



TRINITY METRO **ACCESS**

Whether it's to the grocery store,
the doctor, school, work or leisure,
Trinity Metro can help you easily
ACCESS your destination.



January 2022



ELIGIBILITY FOR **ACCESS** SERVICES

Trinity Metro ACCESS is a door-to-door transportation service for persons with a verified disability that prevents them from riding Trinity Metro's bus service. Anyone interested in riding ACCESS must complete an application and be certified as an ACCESS passenger. Eligible paratransit program participants may be certified for services for a maximum period of two years. Eligibility for ACCESS may be on a conditional basis, meaning service will only be provided for those trips in which Americans with Disabilities Act (ADA) paratransit eligibility standards have been met.

Passengers, certified on a conditional basis, will be required to use Trinity Metro bus or rail services, or find alternative transportation, for trips that are not deemed as ADA paratransit eligible.

Processing your ACCESS application may take up to 21 days. Presumptive eligibility will be granted if a determination has not been made within 21 days after initial receipt of a completed application. For more information or to request an application, please call 817-215-8600.

Follow the enclosed guidelines for a pleasant, relaxing and trouble-free trip. Please keep this rider's guide handy for future reference.

SCHEDULING YOUR TRIP

ACCESS is a shared ride service that provides comparable ride times to those of Trinity Metro's bus services.

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 and construction.

You may reserve a trip on ACCESS by calling **817-215-8600** up to seven days in advance. Reservations may be made between 8 a.m. and 5 p.m. daily. You may call to schedule a trip until 5 p.m. the day before the trip.



Trip request times may be negotiated one hour before or after the requested time.

When scheduling your trip, please provide the following information:

- Name and service I.D. number.
- Originating address and description.
(i.e., complex number, gate code, etc.)
- Time you are due at your destination.
(appointment time)
- Destination address and description.
(i.e., doctor's office and building name, grocery store name, complex number, gate code, etc.)
- Time of your return trip.
- Type of assistive device.
(i.e., wheelchair, cane, walker, service animal)
- Number of guests or a personal care attendant to accompany you.

The ACCESS scheduling assistant will then give you an approximate time your driver will arrive. The driver may arrive up to 15 minutes before or after this time, and be considered on time for your trip.

EXAMPLE: *If a trip is scheduled for 9 a.m., the driver may arrive between 8:45 a.m. and 9:15 a.m.*

Be ready to go and waiting in a place where you can hear or see the vehicle when it arrives. Once your driver arrives, you will have five minutes to board the vehicle for your trip.

Drivers are not allowed to go into residences to assist passengers.

In places of business, such as nursing and retirement facilities, drivers are only permitted to pick up and drop off in the main floor lobby area. ACCESS may designate standard pick-up and drop-off sites at major centers and destinations, such as large medical centers and malls.

Operators must maintain sight of the vehicle at all times. To avoid delaying other passengers, drivers can only wait five minutes before proceeding on the route. When booking an ACCESS trip to a medical facility, allow enough time for your appointment to include seeing the physician, obtaining any prescriptions, and any other delays that could occur during your visit.

SUBSCRIPTION SERVICE

Subscription service is for passengers who travel to the same destination at the same time every week, for a minimum period of 90 days. If you will be making the same trip the same day of the week, notify the ACCESS scheduling assistant so that subscription service can be arranged. ACCESS may terminate subscription service that is canceled 50 percent or more of the time during any 30 day period, or if there is a consistent pattern of cancellation of any part of a subscription.

If you are canceling a subscription trip, you must notify the ACCESS office at 817-215-8600 at least one hour prior to your pick-up time. If you fail to call the office to cancel, you may be assessed a "no-show."

**ACCESS RESERVES THE
RIGHT TO RESTRICT
SUBSCRIPTION SERVICE
AS REQUIRED BY ADA.**

TICKET

The one-way price for ACCESS is \$4 per person (a personal care attendant may accompany an ACCESS rider at no charge). The ticket must be paid at the beginning of each trip. For your convenience, you can buy prepaid ride tickets. **Call 817-215-8600** for an envelope and order form to order your tickets by mail. You may also Purchase 10-ride ticket-books online at **TrinityMetroTickets.org**.

SERVICE AREA

Trinity Metro ACCESS offers door-to-door transportation within the service areas of Blue Mound, Fort Worth and River Oaks. Trained drivers are available to assist passengers with boarding vehicles that are specifically designed to accommodate the mobility impaired.

MOBILITY DEVICES

ACCESS will make every attempt to accommodate all wheelchairs, scooters and other mobility devices. Passengers must be able to maneuver their mobility device into the vehicle and wheelchair securement area. Passengers are responsible for ensuring

brakes, batteries and other parts of their mobility devices are in good working condition prior to boarding the vehicle. The operator must ensure the mobility device is secured safely before moving the vehicle. If a mobility device cannot be secured safely, the operator may ask the passenger to transfer to a seat. The passenger determines whether to transfer or remain in the mobility device.

ACCESS VISITOR POLICY

ADA certified visitors are eligible for ACCESS by providing an ID card or other documentation from their current ADA transit agency. If certification documents are unavailable from the visitor's transit agency or if they have never been certified by a transit agency, then proof of the disability (i.e., a letter from a doctor, rehabilitation profession or self-certification is permissible) or physical proof of disability may be used. Visitor certification is valid for 21 days of travel in a one-year period. After that time, the visitor must complete the local eligibility process to continue using the service. Please call the ACCESS Administrator at 817-215-8929 to complete the ACCESS visitor registration process.

HOLIDAY SERVICE

ACCESS runs on a reduced schedule in observance of the following holidays: New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

ONBOARD POLICIES

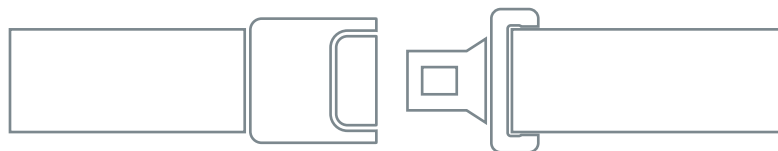
When you board the vehicle, present your service I.D. card and put your cash payment in the fare box. If using a prepaid ticket, give it to the driver.

Correct change is advised. No refunds or change can be made. Drivers do not carry cash or accept checks. No credit or debit cards are accepted.

Fasten your seat belt. For your safety, drivers are not allowed to put the vehicle in motion until your seat belt is fastened. Passengers who violate onboard policies are subject to penalties up to and including suspension of service. Passengers who engage in physical abuse or cause physical injury to another passenger or operator may be subject to immediate and permanent suspension, and possible criminal prosecution.

Other onboard policies include:

- No smoking in vehicles, including vaping devices and e-cigs.
- No riding under the influence of illegal drugs or alcohol.
- No abusive, threatening, or obscene language or actions.
- No deliberate fare evasion.
- No physical or verbal abuse of operators or other passengers.
- No operating or tampering with any equipment aboard ACCESS vehicles.
- No radios, tape/CD players, or other sound-generating equipment are to be played aboard vehicles without the use of headphones.



GUESTS, PERSONAL CARE ATTENDANTS (PCAS), PACKAGES, CHILDREN, AND SERVICE ANIMALS

A passenger may invite one guest to travel with him/her, and other guests will be permitted as space is available.

Each guest must pay \$4. A Personal Care Attendant (PCA) may ride for free with an ACCESS passenger on ACCESS vehicles to assist with excessive packages, personal needs, or to escort to appointments in multilevel facilities.

PACKAGES

The ACCESS operator will assist with a reasonable number of packages (three to four) that weigh no more than 20 pounds each. Laundry items must be enclosed in a plastic bag and not exceed 20 pounds.

CHILD ON BOARD

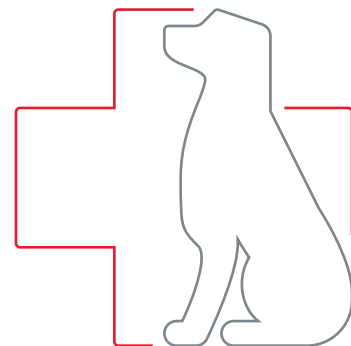
If an ACCESS passenger is traveling with a child who is 4 years of age or younger, or weighs 40 pounds or less, the child must be secured in a child safety seat provided by the passenger. *No ticket required for children 4 and under.*

SERVICE ANIMALS

A service animal is any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

Service animals must be properly trained, groomed and maintained. Control of a service animal's behavior is the responsibility of the animal's owner. The ACCESS operator is not responsible for giving commands to any service animal. A service animal may be removed from the vehicle if its behavior becomes a direct threat to the health and safety of others.

When scheduling a trip, passengers should inform the ACCESS scheduling assistant that they will be traveling with a service animal. A pet must be contained in a pet carrier at all times during the ACCESS trip.



IS TRAVEL TRAINING FOR YOU?

As an ACCESS-certified rider, you can take advantage of Trinity Metro's Travel Training program. This service offers individualized training to introduce you to the convenience and ease of using our transit system.

Trinity Metro Envoy, a part of the customer care team, will provide you with one-on-one training on bus navigation. Travel Training is free and gives you the opportunity to take advantage of the flexibility offered by fixed route Trinity Metro bus services.

ACCESS passengers qualify for an ACCESS picture ID for customers who are able, at times, to ride public transit with or without an attendant. With the ID card, it is only \$1 per ride on regular bus routes. An attendant must also pay \$1.

SUPPLEMENTAL PROVIDERS

ACCESS contracts with private companies, currently Yellow Cab, to supplement ACCESS services.

They provide the same door-to-door service with the same policies (i.e., no smoking in vehicles, same price, etc.).

Please call our customer service line at 817-215-8600 for questions about ACCESS contractors.

CHANGES CANCELLATIONS, NO-SHOWS AND WILL CALLS

Changes in pick-up times and/or destinations must be made before 5 p.m. the day before your scheduled trip. If you need to cancel your scheduled trip, call 817-215-8600 at least one hour prior to your trip.

Failure to take a scheduled trip may result in your being assessed a **no-show**.

A no-show occurs when a passenger fails to board the vehicle within five minutes after the driver arrives within the scheduled window time, cancels a trip at the door, or cancels a trip late (within one hour of the scheduled pick-up time). ACCESS will consider service suspension for a period of time for those who habitually fail to take trips according to the definition above. You will not be charged with a no-show for circumstances beyond your control. If your service

is suspended for no-shows, you have the right to appeal that decision. You will receive instructions on how to appeal in your service suspension notice. There will be no interruption in service until a determination has been made on your appeal.

WILL CALL

A scheduled trip is placed on will call for those passengers who get to their original destination late due to unforeseen delays on behalf of ACCESS and/or for medical emergency situations. If you are not going to be ready by your scheduled pick-up time, call 817-215-8600 and ask to be put on will call. The ACCESS dispatcher will make every effort to get you picked up as soon as we have an ACCESS vehicle in the area that can accommodate you.

APPEALS PROCESS

Individuals denied ACCESS eligibility or suspended from ACCESS service will be notified by letter.

Any person denied ACCESS eligibility or suspended from ACCESS service for any reason has the right to appeal the decision. The appeal must be

received in writing or by calling the ACCESS office at 817-215-8600 within 60 days from the date of the initial decision. Details on how to appeal the decision will be included in the initial denial/suspension letter. Once an appeal has been requested, ACCESS has 30 days to make a final decision in regards to the appeal. If a final decision has not been made within the 30-day period after the appeal meeting, presumptive eligibility will be granted until a final decision is made.

WHERE'S MY RIDE?

If the ACCESS vehicle has not arrived to pick you up after the 30-minute window, call 817-215-8600 to inquire about your vehicle's location and estimated arrival time.



ADA COMPLIANCE

ADA COMPLAINTS & PROCEDURE

Trinity Metro will process and investigate complaints from the individuals alleging discrimination in Trinity Metro's programs, services or activities under the Americans with Disabilities Act of 1990 (ADA). Disability complaints alleging discrimination in programs, services or activities may be filed pursuant to the following procedures.

FILING AN ADA COMPLAINT

Any person who believes that he or she has been discriminated against on the basis of disability by Trinity Metro may file an ADA complaint, directly or through an authorized representative, by completing and submitting Trinity Metro's ADA Complaint Form. Trinity Metro will investigate complaints received no more than 180 days after the alleged incident.

The ADA Complaint form can be accessed by visiting [RIDE**TRINITYMETRO**.org/ADA](https://www.ridetm.org/ADA).

The complaint should be filed with Carla Forman at Trinity Metro:

ATTN: ADA Compliance Officer
Trinity Metro
801 Grove Street
Fort Worth, TX 76102

Forms may also be sent via email to compliance@ridetm.org.

HOURS OF OPERATION

ACCESS operates seven days a week on a schedule that is comparable to Trinity Metro's fixed route bus service.

REASONABLE MODIFICATION REQUEST

Trinity Metro will provide reasonable modifications or accommodations to policies, practices, and procedures for customers with disabilities to ensure they can effectively use the agency's transit services without discrimination on the basis of their disability.

For more information on how to make a request, visit our website at [RIDE**TRINITYMETRO**.org](https://www.ridetm.org).



801 Grove Street
Fort Worth, Texas 76102

RIDE **TRINITYMETRO**.org
817.215.8600

 **@TRINITYMETRO** 