



GUIDE TO RIDE

Revised December 2021



POLICY STATEMENT

It is the policy of the City of Lubbock to provide a complementary paratransit service to those individuals determined to be ADA paratransit eligible when these individuals are unable to use the Citibus fixed route service to meet particular trip needs.

This document is available on the web at www.citibus.com. This document may also be obtained in other formats by contacting Citibus Access at 806.775.3640.

DISCLAIMER: Due to COVID-19 fares have been reduced until Citibus is able to return to full-service.

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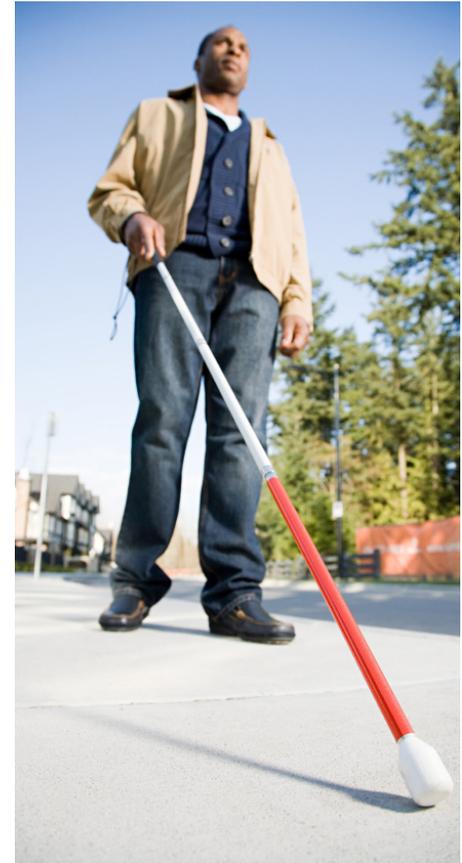
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1. SERVICE DESCRIPTION

Transportation service is provided by ADA accessible vehicles. Operators are trained to provide minimal assistance. In crafting the Americans with Disabilities Act (ADA), Congress recognized even when a fixed route transit system is fully accessible, there will be some individuals whose disabilities prevent them from using the system. Therefore, Congress created a "safety net" to ensure these individuals have transportation available to them equal to individuals using fixed route systems. Complementary Paratransit Service provides paratransit or other special service to individuals with disabilities which is comparable to the level of service provided to individuals without disabilities who use the fixed route system.



MINIMAL ASSISTANCE

Minimal Assistance is defined as services provided by operators at the pick-up/drop-off locations to enable a passenger to be transported in a safe manner.

Citibus offers three service levels:

1

- ➔ **Curb-to-curb** service is the most appropriate level of service for Citibus Access passengers who do not require assistance outside of the vehicle.

2

- ➔ **Door-to-door** service is the most appropriate level of service for Citibus Access passengers who require vehicle operator assistance outside of the vehicle, but do not need to be received from/delivered directly into the care of a parent, guardian, or caretaker.

3

- ➔ **Hand-to-hand** is the highest level of service Citibus Access provides. This service is provided based on a passenger's high degree of dependency on others to achieve basic mobility based on their level of function.



VEHICLE OPERATOR RESPONSIBILITIES

- Offer assistance to passengers by pushing a manual wheelchair, offering an arm for guidance, or assisting passengers up or down stairs.
- Operate the vehicle safely under all circumstances.
- Wear the proper uniform, including identification.
- Be courteous and respectful at all times.
- Transport the passenger only to the scheduled location, unless directed otherwise from a supervisor or dispatch.
- Assist passengers by offering an arm or hand to steady the passenger while they get in or out of their seat/Citibus vehicle.

PLEASE NOTE:

If a passenger requires assistance by Citibus operators above & beyond minimal assistance, they will be encouraged to secure a Personal Care Assistant (PCA) to help them meet their personal needs.

OPERATORS ARE PROHIBITED FROM:

- Entering past the front entrance of a public building.
- Entering a passenger's residence.
- Leaving vulnerable passengers unattended in a vehicle.
- Losing sight of their vehicle.
- 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.
- Accepting monetary tips or gifts.
- Locking/unlocking building doors.
- Operating the controls of an electronically-operated mobility device.
- Maneuvering an inoperable wheelchair.
- Transporting passengers who have uncovered health-related open sores and wounds, or who are displaying visible bodily fluid leakage.
- Administering medication or oxygen.
- Assisting wheelchair-bound passengers up or down more than one step.
- Assisting passengers beyond the ground floor (flights of stairs).
- Assisting passengers up and/or down ramps at the curb from origin to destination.
- Assistance in carrying personal belongings or purchases [See Section 8 - Transporting Passenger Items, page 32].
- Providing personal care for individuals who cannot be left unattended.



For more information, please refer to the Reasonable Modification section on page 30.



SERVICE HOURS



Monday - Friday

Citibus Access
5:45AM - 8:00PM

Citibus On-Demand
7:00AM - 11:00PM

Saturday

Citibus Access
6:45AM - 8:00PM

Citibus On-Demand
6:45PM - 11:00PM

No services are provided on the following holidays:

- ➔ New Year's Day
- ➔ Memorial Day
- ➔ Independence Day
- ➔ Labor Day
- ➔ Thanksgiving Day
- ➔ Christmas Day

SERVICE PARAMETERS



Citibus Service Area

Citibus provides services anywhere within the Lubbock City limits, or other locations designated and approved by the Transit Advisory Board (TAB).



Premium Service Locations

Currently, the only premium service location is the Reese Center located at 9801 Reese Boulevard. The prevailing fare for a Citibus Access trip is determined by service area or location. Citibus Access service areas include the ADA Service Area and Premium Service Locations.



ADA Service Area

The ADA Service Area is defined as the area within $\frac{3}{4}$ of a mile on either side of a fixed route, or up to an additional $\frac{3}{4}$ mile to the nearest landmark or major street/intersection. The fare for services within the ADA Service Area is \$3.50 per one-way trip.



2. CERTIFICATION PROCESS

CERTIFICATION OF ELIGIBILITY

Citibus Access utilizes the certification criteria as established in the [ADA Circular \[C 4710.1\] Americans With Disabilities Act \(ADA\) Guidance](#). To be certified as an eligible Citibus Access rider, the passenger must meet the following criteria:

Any individual with a disability who is unable to independently board, ride, or disembark from any vehicle on the fixed route system that is accessible to such persons.

Any individual with a disability who is able to independently board, ride, or disembark from any vehicle on the fixed route system that is accessible to such persons, except when such a vehicle is not available on the needed route(s).

Any individual with a disability whose impairment-related condition prevents them from traveling to a boarding location or from a disembarking location on the fixed route.

PLEASE NOTE:

A copy of the [Certification Application Form](#) may be obtained at the Citibus Administrative Offices located at 801 Texas Avenue, downloaded from [Citibus.com](#), or by calling Citibus at 806.775.3640. Please remember to indicate passenger's PSA on the certification form to ensure they ride for free. Also mention the PSA when booking rides.

CITIBUS ACCESS APPLICATION

The Citibus Access application must:

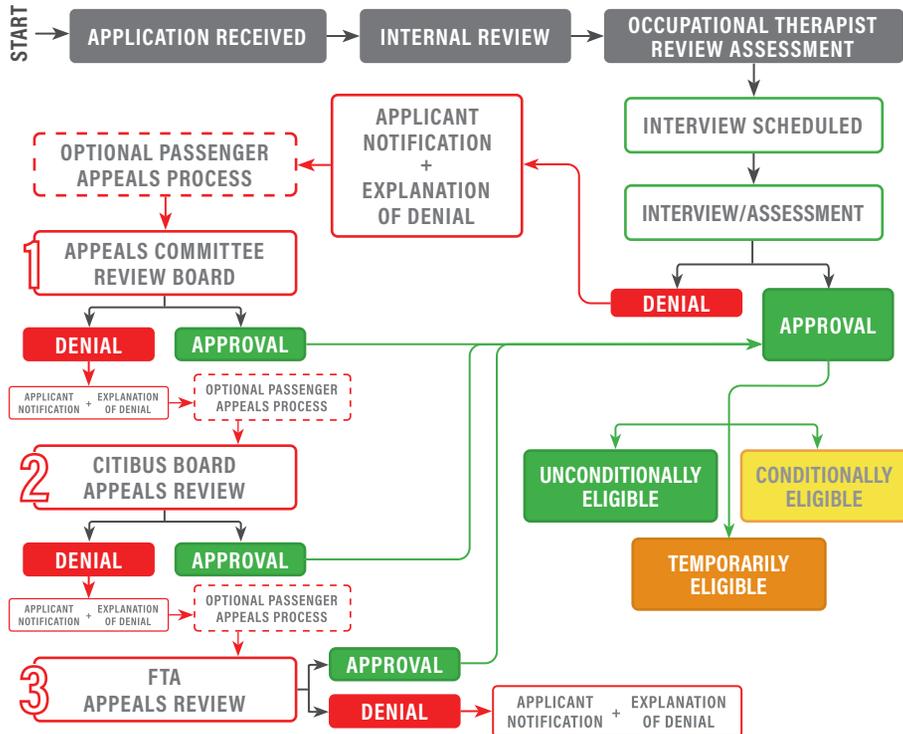
- Be legible and completed in its entirety.
- Be signed by the applicant verifying the information is correct.
- Include a signed Release of Information Form (included in the application).
- Include the Physician Verification Form completed by a professional who is familiar with applicant's condition.

! *Incomplete applications will not be processed and will be returned to the applicant.*

APPROVAL/DENIAL PROCESS

After the completed application is received, it will go through an internal review process for approval or denial. If the application is denied, we will notify the applicant with an explanation of their denial. If approved, Citibus will then call to schedule an in-person interview and physical assessment.

Interviews/assessments are conducted on Tuesdays, or by scheduled appointment, at the Citibus Downtown Transfer Plaza, 801 Broadway Avenue. Round-trip transportation to the interview/assessment will be provided free-of-charge.



TRAVEL TRAINING

All applicants, whether approved or denied for Citibus Access, are encouraged to take advantage of Citibus' FREE Travel Training program. This program provides individualized training to passengers on how to confidently navigate the accessible Citibus systems. To take advantage of this service, please call 806.775.3640 to schedule your training session. For more information on Travel Training, see page 35.



DETERMINATION OF ELIGIBILITY

Citibus Access will determine eligibility status of a passenger based on the information provided during the eligibility process. A person may be determined to be unconditionally eligible, conditionally eligible, or temporarily eligible on certain trips. Following the determination by Citibus Access, the applicant will be notified of the findings.



ELIGIBILITY START DATE

Individuals who are certified 'eligible' for ADA paratransit services are able to use Citibus Access immediately. If Citibus has not made a determination of eligibility within 21 days following the submission of a completed application, the applicant will be categorized as 'eligible' and provided services until/unless the application is denied.

CITIBUS ACCESS IDENTIFICATION

Visitors who are certified 'eligible' for ADA paratransit services in their home areas are eligible for paratransit services in Lubbock for up to 21 days. If they do not have an ID card stating their eligibility in another system, Citibus requires the passenger to show proof of residency and inquire about the disability designation, if not apparent. Visitors do not have to show an ID card to be eligible for Citibus Access services.

ELIGIBILITY APPEALS

If the applicant disagrees with the findings, they may make a written request for an appeal of the decision. The appeal procedures will be sent to the applicant along with the determination of eligibility.

RENEWAL OF CERTIFICATION PROCESS

A recertification process of all ADA-eligible passengers is required every three years depending on the type of eligibility granted and potential changes of circumstances. Most passengers will be required to come back to Citibus Access to participate in the in-person eligibility review upon the expiration of eligibility. If a passenger's disability or mobility improves to the point where paratransit is no longer needed before recertification, they must notify Citibus Access.



3. HOW TO SCHEDULE A TRIP

WAIT TIMES & RETURNED CALLS

Citibus Customer Service will receive requests for Citibus Access transportation from 8:00AM - 5:00PM, Monday - Saturday. On Sundays passengers must leave a voicemail. It is expected that 80% of incoming calls and hold-time will be less than three minutes and 20% will be less than five minutes. All voicemails will be returned by close-of-business Monday-Saturday.



PHONE REQUESTS

Requests for service can be made during normal business hours. Trips can be scheduled up to seven days in advance and as late as 5:00pm the day before service is needed.



ON-DEMAND APP REQUESTS

Appointments can be scheduled through the On-Demand App, which will negotiate availability based on the requested pick-up/drop-off times. A text confirmation will be sent when the appointment has been scheduled. Live updates will show how far away the vehicle is and when it will arrive.

HOW TO BOOK RIDES THROUGH ON-DEMAND

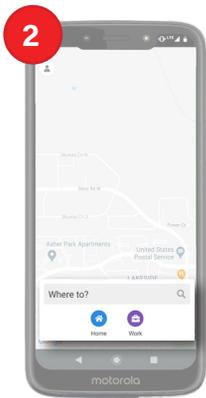
Same-day rides are booked as On-Demand trips which are lower-priority. Citibus Access trips scheduled in advance through the Citibus On-Demand App selects booking time based on availability of drivers, vehicles, proximity, and current demand. The app will select the time closest to your request **based on availability**.

PLEASE NOTE:

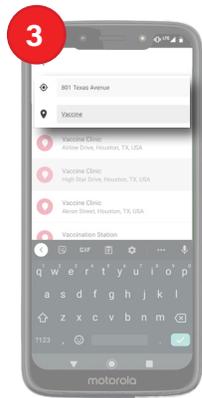
If you have a Personal Care Assistant (PCA) you must indicate each time you schedule a ride that they will be joining you (whether you are calling in to schedule a ride, or using the On-Demand App).



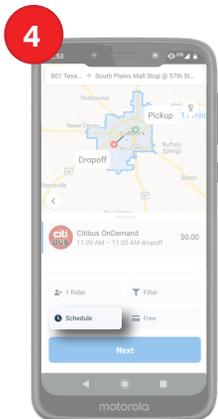
1 Open the Citibus On-Demand App on your phone.



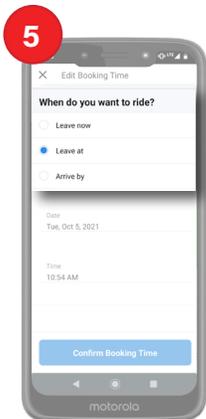
2 Tap the "Where to?" search bar.



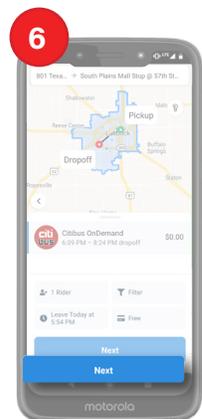
3 Enter the pick-up and drop-off location addresses.



4 Click the "Schedule" button to adjust the booking time.



5 Adjust the booking time based on "Leave at" time or "Arrive by" time.



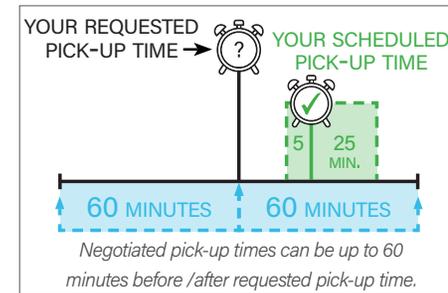
6 Click "Next" and then confirm the appointment.

SCHEDULING

Scheduled pick-up and drop-off times should be carefully selected in order to allow ample travel time to arrive at a destination on time. Citibus Customer Service may suggest alternative pick-up times in order to accommodate a passenger's needed arrival time. Passengers may travel on-board the Citibus Access vehicle for up to one hour and 30 minutes.

How Pick-Up Times Are Scheduled

Citibus Access is a shared ride, public transportation service. As such, other passengers may be on-board and the vehicle may stop for other pick-ups and/or drop-offs on the way to a destination. Passengers may request any pick-up time within Citibus Access service hours. However, if the requested pick-up time is not available, Citibus Customer Service may offer an alternative pick-up time within one hour of the originally requested time.



Negotiated Pick-Up Times

When passengers select their requested pick-up time, Citibus Access is permitted to negotiate that pick-up time up to one hour before or after the requested pick-up time.

Pick-Up Arrival Times

Once the scheduled pick-up time has been set, Citibus may arrive for pick-up up to five minutes before and 25 minutes after the scheduled pick-up time.

- ➔ The On-Demand mobile app will notify the passenger of vehicle arrival by an auto-generated text message.
- ➔ The operator will attempt to notify passengers by phone or by knocking on the door.
- ➔ The operator will collect the proper fare before assisting passengers into the vehicle.

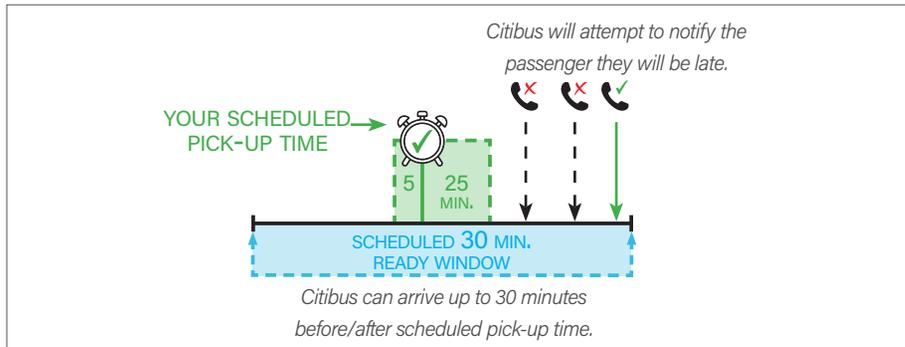
TIPS FOR SCHEDULING SERVICE

When scheduling rides for specific times, be sure to allow plenty of time to finish your appointment in order to meet the vehicle at your scheduled pick-up time. Be aware of opening and closing times at your destination to avoid waiting outside the building before or after business hours. When scheduling your trips, please follow these suggestions:

- ➔ Allow adequate time to reach your destination.
- ➔ Allow extra time for the pick-up and drop-off of other passengers before reaching your destination (Keep in mind, this is a shared-ride service).
- ➔ Allow for traffic delays and weather conditions.

Late Pick-Ups

Whenever possible, Citibus will attempt to notify all passengers when the vehicle will be late. This will allow the passenger time to make other arrangements if the vehicle is unavoidably detained. If Citibus does not notify the passenger they will be more than 30 minutes after the scheduled pick-up time, a coupon voucher will be issued for the trip. When Citibus does not have a telephone number on record, or if the number has been changed, we will not be able to notify the passenger or provide the trip free of charge. Please ensure Citibus has a current telephone number and address on file.



Request A Ride By Drop-Off/Arrive-By Time

Some passengers may elect to provide a drop-off time instead of requesting a pick-up time. Drop-off times are reserved for specific trips such as for work, events, school, medical appointments, etc. Drop-off times are the times passengers need to arrive at a designated location for a scheduled appointment.

Citibus may arrive at a drop-off location up to 30 minutes before the drop-off time.

Apartment Building Pick-Ups

Passengers traveling to/from buildings with multiple entrances should be prepared to specifically state the door or location designated for pick-up and drop-off when scheduling the trip. If not specified, we will drop off at the nearest bus stop.

Gated Community Pick-ups

If a passenger lives in a gated community with a security gate or entry code, when booking the ride the passenger must disclose the security gate code or give explicit instructions for entry.

Back-To-Back Trips

Back-to-back trips must be scheduled at least 30 minutes apart. This is done to ensure a passenger does not miss a pick-up scheduled on a second Citibus Access vehicle.



SUBSCRIPTION BOOKINGS

If passengers travel to the same location at least once a week for 90 days, they may be eligible to receive subscription service, wherein a standing reservation is automatically created for approved trips. Once approved, passengers no longer have to call every day to re-book recurring trips. However, whenever necessary, a passenger must remember to cancel a subscription trip to avoid a no-show violation. Passengers may utilize subscription bookings for their weekly appointments. **ADA restrictions limit subscription trip bookings to 50% of Citibus Access trips.** Subscription bookings are scheduled on a first-come, first-serve basis. Once the subscription time or location has been altered, bookings must be made on a weekly basis and the passenger will move to the bottom of the subscription waiting list.



= SUBSCRIPTION QUALIFICATIONS



1

Making Changes to a Subscription Trip

If any changes need to be made to a subscription trip (for example, if the passenger moves), the old subscription trip should be canceled and a new request should be submitted.

2

Placing a Subscription Trip On Hold Temporarily

Passengers may request that a subscription trip be placed on a temporarily hold to accommodate vacations, etc. If the hold request will last longer than 30 days, the subscription trip should be canceled and a new request submitted.

3

Canceling a Subscription Trip Permanently

If the passenger no longer needs the subscription trip, please notify Citibus of the earliest date at which the subscription trip should be canceled. Until the passenger receives confirmation that the cancellation was successful, he or she should continue to cancel individual trips to avoid a no show violation.

4

Canceling Subscription Trips on Specific Days

Customers should cancel any unneeded individual trips through the Citibus On-Demand App or with Citibus Customer Service as far in advance as possible, but no later than one (1) hour in advance of the pickup window, to avoid a no show violation.

Periodic Reevaluation of Subscription Trip Service

Citibus regularly evaluates subscription trip service. Current subscription trips will be permanently canceled in cases where:

- Over 50% of subscription trips are canceled within a 90-day period.
- Excessive no-shows or late cancellations occur.
- Subscription service has not been used in 90 days or more.
- A service suspension is imposed due to major service disruption.
- Citibus may also contact you to re-negotiate your 30-minute pickup window to ensure service is being provided efficiently.

4. CITIBUS ACCESS FARES

Fares for Citibus Access service are established by the Lubbock Public Transit Advisory Board (TAB), with approval of the City of Lubbock City Council. The current fares are as follows:

- \$3.50 per trip for ADA-eligible rides inside the service area.
- \$15.00 per trip for transportation to Reese Center.

FARE COLLECTION

All passengers must pay for each ride upon boarding the bus each time or provide a valid pass. Passengers may not ride until the appropriate fare has been paid. Passengers must have correct change or utilize passes because operators do not carry cash and are not permitted to make change.

PASSES

Books of 20 passes may be purchased at Citibus Administrative Offices for \$70. In addition, a minimum of 10 passes at \$35 may only be purchased at the Citibus Administrative Office located at 801 Texas Avenue | 8:00AM to 5:00PM.





PERSONAL CARE ATTENDANT (PCA)

A Personal Care Attendant (PCA) is a trained professional who provides one or more personal care needs for passengers. These include but are not limited to activities of daily living, instrumental activities, health maintenance, bowel & bladder care, routine ostomy care, and medication administration.

A PCA is someone who is designated by or employed to help a passenger meet their personal needs. The need for a PCA must be indicated on the certification form in order for the PCA to ride for free. If a PCA is secured after the certification form has been submitted, please indicate your PCA to Citibus Customer Service when scheduling a trip. PCAs must be picked-up and dropped-off at the same address as the Citibus Access passenger. Scheduling should be alerted when an aide is needed to travel with a passenger.

If a passenger cannot be left alone at a destination, or if the passenger must be under constant care or supervision, Citibus

Access may request the passenger to travel with a PCA. Citibus Access is unable to alter or modify procedures or policies in order to provide specialized services to passengers who need services beyond the minimum assistance guidelines. Citibus Access will not be responsible for passengers who cannot be left alone at their destination without care or supervision. If a Citibus Access passenger needing care or supervision is delivered to a destination where a caregiver is not available to assume responsibility, Citibus Access will transport the passenger to the Citibus Administrative office located at 801 Texas Avenue. It will be the responsibility of the family or caregiver to pick up the passenger at the Citibus facilities upon being notified. Citibus Access reserves the right to contact Protective and Regulatory Services in the event appropriate care has not been provided by responsible parties.



COMPANIONS

A companion is anyone who travels with an ADA eligible Citibus Access passenger who is not considered a PCA. Companions may accompany you on your trip. A companion will be charged the same applicable rate as the Citibus Access passenger and must be picked-up and dropped-off at the same address as the passenger. Additional companions may accompany you if space on the vehicle permits. Companion(s) must be scheduled at the same time you call in to schedule your trip.

PLEASE NOTE:

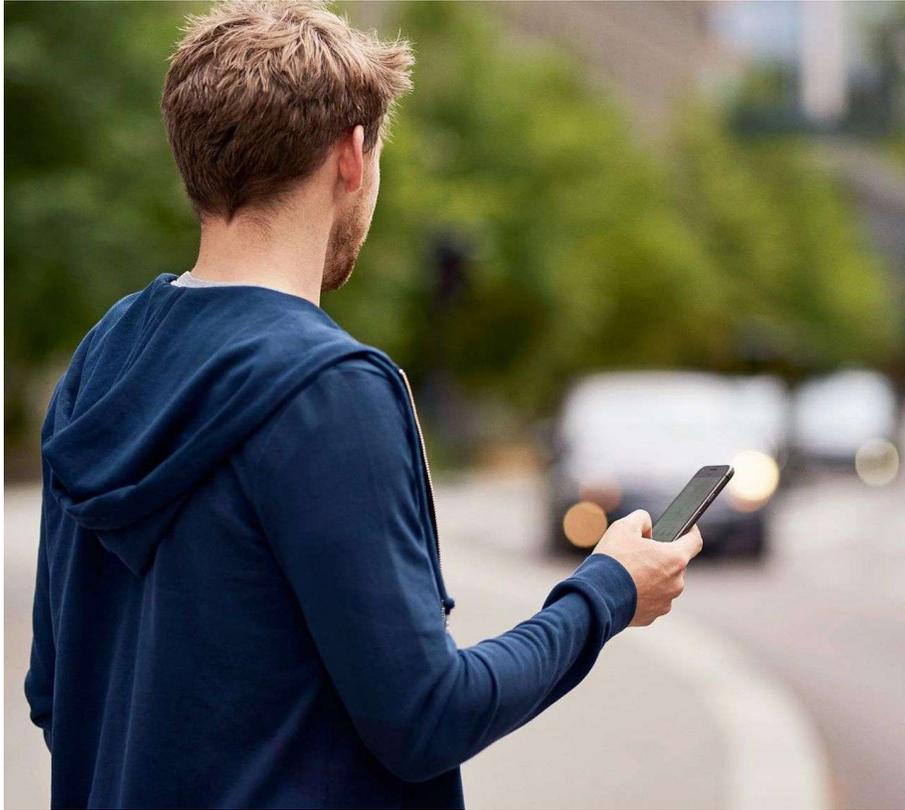
A companion is not the same as a Personal Care Assistant (PCA).



PERSONAL CARE ASSISTANT



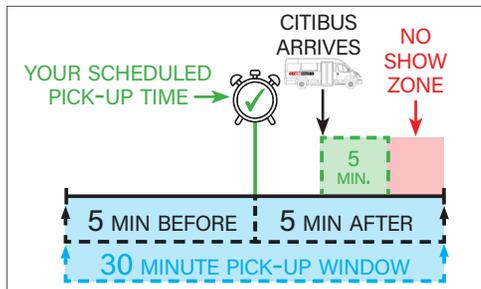
COMPANION



5. NO-SHOW/CANCELLATION PROCEDURES

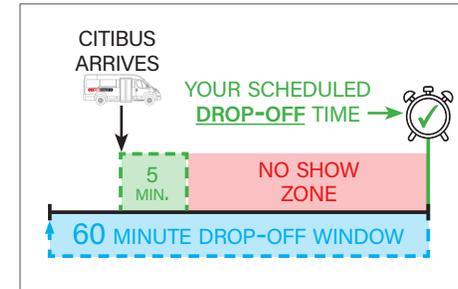
NO-SHOWS FOR SCHEDULED PICK-UP TIME

For trips scheduled with a pick-up time, the Citibus operator will not wait longer than five minutes from the arrival time for passengers to board the vehicle. Failure to meet the vehicle within five minutes from the time of arrival will constitute a no-show.



NO-SHOWS FOR SCHEDULED DROP-OFF TIME

For trips with a scheduled drop-off time, the vehicle may arrive anytime within one hour prior to the drop-off time. If the vehicle arrives anytime within one hour prior to the requested drop-off time, the passenger must board the vehicle within five minutes of arrival.



DELAYING THE VEHICLE

Passengers, or their companions/PCAs, may not ask operators to delay the five minute interval under any circumstances; this is to ensure timely pick-ups and allow availability for other Citibus Access passengers.

Citibus Access Customer Services will not hold or otherwise detain the Citibus Access vehicle because a passenger is late for a scheduled pick-up. Citibus Customer Service may provide information to the operator and facilitate communication via phone and radio between the passenger and the operator. However, it shall be at the discretion of Citibus Access as to when to depart and/or declare a trip as a no-show.

CANCELLATIONS

- ➔ A trip canceled within two hours up to the scheduled time will be recorded as a late cancellation.
- ➔ A trip canceled more than two hours before the scheduled time will be recorded as an advance cancellation, and will not be penalized.
- ➔ If a passenger calls to cancel a trip but reaches the voicemail, the phone system will be recorded as the cancellation time. Late cancellations will be treated as a no-show.



CITIBUS ACCESS SUSPENSION POLICY

A pattern of excessive no-shows may result in service suspension. Once a passenger reaches four no-shows in one calendar month, and if these no shows total 11% (or more) of their trips in that calendar month, the Citibus Access Suspension Policy will take effect.

NO-SHOW VIOLATION EXAMPLE

If a passenger has 10 scheduled trips in a 30-day period and four of those 10 rides are no-shows violations, because the total amount of trips (40%) meets the minimum requirement of 11% or more in a calendar month, a suspension occurrence would be issued.

EXAMPLE X = No Show Violation
✓ = Successful Ride

Su	M	T	W	Th	F	Sa
	1	2	3	4	5	6
7	X ⁸	✓ ⁹	✓ ¹⁰	✓ ¹¹	✓ ¹²	✓ ¹³
14	✓ ¹⁵	16	X ¹⁷	18	X ¹⁹	20
21	22	23	24	25	X ²⁶	27
28	29	30				

XXXX = 4 [or ≥11%] No-Shows Trips
1ST OCCURRENCE = 4 day suspension

PROGRESSIVE SUSPENSION POLICY

Each month the clock resets for no-show violations on the 1st of each month. The Progressive Suspension Policy lasts for 365 days beginning on January 1st of every year. Each time a passenger has reached four no-shows within a month (or more than 11% of their total trips), they will be given a suspension occurrence. Each occurrence will prompt a progressive suspension repercussion.

EXAMPLE X = No Show Violation
✓ = Successful Ride

Su	M	T	W	Th	F	Sa
	1	2	3	4	5	6
7	X ⁸	✓ ⁹	✓ ¹⁰	✓ ¹¹	✓ ¹²	✓ ¹³
14	✓ ¹⁵	16	X ¹⁷	18	X ¹⁹	20
21	22	23	24	25	X ²⁶	27
28	29	30				

XXXX = 4 [or ≥11%] No-Shows Trips

1ST OCCURRENCE: April 30th

2ND OCCURRENCE: June 30th

3RD OCCURRENCE: December 31st

ANNUAL RESET: January 1st

1ST OCCURRENCE: February 28th

1ST OCCURRENCE = 4 day suspension

2ND OCCURRENCE = 7 day suspension

3RD OCCURRENCE = 14 day suspension

4TH OCCURRENCE = 1 month suspension

5TH-12TH SUSPENSION OCCURRENCE

Each occurrence will be reviewed by Citibus management. Citibus management will determine an appropriate action for each account up to and including long-term suspension from service.

NO-SHOW PASSENGER NOTIFICATION

Each passenger's no-show suspension occurrence(s) are reviewed at the end of each calendar month in order to inventory no-show violations.

Passengers will be notified of the suspension infraction(s) by mail with a letter containing:

- ➔ The dates the no shows occurred.
- ➔ The dates of the pending suspension.
- ➔ Instructions on how to make an appeal.

APPEAL PROCEDURES

Passengers must request a no-show suspension appeal hearing within 15 calendar days after receipt of the no-show suspension occurrence letter. The passenger may request a suspension appeal hearing by:

- ☎ 806.775.3640
- ☎ 806.775.2955
- ✉ info@citibus.com
- 📍 Citibus
PO Box 2000 | Lubbock, TX 79401

6. TRIP RESTRICTIONS

1. There will be no restrictions or priorities based on trip purpose. [49 CFR 37.131(d)]
2. There will be no limitations on service based on capacity constraints. [49 CFR 37.131(f)]

CAPACITY CONSTRAINTS

- a. Restrictions on the number of trips an individual can take. [49 CFR 37.131(f)(1)]
- b. Waiting lists for access to service. [49 CFR 37.131(f)(2)]
- c. Any operational pattern or practice that significantly limits service availability, such as substantial number of significantly untimely pickups for initial or return trips, substantial number of trip denials or missed trips, or substantial numbers of trips with excessive trip lengths. [49 CFR 37.131(f-3)(i)(A-C)]

1. A **trip denial** (or denial of service) occurs whenever a patron attempts to schedule a trip according to the procedures outlined in this policy manual, but Citibus Access is unable to schedule that trip within one hour before or one hour after the desired time, even if the patron agrees to schedule some other trip time beyond that two-hour window.
2. An **excessive trip length** is any travel time on para-transit is comparable to the amount of time it would take to make the same trip using fixed route bus service with connections. The average trip length is about forty (40) minutes, and a trip may exceed or fall below that average depending on circumstances.
3. A **missed trip** occurs when Citibus Access fails to pick up a passenger for a scheduled trip. A missed trip is defined as a trip the provider schedules for which the vehicle never arrives, or arrives outside of the pickup window and the passenger does not take the trip.

[49 CFR 37.131(d)]

(d) *Trip purpose restrictions.*
The entity shall not impose restrictions or priorities based on trip purpose.

[49 CFR 37.131(f)]

f) *Capacity constraints.* The entity shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:

[49 CFR 37.131(f)(1)]

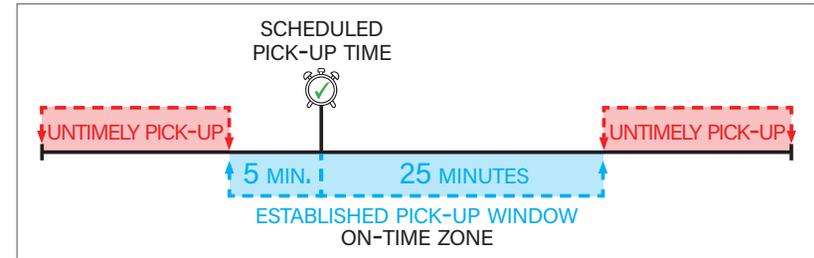
(1) *Restrictions on the number of trips an individual will be provided;*

[49 CFR 37.131(f)(2)]

(2) *Waiting lists for access to the service; or*

[49 CFR 37.131(f-3)(i)(A-C)]

- (3) *Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.*
- (i) *Such patterns or practices include, but are not limited to, the following:*
- (A) *Substantial numbers of significantly untimely pickups for initial or return trips;*
 - (B) *Substantial numbers of trip denials or missed trips;*
 - (C) *Substantial numbers of trips with excessive trip lengths.*



4. If Citibus picks up a passenger earlier than five minutes before the scheduled pickup time or later than 25 minutes after the scheduled pickup time, it will log the trip as an **untimely (early or late) pick-up**.

UNTIMELY SERVICE

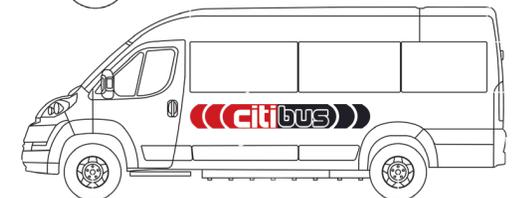
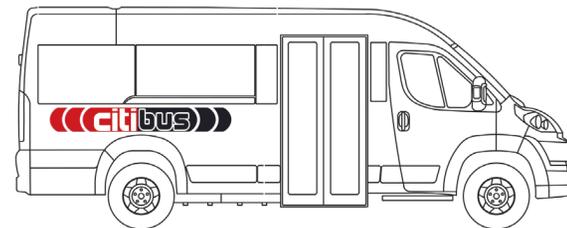
Citibus defines an untimely service as pick-ups more than five minutes before or 25 minutes after the scheduled pick-up time.

5. Citibus Access will keep **daily logs** of all trip denials, excessive trip lengths, untimely pickups, and missed trips in order to prevent any limitations of service availability. These logs will be reviewed by the Citibus Operations Manager on a daily basis. Quarterly reports will be reviewed by Citibus General Manager.

- d. **Operational problems** attributable to causes beyond Citibus' control (such as bad weather or unsafe traffic conditions) shall not be a basis for determining that the kind of pattern or practice mentioned exists [Trip Restrictions 2c]. [49 CFR 37.131 (f) (ii)]

[49 CFR 37.131 (f) (ii)]

(ii) *Operational problems attributable to causes beyond the control of the entity (including, but not limited to, weather or traffic conditions affecting all vehicular traffic that were not anticipated at the time a trip was scheduled) shall not be a basis for determining that such a pattern or practice exists.*



7. CITIBUS' REASONABLE MODIFICATION POLICY & PRACTICES

It is our goal at Citibus to operate a safe, efficient, and effective transportation system that provides mobility and accessibility to persons with disabilities, including individuals who use adaptive devices or mobility aids.

REASONABLE ACCOMMODATION

In an effort to service all Citibus passengers the following policy is in place to ensure any individual with a barrier to transportation needs are reasonably accommodated. This policy applies to Citibus' Fixed-Route, Citibus Access Paratransit, On-Demand, and Texas Tech University service. It establishes that an individual's disability cannot preclude Citibus from providing full access to its service except where doing so would fundamentally alter service delivery.

ADA ACCESSIBLE

Citibus' fleet is fully accessible. In the event of inclement weather, all Citibus operators will make every effort to accommodate any individual using a wheelchair or a passenger with a disability who need to access the bus.

CONSTRUCTION OR INCLEMENT WEATHER

Individuals will be able to board the bus even though the sidewalk construction or inclement weather prevents the individual from boarding the bus from the bus stop; the operator of the bus will slightly adjust the boarding location so that the individual using a wheelchair or with a disability may board from an accessible location.

NOT CONSIDERED REASONABLE MODIFICATION REQUESTS

There are three types of modifications that would not prompt an obligation for Citibus to consider a Reasonable Modification Request:

1. Those which would fundamentally alter Citibus' program delivery.
2. Those which would create a direct threat or significant risk to the health or safety of others.
3. Those which are not necessary to enable an individual to receive Citibus' services. Citibus will use DOT [49 CFR Parts (27, 37) (Appendix E)] as Guidance for Reasonable Modification Request.



HOW TO FILE A COMPLAINT

Any request, concerns, or complaints regarding Citibus' Reasonable Modification Policy should contact Citibus Administrative Offices Customer Service/Complaint Department:

-  806.775.3640
-  CIVILRIGHTS@CITIBUS.COM
-  CITIBUS.COM
-  PO BOX 2000 | LUBBOCK, TX 79457
801 TEXAS AVE | LUBBOCK, TX 79401

Citibus will enter all applicable information and a supervisor or other member of the management team will contact you within 24 hours for additional information and/or response to complaint.

Citibus' Fixed Route, Access Paratransit, On-Demand, and Texas Tech Vehicles are Fully Accessible.



8. TRANSPORTING PASSENGER ITEMS

TRANSPORTING GROCERY/SHOPPING BAGS

Grocery carts, shopping carts, and oversized baskets are prohibited due to space limitations and safety concerns. Items brought by passengers may not be placed in a wheelchair-designated space.

- Citibus operators are primarily responsible for the safety of the passenger.
- Citibus Operators are permitted to carry up to four bags with a combined weight of no more than 20 pounds. In the event an operator must help carry bags, luggage, large boxes, etc., the items must have handles. Any items exceeding this limit will be the responsibility of the passenger to transport to and from the vehicle without the assistance of the operator.
- Passengers must be able to maintain control of all packages or properly secure them while on the vehicle during transport. Passengers needing additional assistance are encouraged to bring a Personal Care Attendant or a companion for these trips.
- Any large, oversized items (i.e. large boxes, bags, etc.) which cannot be held by the passenger or properly secured will not be transported.
- The carrying of packages by the vehicle operator between the passenger origin/destination and the vehicle must be done in one trip. The vehicle operator is not permitted to make multiple trips to or from the vehicle.
- Citibus Operators will handle all belongings with care, but Citibus is not be responsible for broken, damaged, spoiled, lost, or stolen items.

SCOOTER MOBILITY AIDS

Due to the high center of gravity of scooter-type mobility aids and the recommendation by scooter manufacturers, Citibus Access recommends that passengers do not remain seated on the scooter while the vehicle is in motion. For the safety of these passengers, Citibus recommends moving to a seat, if able to do so, to ride in a regular seat with a seatbelt.

WHEELCHAIR SIZE RESTRICTIONS

Citibus Access vehicles, in compliance with the ADA, will guarantee transportation for riders with wheelchairs no more than 30 inches wide, 48 inches long, and weighing no more than 600 pounds total while occupied. Wheelchairs that fall outside of these guidelines might still be accommodated, but will be evaluated on an individual basis to ensure Citibus Access vehicles will be able to physically transport them safely. Citibus Access may weigh and measure wheelchairs to make sure they fit within the maximum size and weight requirements.

FOUR-POINT TIE-DOWN REQUIREMENTS

Citibus Access utilizes straps to secure wheelchairs, scooters, or other mobility aids. The vehicles are designed to utilize four straps: two in the front and two in the back. All four straps must be secured to the mobility device prior to moving the vehicle. Passengers should utilize the available lap belt and shoulder harness. If the passenger refuses to wear a lap belt, the operator must call dispatch to notate the passenger declined to follow recommended safety procedures.





8. TRANSPORTING PASSENGER ITEMS (CONT.)

TETHER POINT PROGRAM

Citibus offers a voluntary service to provides yellow tethers (nylon loops) or yellow identification tape for wheelchairs that are challenging to secure on Citibus vehicles. This program is not limited to Citibus Access passengers and is therefore open to all Citibus passengers free of charge. Trained professionals will evaluate your wheelchair to determine the best location to place the tethers or tape. They will install restraint markers or tethers straps (if necessary) to assist operators in easily locating the tether point and ensure the wheelchair is properly secured at that tie-down point. In order to receive this service, reservations must be made by calling the Citibus Training Department at 806.775.3656.

SEAT BELT REQUIREMENTS

Citibus provides seat belts for all passengers. On vehicles equipped with seat belts, each operator will require every mobile passenger (or passengers who transfers from a wheelchair) to wear a seatbelt. If a passenger refuses to wear a seatbelt, the operator must call dispatch to notate the account of the passenger who declined to follow recommended safety procedures.

9. OTHER SERVICES OFFERED THROUGH CITIBUS

TRAVEL TRAINING



All applicants, whether approved or denied for Citibus Access, are encouraged to take advantage of the FREE Citibus travel training program. This program provides individualized training to passengers on how to confidently navigate the accessible Citibus Access, On-Demand, Fixed-Route, and University Routes.

SERVICE ANIMALS



Service animals are defined as any guide dog, signal dog, or other animal individually trained to perform tasks directly related to assisting an individual with a disability.

Animals not individually trained to perform such tasks, including animals used purely for emotional purposes, are not considered service animals.

When scheduling a trip, passengers should inform Citibus Customer Service that they will be traveling with a service animal. Operators are trained to ask if the animal is a service animal and what services they provide.



MOBILE TICKETING APP

Registered Citibus Access passengers have the ability to purchase passes and Fixed Route tickets through the GoPass® smart phone app. The app is available for download from the Apple Store and Google Play Store. Visit Citibus.com for details.

GoPass





MEDICAID SERVICES

CITIBUS DISPATCH
 806.775.3640

All Medicaid trips must be scheduled through Medicaid; they will provide a trip confirmation number, pick-up and drop-off locations, and initial appointment times. Times and locations cannot be changed by Citibus, nor will the operator honor any requests for alternate destinations. Trips cannot be altered without a new confirmation number from Medicaid; they can be reached at 877.633.8747 and have office hours of 8:00AM-5:00PM CT. Same day requests through Medicaid might not be honored due to space or availability, so it is asked that all trips be booked a day in advance.

Medicaid Trip Fare

These trips are paid for by Medicaid, so no charge is collected from the passenger.

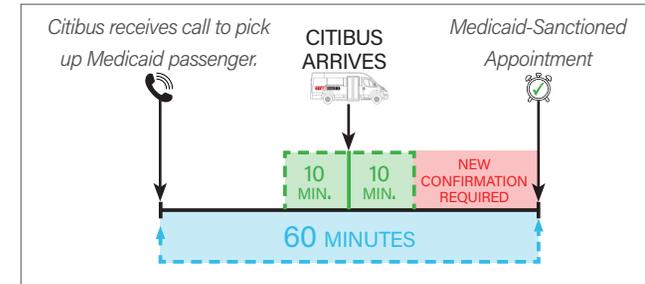
Medicaid trips entail the same rules, policies, and regulations that apply on Citibus Access. Therefore, breaches of policy are entitled to the same disciplinary action.

Medicaid Pick-Up/Drop-Off Procedures

Passengers can be picked-up up to one hour before a scheduled drop-off time. Citibus Access is a shared-ride transportation service, so passengers can ride on the vehicle up to one hour before being dropped off.

Citibus Access has up to one hour after dispatch receives the call to pick-up the passenger from their appointment.

Regardless of the pick-up, the operator is required to wait 10 minutes at the specified location to receive the passenger before continuing. Should a passenger no-show after the operator has waited their 10 minutes, another confirmation number will have to be acquired from Medicaid in order for the return trip to be completed.



What To Do When The Appointment Is Finished

If a return trip is not already booked and a passenger is finished with their appointment, they become a Medicaid will-call. Unscheduled will-call trips must be booked through the Medicaid office. Once Medicaid has scheduled the will-call trip, the Citibus vehicle will be dispatched to the pick-up location.

- ➔ Wait where you were dropped off.
- ➔ Make sure you are in the line of sight of the vehicle.

What To Do If The Doctor's Appointment Is Running Late

If a passenger is running late at the doctor's office, they must notify Citibus that they will not make their scheduled pick-up time. When the doctor's appointment is done the passenger will call Citibus and they will send a ride as soon as possible. The missed ride will not result in a no-show being recorded.



CITIBUS ON-DEMAND

Citibus On-Demand was created to bridge the gap between fixed route services and Citibus Access. Now you can order personalized, on-demand, curb-to-curb service when and where you need it.



MICRO-TRANSIT SOLUTION

Citibus On-Demand bridges the gap between fixed route services and personal vehicle transportation. Technology allows riders to book trips through the On-Demand app, schedule their pick-up times, and share a ride with others headed in the same direction. For only \$2.00 per ride and an average pick-up time of 15 minutes or less, our community members are empowered to travel with a sense of mobility and freedom.



Available within
Lubbock City limits



Available Monday - Friday
7:00AM-11:00PM



Affordable fare
only \$2.00 per ride

WHY RIDE?

Whether its in response to an unexpected delay, environmental choice, or solution to transit needs, Citibus On-Demand helps get you where you need to go quickly and affordably.



NO MORE REPAIR SHOP WAITING

Are you putting off that check-engine light because you don't have a ride to the auto-shop? Citibus On-Demand can give you a ride to and from the auto-repair shop.



CAR TROUBLE

When winter is upon us, there's a good chance your car may give you trouble. Don't panic, you've got Citibus On-Demand to get you to work.



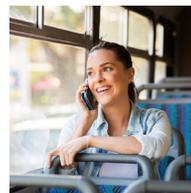
SAFE RIDE HOME

You were just invited to the office happy hour, but you don't have a ride home. Not a problem now! On-Demand will take you home, then take you back to your car in the morning!



GROCERY SERVICES

On-Demand will take you to the grocery store to pick up Online orders, or pick you up after you are done shopping and take you and your groceries home.



GREEN INITIATIVE

If you want to do your part to cut down on gas emissions, taking a ride-share is the way to go. Each ride on Citibus On-Demand takes three cars off the road.



*Download the app
to book a
same-day ride*



▶ Scan for Androids



▶ Scan for iPhones

*or, call
806.775.3640
to schedule a ride.*



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