



Your Guide to Ride

EFFECTIVE: OCTOBER 1, 1996

REVISED: October 1, 2012

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 CitiAccess at 712-2000 ext. 236 (voice) or 767-2388 (TDD).

GENERAL INFORMATION

Information on CitiAccess will be provided in the following areas:

- I. Service Description
- II. Certification Process
- III. How to Schedule a Trip
- IV. CitiAccess Fares
- V. No-Show/Cancellation Procedures
- VI. Medicaid Procedures
- VII. Miscellaneous
- VIII. Frequently Asked Questions

For additional information, please call 712-2000 ext. 236 (voice) or 767-2388 (TDD).

I. SERVICE DESCRIPTION

Transportation service is provided by low-floor vans. Operators are trained to provide minimal assistance. Operators are not trained to provide medical assistance.

Minimal assistance includes:

- The operator will come to the curb of a residence or pick-up location.
- The operator will attempt to notify passengers of arrival by sounding horn or ringing doorbell.
- The operator will assist passengers in boarding and exiting the van.
- The operator will deliver the passenger to the curb of his/her destination.

Minimal assistance DOES NOT include:

- Assistance getting in or out of wheelchair.
- Assistance in getting ready for the trip.
- Administering medication or oxygen.
- Assisting passengers in wheelchairs up or down stairs.
- Assisting passengers up and/or down ramps at residence or destination.
- Assistance in carrying personal belongings or purchases.
- Providing personal care for individuals who cannot be left unattended.

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

Currently, there is no Sunday service.

Service Parameters

CitiAccess provides service anywhere within the Lubbock city limits. Service beyond the city limits is limited to locations that have been designated and approved by the TAB. Currently, they include Turf Therapy located at 8301 MLK Boulevard and Reese Center located at 9801 Reese Boulevard.

There are three (3) types of fares for CitiAccess Service. The prevailing fare for a CitiAccess trip is determined by service area or location. CitiAccess service areas include the ADA Service Area, the Extended Service Area, and Premium Service Locations.

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

PLEASE NOTE THAT CITIBUS POLICY DOES NOT ALLOW AN OPERATOR TO LOSE VISUAL CONTACT WITH THE CITIACCESS VAN AT ANY TIME, FOR ANY REASON.

Service Hours

1. Trips can be scheduled for pick-up as early as 4:30 a.m. and as late as 8:00 p.m., Monday through Saturday. CitiAccess clients may also schedule service on the Citibus Evening Service, which begins at 6:45 p.m. and runs until 10:30 p.m. CitiAccess fares are \$3.50, until 8:00 pm. The Evening Service is separate from the daytime CitiAccess service and different policies and regulations may apply.
2. Service is provided Monday through Saturday throughout the year, except for the following observed holidays:

The Extended Service Area is the area beyond the ADA Service Area but within the Lubbock City Limits. The fare for services within the Extended Service Area is \$11.50.

Reese Center and Turf Therapy have been identified as a Premium Service Location. The fare to service these locations is \$15.00 per trip.

II. CERTIFICATION PROCESS

Certification of Eligibility

CitiAccess utilizes the certification criteria as established in the ADA, as listed below:

1. 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.
2. Any individual with a disability who is able to independently board, ride, or disembark from any vehicle on the fixed route system which is accessible to such persons, except when such a vehicle is not available on the needed route(s).
3. Any individual with a disability whose impairment-related condition prevents him/her from traveling to a boarding location or from a disembarking location on the fixed route.

A copy of the certification form may be obtained at the Citibus Administrative Offices located at 801 Texas Avenue, downloaded from www.citibus.com, or by calling CitiAccess at 712-2000 ext. 236 (voice) or 767-2388 (TDD).

The application must be legible and properly completed. Also, the applicant must sign that the information given is correct and sign the release of information form which is included in the application. A health care provider familiar with applicant's condition must complete the attached physician form.

After the completed application is received, a CitiAccess staff member will call to schedule an in-person interview and physical assessment. Interviews/assessments are conducted by appointment on Tuesdays and Thursdays and are conducted at the Citibus office, 801 Texas Avenue. Transportation will be provided free of charge both to and from the interview/assessment.

Determination of Eligibility

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

If the applicant disagrees with the findings, he/she 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

Certification of all ADA-eligible passengers will be renewable every three (3) years.

III. HOW TO SCHEDULE A TRIP

Requests

1. Requests for service can be made during normal business hours on the day before service is needed, but additional notice is appreciated. Trips can be scheduled up to seven (7) days in advance.
2. The CitiAccess scheduler at 712-2000 ext. 236 (voice) or 767-2388 (TDD) shall receive requests for CitiAccess transportation from 8:00 a.m. through 5:00 p.m., Monday through Saturday and from 8:00 a.m. to 5:00 p.m. on Sunday. Please note that all calls are answered by the answering machine on Sunday.

Scheduling

1. CitiAccess is a shared ride, public transportation service. As such, other passengers may be onboard and the vehicle may stop for other pick-ups and/or drop-offs on the way to a destination. Additionally, the van may arrive for pick-up up to fifteen (15) minutes before or after the originally scheduled pick-

up time. There will not be a charge to the client for the trip if the van arrives later than fifteen (15) minutes after the scheduled pick-up time and the client has not been notified by CitiAccess that the van will be late. Whenever possible, CitiAccess will attempt to notify all passengers that the van will be late. This will allow the client time to make other arrangements if the van is unavoidably detained. If CitiAccess does not have a telephone number on record or if the number has been changed, we will not be able to notify the passenger and will not provide the trip for free. Please make sure that we have a current telephone number and address on file.

2. Passengers may request any pick-up time within CitiAccess service hours. However, if the requested pick-up time is not available, the CitiAccess scheduler may offer an alternative pick-up time within one (1) hour of the originally requested time.
3. 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 group homes or for medical appointments. Drop-off times are the times passengers need to arrive at a designated location for a scheduled appointment.
4. The CitiAccess van may arrive at a drop-off location anywhere from fifteen (15) minutes before the drop-off time up to five (5) minutes after the drop-off time.

5. 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. The CitiAccess scheduler may suggest alternative pick-up times in order to accommodate a passenger's needed arrival time. Passengers may travel onboard the CitiAccess van for up to one (1) hour and (30) minutes.
6. Only trips with scheduled pick-up or drop-off times will be entered on the daily schedule.
7. Back to back trips must be scheduled at least thirty (30) minutes apart. This is done to ensure that a client does not miss a pick-up scheduled on a second CitiAccess van.
8. Passengers traveling to or 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.

Subscription Bookings

Clients may utilize subscription bookings for their weekly appointments. However, due to ADA restrictions, only 50% of CitiAccess clients qualify for subscription trip bookings. 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 client will move to the bottom of the subscription waiting list.

Will-Calls

1. A "will-call" is a request for service made on the same day that a trip is to be taken. **Will-calls will be accepted only when space is available.**
2. CitiAccess cannot guarantee the availability of will-call service.
3. When will-call trips are scheduled, they will be subject to a premium fare of \$6.50.
4. **Any request for CitiAccess to return to pick-up a passenger following a no-show for a regularly scheduled trip shall be classified as a will-call.**
5. The CitiAccess scheduler or dispatcher will not be able to provide a specific pick-up time to the caller at the time a will-call request is made. Passengers requesting same day service may be asked to call back to confirm trip availability. If space is available, the scheduler/dispatcher will confirm the availability of space on the van. If CitiAccess is unable to provide the trip, the will-call request will be denied.
6. If CitiAccess is unable to provide the trip, the client may call back at a later time to make a second request for a will-call.
7. For will-call trips, the CitiAccess van may arrive for pick-up anytime within two (2) hours of the time the trip is confirmed. If the van arrives for pick-up within

two (2) hours of the time the trip is confirmed, the van will wait five (5) minutes before departing and the passenger will be charged with a no-show.

8. Passengers who no-show for will-call trips will be charged a will-call no-show fee of \$10.00 which must be paid when the next CitiAccess trip is taken. **If the no-show fee is not paid on the first scheduled trip following the no-show, no further trips may be scheduled until the no-show fee is paid.**
9. No-shows for will-call trips will be accounted for separately from no-shows associated with regularly scheduled trips.

Alternate Destinations

1. Changes to scheduled destinations are allowed only when the alternate destination will not substantially affect the CitiAccess schedule.
2. The CitiAccess operator will determine whether the request for an alternate destination can be accommodated.
3. A premium fare of \$6.25 will be charged for alternations to scheduled destinations.

IV. CITIACCESS FARES

Fares for CitiAccess 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 that is ADA-eligible inside the service area until 6:30 p.m.

\$11.50 per trip that is ADA-eligible outside the service area until 6:30 p.m.

\$15.00 per trip for transportation to Reese Center or Turf Therapy.

Prevailing fare for service area PLUS \$3.00 per trip for "will-call" services scheduled on the same day service is provided.

*NiteRide - \$4.50 per trip between 6:45 p.m. and 10:30 p.m. (starting April 1, 2006)

*Note: Certified ADA clients are automatically registered for NiteRide. However, separate policies, procedures, and fares apply.

Fares are subject to change without notice.

Aides

An aide is someone who is designated or employed to help a passenger meet his or her personal needs. The need for an aide must be indicated on the certification form in order for the aide to ride for free. Aides must be picked up and dropped off at the same address as

the CitiAccess client. Scheduling should be alerted when an aide is needed to travel along with a passenger.

Please note that if a passenger cannot be left alone at a destination, or if the passenger must be under constant care or supervision, CitiAccess may require the passenger to travel with an aide. CitiAccess 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. CitiAccess will not be responsible for clients that cannot be left alone at their destination without care or supervision. If a CitiAccess client needing care or supervision is delivered to a destination where a caregiver is not available to assume responsibility, CitiAccess will transport the client to the Citibus administrative facilities 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. CitiAccess reserves the right to contact Protective and Regulatory Services in cases where appropriate care has not been provided by responsible parties.

Companions

A companion is anyone who travels with an ADA-eligible CitiAccess client. Companions may accompany you on your trip. A companion will be charged the same applicable rate as the CitiAccess client. A companion must be picked up and dropped

off at the same address as the client. An aide does not count as the one companion. Additional companions may accompany you if space on the van permits. Companion(s) must be scheduled at the same time you call in to schedule your trip.

Passes

Passes may be purchased in books of 10 or 20 at the following location:

Citibus Administrative Office
801 Texas Avenue
8:00 a.m. to 5:00 p.m.

A 20-pass book costs \$70.00 and is available from the Citibus office or from the CitiAccess operator. Ten-pass books cost \$35.00 and are only available from the Citibus office.

Fare Collection

Passengers may prepay for trips that will be taken on a given day. However, prepayment will be accepted only on the first trip of the day. Passengers may not ride until the appropriate fare for the first trip has been paid.

V. NO-SHOW/CANCELLATION PROCEDURES

No-shows

Operators will utilize the following guidelines concerning a person's failure to meet the CitiAccess van:

1. For trips scheduled with a requested pick-up time, the CitiAccess operator will not wait longer than five (5) minutes from the arrival time for clients to board the vehicle. If the van arrives within the thirty (30) minute window (fifteen (15) minutes before and fifteen (15) minutes after the scheduled pick-up time), the client must board the van within five (5) minutes of arrival.
2. For trips scheduled with a requested drop-off time, the van may arrive anytime within one (1) hour prior to the drop-off time. If the van arrives anytime within one (1) hour prior to the requested drop-off time, the client must board the van within five (5) minutes of arrival.
3. Failure to meet the van within five (5) minutes from the time of arrival will constitute a no-show. An individual is allowed one (1) no-show per calendar month without penalty.
4. Passengers or their associates may not ask operators to delay the five (5) minute interval under any circumstances; this is to assure the timely pick-up and transportation of all CitiAccess clients.

5. CitiAccess dispatch/scheduling will not hold or otherwise detain the CitiAccess van because a passenger is late for a scheduled pick-up. The dispatcher/scheduler may provide information to the operator and facilitate communication via phone and radio between the client and the operator. However, it shall be at the operator's discretion as to when to depart and declare a trip as a no-show.

Cancellations

- A trip cancelled from three (3) hour up until the scheduled time will be recorded as a late cancellation. An individual is allowed one (1) no-show per calendar month without penalty.
- A trip cancelled from three (3) hour before the scheduled time will be recorded as an advance cancellation, and will not be penalized.

No-Show Penalties

A pattern of excessive no-shows may result in service suspension. A pattern of missed trips are considered excessive when an individual reserves seven (7) or more trips within any month and no-show/and or late cancels 40 percent or more of those scheduled trips. This will be considered a "pattern or practice" of missed trips and violation of the No-show policies.

Suspensions

Customers incurring excessive missed trips as defined above are subject to suspension for a reasonable period of time. Repeated violations of this policy will cause the length of the suspension to be increased.

The following suspension periods shall apply to violations of this Policy that occur within the same rolling 12 month period.

1 st Suspension	1 Month period
2 nd Suspension	2 Month period
3 rd Suspension	3 Month period
4 th Suspension	6 Month period

CitiAccess reserves the right to suspend clients for longer periods or permanently for patterns of excessive no-shows beyond established guidelines.

Appeal Procedures

1. Before sanctions may be imposed, the individual has the option to appeal the sanction(s). The Citibus General Manager will first hear appeals. If the General Manager upholds the sanction, the individual may request a hearing before the Lubbock Public Transit Advisory Board (TAB). The Citibus General Manager may be contacted as shown below:

Maurice Pearl
(806) 712-2001
mpearl@citibus.com

2. Once an individual requests an appeal, the TAB will hear all current violations. For example, if an individual appeals sanctions for May 2 and the Board does not meet until May 17, and this individual has

three (3) additional no-shows during the interim, all violations will be heard during the same meeting.

3. Before service may be suspended, the individual will have the opportunity to be heard and to present information justifying the no-shows.
4. CitiAccess service will not be suspended while the TAB is considering an appeal.
5. CitiAccess will notify the individual, in writing, of the General Manager's or Board's ruling on all appeals. This notification will outline the ruling and reasons for it.
6. Once the individual has been informed of the Board's ruling, sanctions will either be dismissed or imposed on the next day of service.
7. CitiAccess requires that all appeals must be made within 60 days of notification of sanctions.
8. All decisions made by the TAB are considered final.

VI. MEDICAID PROCEDURES

1. **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 through CitiAccess dispatch, 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 1-877-633-8747 and have office hours of 8am-5pm Central. 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.

2. Upon initial pick-up, clients can be picked up anywhere from one (1) hour before a Medicaid-sanctioned trip. CitiAccess is a shared-ride transportation service, so passengers can ride on the van up to one (1) hour before being dropped off.
3. When a client is finished with their appointment, they become a Medicaid will-call. CitiAccess dispatch should be contacted when the passenger is finished with their Medicaid appointment. The CitiAccess dispatch phone number is (806) 712-2000 ext. 235. The van will be dispatched to the pick-up location, where the passenger should wait where they were dropped off; the passenger should be in sight of the van. CitiAccess has up to one (1) 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 ten (10) minutes at the specified location to receive the passenger before continuing. Should a passenger no-show after the operator has waited their ten (10) minutes, another confirmation

number will have to be acquired from Medicaid in order to return and complete the trip.

4. These trips are paid for by Medicaid, so no charge is collected from the client unless an additional companion is utilized. Medicaid clients are allowed to have one (1) personal care attendant (PCA) free of charge. All others will be categorized as 'companions', and must pay the regular fare price.
5. Medicaid trips entail the same rules, policies, and regulations that apply on CitiAccess. Therefore, breaches of policy are entitled to the same disciplinary action. **All MTP clients can only travel to and from authorized health care services approved by Medicaid transportation.** All MTP incident/accidents are reported by noon the following business day. Any complaint in regards to a MTP operator or trip need to be reported within 24 hours. Any complaint or concern will be addressed immediately, and forward to MTP management by noon the following working date.

VII. MISCELLANEOUS

1. Due to the unsafe nature of an individual incapable of negotiating steps being required to use the ramp to board the CitiAccess van, CitiAccess is requesting that such individuals utilize a boarding chair to embark and disembark from the vans. This recommendation is for the protection of all passengers. Should a

person deny this request, he/she shall be asked to sign a release form prior to boarding.

2. Due to the high center of gravity of scooter-type mobility aids and the recommendation by scooter manufacturers, CitiAccess recommends that passengers do not remain seated on the scooter either while the lift or the van is in motion. For the safety of these passengers, Citibus recommends using the boarding chair. Should an individual not accept this recommendation, he/she will be asked to sign a release form prior to boarding.
3. CitiAccess vans, in compliance with the ADA and the Code of Federal Regulations are designed to carry passengers utilizing common wheelchairs. A “common wheelchair” is defined as a wheelchair which does not exceed 30 inches in width and 48 inches in length (measured two inches above the ground) and which does not weigh more than 600 pounds when occupied. A “wheelchair” is defined as any mobility aid belonging to any class of three- or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. Mobility devices that do not meet these criteria are unable to be carried on CitiAccess vans.
4. CitiAccess utilizes straps to secure wheelchairs, scooters, or other mobility aids. The vehicles are designed to utilize four (4) straps: two in the front and

two in the back. All four straps must be secured to the mobility device prior to moving the vans. A lap-belt will also be placed on any passenger who is not already secured with a lap or torso belt. A shoulder restraint is also available at the passenger’s request or at the operator’s discretion.

5. CitiAccess provides seatbelts for all passengers. On vans equipped with seatbelts, each operator will require every mobile passenger (or passengers that transfers from a wheelchair) to wear a seatbelt. Passengers refusing to do so will be asked to sign a waiver accepting liability risk should the van come to an abrupt stop or should an accident occur.
6. CitiAccess clients’ groceries and other carry-on items are limited to what the passenger can physically carry aboard without making additional trips. Grocery carts, shopping carts, and oversized baskets are prohibited due to space limitations, and purchases will not be placed in a wheelchair-designated space.

VIII. FREQUENTLY ASKED QUESTIONS

Q: *When can I start riding CitiAccess?*

A: As soon as you receive your approval letter.

Q: *What if I run late at the doctor?*

A: You must notify CitiAccess that you will not make your pick-up time and that you will-call when you are ready. CitiAccess will send a ride

as soon as possible. The missed ride will not result in a no-show being recorded.

Q: *Does the time of a cancellation left on voice mail count as the time the ride was cancelled?*

A: Yes, the system time stamps each message and that time will be listed as the cancellation time.

Q: *Do I have to call everyday for a trip if the time and days that I travel are the same week-to-week?*

A: No, subscription service is available when travel is at the same time and day each week. However, when necessary, a passenger must remember to cancel a subscription ride to avoid a no-show being recorded.

Q: *Will I be taken directly to and from my destination?*

A: Not necessarily, CitiAccess is public transportation and sometimes passengers share rides.

Q: *What is the Service Area?*

A: The service area includes the sections of Lubbock that CitiAccess can pick you up and drop you off. Fares vary within the service area and may be determined by utilizing the enclosed service area map.

Q: *Where does CitiAccess pick-up passengers when there are many entrances to a building?*

A: If the client has a specific pick-up location identified, the location should be provided to the scheduler when the trip is scheduled. However, CitiAccess has specific pick-up points designated for many facilities and buildings. For details regarding designated pick-up locations, contact CitiAccess scheduling.



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