



**ADA Paratransit Plan**  
**For the**  
**Complementary Paratransit Program**  
**(Fee Based)**

**49 CFR §37.135**

**City of Tyler - Tyler Transit**

**Adopted by Tyler City Council on January 12, 2011**

**Revised January 30, 2019**

*Annual Required Revision by January 26<sup>th</sup> 49\_CFR\_§37.135(c)*

*Submit to FTA Annual Certification*

**Any questions or concerns contact**

**Tyler Transit Compliance Officer**

**(903)533-8057**

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## TYLER TRANSIT ADA Paratransit Program

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### What is ADA Paratransit?

Paratransit is a complimentary program administered by Tyler Transit that provides origin-to-destination public transportation to riders who qualify for one or both of the following modes: curb-to-curb or door-to-door with comparable fees of the fixed route system.

### ADA Program

Tyler Transit ADA Program (sometimes called paratransit service) provides specialized transportation for people with disabilities who are not able to fully utilize the fixed-route public transportation system. This service is designed to meet the requirements of the Americans with Disabilities Act of 1990 (or ADA) and provides comparable service to the fixed-route busses. Tyler Transit ADA program can be used to travel from any origin to any destination within three-quarters ( $\frac{3}{4}$ ) of a mile of a fixed-route bus route during the same days and hours of operation as the fixed route. Tyler Transit's paratransit program conducts service within the corporate city limits of Tyler, Texas.

### Eligibility and Certification

#### Who is eligible for ADA Paratransit program?

Eligibility for Tyler Transit ADA paratransit program is based on a person's inability to use the fixed-route bus system due to a disability. ADA regulations provide that a person may be eligible for paratransit services under one of the following three categories:

**Category 1:** (Section 37.123(e) (1) of the ADA regulations).

"Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities."

- This applies to those persons who are unable to use fully accessible fixed-route bus service and includes those individuals who cannot independently navigate the fixed-route system.

**Category 2:** (Section 37.123(e) (2) of the ADA regulations).

"Any individual with a disability who...is able...to board, ride and disembark from any vehicle which is readily accessible...if such a vehicle is not being used to provide designated public transportation on the route."

- This applies to an individual who would be able to use the fixed-route bus system if it were accessible (e.g., if a low-floor or lift-equipped bus is not available). This category is not applicable if a transit system is 100% accessible.

Category 3: (Section 37.123(e) (3) of the ADA regulations).

"Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system."

- This applies to an individual who, because of his/her disability, cannot access a particular bus stop to board the fixed-route bus system or cannot access his/her final destination after disembarking from a fixed-route bus. Eligibility is determined each time the eligible customer calls.
- *Note:* A condition which makes traveling to a boarding location or from a disembarking location more difficult but does not prevent the travel; or environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, form a basis for eligibility.

### Types of Eligibility

Based on an assessment of individual needs and circumstances, applicants may qualify for any one of the following ADA Paratransit types of eligibility:

Unrestricted – Full access to the service for up to three (3) years.

Temporary – Full or conditional access to the service for the expected duration of a temporary disability that serves as the basis for ADA eligibility and subject to the same standards as those with permanent disabilities. Certification of eligibility in such cases will be subject to a specific expiration date.

Conditional – Access to the service for up to three (3) years only when conditions exist that impact an individual's ability to use the fixed-route bus system as determined during the eligibility process. Conditional eligibility may be approved based on weather conditions, unfamiliarity of trips, specific origins or destinations, time of day, etc.

### Service for Visitors

Visitors to the Tyler area can use Tyler Transit for up to 21 calendar days a year by providing proof of ADA eligibility in another city or following Tyler Transit's ADA Eligibility Policy. For information on Visitor Status with Tyler Transit, please call (903) 533-8057 between the hours of 8am and 5pm.

### [How do I apply for TYLER TRANSIT program?](#)

All Tyler Transit customers must complete an application and mail, fax or deliver in-hand. A third party may assist with the application, but the application must be signed by the applicant. Tyler Transit will not divulge any information to a third party unless expressly written receipt from the applicant or a power of attorney has been placed on file with Tyler Transit.

Applications are available at the Tyler Transit offices located at 210 East Oakwood Tyler, Texas 75702, and can be picked up in person Monday – Friday from 8:00 AM to 5:00 PM. You may also request to have an application mailed to your home address by calling Tyler Transit at (903) 533-8057 and speaking with a Tyler Transit Scheduler. For your convenience, we have also added a link to the application on our website at:

<https://www.cityoftyler.org/Departments/TylerTransit/ADAPartransitService/ParatransitApplication.aspx>

Applications must be filled out completely and include all required documentation in order to be processed. Incomplete applications will be returned to the applicant. Please mail your completed application and any supporting documentation to:

**Tyler Transit**  
**210 East Oakwood**  
**Tyler, Texas 75702**  
**Phone: (903) 533-8057**  
**Fax: (903) 531-9418**

Within 21 days of submitting a completed application, applicants will be notified by mail regarding eligibility. Eligible individuals will receive an approval letter stating the service type and terms of eligibility and an identification card. For applicants with Visual impairment a phone call will be made in addition to the letter.

If the applicant is determined to be ineligible, he/she will be notified in writing regarding the reasons for the determination. The applicant may appeal the decision by following the administrative appeals process as outlined in this document.

### [Recertification of Eligibility](#)

Each Tyler Transit customer must be recertified upon reaching his/her eligibility expiration date as identified on his/her identification card. Typically, eligibility extends for three (3) years from certification.

### [HIPAA Compliance](#)

The Health Insurance Portability And Accountability Act of 1996 is intended to protect individuals' privacy during the electronic exchange of medical and financial information to and from health care providers and health insurance plans. It is not meant to impede access to healthcare services. Tyler Transit will keep your information safe and has internal policies to ensure your information is carefully managed. Tyler Transit will not disclose private information with others without your consent.

## Service Area and Hours

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### When and where can I travel?

The ADA Paratransit Program is designed to be comparable to the fixed route bus system. Service area and hours generally follow the service provided by the fixed route busses. ADA eligible customers can travel anywhere within three-quarters ( $\frac{3}{4}$ ) of a mile of a bus route or Tyler, Texas city limits during the same days and hours of operation for that route. Please note that changes made to service levels of the fixed-route bus schedules may affect your Tyler Transit ADA service. Please visit [www.cityoftyler.org](http://www.cityoftyler.org) for a detailed map of fixed routes current service area or ask your Tyler Transit Scheduler for information.

### Holiday Service

Tyler Transit does not provide fixed-route bus service nor ADA service on the following Holidays:

1. Martin Luther King Day
2. Good Friday
3. Memorial Day
4. Independence Day
5. Labor Day
6. Thanksgiving Day
7. Friday after Thanksgiving is an Abbreviated Schedule program runs 9am-6pm
8. Christmas Eve
9. Christmas Day
10. New Year's Day – January 1<sup>st</sup>

## Customer Fares

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### How much does each trip cost?

Customer fares are \$1.50 on all one-way trips for ADA service. Please remember that all passengers must pay the exact cash fare when boarding the Tyler Transit vehicle or have pre-purchased a paratransit ticket at the Tyler Transit Depot – drivers do not carry change. Customers may purchase up to five tickets from the driver with a check or cash. Credit and debit cards are accepted only at the Tyler Transit Depot. A customer can make a ticket purchase over the phone but must sign the sales slip which will be delivered upon first pickup same day service. Paratransit tickets can be purchased in the amount of \$1.50 per ticket up to any quantity requested, one ticket is required per one-way.

### ADA Service

ADA regulations allow the fare charged to an ADA eligible user for each trip to be twice the fare of a comparable fixed-route bus trip. Please visit the Tyler Transit web site at



www.cityoftyler.org for current fare information. If a customer's eligibility certification includes a Personal Care Attendant (PCA), the attendant is allowed to ride free of charge. Persons, other than the PCA, riding with the customer are considered Guests and are charged the same fare as the eligible customer. ADA eligible customers may travel with one PCA and one Guest.

Children age 12 and under must pay \$1.50. Please remember that all passengers, including PCA's, Guests, and children, must be scheduled at the time of the reservation to ensure space availability on the vehicle. Additionally, all PCA's, Guests, and children must travel from the same origin to the same destination as the eligible customer.

*Hint: Have your exact fare ready at the time of your trip. Payment is due as you board the vehicle and drivers do not carry change.*

### [Tips and Gifts](#)

Our drivers are not permitted to accept tips or gifts per City of Tyler policy. If you would like to commend a driver for service provided, please call our customer service comment line at (903) 533-8057, and tell us about your experience.

*Hint: Please tell us when our Drivers or Schedulers are doing a good job!*

## [Reservations and Scheduling](#)

### [How do I schedule a trip?](#)

Trips can be scheduled on a next-day basis and may be scheduled 1 to 14 days in advance. Same-day reservations are not accepted. To schedule your trip, as early as 14 days in advance of your trip but **no later than the day before you want to travel**, you should call the Transit Office at the number below during normal business hours, Monday through Friday, 8:00 a.m. to 5 p.m. If you cannot call by Friday at 5:00 p.m., but still need to schedule a Monday trip (e.g. to schedule on Saturday or Sunday before a Monday trip), you may use the answering machine to leave a detailed message with complete trip information (see "Reservation How To" section below).

Call the Tyler Transit Reservations line, (903) 533-8057 and speak with a Scheduler!

### **Phone Numbers and Hours of Operation**

**(903) 533-8057 Scheduling**

**Monday Friday 8:00AM- 5:00PM**

**Saturday Closed**

**Sunday Closed**

*Hint: Please have your trip information ready before you call to help speed up the reservation process and reduce phone wait times.*

### Reservation How-To

- First and last name.
- Date and time you wish to travel, including the appointment time at your destination if appropriate.
- Complete address of your pick-up location.
- Complete address of your destination, including the name of the business, the suite or building number, etc.
- Time of your return trip. Please allow at least 60 minutes between trips.
- Are you traveling with a Personal Care Attendant and/or a Guest?
- Trip purpose (medical, work, education, nutrition, shopping, personal, social, or other).
- Any special instructions or additional information.

### Pickup Window:

During the reservation process, you will be given a 60-minute window in which the driver will be scheduled to arrive. This window is typically 30 minutes before and 30 minutes after your requested pickup time. Your vehicle may arrive at any time during this 60-minute window. Please be ready to go at the beginning of your pickup window to avoid any delays in service.

*Hint: Tyler Transit is busiest between 6:00am - 9:00am and 2:00pm – 5:00pm. If your travel times are flexible you may wish to avoid traveling during these times.*

### Tips for Scheduling Service:

- Be sure to allow plenty of time to finish your appointment in order to meet the vehicle within your scheduled return trip time window.
- Tell us if you have an appointment time so we can schedule your trip to arrive at your destination before your scheduled appointment.
- Be aware of the opening and closing times at your destination to avoid waiting outside the building before or after business hours.
- Allow extra time for the pickup and drop-off of other passengers before reaching your destination. Tyler Transit is a “shared ride” service and you may be on the vehicle up to 60 minutes to accommodate other trips.
- Listen carefully to make sure your trip is scheduled correctly. The Scheduler will repeat your trip information.

### Will-Call Returns:

Will calls are not permitted; all return trips must have a scheduled return time.

## Attendants and Guests

Tyler Transit customers may travel with up to two guests, one of which may be designated as a personal care attendant. Additional guests may be accommodated **only if space is available**.

### Personal Care Attendants (PCA)

A personal care attendant is defined by the ADA as “someone designated or employed specifically to help the eligible individual meet his or her personal needs.” Customers are required to indicate during the eligibility and certification process whether he or she travels with a personal care attendant (PCA), one may update his or her information in regard to new PCA if a life change occurs. Customers approved to travel with a PCA must inform the Scheduler during the reservation process that their PCA will be accompanying them. PCA’s must travel from the same origin to the same destination as the customer and are not charged a fare for ADA paratransit service.

### Guests (or Companions)

Any person, other than a personal care attendant, traveling with a customer is considered a guest. Guests must travel from the same origin to the same destination as the customer and pay the same fare as the customer.

*Hint: Be sure to inform your Scheduler of any PCA’s or Guests, including children, who will be traveling with you. Every seat must be reserved in advance. PCA’s and Guests that are not included in the trip reservation will not be allowed to travel.*

### Service Animals and Pets

Service animals are permitted on all Tyler Transit vehicles. Animals must not pose a threat to any passenger or the vehicle operator. Animals shall not block or in any way obstruct aisles or doorways. Please inform the scheduling office if a service animal will be accompanying you on your trip. All service animals must be leashed or harnessed during the entire trip.

Pets, which are not service animals, may accompany Tyler Transit customers as long as they are in an approved pet-carrier during the entire trip. The carrier must be held on the customer’s lap, and may not be set on the seat or the floor of the vehicle. There is no additional fee for pets to ride. *Pet Safety: Ensure that your pet or service animal is under your full control. Liability: You may be held liable for any damages or injuries to persons or property.* If you have a large pet Tyler Transit may request re-accommodation for safety purposes.

## Completing Your Trip

### The Pickup Point

Your vehicle may arrive any time during your 60-minute pickup window. Tyler Transit provides origin-to-destination service to the most exterior door and cannot enter residences or businesses. Please be ready and waiting near the most exterior door. If you are using a wheelchair or mobility device, there must be an accessible path from your pickup point to the vehicle. Drivers

are unable to assist passengers in mobility devices up or down steps or along other non-accessible paths. Drivers will ensure that a passenger with a disability is able to take advantage of the accessibility and safety features on vehicles (i.e., drivers will assist with the use of ramps, lifts, and securement systems). Drivers are required to wait for passengers up to five (5) minutes after their arrival or five (5) minutes after the start of the scheduled pickup window, whichever is longer. If you are not available to board the vehicle within five (5) minutes, the driver may leave and your trip will be forfeited.

### Your Tyler Transit Vehicle and Driver

Tyler Transit utilizes a dedicated fleet of vehicles for both the ADA paratransit and non-ADA paratransit services. Drivers are required to wear identification badges and a uniform, and will identify themselves as Tyler Transit drivers.

### During Your Ride

Tyler Transit operates as a shared-ride service. You should expect to routinely share your vehicle with other Tyler transit customers. As a result of the shared nature of the service, please note the following:

- Seat selection is first come, first served.
- You may or may not be taken directly to your destination. The vehicle may deviate significantly from a direct route to your destination in order to accommodate other passengers.
- Be prepared to be on-board the vehicle for up to one (1) hour or more for significantly longer trips. Please schedule your trip accordingly.
- Passengers are expected to be courteous to all fellow passengers and the vehicle operator.

### The Drop-Off Location

Tyler Transit provides service to the most exterior door of your destination and drivers cannot enter residences or businesses. Drivers must maintain sight of their vehicles at all times for safety. If you are using a mobility device, there must be an accessible path from the vehicle to your destination. Drivers are unable to assist wheelchair passengers up or down steps or along other non-accessible paths.

Please plan ahead and make sure that you will be able to access your destination and, if necessary, someone is there to receive you. Drivers will not leave customers outside a locked building or other unsafe location. Please let your driver know if you are in need of any other reasonable accommodations.

### What if I miss my trip?

Occasionally circumstances arise and you are unable to complete your scheduled trip. Please see the Cancellation and No Shows section for more information on when and how to cancel your trip.

**Tyler Transit does not offer same-day service.** If you miss your trip, you are responsible for rescheduling your trip for another day or for finding alternative transportation.

If one of the following conditions occurs, Tyler Transit may as a courtesy attempt to send another vehicle following standard “Will Call” procedures:

- 1) The missed trip was due to a reservations or scheduling error.
- 2) The missed trip was caused by the vehicle arriving late or due to Driver error.
- 3) Certain other unavoidable circumstances or situations where the customer may be stranded away from home.

If you miss your trip and still need transportation, please contact your Scheduler to discuss your options.

NOTE: If you are at home or if you are not ready and refuse a trip after the driver makes contact with you within the pick-up window, Tyler Transit **will not** send another vehicle.

*Hint: Make sure you are ready at the beginning of your pick-up window so that you don't miss your ride.*

## Cancellations and No Shows

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Sometimes, plans change and you may need to cancel your trip. Trips can be cancelled by calling Tyler Transit at (903) 533-8057.

### Advanced Cancellation

Any cancellation made by 4:45 PM the day before your scheduled trip is considered an advanced cancellation. Proper advanced cancellations allow Tyler Transit to reassign resources and limit disruptions caused by changing schedules. No penalties are assessed for advanced cancellations.

### Same Day Cancellation

Any cancellation at least two (2) hours before the start of your scheduled pick-up window is considered a same day cancellation. Cancelling your trip at least two (2) hours in advance allows Tyler Transit to reassign your scheduled vehicle to another customer. No penalties are assessed for same day cancellations.

### Late Cancellations

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

### No Shows

A “No Show” occurs when:

1. The customer cancels the trip less than 30 minutes prior to the start of the scheduled pickup window.

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

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

### Late Cancellation and No Show Policy

The Americans with Disabilities Act (ADA) of 1990, section 37.125(h) states that “The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary Paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.” Tyler Transit has established the following points-based process to enforce its late cancellation and no show policy.

### Points System

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

Advanced Cancellation: 0 points – Thank you!

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

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

No Show: 2 points

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

### Violations

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

6 points in a 30 day period: Warning Letter

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

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

48 points in a 180 day period: Three (3) month suspension

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

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

*Hint: Notices are sent to your primary address on record. It is your responsibility to ensure that Tyler Transit has your current contact information. Please call (903) 533-8057 and speak with a Scheduler to verify or update your information.*

## Appeals Process

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

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

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

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

### Eligibility Denial

Appeals regarding eligibility must be filed within 60 days of the denial of an individual's application. NOTE: The entity is not required to provide Paratransit service to the individual pending the determination on appeal. However, if the entity has not made a decision within 30 days of the completion of the appeal process, the entity shall provide Paratransit service from that time until and unless a decision to deny the appeal is issued.

## [Suspension of Service](#)

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

## [Complaints](#)

### [What if I have a problem?](#)

If you are experiencing problems with our service, please call (903) 533-8057 or (903) 595-7326 and our Customer Service Representative will notify the appropriate staff member that we received your complaint, research the problem, and work with you, Tyler Transit Staff, and our service provider to resolve the issue.

## [Subscription Service](#)

### [What is Subscription Service?](#)

Subscription service, also known as a “Standing Order” may be available for customers who travel regularly on a specific day(s) of the week, at the same time, to and/or from the same location. Subscription trips enable Tyler Transit to create efficient routes for customers who have similar travel patterns and give customers the convenience of transportation without having to call Tyler Transit to schedule each trip.

### [Which Trips Qualify for Subscription Service?](#)

Any trip that repeats one (1) or more times each week may be eligible for Subscription Service. The trip must be exactly the same each day including day of week, pick-up time, appointment time, number of passengers, origin and destination. Work, school, and medical trips such as Dialysis are examples of common subscription trips.

### [How Do I Sign Up for Subscription Service?](#)

Subscription Service is above and beyond ADA regulations and is approved on a first-come, first-served basis due to limited availability. Ask your Customer Service Representative for more information regarding Subscription Service.

### [Tips for Using Subscription Service](#)

- Customers using Subscription Service must still call to cancel trips if the trip is not needed for a particular day. No Show and Late Cancellation policies still apply to Subscription trips.
- Subscription Service may be temporarily suspended by the customer during periods when travel is not needed like vacations, hospital stays, etc. Contact your Scheduler if



- you need to temporarily suspend your trips. Remember you must call Customer Service to resume your Subscription Services.
- Customers on Subscription Service must maintain a consistent travel history. Excessive cancellations and or No-Shows may disqualify the customer from further Subscription Service in addition to penalties described in the No Show and Late Cancellation policy.
  - All applicable customer fares must be paid at the time of the trip or the customer must have a prepaid paratransit tickets.

### Severe or Inclement Weather and City of Tyler Communication

When dangerous weather conditions are forecasted, the Tyler Transit Operations will be monitoring the road conditions and will contact media sources by 5:00 a.m. in the event there is a delay. If it is determined that a delay or suspension in service is appropriate, Tyler Transit will be delayed or suspended until a specified time as determined by city management. Tyler Transit Operations will continue to monitor the road conditions hourly to determine whether transit operations will resume service, or close for the day. Stay tuned to the following media services for updates throughout the morning:

- City of Tyler Facebook Page
- [www.cityoftyler.org](http://www.cityoftyler.org)
- Office Phone voicemail

For any questions or concerns, please call (903) 533-8057 or (903) 595-7236.

## Safety Policies

### Children

Children under 12 years old must be accompanied by an adult.

### Seat Belts

All Tyler Transit vehicles are equipped with seat belts. For your safety, Tyler Transit suggests the use of seat belts in all seats that have seat belts available.

### Car Seats

All riders and guests must comply with all applicable car seat and child restraint laws. Texas laws that cover use of car seats and child restraint are as follows:

Texas Transportation Code Chapter 545 Operation and Movement of Vehicles

§545.412 Child Passenger Safety Seat Systems; Offense

§545.4121 Dismissal; Obtaining Child Passenger Safety Seat Systems

§545.413 Safety Belts; Offense

§545.414 Riding in Open Beds; Offense

### [Mobility Devices](#)

Drivers must secure all mobility devices in the vehicle. However, for transport, **the device must not exceed size and weight as specified by vehicle, lift or ramp manufacturer.** Contact your Scheduler for more information.

### [Time Sensitive Medical Needs](#)

Customers who require food, medication, or oxygen at regular intervals should be advised that their travel time could be up to 60 minutes. **Please plan ahead and carry the appropriate supplies with you when you travel.**

### [Packages](#)

Customers are limited to packages that they are able to carry with them and hold on their lap or next to their feet while seated in the vehicle. Drivers are not able to assist customers with excessive packages or shopping carts. Passengers needing assistance with packages should consider traveling with a guest or PCA.

### [Customers Requiring Supervision](#)

If no one is present to receive a customer who is unable to be left unattended, the customer may be kept on the vehicle during subsequent trips. Tyler Transit will attempt to reach the customer's emergency contact to make arrangements for a drop-off. If the emergency contact cannot be reached by the end of the vehicle's run, the customer will return to Tyler Transit depot and placed in the custody of the proper authorities. A pattern or practice of related incidents may result in suspension of service.

### [Health / Safety Threats](#)

Service may be withheld from customers that pose a direct health or safety threat to others. A customer will be limited or excluded from service if a direct health threat situation exists and if the threat cannot be eliminated by reasonable accommodations, e.g., excessive bleeding, waste matter on person, etc.

*Violent, illegal, or disruptive conduct is not allowed aboard the vehicle which may result in service suspension, appeal process applies. If a driver reports inappropriate behavior by a customer (or parent, care provider, etc.), and the conduct continues to interfere with the safe operation of a Tyler Transit vehicle, a service suspension may occur.*

### [Paratransit Functional Procedure](#)

Route 1- 5: The Tyler Transit currently runs five fixed routes. These routes run six days a week on the following schedule.

Monday - Friday 6 a.m. to 8:15 p.m.

Saturday 9 a.m. to 6 p.m.

Sunday - CLOSED

## Lifts/Ramps and Securement Use

In accordance with 49 CFR Subtitle A Part 38 §38.23, Tyler Transit will provide service to all individuals with mobility devices that meet the standards. Mobility devices will be accommodated that are within the manufacturers specifications in regard to size and weight limits.

## Other Assistance and Rider Training 101

All material made available to applicants and passengers of Tyler Transit's complementary paratransit program will be provided in accessible formats upon request. For visually-impaired customers, phone calls will be made in addition to letters referenced in this document.

Those persons who desire to learn how to use the lift-equipment on an accessible transit vehicle or location can practice on a vehicle that is not in regular service. Whenever possible, Tyler Transit will try to make available a demonstration, which can be attended by all interested persons, and will arrange specialized transportation services to such sites for those who request.

Tyler Transit staff may be able to accompany you on all or part of your first trip if advance arrangements are made. Tyler Transit will make mobility training available upon request. Contact Tyler Transit at 210 East Oakwood, Tyler, Texas 75702 or by phone at (903) 533-8057.

## Rider Code of Conduct & Rules

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1. All riders must have a destination and must pre-pay.
2. As a common courtesy allow others to exit before boarding.
3. Consuming any alcoholic beverage or possession of an open container with alcohol on any bus, shelter, Tyler Transit facility or its affiliates or contractors is prohibited and will be enforced with Tyler Police Department assistance.
4. Deposit your fare directly into the fare box. Operators are not allowed to handle fares.
5. Engaging in horseplay or fighting will not be tolerated.
6. Engaging in loud, offensive, lewd, illegal, profane or disruptive conversation or behavior, is not allowed and will be enforced.
7. For public health concern, all riders must wear appropriate clothing and shoes.
8. Unless medically necessary, no eating or drinking nor open food or beverages are allowed on Tyler Transit vehicles.
9. For your safety, do not stand in the stairwells or in front of the yellow/white/black line by the fare box.
10. If you must stand, please hold onto the hand-rails or seat backs.
11. Riders shall not interfere with the operation of a Tyler Transit bus or Tyler Transit vehicle. Interference includes but is not limited to, harassment, intimidation, or distraction of the Tyler Transit operator. Tyler Transit operators are public servants who help ensure passenger safety. Assaulting an operator is a crime that may be prosecuted as a third degree felony.
12. It is against rider code of conduct to bring any animal aboard a Tyler Transit vehicle unless the animal's purpose is to assist a person with a disability, or unless the animal is in training to assist a person with a disability, or the animal is secured in a container sufficient to contain the animal.

13. It is illegal to possess, use, distribute or sell any controlled substance onboard a Tyler Transit bus.
14. It is unlawful to carry or possess any illegal weapon onboard a Tyler Transit Vehicle. It is illegal and unlawful to carry or possess a weapon onboard a Tyler Transit Vehicle where the individual is not licensed or authorized by the State of Texas to carry.
15. Keep the seats next to you clear of your belongings so other passengers may use all available seats.
16. Panhandling, begging, soliciting, prowling, pacing, etc. is not allowed on city of Tyler Transit Vehicles.
17. Passes or monetary devices created by Tyler Transit cannot be shared. If passengers are caught sharing a pass, or a counterfeit is detected the pass or document may be collected by a Tyler Transit official and destroyed; any fraud or misuse may be prosecuted.
18. Radios, CD players, and other personal audio/entertainment devices may be used only with earphones.
19. Riders are not allowed to carry personal items that may hinder the space of other riders, cause safety blockages of aisles, or personal items that he or she may not be able to control.
20. Riders are not allowed to carry personal items that may pose a threat to safety or health.
21. Riders are not allowed to litter or loiter onboard Tyler Transit Buses or facilities including shelters.
22. Riders are not allowed to possess or transport any hazardous materials onboard Tyler Transit vehicles such as Explosives, Gases, Flammable, Flammable Solids, Oxidizers, Poisons, Radioactive, Corrosives, large amounts of ORM-D, or combustible liquids such as fuels, kerosene, and propane or car batteries. Riders are not allowed to carry engines or transmissions containing any hazardous material.
23. Smoking in Tyler Transit buses and bus stops or Tyler Transit property is prohibited by Texas State Law Section §48.01 Conduct Affecting Public Health (and carries up to a \$200 fine). Dipping or chewing of tobacco is not allowed on the bus. Vaping is not permitted in or on any Tyler Transit property, including buses and bus stops.
24. Spitting, urinating, defecating or exposing ones anus, breasts or genitals will not be tolerated and violators will be prosecuted.
25. Riders must stow boxes and parcels under the seat and keep aisles clear.
26. Strollers must be folded prior to boarding the bus and stowed under the seat.
27. Unauthorized presence on a Tyler Transit bus, or other Tyler Transit Vehicle, Tyler Transit facility or Tyler Transit property will not be tolerated.
28. Vandalizing any Tyler Transit bus or facility by writing, marking, scribbling, scribing, or causing destruction to the bus, vehicle, facility or property in any manner will be prosecuted.
29. No unordinary or offensive public display of affection.
30. Do not disturb Tyler Transit Drivers while driving as part of their job is to be safe and alert.
31. No unwanted advances to riders or Tyler Transit employees of any kind.
32. Harassment of riders or Tyler Transit employees is not tolerated.
33. Riders must comply with Tyler Transit operators and staff orders as requested for safety and efficiency.
34. All riders must show respect to all Tyler Transit employees and riders.

A person who violates one or more of these regulations may be cautioned or asked to leave the Tyler Transit bus, other Tyler Transit vehicle, Tyler Transit facility, or Tyler Transit property immediately by a Tyler Police Officer or a Tyler Transit Bus or Paratransit Supervisor. Situations where a person refuses to leave a Tyler Transit bus, other Tyler Transit vehicle, Tyler Transit facility or Tyler Transit property after being ordered to do so, may be handled by Tyler Police or other appropriate law enforcement agencies. In the case of a violation of Section 17, riding a Tyler Transit vehicle without evidence of having paid the proper fare, such situations may be handled in accordance with Texas Transportation Code, Section 451.0611.

This section does not seek to limit or conflict with any federal, state, or local law or ordinance; or to prevent any law enforcement agency or entity from taking any lawful action against any person on a Tyler Transit bus or other Tyler Transit vehicle, Tyler Transit facility, or Tyler Transit property.

If you have a question regarding Tyler Transit's Code of Conduct, please contact Tyler Transit Customer Service at (903) 533-8057.

### [Revisions to Paratransit Plan](#)

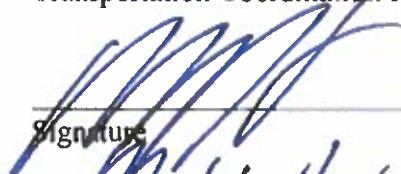

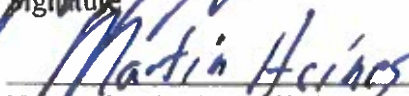

Significant revisions to this adopted Paratransit Plan can only be made by the City Council by Resolution.

Pursuant to Tyler City Code Section 1-92.e., the Disability Issues Review Board makes recommendations to the City Council related to issues of importance to disabled persons and to the community. The Disability Issues Review Board conducted hearings on this Plan on 05/06/2010, 07/01/2010, 11/04/2010, and 12/09/2010. On 12/09/2010, the Disability Issues Review Board voted unanimously to recommend approval by the City Council. Hearings before the Disability Issues Review Board for additional revisions were conducted on November 9, 2017, January 11, 2018, and on July 12, 2018. On July 12, 2018, the Disability Issues Review Board voted to recommend approval by City Council.

## MPO Certification of Paratransit Plan

The City of Tyler's Metropolitan Planning Organization hereby certifies that it has reviewed the ADA paratransit plan prepared by the City of Tyler as required under 49 CFR Part 37, 139(h) and finds it to be in conformance with the transportation plan developed under 49 CFR part 613 and 23 CFR part 450 (the FTA/FHWA) joint planning regulation).

Additionally, by signature this certification is to certify that the City of Tyler is committed to providing ADA paratransit service as part of the Texas Department of Transportation's Regional Transportation Coordination Plan.

 _____ Signature	 _____ Title
 _____ Name of authorized official	 _____ Date

**On January 23, 2019, the Tyler City Council conducted a public hearing on this Paratransit Plan to provide an opportunity for all interested persons to comment and participate.**

**This Paratransit Plan is authorized and adopted by Resolution No. M-2, adopted by the Tyler City Council on January 24, 2019.**