# Capital Metropolitan Transportation Authority

# MetroAccess Riders’ Guide

Effective October 2016

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Please note: MetroAccess Policies and Procedures are subject to change. Customers will be notified of changes through customer notices and/or other Capital Metro public announcements. Please make sure MetroAccess always has the rider’s current address, telephone number and email address (if applicable).

A digital version of this guide may be viewed and downloaded at capmetro.org. Accessible formats and reasonable modifications are available upon request.

An accessible format may be requested by contacting Capital Metro:
Telephone: 512-852-7272  Email: metroaccess@capmetro.org

In order to receive services, all MetroAccess customers must be certified through the in-person eligibility process outlined in this guide. Specific details on eligibility requirements and how to apply may be found in the Eligibility & Certification portion of this guide.

A person is likely to receive some level of paratransit service eligibility if his or her functional ability to use Capital Metro’s accessible fixed-route services are impaired due — specifically — to a disability.

People with disabilities who can reasonably use regular bus or rail service are expected to do so.

MetroAccess is a shared-ride paratransit service providing origin-to-destination service for eligible customers 7 days a week. “Shared-ride” means that multiple riders may receive service on the same vehicle, at the same time. MetroAccess uses a mix of vehicle types and service providers to provide the best service possible.

MetroAccess provides paratransit service to complement Capital Metro’s fixed-route bus system with comparable hours, days and service area. MetroAccess service is provided within 3/4 of a mile of Capital Metro’s regular fixed-route services.
Fixed-route service changes that impact the service area, days of service or hours of service will directly affect MetroAccess’ service area, service days and service hours.

NOTE: Public school districts are responsible for providing transportation for (grade K – 12) students during regular school hours and days

ADA PARATRANSIT SERVICE

The Americans with Disabilities Act (ADA) is a civil rights law that was passed in 1990. An important part of this law ensures civil rights protection and access to public transit services for qualified people with disabilities. ADA law established regulations requiring that jurisdictions provide the same public transportation opportunities to people with disabilities, as to those without disabilities.

To accomplish this, complementary (parallel) transit service (known as paratransit) is provided to those with disabilities who are unable to use fixed-route service, either some or all of the time. (ADA regulations for paratransit may be found under 49 CFR Part 37.) MetroAccess is Capital Metro’s paratransit service.

ADA complementary service applies to “standard” or “regular” fixed-route bus lines. It does not include commuter bus or rail service, dial-a-ride, limited-stop routes, express service or flex route service.

ADA law defines a disability, with respect to an individual, as a physical or mental impairment that substantially limits one or more major life activities (caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working). The mere presence of a disability does not make a person eligible for MetroAccess paratransit service.

MetroAccess, Capital Metro’s paratransit service, is for those whose disability or medical condition affects their ability to functionally use/ navigate fixed- route service some or all of the time.
SECTION 1: ELIGIBILITY & CERTIFICATION

Riders certified for MetroAccess will be granted eligibility for up to 4 years.

WHO IS ELIGIBLE

The presence of a disability alone does not make you eligible for MetroAccess. Eligibility is based on your functional ability to use the bus and is not a medical decision. Eligibility is not based on age, inability to drive or the lack of availability or inconvenience of regular city bus.

Examples of eligible individuals include someone that has a physical and/or mental impairment that prohibits them from independently:

- getting to and from a bus stop
- waiting at a bus stop or station
- understanding the bus system and finding their way using the system

THE ELIGIBILITY CERTIFICATION PROCESS

To participate in the MetroAccess Eligibility Process, the following must occur:

- An applicant completes an Applicant Questionnaire.

- A professional familiar with the applicant’s condition(s) completes a Professional Verification.

- An applicant may submit a completed application and verification to MetroAccess in advance. This method allows staff to review an application for completeness prior to scheduling the in-person review and is recommended in order to reduce the possibility of an application being deemed incomplete during the in-person appointment. Applicants may also schedule an in-person eligibility review and bring the completed application at that time.
The applicant participates in the in-person eligibility appointment consisting of an orientation, interview and assessment (as needed) of the applicant’s functional abilities.

The applicant may, if desired, present additional documentation regarding the applicant’s functional abilities.

Following completion of these steps and receipt of any additional requested information, the Eligibility Department is then able to make an eligibility determination. A determination will be made within 21 calendar days, or the applicant will receive presumptive eligibility.

REQUESTING A METROACCESS APPLICATION PACKET

Customers who meet ADA criteria for paratransit service eligibility and wish to apply for MetroAccess may request an application packet in an accessible format by contacting Capital Metro via:

Telephone: 512-389-7501
Fax: 512-369-7779
Email: eligibility@capmetro.org
Postal Mail: Capital Metro Accessible Services 2910 E. 5th Street, Austin, TX 78702

Existing MetroAccess customers will automatically receive an applicant packet by mail approximately 60 days before their paratransit eligibility is due to expire.

The MetroAccess Application Packet consists of:

APPLICANT QUESTIONNAIRE

The applicant or their designated representative must provide contact information such as a current home address, telephone number, emergency contact, email, etc. The applicant or their designated representative may also provide information related to the applicant’s functional abilities. The informed consent portion of the questionnaire MUST be signed.
PROFESSIONAL VERIFICATION
A qualified health care or human services professional, with specific knowledge of the applicant’s disability or medical condition, must complete (and sign) the Professional Verification. No portion of the Professional Verification can be completed by the applicant or any person other than the professional. Please see the MetroAccess application for a list of professionals authorized to complete the verification.

The professional must: 1) Verify that the applicant is an individual who has at least one disability or medical condition; and 2) Specify how the applicant’s disability (or disabilities), disabling health condition(s) and any related medications affect the applicant’s functional abilities.

SCHEDULING AN IN-PERSON ELIGIBILITY APPOINTMENT
Once the Applicant Questionnaire and Professional Verification forms are complete, the applicant may schedule an in-person eligibility review by contacting the MetroAccess Eligibility Department at 512-389-7501 or sending in a completed application. Receipt of incomplete documentation will delay completion of the application process.

Eligibility reviews are scheduled in the order in which requests or completed applications are received. A limited number of Capital Metro in-person eligibility review appointments are available each day. MetroAccess does not assign a higher priority to any applicant over another.

Free transportation to and from the in-person eligibility appointment is available to origin/destination addresses within the 3/4 mile ADA service area. This transportation may be requested when scheduling the appointment with the Eligibility Team.

If the applicant is unable to make the appointment, please cancel prior to 4 p.m. the day before. This allows other applicants the opportunity to use the time slot.
Applicants who no-show or cancel after 4 p.m. the day before an in-person eligibility review appointment will have a no-show applied to their record (as defined in this guide), should the person be deemed eligible for any level of MetroAccess service. Applicants who do not become eligible for MetroAccess service will not be penalized for a no-show or a late-cancel.

ATTENDING THE IN-PERSON ELIGIBILITY APPOINTMENT

All applicants for Capital Metro's ADA paratransit service are required to come in to Capital Metro's Eligibility and Mobility Training Center at least once for an in-person eligibility review.

WHAT TO BRING TO THE APPOINTMENT

? The original Applicant Questionnaire and Professional Verification forms if already submitted

? Additional documentation the applicant wishes to be considered in the eligibility determination

? A form of photo identification

? All mobility aids (including service animals) they plan to use on the service

? A list of current medications (if applicable to the disability or medical condition prompting the applicant to apply for service)

? A statement of visual acuity (a measurement of visual function) for applicants with a visual impairment

Eligibility appointments may take up to 2 hours to complete, and applicants are encouraged to plan accordingly by bringing medications, an adequate amount of oxygen, water, snacks or anything else that may be needed for this length of time away from home.
WHAT HAPPENS AT THE APPOINTMENT?
The applicant will check in at the reception desk. An eligibility team member will meet the applicant in the waiting area and escort them to an interview suite. The eligibility team member will take a photo of the applicant for the client record. This photo will be used on the customer’s MetroAccess ID card if they are approved for services.

The eligibility team member will provide the applicant an overview of Capital Metro services and review the completed Application Packet and any additional documentation the applicant has brought for consideration. The team member will then conduct a brief interview, asking questions related to the customer’s disabilities or medical conditions and how they limit or prevent the applicant from using fixed-route service.

If necessary, the applicant will be escorted to the functional assessment area where an independent assessor will review the customer’s ability to complete transit-specific tasks such as boarding, de-boarding and navigating fixed-route services. If further information is required, MetroAccess staff may contact the professional(s) that are currently treating the applicant.

THE ELIGIBILITY DETERMINATION
The applicant will be notified in writing of the eligibility decision within 21 calendar days of the Eligibility Review or upon receipt of all necessary documentation. If the eligibility process has been completed and notification is not received within 21 calendar days, the applicant will receive “presumptive eligibility” on the 22nd day, which will be in effect until the applicant is given the eligibility determination from Capital Metro.

To check on the status of an application, please contact the MetroAccess Eligibility Department at 512-389-7501.

APPROVED ELIGIBILITY
If the application for service is approved, the customer will receive a welcome packet through postal mail. It will include:

? A MetroAccess photo ID card
Types of Eligibility

Types of Eligibility

MetroAccess assigns categories of eligibility to riders based on their functional abilities. Eligibility categories are outlined within this section. Riders certified for MetroAccess will be granted eligibility for service for up to 4 years, depending on the type of eligibility granted.

Please note: Customers must provide new information related to their mobility any time their mobility level significantly changes, even if it is not yet time to recertify for service.

Customers that meet ADA criteria for paratransit service eligibility should request an application packet to use MetroAccess.

Unconditional Eligibility

Individuals may qualify as unconditionally eligible if they are unable to access or ride the fixed-route system under any reasonable circumstances.

Individuals who meet ADA criteria for full unconditional paratransit service eligibility may schedule rides from any origin to any destination within the ADA service area, during service hours comparable to fixed-route service. Unconditional eligibility will be granted
for up to 4 years.

Unconditionally eligible riders will be required to recertify through the standard in-person eligibility process after their eligibility periods end.

Customers who have a disability or condition which permanently prevents them from using the fixed-route system, now or at any point in the future, and who have already attended an in-person interview at least once, may be allowed to bypass the standard eligibility recertification process. These qualifying riders will be notified that they are not required to undergo an in-person eligibility review to recertify for service; instead they will be required to update their information on an ongoing basis.

CONDITIONAL ELIGIBILITY
Some applicants are able to use the fixed-route system at least some of the time, under certain conditions. Conditionally eligible riders include people who are eligible for paratransit only when certain conditions exist, including, but not limited to, environmental (cold, heat, dark, light), architectural (uneven, curb cuts, incline, inaccessible bus stop, complex traffic and distance), navigational or other applicable conditions. Accommodation for conditionally eligible riders may also include transportation between an inaccessible location and the accessible fixed-route.

Conditionally eligible customers are only authorized to use MetroAccess when the conditions are present. As an example, when a person designated “extreme heat only” needs to ride in the middle of a hot summer day in Austin, they can use MetroAccess, but on a cool fall day, they would be required to ride regular fixed-route service.

The simple rule to remember, if a customer is determined conditionally eligible, is:

If I am able to take the trip on the regular fixed-route bus, then I must take my trip on the fixed-route bus.

A functional assessment may be used to determine the conditions under which a person
is eligible for paratransit service. The details of these travel conditions will be included in the eligibility decision letter the applicant receives by mail.

Transportation to and from in-person eligibility appointments is available for free to addresses within the 3/4 mile ADA service area.

**TRANSITIONAL ELIGIBILITY**
Customers who have temporary disabilities or conditions which prevent them from accessing fixed-route service may qualify for transitional eligibility. They will be eligible to receive services for a length of time determined by a qualified transportation professional, using information gathered during the eligibility process.

The length of time eligibility is granted will be based on the unique needs of the customer, who will be notified by Capital Metro at least 45 days before the transitional eligibility expires, as long as the eligibility period they have been granted exceeds this time frame.

If the temporary situation lasts longer than originally anticipated, the individual may be required to repeat the verification process and submit a new application. Transitional eligibility is granted for up to 2 years.

**TRIP-BY-TRIP ELIGIBILITY**
Customers with any level of conditional eligibility will be subject to trip-by-trip eligibility based on their specific conditions. MetroAccess may also conduct a pathway assessment in order to determine if a particular pathway is accessible for the individual making this trip, based on their conditions. If the pathway has been found to be free of barriers for these specific conditions, the customer would not be eligible for that particular trip.

**DENIED ELIGIBILITY**
If an application for service is denied, Capital Metro will send a letter to the applicant within 21 calendar days that lists the specific reason(s) for the denial. The letter will tell the
applicant how to proceed if they wish to appeal the decision or to clarify any information that might have caused an erroneous denial.

**ELIGIBILITY FOR CHILDREN AGES 5 AND UNDER**

Children 5 years of age and younger will be considered for paratransit eligibility based on the functional ability of both the accompanying adult and child (as a team) to use fixed-route service. When an eligible child is traveling with an adult (who is serving as a Personal Care Attendant), a fare must be paid for the child and the adult attendant rides free.

**PRESUMPTIVE ELIGIBILITY**

Applicants who have completed the entire paratransit eligibility process (with all necessary documentation received), but who have not received communication from Capital Metro within 21 calendar days will receive presumptive eligibility. This entitles the applicant to unconditional eligibility beginning on the 22nd day and ending when official notification of the eligibility decision from Capital Metro has been received by the applicant.

Presumptive Eligibility does not apply in cases where additional documentation is requested or when the applicant does not complete the in-person eligibility process.

**OUT-OF-TOWN VISITORS WITH DISABILITIES**

Visitors to the Capital Metro Service Area may be eligible to receive temporary paratransit services from MetroAccess without the need to apply through the Capital Metro application process. This also applies to MetroAccess customers who wish to travel to other cities that have paratransit services. Visitor status is limited to 21 (may be non-consecutive) days of paratransit service in a year.

Visitors should contact the MetroAccess Eligibility office, at 512-389-7501, as far in advance as possible either to request visitor service or that verification of current MetroAccess certification be sent to another city.
Visitors must provide current ADA eligibility for paratransit service from the city or region in which they reside or documentation of place of residence and nature of disability. Visitors who have a documented disability but don’t have paratransit services at home may also be eligible for visitor service. Visitors who require more than 21 days of service in the year will be required to apply for and complete the full MetroAccess eligibility process.

**TRAVEL TRAINING**

All applicants, whether approved or denied for MetroAccess, are encouraged to take advantage of Capital Metro's FREE travel training program. This program provides individualized training to riders on how to confidently navigate the accessible MetroBus and MetroRail systems.

**THE ELIGIBILITY APPEALS PROCESS**

An appeals process is available for any applicant who would like to dispute an eligibility determination.

Appeals will be held at an accessible Capital Metro facility, or an applicant may request an accommodation to conduct the hearing over the phone.

The applicant is strongly encouraged to bring forth additional information for consideration if any is available. This will be the last opportunity for the applicant to provide additional information before the final decision is made.

**REQUESTING AN APPEAL**

An applicant may file an appeal of an eligibility determination within 60 calendar days from the date of a denial or eligibility status change by contacting the Eligibility Department. This may be done by:

Telephone: 512-389-7501
Fax: 512-369-7779
Email: eligibility@capmetro.org
Postal Mail: Capital Metro Accessible Services 2910 E. 5th Street, Austin, TX 78702

All applicants appealing their eligibility determination who have NOT completed a full...
functional assessment during their initial interview will be required to complete that assessment before the appeal hearing.

Recertifying riders will continue with the eligibility type (Unconditional, Conditional, Transitional) they were receiving before recertification, until such time as the appeal appointment occurs and the appeals panel renders its decision. If the appeal appointment is no-showed or rescheduled by the customer, access to the level of service received before recertification will only be valid for 60 calendar days from the original appeal request. After that time, if the new appeal appointment has not been scheduled or has not occurred, the most recent eligibility determination will be used.

**WHO WILL BE PRESENT AT THE ELIGIBILITY APPEAL**

? The applicant himself/herself

? The applicant’s advocate (optional) to assist in the process

? The Appeals Panel comprised of people not involved in any part of the original eligibility decision

? An Eligibility Department staff member and functional assessor, whose role is to provide information at the appeal but NOT to vote on the final appeal determination

? An observer to the process is allowed if the applicant is in agreement

**THE APPEAL DECISION**

The appellant will retain his or her previous level of service (where applicable) while awaiting the appeal panel’s decision.

The final decision will be provided to the appellant within 30 calendar days after the completion of the appeals process. The decision will be available to the applicant in an accessible format as needed. Should the appeal decision not be provided within 30 days of the completion of the appeal process, Capital
Metro will continue to provide the previous level of paratransit service to the recertification applicant, and new applicants will receive unconditional presumptive eligibility. Presumptive or continuing eligibility will remain in place until Capital Metro has notified the applicant of the final appeal decision.

The formal appeal hearing is the last step in the process and the appeal decision is therefore final. Capital Metro will continue to provide previous level of paratransit service for appeal decisions that are not provided within 30 days.

**RECERTIFICATION FOR EXISTING CUSTOMERS**

Customers are required to recertify their MetroAccess eligibility every 4 years or sooner, depending on the type of eligibility granted and potential changes of circumstances. Most customers will be required to come back to MetroAccess to participate in the in-person eligibility review upon the expiration of eligibility. If a rider’s disability or mobility improves to the point where paratransit is no longer needed before recertification, he or she must notify MetroAccess.

A paratransit eligibility recertification application will be mailed by Capital Metro approximately 60 days before eligibility expires. Customers should complete all necessary paperwork and submit this information to MetroAccess or call to schedule their assessment appointment at least 21 calendar days prior to their eligibility expiration date to avoid an interruption of service.

Riders who do not complete the recertification process before their eligibility expires may have a lapse in service until an eligibility determination is made. Those who choose not to recertify at the time their service expires may still choose to re-apply for the service at any time in the future.

Capital Metro reserves the right to review eligibility on an as-needed basis for registered MetroAccess customers. This is necessary to ensure that registered customers continue to meet eligibility criteria and to determine if or how the rider’s
transportation needs have changed.

SECTION 2: DESIGNATED SERVICE LEVELS

Capital Metro provides three service levels: curb-to-curb, door- to-door and hand-to-hand. Curb-to-curb service is the default level of service for MetroAccess customers.

Capital Metro works with each new and recertifying rider during the eligibility process to determine which level of service is most appropriate. This determination is based on a person’s functional abilities and any environmental constraints or conditions related to the rider’s disability.

Customer requests to change the designated service level (permanently, until recertification) may require that a customer schedule an appointment to return to the Capital Metro Eligibility & Mobility Training Center for further evaluation.

Riders meet the MetroAccess vehicle at the pickup location when using the curb-to-curb service level.

**CURB-TO-CURB SERVICE**

Riders are required to meet the vehicle at the pickup location (generally the street-side curb). The vehicle operator will wait by the vehicle to assist riders with boarding and/or alighting, and will not go to the door unless the service level requested for that trip is door-to-door.

Curb-to-curb service is the most appropriate level of service for MetroAccess customers who do not require assistance outside of the vehicle.

Some locations may be coded curb-to-curb for all riders due to certain conditions where the MetroAccess operator is unable to safely provide door-to-door service.

Customers may still wait inside their home or building for the vehicle to arrive. Once the vehicle arrives, the rider will have 5 minutes to leave the area where they were waiting, travel to the waiting vehicle and board.

Capital Metro works with new and recertifying customers to determine the most appropriate service
level
for them.
It is recommended that riders wait in a location where they or their companion/assistant can clearly identify the vehicle when it arrives. A higher level of service (door-to-door) can be requested by the customer either when the trip reservation is made or during the trip only if there are no conditions that prevent the operator from safely providing door-to-door service. Examples include, but may not be limited to: safety risks to the operator or other riders, the operator losing sight of the vehicle, having to back the vehicle up, low clearances, etc. See section on Service Level Exceptions for more information.

**DOOR-TO-DOOR SERVICE**

At the pickup location, the vehicle operator will assist the customer from the first doorway to the vehicle and help them to board the vehicle.

At the drop-off location, the vehicle operator will help the customer alight from the vehicle and assist them to the first door of their drop-off location.

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

**HAND-TO-HAND SERVICE**

Hand-to-hand is the highest level of service MetroAccess provides. This service is provided based on a rider’s high degree of dependency on others to achieve basic mobility based on their level of function. Under no circumstances is a hand-to-hand rider allowed to be left alone.

Operators will help customers alight from the vehicle at their drop off location. MetroAccess vehicle operators providing this level of service must make contact with an appropriate person when meeting the customer at the trip’s origin and when dropping that rider off at the destination. If the MetroAccess vehicle operator is unable to locate an appropriate person for hand-to-hand service at the drop-off location within 5 minutes, the vehicle operator will retain the rider on board until an appropriate person can be located by MetroAccess dispatchers or supervisors.
If an appropriate person is not present to receive the rider upon arrival of the MetroAccess vehicle at the destination, it will be considered a service delay equivalent to a no-show occurrence. For this reason, the rider will be charged with a no-show and will be subject to the rules and regulations of the no-show policy. The vehicle may continue in service with the customer onboard.

**SERVICE LEVEL EXCEPTIONS**

Vehicle operators shall not provide service that exceeds curb-to-curb service if the vehicle operator is required to:

- Leave the direct proximity of the vehicle for lengthy periods of time (beyond 5 minutes)
- Lose sight of the vehicle
- Take actions that would be clearly unsafe (back a vehicle more than a car length, enter a narrow drive, cross a street, etc.)
- Leave other riders unattended
- Go beyond the ground floor of a building
- Assist a wheelchair over more than one step
- Unlock a building door
- Pass the threshold of a door into any residential location
- Any other prohibited activities listed in the Vehicle Operator Responsibilities section of this guide

Customers who require a higher level of service than curb-to-curb, but for whom service cannot be provided at their origin or destination address due to any of the conditions listed above, will need to work with MetroAccess to identify alternative options that will ensure safety for riders and vehicle operators at all times.

**SECTION 3: METROACCESS SERVICE AREA & HOURS**

Capital Metro makes changes to its service area a minimum of 3 times per year. Preceding
each service change, public hear-

ings are held to gather customer input. Please visit the Capital Metro website (capmetro.org) for more information on these public hearings.

Changes to fixed-route service may directly affect the service area, service days and service hours of MetroAccess paratransit service. This may result in the ADA service area expanding or contracting.

**SERVICE AREA**

Capital Metro provides paratransit service within the Capital Metro ADA paratransit service area. The trip origin and trip destination must be within a ¾-mile corridor surrounding regular fixed-route service routes. If a regular fixed-route is not operating in a particular area at a particular time of day, MetroAccess does not operate in that area either.

Regular fixed-route service does not include commuter bus or rail service, dial-a-ride, limited-stop routes, express service or flex route service.

Interactive ADA Service Corridor maps are available on Capital Metro’s website (capmetro.org) by selecting the Schedules & Maps link from the main page.

**HOLIDAY SERVICE**

MetroAccess provides paratransit service every day of the year. Abbreviated (reduced) service is provided during the holidays listed below and is subject to change.

- New Year’s Day
- Labor Day
• MLK Jr. Day
• Thanksgiving Day
• Memorial Day
• Day after Thanksgiving
• Independence Day
• Christmas Day

Subscription Trip Service is automatically cancelled on Capital Metro holidays.

Customers with subscription trips must call MetroAccess Reservations to rebook their cancelled subscription trip for the day. Holidays that fall on a weekend but are observed on a Friday or a Monday will result in the cancellation of subscription trips on the observed holiday AND the actual holiday. For more details on subscription service please refer to the Subscription Trip Service section of this guide.

MetroAccess observes the same holidays as the Capital Metro fixed-route services. For current information on holiday service, consult the Holiday Calendar on the Capital Metro website.

SECTION 4: FARES

In addition to the CapMetro mobile app and retail outlets like H-E-B, riders can also purchase passes at the Capital Metro Transit Store.

All MetroAccess riders, regardless of age, must pay the appropriate fare to receive service. This is consistent with customers riding Capital Metro’s fixed-route system.

Companions are required to pay the same fare as the ADA paratransit-eligible individuals they accompany, unless the companion is 5 years of age or younger.

Companions performing the duties of a Personal Care Attendant will not be charged for paratransit service.
Emergency personnel and military personnel in uniform ride all Capital Metro services, including MetroAccess, at no charge.

Using, producing or distributing fraudulent fare media, as well as using other riders’ passes, are grounds for service suspension, and may result in service termination and possible prosecution.

MetroAccess operators are not permitted to accept tips and/or gifts for services. If you wish to show your gratitude, you may always share a kind word with them or submit a formal compliment through our Customer Service team at 512-385-0190.

MetroAccess is a shared-ride service therefore ride times are not comparable to that of a taxi or private vehicle.

Riders may start using MetroAccess paratransit service immediately upon approval of eligibility for service.

The first step is to make a reservation (book a trip). Eligibility belongs to the customer, and therefore only the customer or the authorized caregiver may make reservations. If a party other than the customer or the authorized caregiver wants to make trip reservations on behalf of a rider, the MetroAccess agent may ask the title and name of the person making the reservation on behalf of the customer.

Customers should allow plenty of time for travel to and from their destination and between trips. Ride times are not comparable to those of a taxi or a private vehicle. MetroAccess is a shared-ride service that provides comparable ride times to those of Capital Metro’s fixed-route services. This should be kept in mind when making a reservation to allow riders some extra time to get to the destination stress-free.

Requests for a specific vehicle operator, location within the vehicle or service provider are not accommodated. Individual vehicle requirements are determined during the eligibility process and may not be requested at the time of reservation. This allows MetroAccess to utilize a mixed fleet of vehicles through various service providers.

BEFORE MAKING A RESERVATION
Prior to making a reservation, customers should gather the following information about their trips:

- Rider's name and MetroAccess ID number
- Complete street addresses of pickup and drop-off locations (for example, 1234 East Main Street, Suite 102)
- Date(s) of travel
- A requested pickup or drop-off (appointment) time (remembering to leave enough time to reach the final destination after the rider is dropped off)
- Information about any individuals who will be traveling with the customer
- Information about any mobility devices (including service animals) the rider will be using
- Additional information about the pickup and drop-off locations (business name, building #, gate code, apartment complex name, office building, grocery store, etc.)
- Any other information that will help the vehicle operator to locate the rider

**WHERE TO MAKE A RESERVATION**

All trips will be negotiated and scheduled within 1 hour (before or after) the requested time, as permitted by ADA law. This means the exact requested time may not be available and thus is not guaranteed.

Trips will be scheduled with a period of time called the 30-minute ready window. This 30-minute ready window will be the timeframe during which a customer can expect the pickup to occur.

Registered MetroAccess customers may make a reservation (book a trip) through the following methods:

- The automated telephone system at 512-852-7272
- Online at www.capmetro.org/maonline
- Through the MetroAccess Call Center

MetroAccess Call Center agents can help with creating or cancelling trips.
AUTOMATED TELEPHONE SYSTEM
The automated telephone system will allow you to create, cancel and confirm trips in real-time — 24-hours a day, 7 days a week — by calling 512-852-7272. Trips booked through the automated telephone system may be reserved up to 6 days in advance (up until 5 p.m. the day before the trip). The automated telephone system can also give you basic information about your eligibility and (if you have a pickup in the next hour) estimated time your vehicle will arrive.

ONLINE
The MetroAccess trip management website will allow you to create, cancel and confirm trips in real time, 24 hours a day, 7 days a week by logging into your account at capmetro.org/maonline. Trips booked online may be reserved up to 6 days in advance (up until 5 p.m. the day before the trip). You can also submit updates to your contact information and send us feedback any time.

METROACCESS CALL CENTER
Live call center agents can help you to create or cancel trips by calling 512-852-7272 during business hours. Trips booked with a live agent may be reserved up to 3 days in advance (up until 5 p.m. the day before the trip).

SUBSCRIPTION TRIP SERVICE
If customers will travel to the same location at least once a week for 90 days (on the same day and at the same time), they may be eligible to receive subscription service, wherein a standing reservation is automatically created for approved trips. Subscription trips may help to increase the consistency of a customer’s schedule, but will not be a guarantee of an exact ride time, a regular vehicle operator, a specific service provider or a specific vehicle type. To request or make changes to Subscription Trip Service, contact MetroAccess at 512-852-7272.

REQUESTING SUBSCRIPTION TRIP SERVICE
Subscription Trip Service is granted on a space-available basis and is not always available when a request is submitted. Requests may require up to 21 days to process. Customers should continue to book trips through the automated telephone system,
online or through a live call center agent until approval or denial of the subscription trip request occurs.

You will need to provide the following details:

1. Customer name and MetroAccess ID number
2. The earliest date the rider would like the subscription trip to start
3. The end date (must be at least 90 days from the start date) of the subscription trip (if applicable)
4. Complete street addresses of pickup and drop-off locations (for example, 1234 East Main Street, Suite 102)
5. Days of the week the recurring trip will take place
6. A requested pickup or drop-off (appointment) time (remembering to leave enough time to reach the final destination after the rider is dropped off)
7. Information about any individuals who will be traveling with the rider
8. Information about any mobility devices (including service animals) the rider will be using
9. Additional information about the pickup and drop-off locations (business name, building #, gate code, apartment complex name, office building, grocery store, etc.)
10. Any other information that will help the vehicle operator to locate the rider

MAKING CHANGES TO A SUBSCRIPTION TRIP
If any changes need to be made to a subscription trip (for example, if the customer moves), the original subscription trip should be cancelled and a new request should be submitted.

PLACING A SUBSCRIPTION TRIP ON HOLD TEMPORARILY
Customers may request that a subscription trip be placed on hold temporarily (up to 30 days) to accommodate vacations, etc. If the hold request will last longer than 30 days, the subscription trip should be cancelled and a new request submitted.

CANCELLING A SUBSCRIPTION TRIP PERMANENTLY
If the customer no longer needs the subscription trip, please notify MetroAccess of the earliest date at which the subscription trip should be cancelled. Until the customer receives confirmation that the cancellation was successful, he or she should continue to
cancel individual trips to avoid a no-show assessment.

**CANCELLING A SUBSCRIPTION TRIP FOR A SPECIFIC DAY (OR DAYS)**
Customers should cancel any unneeded individual trips through the automated telephone system, online or with a live MetroAccess Call Center agent as far in advance as possible, but no later than 1 hour in advance of the pickup window, to avoid a no-show assessment.

**SUBSCRIPTION TRIP SERVICE ON CAPITAL METRO HOLIDAYS**
Subscription trip service is automatically cancelled on Capital Metro holidays. Customers who still need their rides on a Capital Metro holiday must book them through the automated telephone system, online or with a live MetroAccess Call Center agent no later than 5 p.m. the day before service to schedule a replacement trip for the cancelled subscription trip.

**PERIODIC REEVALUATION OF SUBSCRIPTION TRIP SERVICE**
MetroAccess regularly evaluates subscription trip service. Current subscription trips will be permanently cancelled in cases where:

- 50 percent or more of the individual trips are cancelled within a 90-day period
- Excessive no-shows or late cancellations occur
- Subscription service has not been used in 90 days or more
- A service suspension is imposed due to major service disruption

MetroAccess service coordinators may also contact you to re-negotiate your 30-minute pickup window to ensure service is being provided efficiently.

**STANDBY REQUESTS**
A standby is a request to travel made after 5 p.m. the day before the rider wishes to travel. Standby requests are NOT a guaranteed ride, and requests will be approved only when excess capacity exists within the system. Trip priority is given to stranded customers and customers who experience service delay due to a MetroAccess error.
MetroAccess DOES NOT provide emergency transportation. Riders in need of emergency transportation should call 911.

**OPEN RETURNS**

An open return provides a bit more flexibility than a standard MetroAccess trip. Customers may request an open return in specific cases when unsure of the exact time they will be ready for their return trip. Open returns go beyond what is required by the ADA. Customers are never required to disclose the purpose of their trips except when they choose to schedule these optional open return trips. Open returns are limited to the following 3 trip types:

- Return from a medical appointment
- Return from jury duty
- Return from out-of-town travel

Riders must provide an estimated return pickup time when scheduling the trip. Open returns allow MetroAccess customers to receive an updated pickup time that better suits their needs. If the scheduled trip time was estimated correctly by the rider, the vehicle will be dispatched automatically without any action needed from them. If the customer needs to amend the estimated pickup time, call MetroAccess and the trip’s pickup time will be updated if possible. Trip time adjustments are subject to availability at the time of the request.

If the vehicle arrives before the rider is ready, the rider will not be charged with a no-show. Simply call MetroAccess indicating when the rider will be ready and a vehicle will be sent back to their location. MetroAccess will not leave a rider stranded. Please note that the 30-minute ready window still applies to open return trips.

**GROUP TRIPS**

MetroAccess customers who wish to travel with any combination of 4 or more additional non-registered customers must submit a request for a group trip at least 1 week before the anticipated travel date. Scheduling of group trips is based on space availability and subject to capacity limitations. Notification of the group trip confirmation or
denial will occur no later than 2 calendar days before the trip is scheduled to be taken. To request a group trip, call MetroAccess and speak with a live call center agent.

**ATTENDANTS, COMPANIONS AND CHILDREN**

To ensure adequate room on the vehicle, all riders in a travel party must be specified when booking the trip.

Children age 5 or under must be accompanied by an adult. Each registered MetroAccess customer may ride with:

- 1 personal care attendant (PCA) who provides individual assistance to the MetroAccess rider. Attendants are limited to 1 per rider and will not be charged for the trip. Attendants must board and exit the vehicle at the same time and location as the riders they are assisting.
- Additional companions may travel with the customer on a space-available basis. Each companion (including children age 6 or older) must pay the same fare as the registered MetroAccess customer. Companion children age 5 or younger may ride free. Companions must board and exit the vehicle at the same time and location as the riders they are traveling with.

MetroAccess customers traveling with a child or children younger than 8 years old and shorter than 57 inches are encouraged to provide and secure a child safety seat for each child matching this criteria. This is not required and is therefore not a basis for denying a trip. MetroAccess will not provide child safety seats for any rider. The rider is solely responsible to ensure the seat is safe and can be secured safely.

**CANCELLING TRIPS**

Cancellations are a large source of system inefficiency for this valuable community resource. Please cancel trips with as much advance notice as possible so that rides can be made available to other MetroAccess customers.

When cancelling a trip, remember to cancel any other unneeded subsequent trips (including return trips), as they will not automatically be cancelled. Customers may cancel trips:
Riders who need to cancel a trip on the day of service must do so at least 1 hour prior to the beginning of the 30-minute ready window to avoid a late cancellation penalty. Late cancellation penalties are equivalent to no-shows and are outlined in detail under the no-show section of this guide.

**CHANGING TRIPS**

Changes to trip locations or times after 5 p.m. the day before the trip will be converted to standby trip requests. Standby trips are NOT guaranteed trips. MetroAccess vehicle operators are not authorized to make trip changes for any current or future trips.

**CONFIRMING TRIPS**

When booking trips through the automated telephone system, online or with a live call center agent, each trip will be communicated back to confirm that it was created correctly. Customers are encouraged to write down trip details to keep track of upcoming travel.

The complete rider travel itinerary is available through these convenient systems:

- Automated telephone system at 512-852-7272
- Online at capmetro.org/maonline

Additionally, next day trip itineraries (provided by automated telephone, text or email) may be available. Riders interested in these service offerings should request enrollment through a MetroAccess Call Center agent.

**SECTION 6: TAKING A METROACCESS TRIP**
MetroAccess uses a mix of vehicle types and service providers to offer the best service possible. Dedicated service providers operate vehicles with a MetroAccess logo. When these vehicles are at capacity, overflow service providers are used. Riders will be notified if their trip is assigned to an overflow service provider, as those vehicles typically are not branded with MetroAccess logos.

Advance notification, by phone call or text, may be available so that customers can receive notification that their ride is nearby, but accuracy and availability are not guaranteed. Riders are expected to be ready to board their vehicle within their 30-minute window even if they do not receive an advance arrival notification.
Customers can get real-time estimated vehicle arrival times up to 1 hour before the start of the 30-minute ready window by calling the MetroAccess automated telephone system at 512-852-7272.

**PICKUP AND DROP-OFF TIMES**

MetroAccess schedules rides using a 30-minute ready window for pickups. Riders must be ready to board the vehicle within 5 minutes after the vehicle arrives but may board early. Failure to board the vehicle within 5 minutes may result in a no-show occurrence. Riders are not required to board a vehicle if it arrives before the 30-minute ready window begins, and the 5-minute timeframe to board the vehicle does not start until the beginning of the designated 30-minute window.

Customers who have not been picked up after the 30-minute ready window has expired are encouraged to call Where’s My Ride at 512-852-7272.

MetroAccess is a shared ride paratransit service that provides comparable travel times to those of Capital Metro’s fixed-route services.

**PICKUP AND DROP-OFF LOCATIONS**

MetroAccess operators are only authorized to pick up or drop off customers at the location for which the ride was scheduled. Customers must wait for their ride at the agreed upon location or risk a no-show occurrence. See the No-Show Policy section of this guide for more information.

MetroAccess operators are not permitted to lose sight of the vehicle or use stairs (indoor or outdoor) beyond the 1st floor of a building when assisting a rider. Capital Metro does not allow operators to enter a rider’s home or lock/unlock the door.

**MOBILITY DEVICES**

MetroAccess vehicles are able to safely accommodate a wide range of mobility devices. Mobility devices are noted on all customer accounts, and customers should always update the Eligibility Department when there is a change and/or addition of a mobility device before taking a trip with the device. This allows MetroAccess to send the
appropriate vehicle type for the trip, as well as to reserve enough space on board for riders and their mobility devices. Failure to notify MetroAccess Eligibility about a change or addition of a mobility device could result in a service delay.

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

All wheelchairs must be secured facing forward while being transported.

Equipment that is NOT permitted on any MetroAccess vehicle includes, but is not limited to:

- Hospital beds
- Stretchers
- Hoyer lifts
- Large shopping carts
- Any other device that poses a safety risk

Mobility devices must be secured every time they are transported on a MetroAccess vehicle. Operators are responsible for ensuring that mobility devices are properly secured.

MetroAccess requires the use of a lap belt or seatbelt at all times during transport for all riders. MetroAccess recommends but does not require the use of a shoulder harness for riders traveling in a mobility device.

A FREE Tether Strap Program is available to customers in wheelchairs whereby trained professionals evaluate the wheelchair to determine the best location to safely secure them on fixed-route and MetroAccess vehicles, marking those locations with yellow identification tape and/or affixing yellow tethers (nylon loops). In order to receive this FREE service,
reservations must be made by calling 512-369-6083.

**SERVICE ANIMALS**

Service animals are defined as any guide dog, signal dog or other animal individually trained to perform tasks directly related to assisting an individual with a disability. Animals that are not individually trained to perform such tasks, including animals used purely for emotional purposes, are not considered service animals. When scheduling a trip, customers should inform the MetroAccess reservation agent that they will be traveling with a service animal.

Service animals that are small in size and that cannot sit underneath the seat must sit in the handler’s lap. Service animals are not permitted to occupy a seat unless there is a specific circumstance related to accessibility that requires it and then only if a seat is available. If a service animal’s behavior threatens the safety of the driver or other riders, the customer and the service animal may be asked to leave the vehicle.

**ATTENDANT/AIDE REQUIREMENTS**

Riders will be required to travel with an attendant or aide under the following conditions:

- Riders 5 years of age or younger
- Professional determination that a rider should have an attendant/aide at all times because he or she poses a danger to herself/himself
- Customers identified by MetroAccess transportation professionals as requiring an attendant/aide for safety reasons
- Riders with temporary or unexpected occasional need for assistance that can’t be met by the MetroAccess vehicle operator
- Customers who cannot be left unattended or who qualify for hand-to-hand service and are traveling to a drop-off location where no one will be present to receive them

MetroAccess customers who require medical care during transit due to a medically unstable condition may not be eligible for service during the period of medical instability. MetroAccess is a public transit agency that does not provide emergency medical transportation services.
Customers who will need to travel with a personal care attendant or aide will need to have this information documented with MetroAccess during the eligibility determination process. Professional verification for the need of a personal care attendant should be included.

**DESIGNATED LOADING AREAS**

Large facilities such as hospitals, malls or office buildings typically have predetermined designated areas for MetroAccess rider pickup and drop-off. The designated area will be explained to customers at the time they make a reservation for one of these large facilities.

These facilities are routinely evaluated for maximum safety and accessibility. While MetroAccess always attempts to get customers as close to their location as possible, sometimes riders will be limited to pre-authorized designated areas at these facilities. Consistent designated areas allow customers to have a reliable, safe, comfortable and efficient place to wait for their MetroAccess rides.

**UNSAFE LOCATIONS**

Some locations within the Service Area present a significant safety risk to riders, operators, vehicles or property. In these rare cases, MetroAccess might not be able to provide services beyond curb-to-curb; however, MetroAccess will work with the riders to find safe alternatives that will allow service to remain accessible to everyone. This may include designating a location as curb-to-curb only.

Each of these locations will be assessed individually and in person by a member of the MetroAccess staff. Standardized evaluation criteria will be used to evaluate each location in question. Affected customers are encouraged to be involved in the location review if possible.

**TIPS FOR OTHER PICKUP LOCATIONS**

Not all locations are the same, so MetroAccess has created a simple list to help determine the best place to wait for a ride when there is not a predetermined MetroAccess loading area:
Customers living in a single family home need to wait at the front door.

Customers living in an apartment complex need to wait at a location where the vehicle operator can find them.

Customers in an office building (high rise, hospital, etc.) need to wait on the ground level at the main designated entrance.

Customers in a building such as a hospital where there are 2 sets of doors (a foy-er) need to wait in an area where the paratransit vehicle operator can see them.

Customers in a location that is not accessible to the vehicle operator need to wait outside, as close to the entrance as possible.

**BOARDING THE VEHICLE**

Upon the arrival of the MetroAccess vehicle, riders must show their ID card, pay the fare and board the vehicle. The operator will assist with mobility device (wheelchair, walker, etc.) securement and the rider’s seat belt.

Customers who have purchased a MetroAccess ticket through the CapMetro App are encouraged to activate the ticket upon arrival of the vehicle, not sooner. Smart phone tickets are valid for only 20 minutes after they are activated.

**USING THE LIFT**

Many of the vehicles in the MetroAccess fleet are equipped with a lift to assist riders into and out of the vehicle. Some vehicles have the ability to secure a transferable wheelchair in the rear of the vehicle.

Vehicle lifts are not limited only to people who use mobility devices, so if a rider would like to board the vehicle using the lift, they must let the MetroAccess operator know.

Please follow these simple safety steps when using the lift:

- Power off any electric mobility device off before the lift moves.
- Lock the wheels of any mobility device equipped with brakes.
- Standing riders should hold both railings if able to do so.
- MetroAccess operators are not authorized to drive with riders on the lift.
MetroAccess vans have lifts that are equipped to safely handle a wide range of mobility devices. MetroAccess will transport any mobility aid and occupant if the lift and vehicle can safely accommodate them.

**RULES FOR RIDING METROACCESS**

Please follow these simple tips for a happy and safe ride:

- Children 5 years and under must be accompanied by an adult.
- Smoking (including use of e-cigarettes) or eating on board is not permitted.
- Drinks on board are allowed, but only if they’re in spill-proof containers, like water bottles or travel mugs with lids.
- Drinks that are NOT permitted include open cans, bottles without caps and disposable cups with lids and straws.
- Please wear shoes and shirts when riding.
- Riders who fall asleep on board the bus are at risk of being injured from unexpected movements or stops. Please stay alert for the best possible experience.
- Please ride quietly. Playing a radio or musical instrument is not appropriate on the bus.
- Please be considerate of fellow riders with chemical sensitivities by limiting use of colognes and perfumes.
- Riders with disabilities who have health-related open sores and wounds should ensure that all sores and wounds are properly covered

Any rider, including those with disabilities, may be refused access to public transportation if visible body fluid leakage or dripping is occurring.

**TRANSPORTING CUSTOMER ITEMS**

MetroAccess operators are primarily responsible for the safety of the rider.

MetroAccess operators are required to carry up to 4 bags with a combined weight of no more than 20 pounds. Any items exceeding this limit will be the responsibility of the rider to transport to and from the vehicle without the assistance of the operator.
Riders must be able to maintain control of all packages or see that they have been secured properly while on the vehicle during transport. Customers needing additional assistance are encouraged to bring a Personal Care Attendant or a companion for these trips. Attempting to bring more than the allowed amount of items may result in a service disruption.

Any large, oversized items (i.e. large boxes, bags, etc.) that cannot be held by the rider or properly secured will not be transported. All bags, luggage, large boxes, etc. must have handles for the operator to hold. The carrying of packages by the vehicle operator between the origin/destination and the vehicle must be done in one trip. The vehicle operator is not permitted to make multiple trips to or from the vehicle.

Operators will handle all belongings with care, but Capital Metro will not be responsible for broken, damaged, spoiled, lost or stolen items.

**REACHING THE DESTINATION**

Riders must remain seated until the vehicle comes to a complete stop and the vehicle operator has indicated it is safe to prepare to exit the vehicle. The MetroAccess operator will assist the rider from the vehicle.

**OPERATORS ARE EXPECTED TO:**

? Operate the vehicle safely under all circumstances.

? Wear the proper uniform, including identification.

? Get out of the vehicle and announce their arrival. Operators who are providing curb-to-curb service or who are picking a customer up at an address that is not at ground level are not required to go to the door to announce their arrival.

? Verify the identity of the rider being transported by visually inspecting the MetroAccess ID card.

? Offer assistance to the rider by pushing a manual wheelchair or offering an arm for guidance.

? Collect the proper fare before assisting riders into the vehicle.

? Operate the lift for any customer who requests it: Safety is the top priority.
Transport the customer only to the pre-scheduled location, unless directed otherwise from a supervisor or dispatch.
Be courteous and respectful at all times.

**OPERATORS ARE PROHIBITED FROM:**

- Entering past the front entrance of a public building.
- Entering a customer’s residence.
- Leaving vulnerable riders unattended in a vehicle.
- Losing sight of their vehicle.
- Maneuvering a wheelchair up or down more than 1 step.
- Manually lifting or carrying riders.
- Taking trip reservations or cancellations from a rider.
- Using a personal cell phone while operating a vehicle or providing assistance to a rider.
- Accepting monetary tips or gifts
- Locking/unlocking building doors.
- Operating the controls of an electronically operated mobility device.
- Maneuvering an inoperable wheelchair.
- Transporting riders who have uncovered health-related open sores and wounds or who are displaying visible body fluid leakage.

**DISRUPTIVE BEHAVIOR AND RULE VIOLATIONS**

Service disruptions, rule violations or dangerous behavior while traveling on a MetroAccess vehicle may result in suspension of paratransit service. When a rule violation occurs, Capital Metro shall make every effort to work toward resolution by identifying the problem and, if appropriate, working with the customer to find an alternative solution to suspension.

**NO-SHOW AND LATE CANCELLATION POLICY**
Customers who frequently fail to properly cancel a trip, do not show up in time for their scheduled ride or (in the case of hand-to-hand customers) whose caretakers fail to be present to receive them at time of drop-off will be subject to a progressive penalty that may lead to service suspension. Events that are beyond the customer’s control (medical emergencies, hospital stays, sudden illness, etc.) will be marked no-fault at the discretion of MetroAccess administration. No-fault no-shows are not counted against a customer for the purposes of this policy.

The following actions are considered no-show occurrences for the purpose of this policy:

? When a vehicle arrives for a rider inside the trip window and the customer does not board the vehicle within 5 minutes.
? When a customer refuses a scheduled trip at the door (also known as a Cancel at the Door).
? Late cancellations that occur 1 hour or less from the beginning of a 30 minute window trip time (also known as a Late Cancel).
? When a hand-to-hand customer’s caretaker is not present to receive at the time of drop-off.

**NO-SHOW SUSPENSION POLICY**

Once a customer reaches 4 no-shows in a single calendar month and if these no shows total 11 percent or more of their trips in that calendar month, the MetroAccess suspension policy will take effect. No customer shall be suspended under this policy for having 3 or fewer no-show occurrences in a month. The 11 percent no-show tolerance amounts to 3 times the historical no-show rate of 3.5 percent. The progressive suspension policy is as follows:

? First suspension occurrence will result in a 4-day suspension penalty.
? Second suspension occurrence will result in a 7-day suspension penalty.
? Third suspension occurrence will result in a 14-day suspension penalty.
? Fourth suspension occurrence will result in a 30-day suspension penalty.
? Fifth through twelfth suspension occurrences will be reviewed by the No-Show Appeals Committee. The Appeals Committee will determine an appropriate action for each account. The intention of the committee is to assist the customer to reach
compliance with the policy, not to impose a harsh penalty.

In some extreme cases, customers with an ongoing pattern or practice of no-show service disruptions may face a penalty including longer-term suspension from service. These cases must be reviewed by the Director of Paratransit. The timeframe for the progressive suspension policy is 1 calendar year beginning January 1st each year.

**NO-SHOW CUSTOMER NOTIFICATION**

Each customer’s no-show occurrences are reviewed at the end of each calendar month for excessive no-show violations. Customers with 4 or more no-shows and whose no-shows also exceed 11 percent or more of their trips in a month will be notified by mail with a letter containing:

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

Suspension notification letters are sent to all customers who are in violation of the policy.

**NO-SHOW APPEAL PROCESS**

Before no-show suspension may take place, Capital Metro will notify the customer by mail of the intention to suspend service. This notification shall inform the customer of the reason(s) for the proposed no-show suspension and shall state that the customer has a right to appeal. Customers must request a no-show suspension appeal hearing within 15 calendar days after receipt of the No-Show Policy violation suspension letter.

The rider may request a suspension appeal hearing by:

Telephone: 512-852-7272
Fax: 512-369-7779
Email: metroaccess@capmetro.org
Postal Mail: MetroAccess No Show Appeals
2910 E. 5th Street, Austin, TX 78702
The no show appeal committee will consist of a 3 person panel of individuals not involved in the original decision.

THE NO-SHOW APPEAL COMMITTEE WILL:
? Conduct a hearing within 30 calendar days of the customer’s request to rescind the suspension decision.
? Only meet to address suspension of service.
? Affirm or rescind the decision within 30 working days after the hearing.

Unrestricted service will continue until the committee renders its decision. If the appeal appointment is no-showed without notification or rescheduled by the customer beyond 30 days from the original request date, then the original suspension will be upheld. The decision of the appeals committee is final.

The no-show appeal process is unrelated to eligibility and will not be used for contesting established Capital Metro policies.

SERVICE SUSPENSION APPEAL PROCEDURES
This appeal process applies to service suspensions resulting from ongoing service disruptions, behavioral issues or other policy violations. Service suspensions that are a result of illegal, threatening or dangerous behavior will be addressed separately with the Director of Paratransit and Capital Metro Security. This service suspension appeal process is unrelated to either the eligibility or no-show appeal processes and may not be used for contesting established Capital Metro policies.

Before suspension or termination of service may take place, Capital Metro must notify the customer by certified mail of the intention to suspend service. This notification shall inform the customer of the reason(s) for the proposed suspension and shall state that the customer has a right to appeal.

A service suspension appeal hearing may be requested within 5 working days after receipt
of service suspension notice by:

Telephone: 512-852-7272
Fax: 512-369-7779
Email: metroaccess@capmetro.org
Postal Mail: Capital Metro Accessible Services 2910 E. 5th Street
Austin, TX 78702

If the customer does not request a suspension appeal hearing within 5 working days, service will be suspended on the 6th day. The customer will be notified by certified mail of the suspension/termination and the effective day of the suspension.

Should the customer request a suspension appeal hearing concerning the suspension of existing service, an appeal committee consisting of a 3-person panel of individuals not involved in the original decision will be formed.

THE SERVICE SUSPENSION APPEAL COMMITTEE WILL:
? Conduct a hearing within 30 working days of the customer’s request to rescind the suspension decision.
? Only meet to address suspension of service.
? Affirm or rescind the decision within 30 working days after the hearing.

Service will not be provided to the customer during this appeal process. The decision of the appeals committee is final.

TETHER STRAP PROGRAM (FREE)

Capital Metro offers a voluntary service that provides FREE yellow tethers (nylon loops) or yellow identification tape for wheelchairs that are difficult to secure on our fixed-route or MetroAccess vehicles. This program is not limited only to MetroAccess registered customers and is therefore open to all Capital Metro customers free of charge. Trained professionals will evaluate your wheelchair to determine the best location to place the tethers or tape. In order to receive this service, reservations must be made by calling 512-
TRAVEL TRAINING (FREE)

Capital Metro’s Travel Training program is a free service for older adults and people with disabilities. Each participant will work one-on-one with a skilled travel trainer to develop a personalized plan to enable them to successfully utilize the fixed-route bus system and/or MetroRail. The training can be based on a specific route or can focus on overall system orientation. The training will focus on skills to increase independence such as:

- How to plan a route
- Purchasing and using bus passes
- Recognizing buses and bus stops
- Boarding and departing a bus
- Identifying landmarks
- Safe and proper street-crossing skills
- Stranger awareness
- Emergency procedures
- Appropriate social behavior on buses
- Other various tools and tips to help promote independence

INDIVIDUAL INSTRUCTION

Prior to beginning Travel Training, the participant is evaluated to assess their skill level in order to tailor the program and learning tools utilized during training. The individualized plan and training with a highly skilled travel trainer allow the participant to feel confident in their ability to ride Fixed Route services independently.

GROUP PRESENTATIONS

Small group presentations regarding general system orientation are also provided by Capital Metro’s Travel Trainers. To take advantage of this free program, please contact a Travel Trainer at 512-369-6083 for additional information.

PATHWAY ASSESSMENT
For individuals with conditional eligibility, a pathway assessment may be conducted on the route taken from a rider’s home to the bus stop, any bus transfer points and from the bus stop to the rider’s final destination. The field assessment will record the condition of such things as sidewalks, curb ramps, crosswalks, traffic signals, bus stops and any additional architectural barriers.

If this pathway is found to be accessible based on the rider’s specific level of conditional eligibility, she or he will be required to ride Capital Metro’s fixed-route bus service or find some other means of transportation. Riders will be given a transitional grace period to allow for time to transition from MetroAccess service for this particular trip.

Capital Metro’s free Travel Training program can assist with the transition to Capital Metro fixed route bus service. Please call the Pathway Assessment Team at 512-852-7284 for more information regarding the pathway assessment process.

**CAPMETRO APP (FREE)**

Registered MetroAccess customers have the ability to purchase MetroAccess and reduced-fare fixed-route tickets and passes through the CapMetro App. The app is available for download from the Apple Store, Google Play and the Windows Phone Store. Visit capmetro.org/app for details.

**VEHICLE ARRIVAL NOTIFICATION (FREE)**

Trip notification is an optional feature of MetroAccess in which an automated telephone call or text message notifies the customer that their vehicle will arrive shortly. Accuracy and availability of this feature are not guaranteed. To enroll, speak with a MetroAccess Call Center agent.

**NEXT-DAY TRIP ITINERARY (FREE)**

An optional feature of MetroAccess in which an automated telephone call, text message or email notifies the customer of their trips for the next day. To enroll, speak with a MetroAccess Call Center agent.

**AUTOMATED TELEPHONE SYSTEM (FREE)**

When calling MetroAccess at 512-852-7272, riders have the ability to access account
management features through the MetroAccess automated telephone system. Through this system, they can create (up to 6 days in advance), cancel and confirm trips; access basic eligibility information; and (if they have a pickup in the next hour) hear the estimated time the vehicle will arrive.

**ONLINE ACCOUNT MANAGEMENT SYSTEM (FREE)**

Riders have the ability to access account management features online by visiting capmetro.org/maonline and logging in with their MetroAccess user ID and numeric password. Through this system, they can create (up to 6 days in advance), cancel and confirm trips. Customers can also submit updates to contact information and send us feedback at any time.

Navigate the MetroBus and MetroRail systems confidently by taking advantage of the free travel training program.

**SECTION 11: CUSTOMER FEEDBACK & OPPORTUNITIES FOR INVOLVEMENT**

**COMMENTS, COMPLIMENTS AND COMPLAINTS**

For compliments about MetroAccess staff members, concerns about the service, complaints, general questions, or suggestions please contact Capital Metro Customer Service by:

Telephone: 512-385-0190  
Email: customer.service@capmetro.org  
Postal Mail: Capital Metro Customer Service  
2910 E. 5th Street, Austin, TX 78702

**CUSTOMER ADVISORY COMMITTEES**

The Customer Satisfaction Advisory Committee (CSAC) meets the second Wednesday of
each month to provide guidance and advice on Capital Metro planning and operations across its various services.

The Access Advisory Committee meets the first Wednesday of each month to provide guidance and advice on how to better serve Capital Metro riders with special needs, such as customers with disabilities, language barriers or other challenges experienced on any Capital Metro service, including MetroBus, MetroRail, MetroFlex and MetroAccess.

For more information (including current meeting dates, times and locations), please visit: capmetro.org/public.aspx or call the GO line at 512-474-1200.

**REASONABLE MODIFICATION OF POLICIES AND PROCEDURES**

Capital Metro is committed to the Americans with Disabilities Act (ADA) and complies with all applicable rules and regulations issued by the United States Department of Transportation (USDOT) and the Federal Transit Administration (FTA). Capital Metro provides reasonable modification to policies and procedures to customers with disabilities to ensure they can effectively use the agency’s transit services.

For complete details on how to request a reasonable modification please visit: capmetro.org/accessibility.aspx or call 512-389-7583.

MetroAccess ADA Paratransit is only provided during hours and days in which regular fixed-route service is provided.

**METROACCESS OFFICE HOURS:**
MetroAccess Administrative Office Weekdays 8 a.m. - 5 p.m.

MetroAccess Call Center Weekdays 7 a.m. - 6 p.m.
Saturday and Sunday 8 a.m. - 5 p.m.

**PLEASE DIRECT POSTAL MAIL TO:**
MetroAccess Accessible Services 2910 E. 5th Street
Austin, TX 78702
Telephone: 512-852-7272 (PARA)
Fax: 512-369-7779
Email: metroaccess@capmetro.org

Telephone: 512-852-7501
Fax: 512-369-7779
Email: eligibility@capmetro.org

Telephone: 512-852-7272 (PARA)
Online: capmetro.org/maonline
Telephone: 512-369-6083
Email: traveltraining@capmetro.org

Telephone: 512-385-0190
Email: customer.service@capmetro.org
Online: capmetro.org/contact

<table>
<thead>
<tr>
<th>Capital Metro Administration</th>
<th>512-389-7400</th>
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<tbody>
<tr>
<td>Lost &amp; Found:</td>
<td>512-389-7454</td>
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<tr>
<td></td>
<td><a href="mailto:lostandfound@capmetro.org">lostandfound@capmetro.org</a></td>
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<tr>
<td>Fixed-Route (Bus and Rail)</td>
<td>512-474-1200</td>
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<tr>
<td>Information</td>
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<tr>
<td>Ride Share (Carpool/Vanpool)</td>
<td>512-477-7433 (RIDE)</td>
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<td><a href="mailto:alternative.transit@capmetro.org">alternative.transit@capmetro.org</a></td>
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<tr>
<th>Capital Area Rural Transportation (CARTS)</th>
<th>512-478-7433 (RIDE)</th>
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<tr>
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<td>ridecarts.com</td>
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<td>Service</td>
<td>Telephone Number</td>
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<tr>
<td>Emergency Transportation</td>
<td>911</td>
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<tr>
<td>Relay Texas (for people with hearing disabilities)</td>
<td>711</td>
</tr>
<tr>
<td>Speech-to-Speech Relay Services (for people with speech disabilities)</td>
<td>1-877-826-6607</td>
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</tbody>
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30-minute Ready Window: The time frame when a rider can expect to be picked up. Riders must be ready to board the vehicle within 5 minutes after the vehicle arrives.

Actual Vehicle Arrival Time: The time that the vehicle arrives at the ride origin and is ready to be boarded.

Actual Vehicle Departure Time: The time that the vehicle departs the ride origin.

Actual Vehicle Drop-Off Time: The time that the vehicle arrives at the ride destination and is ready for de-boarding.


ADA Paratransit Eligible: The status given to a person who has been determined eligible to use MetroAccess transportation under the ADA Paratransit Program.

Attendant: May also be referred to as a Personal Care Attendant (PCA). A person traveling as an aide, such as a Personal Care Attendant, requested by a person with a disability to facilitate travel and having the same origin and destination as the person with a disability.

Companion: A person (who may or may not be registered with MetroAccess) other than a PCA traveling with an ADA eligible rider and having the same origins and destinations as the eligible person.
Conditional Eligibility: When an ADA eligible person can use fixed-route unless certain conditions are present that prevent them from getting to or from or navigating fixed route service.

Curb-to-curb: Vehicle operators assist rider into and out of the vehicle only. Operators must not leave the direct vicinity of the vehicle and are not required to provide assistance beyond the curb of the origin or destination.

Demand Trips: Eligible riders who call in ride requests for non-routine rides at least 1 day and up to 6 days in advance of the desired ride.

Destination: The location where a rider de-boards a vehicle at the completion of a ride.

Dispatching: The act of issuing instructions and receiving communications to and from vehicle operators via radio contact and electronic manifests.

Door-to-door: Vehicle operators assist riders to the door of the origin and to the door of the destination but are not permitted to cross the threshold of either location.

Eligibility Evaluation Trip: Trips that are provided free of charge, upon request by the applicant, to and from an appointment where Eligibility staff will determine eligibility for ADA transportation.

Eligible Rider: A person registered with Capital Metro as eligible to use MetroAccess.

Fare: Capital Metro determined cost to the rider for a ride on any mode of Transportation provided by Capital Metro.

Fixed-Route Services: Bus or train service operated or subcontracted by a transit agency in which a vehicle is operated along a prescribed route according to a fixed schedule.

Hand-to-hand: Riders who, due to a disability-related condition, cannot be left alone and must be delivered to the care of a responsible party (e.g. caretaker, guardian).
Manifest: Written record of information required for the vehicle operator’s transportation delivery and drop-off instructions, including scheduled and actual times.

MetroAccess: Capital Metro’s paratransit transportation service operated under the policies set forth in Capital Metro’s ADA Paratransit Service Plan.

MetroAccess Call Center Agent: An individual who responds to requests for transportation and informs a rider of the disposition of the ride request.

MetroAccess ID number: The unique rider number assigned by Capital Metro and appearing on the MetroAccess photo ID card.

MetroAccess Monthly Pass: Pass issued or recognized by Capital Metro as valid tender for the fare.

On Time: Within the 30-minute ready window of the scheduled trip.

Origin: The location where a rider boards a vehicle at the beginning of a ride.

Personal Care Attendant (PCA): A person designated specifically to help an individual with a disability meet his or her personal needs.

Registered Customer: A person registered with Capital Metro as eligible to use MetroAccess.

Return Trip: Second leg of a round trip.

Round Trip: When a rider returns to the point of origin from a single destination within the same day (counted as 2 trips).

Scheduled Pickup Time: Time that serves as the middle of the 30-minute ready window (15 minutes before and after the scheduled time).

Service Animal: Any animal that a rider identifies as a trained animal and is needed by the
rider, their Personal Care Attendant or companion to help with daily activities.

Service Provider: For the purposes of this guide, a company under contract to Capital Metro who transports MetroAccess riders. This may include dedicated service providers using vehicles with the MetroAccess logo or overflow service providers operating a taxi.

Shared Ride Service: Transportation service in which multiple riders may be transported at the same time, on the same vehicle, with non-sequential pickups and drop offs.

Subscription Trip: A standing reservation for a ride in which a single individual goes between the same origin and destination, at the same time, a minimum of 1 time per week.

Vehicle Operator: Synonymous with Driver; employees or contractors who operate vehicles transporting riders.