

BMT ZIP POLICIES AND PROCEDURES

(Riders Guide)

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WELCOME TO BMT ZIP PARATRANSIT SERVICE

Beaumont Zip Paratransit Services provides shared, curb-to-curb with assistance to door, providing public transportation to people with disabilities who are unable to use BMT ZIP's fixed route buses. "Curb- to-curb" means the vehicle will pick-up customers at the curb of the pick- up address and drop- off customers at the curb of the drop off address. Customers needing assistance beyond the curb can let an BMT ZIP employee know so additional assistance can be provided. BMT ZIP provides "Assist-to-Door" service for customers who cannot independently walk or roll from the front door of their home to a BMT ZIP van parked at curbside. Paratransit Services is a shared-ride service operated with modern, accessible vehicles. Riders who are unable to access vans by using steps may use wheelchair lifts. We hope this guide answers all your questions. If you need further information, please don't hesitate to contact us. We are here to provide safe, reliable, dependable, and efficient public transportation for persons with disabilities. Again, welcome to BMT ZIP Paratransit Services!

OVERVIEW

The Americans with Disabilities Act (ADA) of 1990 requires that each public agency, which operates a fixed route public transit service, provide paratransit service for persons with disabilities who cannot utilize fixed route service, due to their disability. Three categories of persons with rights to paratransit services established by the ADA are:

Category 1) Individuals, who because of their disability cannot independently board, ride and/or disembark from an accessible vehicle.

Category 2) Any person with a disability who can use an accessible fixed route vehicle, but for whom any desired trip cannot be made because the service they need is not yet accessible, is eligible.

Category 3) Those who have impairment-related conditions that prevent them from getting to or from a boarding or disembarking location.

Paratransit must provide a level of service that is comparable to that provided on the fixed route system. ADA defines comparable paratransit service with six criteria:

1. It must operate in the same service area as the fixed route system.
2. It must have a comparable response time.
3. It must have fares no more than twice that of fixed route service for the same trip.
4. It must have comparable days and hours of service when compared with fixed route service for the same trip.
5. It must meet requests for any trip purpose.
6. It must not limit service availability because of capacity constraints.

ADMINISTRATOR

The Transit Management of Beaumont, located at 550 Milam St. Beaumont, Texas is responsible for ensuring overall ADA compliance. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. The BMT ZIP General Manager is responsible for directing the day-to-day activities of MT Zip's demand response Program. The Operations Manager is responsible for the overall daily bus operations.

PURPOSE

The Transit Management of Beaumont offers demand response transportation service for persons with disabilities. This program continues to meet the ever growing and changing transportation demands of a significant number of transit passengers. The goal of BMT ZIP is to provide excellent public transit services for citizens in the safest, most cost efficient, effective, and friendly manner possible.

ELIGIBILITY FOR SERVICE

Per ADA guidelines, paratransit service may be provided to persons with a physical, mental, or visual impairment of such severity as to prevent independent city bus travel, without consideration that it may be difficult, challenging, uncomfortable, or inconvenient to do so. The presence of a disability, diagnosis, or condition alone does not determine automatic paratransit eligibility. Rather, paratransit eligibility is determined by whether the applicant's functional mobility is so severely restricted that the applicant is prevented from performing the mobility skills necessary for independent city bus travel, even though it may be difficult, inconvenient, or challenging to do so.

The BMT ZIP application, information, and any supplemental documentation are reviewed by an BMT ZIP Specialist who will determine the applicant's eligibility for paratransit service. The customer is notified by mail of their eligibility status within twenty-one days of the completed record.

BMT ZIP applications may be obtained from the BMT ZIP Office located at 550 Milam St. Beaumont, Texas 77701. The contact number for BMT ZIP office is (409-835-7895) < press option 1> between the hours of 8:00 a.m. – 5:00 p.m. Monday through Friday, or visit www.beaumonttransit.com.

RECERTIFICATION

In compliance with the Americans with Disabilities Act (ADA) of 1990, all paratransit customers are required to recertify their paratransit eligibility at regular intervals. Transit Management of Beaumont resolved that the recertification period for BMT ZIP customers occur at least once every 5 years. Recertification attempts to ensure that BMT ZIP has the most current information regarding the customers contact information and any significant changes in health status and personal travel needs. It is important to contact BMT

ZIP office when you have a change of address or telephone number. Recertification applications are mailed to the passengers address on file. BMT ZIP is not responsible for contacting passengers if applications are returned by the post office, if there is or may be any hinderance in providing BMT ZIP with the requested recertification application please call the BMT ZIP office at the earliest convenience. An extension of fifteen (15) days can be requested by calling our offices at 409-835-7895. Service will not be discontinued for approved extension of re-certification process. Service will not be interrupted until the second extension is exhausted (total of 60 days). Please be advised there is a \$5.00 fee which covers the Application and the ID Card*. Fee must be paid in cash, check or money order at our Office; if mailing the application please include your payment money order / check (do not mail cash). Customers will receive written notification of recertification approximately twenty-one (21) days prior to the date their BMT ZIP service is due to expire. But may be subject to recertification at any time.

BMT ZIP has the right to review any customer's eligibility status at any time there is indication of or reason to expect a change in the customers' medical condition, functional level, or mobility status. In such cases, BMT ZIP may require that additional or corroborating information be submitted by or on behalf of the customer.

Each customer is responsible for informing BMT ZIP of any change that may affect his/her eligibility status, to include significant improvement or deterioration of mobility skills; the presence of a communicable or contagious disease; and the use of assistive devices or mobility aids. Customers must also promptly inform BMT ZIP of any changes to their residential address; contact telephone numbers; the name, address, or phone number of their designated emergency contact person(s) and, if applicable, of persons designated to act on a customer's behalf.

Recertification applications must be received no later than thirty (30) days after the request of recertification. Recertification applications must be received no later than thirty (30) days after customer's service expiration date which appears on the BMT ZIP identification car. Customers, whose applications are not received no later than least thirty (30) days after the expiration date, may risk service interruption. Recertification applications may be obtained and returned at the BMT ZIP Office at 550 Milam St. Beaumont, Texas (409-835-7895) Monday-Friday from 8:00 a.m. - 5:00 p.m. or visit www.beaumonttransit.com.

BMT IDENTIFICATION CARD

Customers certified to use BMT ZIP must have another form of identification card. New customers must obtain an ID card before trip reservations can be made. Instructions to obtain an ID card are provided in the initial eligibility notice. BMT ZIP photo ID cards can only be made at the BMT ZIP location, 550 Milam St. Beaumont, Texas 77701. The initial photo identification card is included with the application fee of \$5.00. Replacement or recertification cards are as well 5.00 due to the reprocessing of application and ID cards.

APPLICATION FOR SERVICES

An application for service must be completed and approved by Transit Management of Beaumont prior to delivery of BMT ZIP Paratransit Services. An application for service may be requested by calling the BMT ZIP Office between 8:00 a.m. and 5:00 p.m., Monday through Friday or by coming to our offices at:

***BMT ZIP Operations Facility, 550 Milam St. Beaumont, Texas 77701
(409-835-7895)***

Upon receipt of a request for an application over the phone, one application will be mailed to the requestor within 7 working days. We also have a walk-in option for individuals to come in request an application. The applicant and physician must complete the application form and return it to the BMT ZIP office in person. If the application is not returned completed in the desired request by BMT ZIP the application will be voided.

An application cannot be approved until the Verification of Disability is completed by a physician or other professional and returned to BMT ZIP.

Once, application is complete a determination of eligibility will be made within twenty-one (21) calendar days. Also, note that an applicant will not be allowed to use service until a decision is made if the application process exceeds twenty-one (21) calendar days.

Within 21 days, the following information will be mailed, emailed and or a phone call will be placed to the applicant:

1. Approval or rejection of application (and reason, if rejected).
 - a) Non-eligibility as defined by ADA eligibility categories.
 - b) Effective dates of eligibility.
 - c) Explanation of restrictions, if any, such as temporary certification or trip-by-trip eligibility determination.

Appeals Process

If an applicant wishes to appeal any administrative decision of the ZIP Coordinator, or to express a complaint about the ZIP Program, the following steps may be taken:

- A. A written letter to the ZIP Coordinator requesting an appeal or describing the complaint within ten (10) working days of the occurrence. The ZIP Coordinator responds in a written letter within five (5) working days of receipt of the letter.*
- B. If the complainant is not satisfied with the ZIP Coordinator's answer, then a letter may be sent to the Transit General Manager within ten (10) days of receipt of the first response. The Transit General Manager must respond with a written letter within five (5) working days of receipt of the complainant's letter.*
- C. If the complainant is still not satisfied, then a written letter may be sent within ten (10) days of receipt of the Transit General Manager's response to the City of Beaumont's*

Director of Community Development and Planning. He must respond in writing no later than five (5) working days after receipt of the complainant's letter.

This appeal process is not applicable to policy or other matters which rest with the City Council. The ZIP Coordinator or Transit General Manager may be written at Beaumont Municipal Transit, 550 Milam Street, Beaumont, Texas 77701. The Director of Community Development and Planning may be written at City of Beaumont, Community Development and Planning Department, P.O. Box 3827, Beaumont, Texas 77704.

BMT ZIP Paratransit Service Hours

BMT ZIP Paratransit Services operations	Monday-Friday: 6:00 a.m. - 9:30 p.m. Saturday 8:00 a.m. - 9:30 p.m.
BMT ZIP Paratransit Scheduling hours	Monday - Friday: 8 a.m. - 4 p.m.
BMT ZIP Paratransit Administration office hours	Monday-Friday: 8 a.m. - 5 p.m.

SERVICE AREA

BMT ZIP Paratransit Services is only operated within the city limits of Beaumont, Texas. Origins and destinations must fall within The City of Beaumont.

SCHEDULING PARATRANSIT SERVICES

To schedule a trip, please call (409) 835-7895 between 8 a.m. and 4 p.m., Monday thru Friday. Reservations may be made one day prior to desired trip service. Transportation for eligible disabled persons will be provided on a "first-come-first-served" basis regardless of trip purpose. When scheduling a trip, please be ready to provide the following info:

- Your name.
- Your pick-up address (including building/business names, specific pick-up information, landmarks).
- The date you are traveling.
- The time you would like to be picked up. (Note: schedule appointments with ample time to reach your destination)
- Requested drop-off time and alternate drop-off times
- The street address of your destination (including specific drop-off information).

- If a Personal Care Attendant (PCA) will travel with you.
- If a guest other than your PCA will travel with you (including children).
- Schedule a return trip
- need for a will-call (for a medical appointment)

REMEMBER: The BMT ZIP is a ride-share paratransit service for use by all those who are participating. Mutual consideration and respect for your fellow riders will avoid unnecessary delays and assure greater efficiency. *The BMT ZIP does not provide emergency service nor is an ambulance service.*

To ensure your trip is scheduled in a manner that best suits the most agreeable time, please let us know if any of the following applies:

If you cannot arrive at your destination before a specific time (i.e., your PCA is not at home until a specific time to receive you). If so, you will receive a pick-up window that will get you at your destination no-earlier-than your requested time. Please allow flexibility on your pick-up time.

If you need to arrive at your destination no later than a certain time (i.e., a doctor's appointment, dialysis, or work). If so, you will be given a pick-up window that will allow you to get there in time. Please allow flexibility on your pick-up time.

If you cannot be picked up before a specific time (i.e., you don't get off work until a particular time). You will receive a pickup window that starts after your requested time.

If you would like to be picked up at a specific time regardless as to what time you arrive at your destination (i.e., going shopping, to the gym, etc.). We will accommodate a time as close to your requested time as possible. Your arrival time may vary depending on length of trip and other passengers onboard.

PROVIDE FOR ALTERNATIVE TRAVEL TIMES

Paratransit Services may offer travel times (1) one hour before or (1) one hour after the requested travel time as established under the Americans with Disabilities Act (ADA) of 1990 service criteria.

TIPS FOR SCHEDULING SERVICE

When scheduling rides for specific times, be sure to allow plenty of time to finish your appointment 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 ride-share service)
- Allow for traffic conditions and weather delays.

CONFIRMING YOUR TRIPS

Trips will be confirmed at the time a trip reservation is scheduled. The **reservation agent will repeat the date, time, addresses, and any other details of the trip.** The evening before

travel, the BMT ZIP telephone system will call customers reminding them of their trips for the next day. If a need to cancel the trip or make different reservation the rider is to call the BMT ZIP office at (409-835-7895).

CANCELING TRIPS

Trips must be canceled at least one (1) hour before the start of your ready-time window. Please see page 14 for a definition of the ready-time window.

CHANGING OR CANCELING A RESERVATION

If you want to change a reservation, please call between 8:00 AM and 5:00 PM. Changes must be requested at least one (1) hour in advance. Call BMT ZIP at 409-835-7895 to revise or cancel a trip.

“WILL CALL” TRIPS

Occasionally, customers need open-ended return times because they do not know when they will be ready to be picked up. Customers may request open-ended pick-up times for medical appointments or jury duty only. Customers must let reservation agents know at the time reservations are made that they want a “will-call.” Will-call pickups are activated when customer notifies the BMT ZIP reservation employee that they are ready to be picked up. BMT ZIP will dispatch a vehicle as soon as possible; however, under certain peak times and high use circumstances it can take up to one (1) hour before the vehicle arrives to the pick-up location. Will-call pick-ups are not recommended unless all other options have been eliminated. Operators will then wait five (5) minutes for will call riders before continuing their route.

On-time Performance

1. *There will be no restrictions or priorities based on trip purpose. [49 CFR 37.13(d)]*
2. *There will be no limitations on service based on capacity constraints. [49 CFR 37.131(f)] Capacity constraints include:*
 - a. *There will be no restrictions on the number of trips an individual can take. [49 CFR 37.131(£) (1)]*
 - b. *There will be no waiting lists for access to service. [49 CFR 37.131(£) (2)]*
 - c. *BMT ZIP will avoid 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 37.13(f)(i)(A)-(C)]*
 - d. *Operational problems attributable to causes beyond BMT ZIP control (such as severe weather or unsafe traffic conditions) shall not be a basis for determining that the kind of pattern or practice mentioned in c. immediately above exists. [49 CFR 37.131 (f) (ii)]*

HOLIDAY SCHEDULE

BMT ZIP does not operate fixed route bus service or Paratransit service on the following holidays:

New Year's Day	Labor Day	MLK Birthday
Memorial Day	Thanksgiving	Friday After Thanksgiving
Fourth of July	Christmas	Juneteenth
Good Friday		

OPERATOR TRAINING

All BMT ZIP vehicles and operators will be trained in at least the following:

- All operators will be complete the BMT ZIP New Hire Orientation, which includes FTA Training, Smith Systems, and other accumulated training necessary to the successful performance of safety sensitive personnel.
- Loading and unloading of passengers using mobility assistance devices
- Passenger assistance training, including passenger courtesy and sensitivity Training.

Operators will be required to perform the following functions:

- Driving to the curb of the pick-up location
- Providing assistance in boarding and exiting
- Driving to the curb of the destination points
- Moving wheelchairs to and from the vehicle or helping passengers to the vehicle by accommodating assist-to-door service.

Operators will be prohibited from:

- Giving medication
- Using oxygen or other life-assistance machines
- Feeding or dressing passengers
- Handling complaints
- Making reservations
- Carrying or handling excessive packages or baggage unless the operator is willing to accommodate in that manner.

RIDING PARATRANSIT SERVICES

PICK-UP/DROP OFF LOCATIONS

To ensure that a rider's trip goes smoothly, Paratransit Services has established the following pick-up and drop-off locations for the rider's convenience.

WHERE TO WAIT

Paratransit Services is origin to destination, ride-share program that complements BMT ZIP fixed route bus services. Riders must be waiting at the sidewalk, curb or at another safe waiting area in front of, or as close as possible to, the entrance of the pick-up location. Operators will wait for a rider at the curb of a public street, in front of, or as close as possible to, the rider's house, building, or other designated pick-up location. **The operator cannot enter any home, office, or facility.** If a rider will need assistance exiting the pick-up location a companion or personal care attendant must be available to assist. For drop-offs, the operator will drop the rider off at their door if the location is on the first floor. Operators are not required to use assist-to-door service that requires a service to surpass the first floor. Drop offs will also include the sidewalk, or another safe waiting area next to the curb or a public street in front of, or as close as possible to, the designated drop-off location.

APARTMENT/OFFICE COMPLEXES

When scheduling your trip, please provide Paratransit schedulers with specific building name and number within the complex. Operators will pick up the rider at that specific building. If a rider's building is located within a gated community and requires special entry, notify the security office to arrange entry for the Paratransit vehicle before pick-up time. If the rider does not arrange entry, and the vehicle is unable to enter the pick-up area, the rider will be considered a No-Show.

NURSING HOMES

Riders with pick-ups at nursing homes should meet the operator in front of the curb or at another safe waiting area in front of, or as close as possible to entrance or loading area. **Operators cannot assist riders in and out of a nursing home; staff should be ready to assist the individual out of the nursing home, if necessary.** Riders will unload at the curb/sidewalk in front of any major and or the safest possible entrance or loading area of the nursing home.

ADULT PROGRAM/ DAY CARE CENTERS

Riders attending adult programs or day care centers should be present when paratransit services vehicles arrive. **Operators cannot assist riders in or out of adult program/day care centers. Center's staff must be ready to assist the individual in or out of the center, if necessary.**

If the Adult/Day Care Center requires special entry, the rider or center staff should arrange entry for the paratransit vehicle before pick-up time. If the rider or center staff does not arrange entry, and the vehicle is unable to enter the pick-up

area, the rider will be considered a No-Show, and therefore the Adult Program/Day Care will resume responsibility for returning the rider to their home. Paratransit Services has designated standard pick-up and drop-off sites at major centers and destinations such as large medical centers and malls. If a rider schedules a trip to one of these destinations, the scheduler will inform the rider of the specific pickup and drop-off location.

BOARDING MOBILITY DEVICES

Paratransit Services will make every attempt to accommodate standard mobility devices.

For our riders' safety, it is preferred that mobility devices are clean, safe and in good working condition when traveling. BMT ZIP requires that a licensed physician list your mobility aid devices. By providing in detail the manufacturer, model, and serial number.

Use of Wheelchair Lifts, Ramps, and Securement Devices

- a. *BMT ZIP will transport any wheelchair on its vehicles so long as: 1) The dimensional requirements do not create or pose a safety concern to the vehicle or its passengers, and*
 - 2) *The weight does not exceed the manufacturer's recommended vehicle or lift design load specifications when occupied. [49 CFR 37 & 38] BMT ZIP Lift is rated for 600lbs. That is for a combined weight of the mobility device and rider in total that equals 600 pounds.*
- b. *Wheelchairs must be placed in the designated area on the vehicle where it can be secured. Wheelchairs will not be permitted to ride in any other location. [49 CFR 37.165 (b) & (c) (3)]*
- c. *If a wheelchair cannot be secured or restrained, the patron may still ride on the vehicle, but he/she must remain in the designated area. [49 CFR 37.165(d)]*
- d. *In some circumstances, BMT ZIP will ask a passenger using a wheelchair to transfer to a vehicle seat, although the passenger will not be required to move. [49 CFR 37.165 (e)]*
- e. *BMT ZIP will allow any patron who requests to board using a wheelchair lift or ramp to do so even if he/she does not use a wheelchair. [49 CFR 37.165(g)] However, lifts and ramps will not be deployed at stops where they will be damaged if deployed or there is some temporary danger that prevents safe use of that stop. [49 CFR 37.167(g)]*
- f. *Where necessary or upon request, BMT ZIP personnel will assist individuals with disabilities with the use of securement devices, ramps, and lifts. [49 37.165(f)]*

- g. 38.23(d) of the DOT ADA regulations require all ADA-compliant buses and vans to have a two-part securement system, one to secure the wheelchair, and a seat belt and shoulder harness for the wheelchair user. Section 38.23(a) requires vehicles over 22 feet in length to have enough securement locations and devices to secure two wheelchairs, while vehicles 22 feet and under must be able to accommodate at least one wheelchair. Beaumont Zip Para Transit Fleet is under 22 Feet in length.

Maintenance of Wheelchair Lifts, Ramps, and Securement Devices

1. BMT ZIP has in place a system of regular and frequent maintenance checks of its wheelchair lifts and ramps to ensure operability. [49 CFR 37.163(b)]
2. Operators are required to notify supervisors immediately if a lift is inoperable for any reason so that maintenance can be applied. [49 CFR 37.163(c)]
3. If a lift or ramp becomes inoperable during service, the vehicle in which the lift or ramp is located will be removed from service, repaired, and placed in service no earlier than the beginning of the next service day unless doing so would reduce the transportation service that BMT ZIP provides and there is no spare vehicle available to take the place of the one with the inoperable lift or ramp. In that case, the vehicle with the inoperable lift or ramp may stay in service for no more than three (3) days from the day on which the inoperability was discovered. [49 CFR 37.163d &(e)]
4. If a vehicle with an inoperable lift or ramp is operating on a route and the headway to the next accessible vehicle on the route is more than thirty (30) minutes, BMT ZIP will provide alternative transportation to individuals with disabilities who are unable to use the vehicle because the lift or ramp is inoperable. [49 CFR 37.163(f)]

OTHER MOBILITY AIDS & EQUIPMENT

1. BMT ZIP will allow service animals on its vehicles and in its facilities. [49 CFR 37.167(d)] A service animal is any guide dog, signal dog, or other animal trained to work for an individual with a disability. No other animals will be permitted.
2. BMT ZIP will allow any reasonable breathing aid, including portable oxygen tanks and respirators, on its vehicles. [49 CFR 37.167(h)]

Operators on paratransit services will make all attempts to secure standard mobility devices. If a mobility device exceeds the normal size, the operator may ask the rider to transfer to a seat, as it may be difficult to safely secure the passenger within the mobility device. It is the rider's choice to transfer or remain in their mobility device. In the case of refusal other accommodations may be made. **If a rider is traveling with a child who is 4 years of age or younger, or weighs 40 pounds or less, Paratransit Services strongly**

recommends that the child be secured in a child safety seat. Paratransit Services does not provide child safety seats for children.

WHEN TO BE READY (ARRIVALS AND DEPARTURES)

All passengers are reminded that BMT ZIP is a public transportation service. This means you will be sharing rides with other customers. This also means trip lengths can be comparable to a fixed-route trip, which includes the time it takes a passenger to travel to a bus stop and wait for a fixed-route bus. You also may have to arrive earlier than desired.

You may request consideration for a no-earlier-than arrival time, or a no-later-than pickup time when scheduling your trip. We will try to accommodate your trips as best we can; however, schedules will be based on the total number of passengers traveling that day while following ADA regulations.

CAN A BMT ZIP OPERATOR ASSIST ME?

BMT ZIP provides “Assist-to-Door” service for customers who cannot independently walk or roll from the front door of their home to an BMT ZIP van parked at curbside (but not to the inside of the building). Examples of a person with a disability needing “Assist-to-Door” services include:

- Someone who is unable to self-propel a manual mobility device
- Someone who cannot follow the path to or from a van without guidance
- Someone who needs help to maintain his/her balance.

Assist-to-Door service can also be provided at a customer’s destination (bank, shopping center, church, medical office, etc.) and for the return trip back home. Customers who are approved for Assist-to-Door service can expect their BMT ZIP van operator (driver) to:

- Physically push the customer’s manual mobility device.
- Offer directions, verbally or by light touch, to keep the customer on the right path; or
- Allow the customer to hold the van operator’s hand or forearm for balance.

Van operators will not, however, operate the controls of an electric mobility device and will not carry a customer or bear the customer’s weight.

This service will not be provided at workshops, dialysis clinics or adult day activity centers when staff are available to help, and is not offered to customers with “Do Not Leave Alone” status. Customers must also promptly appear when the van arrives. BMT ZIP sends phone calls when a van is on the way, and Assist-to-Door is not a van arrival notification service.

Customers who require Van Operator assistance at the origin and/or destination stage of all BMT ZIP trips must complete a brief application prior to taking a trip to establish the need for

full-time (i. e., at all origins and destinations) assistance. Approval is contingent upon a safety inspection at a customer's residence to establish the presence of a suitable ramp, steps and/or pathway and a reasonable distance between the customer's doors and van. If a customer requires Assist-to-Door service for all BMT ZIP trips, please contact BMT ZIP Mobility General Manager by phone at (409) 835-7895. Van Operators can also assist customers upon request to or from the van at an unfamiliar location or down steps. Customers who need occasional assistance at their home should inform the Reservation Agent at the BMT ZIP Office when making a reservation.

Assist-to-door service DOES NOT include any of the following:

- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs
- Walking through the door of a house, apartment, or building
- Locking/unlocking doors or activating/deactivating house alarms
- Loading/unloading personal items
- Lifting or carrying a customer
- Pushing a mobility device on/off step

If you have any questions, please call BMT ZIP Reservations at (409) 835-7895.

RIDER ACCOMODATIONS

PERSONAL CARE ATTENDANT

A Personal Care Attendant (PCA) may accompany a registered Paratransit rider at no additional charge. Your file must indicate that you are eligible to have a PCA travel with you. You must reserve space for your PCA when scheduling your trip. If a vehicle is dispatched for a passenger who utilizes a PCA and the PCA is not available, and it is determined that a PCA is no longer required, documentation to this effect may be required by BMT ZIP. Guests are welcome to ride with you but will pay same fare as customer per trip. Due to limited space, each rider is allowed one guest per trip. You must reserve space for your guest (including children) when scheduling your trip. Seating for more than one guest is on a "space available" basis when scheduling your trips. Children accompanying you are considered traveling guests. Children under the age of 5 must be accompanied by an adult. **If a rider is traveling with a child who is 4 years of age or younger, or weighs 40 pounds or less, Paratransit Services strongly recommends that the child be secured in a child safety seat.** Paratransit Services does not provide child safety seats for children.

Special Note: PCA's and guest must have the same origin and destination points as the eligible demand response passenger. Trips with the purpose of accommodating any guest, and or PCA (pick-ups and drop offs) are not allowed.

PACKAGES

Carry-on packages are limited to two (2) grocery bags or similar-sized packages on board the Paratransit vehicles. Operators are not allowed to assist the rider carrying the packages to and from the same sidewalk or waiting area where the rider boards.

VISITORS

Out-of-town visitors who are ADA certified in other cities or who have obvious mobility limitations can use BMT ZIP services on a temporary basis. Visitors must contact BMT ZIP Office Monday through Friday, 8 a.m. to 5 p.m., at 409-835-7895. It is recommended to apply two (2) weeks before service is required.

Once this is done, reservations can be made up to one (1) day in advance. The policies and procedures in this guide apply to visitors.

Visitors can use BMT ZIP Service for 21 days. Receiving service beyond 21 days will require the person to apply for BMT ZIP service and an eligibility determination by BMT ZIP Lift Services.

SERVICE ANIMALS

Guide dogs and other service animals are allowed to accompany you if this need is indicated in your file. Please inform Scheduling if a service animal will be accompanying you when scheduling your trips.

SUBSCRIPTION SERVICE

Subscription Service is limited to riders traveling to the same place at the same time at least three (3) times a week. BMT ZIP reserves the right to restrict and/or prioritize Subscription Service to maintain a maximum level of fifty percent (50%) as required by the ADA, when there is no excess demand capacity available. BMT ZIP will terminate any Subscription Service that is canceled 50% or more of the time during any 30-day period, or if there is a consistent pattern of cancellations of any part of a subscription.

Eligible passengers can schedule subscriptions for repetitive trips for employment, school, and acute medical treatment (i.e., kidney dialysis, chemotherapy, and physical therapy.) To maximize multi-loading, pick-up times will be negotiated up to thirty (30) minutes before or after the pick-up time requested by the passenger.

NO-SHOW, LATE CANCELLATIONS AND CANCEL AT DOOR POLICY

An individual's BMT ZIP service may be suspended if they frequently fail to appear for a scheduled trip, i.e. No-Show, or frequently cancel late.

ABOUT NO-SHOWS

If the vehicle arrives within the approved window, waits five minutes, and the passenger does not appear, it will be considered a No-Show. Before a No-Show is determined, BMT ZIP will make every effort to contact the passenger. This may include:

- Lightly honking the horn during reasonable hours (8 a.m. – 10 p.m.)
- The driver knocking on the door
- Dispatch calling the passenger using the telephone numbers on file

Note: A No-Show will not be authorized by Dispatch until all attempts have been made to contact the passenger

If the vehicle arrives prior to the 30-minute window, you are not obligated to board until your scheduled time starts.

ABOUT LATE CANCELLATIONS

A trip cancelled by the passenger within at least one (1) hour of the scheduled 30-minute window is a late cancellation. Late cancellations will be considered the same as a No-Show. This includes cancellations at the door.

- We encourage passengers to call in a cancellation as soon as they know they will not require our transportation services.

BMT ZIP understands that passengers will experience unplanned events that prevent them from taking a scheduled trip. However, to prevent abuse BMT ZIP has a strict No-Show/Late Cancellations Policy. The reason for such a strict policy is because No-Show trips mean a ride may have been denied to another person.

To avoid No-Shows, passengers are reminded to be ready at the beginning of your 30-minute window provided at the time the trip was scheduled; drivers should wait no more than five minutes after arriving for passengers to board the bus. **Description:**

NO SHOW

A No-Show occurs when you fail to board the paratransit vehicle within five (5) minutes after it arrives within the ready-time window.

LATE CANCELLATION

A Late Cancellation occurs when you fail to cancel your scheduled trip at least one (1) hour before the start of the ready-time window.

CANCEL AT THE DOOR

Canceling your trip when the operator arrives is considered a Cancel at the Door.

Note: Trips missed for reasons outside of the passenger's control or those missed by BMT ZIP will NOT count as a No-Show. You have the right to appeal any of the violations or proposed suspension of services following the same appeal process as mentioned under Application for services.

RESOLVING DISPUTES

Every attempt will be made to resolve disagreements concerning specific No-Shows, late cancellations and cancel at door. Any suspension of service will include the opportunity for the passenger to submit a written appeal, which must be described as No-Show occurrences.

RULES OF CONDUCT

Riders are asked to follow these rules of conduct to ensure the safety and comfort of all riders and the operator.

- No physical abuse of another rider, or the operator.
- No abusive, threatening, or obscene language or actions.
- Food and or/beverages are prohibited, unless necessary for dietary and/or medical purposes.
- Smoking is not allowed on board the vehicles.
- No riding under the influence of alcohol or illegal drugs.
- No deliberate fare evasion.
- No operating or tampering with any equipment while on board a Paratransit vehicle.
- No radios, cassette tape players, compact disc players or other excessive sound generating equipment are to be played aboard the vehicles.
- No tipping or other gratuities are allowed.

Riders who violate rules of conduct are subject to penalties, up to and including suspension of service and would be cited for disruption of transportation.

DIRECT THREAT

The ADA specifically advises that paratransit service may be refused to persons with a documented history of uncontrolled, unpredictably disruptive, aggressive, or threatening behaviors which may pose a direct threat to the safe operation of the vehicle and/or transport of all passengers. BMT ZIP reserves the right to refuse, modify, suspend, or terminate service to customers who may pose such a threat. BMT ZIP may also require such a customer to travel in the company of a **responsible travel attendant** for all BMT ZIP trips.

SERVICE SUSPENSION/TERMINATION APPEAL PROCESS

Note: Riders who engage in physical abuse or cause physical injury to another rider or operator may be subject to immediate and permanent suspension, and possible criminal prosecution.

A rider who disputes the basis for a suspension or termination of service may request an appeal hearing by writing:

BMT ZIP
550 Milam St.
Beaumont, Texas 77701

PARATRANSIT FARE STRUCTURE LEVELS

Eligible Disabled Person	\$2.50 per one-way trip
Monthly Pass (calendar month)	\$80.00
Ticket Book (10 one-way rides)	\$25.00
Guest	\$2.50 per one-way trip
Personal Care Attendant (PCA's)	No Charge – must travel with eligible passenger

*Application, and ID Card has a total fee of \$5.00. If denied for paratransit services, the application and id card fee will be returned to the applicant. *

Paratransit Fare Tickets

All eligible riders, regardless of age, must pay exact fare when boarding. Operators cannot give change. BMT ZIP - Regular, Plus and Premium tickets may be purchased at the following location:

BMT ZIP
550 Milam St.
Beaumont, Texas
77701

HELPFUL TELEPHONE NUMBERS

Please call (409) 835-7895 to contact the following for:	Please call (409) 835-7895 to contact the following for:
Paratransit Services	BMT ZIP Customer Service
Scheduling	Bus Route Information
Cancellations/Confirmation	BMT ZIP Lost and Found
Certification	
Subscription Services	
Complaints/Commendations	

HELPFUL ADDRESSES

BMT ZIP Paratransit Services Operations	BMT ZIP Office 550 Milam St. Beaumont, Texas 77701
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QUESTIONS & COMMENTS

We want to hear from you. Please contact BMT ZIP at 409-835-7895 to leave your comments, complaints, commendations, suggestions, or recommendations.

Customer Comment/Complaint Procedure

BMT ZIP customer comment/complaint procedure has been established to ensure that riders of the system have an easy and accessible way to provide feedback to the agency. When making a complaint, please try to provide as much detail as possible so we can properly address your concern. All customer comment/complaints should be accompanied with the following information:

- Type of comment/complaint: Fixed Route Service, BMT ZIP Paratransit Service, ADA Fixed Route Service, ADA BMT ZIP Paratransit Service, Title IV.
- Name, address, and phone number (or person may remain anonymous).
- The date and time of the incident.
- Vehicle number (if applicable) and the dispatcher or driver name.
- Description of the complaint, commendation, or suggestion; and please, provide us with much information as possible.

Filing a Complaint

For non-urgent items (a complaint regarding past service, suggestion, idea, etc.), please contact BMT ZIP via one of the following methods:

- By Calling (409)835-7895
- Website: www.beaumonttransit.com
- By letter to: BMT ZIP Paratransit service 550 Milam St.
Beaumont, Texas 77701

Feedback Review Process: BMT ZIP's Transit Supervisor will be responsible for dealing with complaints, comments, and suggestions. BMT ZIP will ensure that appropriate actions are taken to resolve the cause of the complaint so that service is improved going forward. All feedback will be reviewed and distributed to the appropriate department(s) with follow up to the customer by BMT ZIP staff within a set goal for 72 hours.