Shows section above, points are assessed for each occurrence of the following infractions:

Advanced Cancellation: 0 points – Thank you!

Same Day Cancellation: 0 points – If the trip is canceled more than 2 hours prior to scheduled pickup

Late Cancellation: 1 point – If canceled at least 30 minutes prior to scheduled trip

No Show: 2 points

NOTE: Trips missed by the individual for reasons out of his or her control are not assessed points and are not used as a basis for determining if a pattern or practice Late Cancellations or No Shows exists.

Violations

No-Shows and Late Cancellations are recorded daily and accumulated each calendar month for purposes of enforcing the no show policy. Tyler Transit reviews total points assessed during each calendar month and calculates penalties as follows:

6 points in a 30-day period: Warning Letter

8 points in a 30-day period: Two (2) week suspension

24 points in a 60-day period: One (1) month suspension

To account for frequent ridership, penalties are NOT assessed if total No-Shows and Late Cancellations for the period are less than 15% of the customer's total trips.

Customers in violation of the Late Cancellation and No Show Policy will receive written notice of the violation including details of the pending suspension of service. Customers will be given 14 days from the date of the notice to appeal the decision (see the Appeals Process) or to arrange for alternative transportation options during the suspension. Following the suspension period, customers will automatically be cleared to resume service. Subscription service is not automatically reinstated following a suspension. Please contact a Scheduler to re-apply for subscription service.

Hint: Notices are sent to your primary address on record. It is your responsibility to ensure that Tyler Transit has your current contact information.

Please call (903) 533-8057 and speak with a Scheduler to verify or update your information.

Appeals

To appeal the proposed suspension, you may request an appeal hearing.

Tyler Transit has established an administrative appeals process in accordance with the American's with Disabilities Act, section 37.125(g) for individuals who are denied eligibility and for individuals who have been suspended from the provision of complimentary paratransit service due to a pattern or practice of missed trips.

Customers will be sent information about how to appeal with his or her denial or suspension letter. The process includes

- An opportunity to be heard and to present information and arguments to an appeals board consisting of persons not involved with the initial decision to deny eligibility or suspend service
- A written notification of the decision within 30 days of the completion of the appeals process including the reasons for the decision.

If a customer appeal is denied and the applicant thinks the ADA paratransit eligibility process was unfair, the applicant can file a complaint with the Federal Transit Administration Office of Civil Rights 1200 New Jersey Ave., SE, Washington D.C. 20590 (202) 366-648 (Voice) (202) 366-8538 (TTY).

Suspension of Service

Customers are given a 14-day notice prior to the start of suspension in order to appeal the decision. Customers who appeal suspension for violation of the Late Cancellation and No Show Policy will be allowed to continue to use Tyler Transit, pending the outcome of the appeal. Suspensions that are upheld following the appeal will begin immediately upon completion of the appeals process.

Have a Service Comment?

If you have a comment, positive or negative, about Tyler Transit service or a Tyler Transit employee, please note the time and date, vehicle number, vehicle location. Comments can be received by calling Tyler Transit's Customer Service office at 903-533-8057, 8 a.m.-5 p.m., Monday-Friday; or on Tyler Transit's website, tylerbus.com. Comments help Tyler Transit staff

improve service and are treated confidentially. On average, comments will be processed within seven to ten business days.

ADA COMPLAINT PROCESS

How to File a Complaint for Potential ADA Non-compliance

Tyler Transit will investigate all complaints from individuals alleging discrimination in Tyler Transit's programs, services or activities, under the American with Disabilities Act of 1990 (ADA). Disability complaints alleging discrimination in programs, services or activities may be filed pursuant to the following procedures.

How to File a Complaint

Any person who believes that Tyler Transit has discriminated against them based on their disability may file an ADA complaint, directly or through an authorized representative, by completing and submitting Tyler Transit's ADA Complaint Form.

The ADA Complaint Form may be accessed by visiting cityoftyler.org or tylerbus.com

The complaint should be filed with:

Tyler Transit
Administration
210 E Oakwood Tyler, Texas 75702
Phone: 903-533-8057

- If there is no resolution to the complaint at the transit agency, the TxDOT may be involved in the complaint resolution, and a formal complaint may be filed with either one of the entities listed below:
 - Public Transportation Coordinator (Tyler District)
Texas Department of Transportation
701 East Main
Atlanta, TX 75551
903-799-1387
 - Public Transportation Division
Office of Civil Rights
125 East 11th St
Austin, TX 78701-2483
1-866-480-2518

- In the event there is no resolution, a formal complaint may be filed with either one of the entities listed below:
 - U.S. DOT/FTA
Mr. Michael Winter
Director of Civil Rights
400 7th Street SW, Room 9100
Washington, D.C. 20590
 - U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Ave., NW
Disability Rights Section - NYAV
Washington, D.C. 20530

Investigations

Tyler Transit will promptly investigate all valid complaints of alleged discrimination based on disability in its programs, services and activities within 60 days of receiving a complete complaint. Tyler Transit may contact the complainant if more information is needed to resolve the complaint.

The complainant will have ten (10) business days from the date of contact to send the requested information to Tyler Transit. Tyler Transit may choose to close the complaint if the requested information is not provided by the complainant within the ten (10) business days. Likewise, Tyler Transit may close the complaint if a complainant no longer wishes to pursue the complaint, or if the complainant fails to cooperate in the investigation of the complaint.

Letters of Findings

After an investigation is completed, Tyler Transit will make a final decision and issue one of the following letters to the complainant based on the investigation findings:

1. A Closure Letter, summarizing the allegations and indicating that Tyler Transit did not find a violation of ADA regulations. This letter closes the case.
2. A Letter of Finding, summarizing the allegations and interviews concerning the alleged incident and an explanation of any corrective actions, training of Tyler Transit staff or other actions will occur.

Retention

Tyler Transit will retain ADA-related complaints for a minimum of one year and a summary of all ADA-related complaints for a minimum of five years.

Federal Transit Administration

A person may also file a complaint directly with the Federal Transit Administration's Office of Civil Rights at:

Federal Transit Administration (FTA)
Office of Civil Rights
East Building
1200 New Jersey Ave., S.E.
Washington, DC 20590

TRAVEL INFORMATION

Traveling in Other Cities

Your Tyler Transit ADA ID allows you to access paratransit services operated in other U.S. cities. Call the transportation service in the city you plan to visit in advance for more information about this opportunity.

Out-of-Town Visitors

Tyler Transit provides ADA Paratransit Service to visitors with disabilities who do not live in the Tyler Transit service area. Visitor certification is valid for 21 days of travel in a one-year period. For more information and to set up transportation services please call the Tyler Transit Administrative office at 903-595-7236.

Lost & Found

If you leave an item on a Tyler Transit vehicle, call Tyler Transit Lost & Found at 903-533-8057. Items will be held for only thirty days; items of significant value will be collected by Tyler Police Department.

If your Tyler Transit ADA ID Card is lost or stolen, you must go to the Tyler Transit office in the at 210 E Oakwood, Tyler, Texas 75702. There is a \$1.00 charge for initial replacement and with a written request. Replacements are only accepted once every six (6) months.

Tyler Transit Designated Stops at Major Locations

At frequently visited public places (i.e., schools, shopping centers and hospitals) with multiple entrances, Tyler Transit, together with the property management, has in some cases installed designated Tyler Transit stop signs where patrons and drivers can meet. Be sure you're at the Tyler Transit sign so the driver can see you. This practice helps our drivers to locate all patrons at that stop, making sure that no one is left behind. Tyler Transit recommends patrons to be on location at least 5-minutes prior to bus arrival.