

Operated by  
Central Texas Rural Transit District

P.O. Box 712, Coleman, TX 76834

325-625-4491 | 1-800-710-2277

[www.cityandruralrides.com](http://www.cityandruralrides.com)

Public Transportation  
*Passenger Handbook*



Serving the following counties:

Brown

Callahan

Coleman

Comanche

Eastland

Erath

Nolan

Runnels

Shackelford

Stephens

Rural Taylor

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**I. General** – City And Rural Rides serves a large diverse population of individuals with varying ages (children, teenagers, adults and elderly), physical challenges, economic and financial status, and ethnic backgrounds.

Central Texas Rural Transit District shall ensure that no person shall be excluded from the participation, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by CTRTD, solely by the reason of his/her race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law. CTRTD assures full compliance with Title VI of the Civil Rights Acts of 1964, the Americans With Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 1973 as amended (section 504), the Civil Rights restoration Act of 1987 and related statutes and regulations in all programs and activities.

## **II. Operations**

**A. General** – The following operating Policies and Procedures were established for City And Rural Rides.

**B. Hours** – C.A.R.R. shall operate a fleet of vehicles and contracted supplemental vehicles as approved by the CTRTD Board of Directors. Vehicles shall be operational from 7:30 a.m. to 5:30 p.m., Monday through Friday for Public Transit Services. Public Transit Service is not offered on weekends. Services will not be available on the following Holidays:

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

Medical Transportation program trips will be provided as approved by the HHSC Medical Transportation on all days except Thanksgiving, Christmas Day, and New Year's Day. CTRTD will be available to transport Medical Transportation dialysis recipients when the recipient's regular scheduled days are moved to Sunday due to a Holiday. Operation Hours for the delivery of transportation service will be Monday through Saturday to allow for transporting recipients (ambulatory and non-ambulatory) for arrival to appointments for program eligible services and return to authorized destination upon completion of service appointment. Recipient health care appointments may be scheduled as early as 5:30 a.m. and as late as 7:00 p.m.

CTR TD's office hours are Monday through Friday from 5:00 a.m. to 7:00 p.m. local time (including lunch hours). Offices may be staffed with skeleton crews for all other agency holidays and supervisors are on call 24 hours a day and may be contacted in the event of an operator problem.

### **C. Fare Structure**

**Cash:** A fare per each one-way trip shall be charged to all eligible passengers and their escorts with the exception of required personal care attendants, who may travel with an eligible passenger at no cost. Fares are based on a one way trip. This means that each time the vehicle is boarded, the fare must be paid by cash, or check, based on the fare schedule. Drivers cannot make change. All fares must be paid by exact change only. If trip demand allows, a customer may request an added trip to obtain exact change, however no guarantee of on time delivery. A fare will be charged for the additional trip. Failure to do so will result in no service for that trip and the trip will be reported as a No Show. At this time, credit cards are not accepted.

1-5 miles	\$1.00
6-10 miles	\$2.00
11-15 miles	\$3.00
16-20 miles	\$4.00
21-25 miles	\$5.00
26-30 miles	\$6.00
31-35 miles	\$7.00
36-40 miles	\$8.00
41-45 miles	\$9.00
46-50 miles	\$10.00
51-55 miles	\$11.00
56-60 miles	\$12.00

**Pre-paid Fare Passes:** CTR TD sells prepaid fare passes. This option allows the customer to pay for trips in advance. As an incentive to purchase prepaid passes sold in \$20.00 increments, customers receive \$4.00 of free rides. When using a prepaid fare ticket, drivers will validate proper fare amount. Tickets are not redeemable for cash. CTR TD is not responsible for lost or stolen tickets.

**Medical Transportation under HHSC:** CTRTD provides transportation services to medical facilities including doctors' offices, dentist, hospitals, etc. Medicaid recipients may qualify for Title XIX Medical Transportation services, to determine eligibility customers must contact HHSC at 1-877-633-8747, Monday – Friday, 8:00 am – 5:00 pm. Due to contract requirements, no General Public rides may be performed between HHSC approved rides.

**American Medical Response (AMR):** AMR recently partnered with the HHSC to manage Medical Transportation for participants in Region 3 (Abilene area). For trip information and “Where’s my ride?” participants should contact 1-866-849-2062, Monday – Friday, 8:00 am – 5:00 pm.

**D. Inclement Weather** - If inclement weather exists, CTRTD may with approval of the General Manager reschedule or cancel service. Employees are to report to work unless otherwise informed by Dispatch or direct supervisor. CTRTD will attempt to inform passengers by using local radio stations, television stations, and through IVR callouts.

**E. Service Type – Demand Response Service.** C.A.R.R. provides a curb-to-curb demand service. Door-to-door service upon advance request will be provided. Request for service must be made at least two business days prior to the desired trip date.

**F. Requesting Service –** Requests for service shall only be accepted by C.A.R.R. from 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 5:00 p.m., Monday through Friday. Each original and return trip will be recorded separately, and each direction shall be recorded as a one-way trip. The trip shall be scheduled to show the required time to be at destination. Passengers are responsible for calling CARR’s toll free phone number when ready for pick-up; to request return trip home (RTO) or to continue additional scheduled trips. RTO’s are accepted until 5 p.m. in all counties. Passengers must take into consideration travel time when requesting RTO. Request must allow sufficient travel time or the passenger may be required to find other means of transportation.

In order to schedule a trip, one must speak with a scheduler/dispatcher who will require the following in scheduling a trip:

1. Passenger Name
2. Date of Birth
3. Address
4. Phone Number
5. Assistance Needs
6. Emergency Contacts
7. Destination Name
8. Destination Address
9. Request Time

**1. Advance Scheduling** – A request for demand service should be made at least two business days or up to 60 days prior to the desired trip time. Trips must be scheduled in the order wished to complete; trips cannot be rearranged the day of travel. Rides are scheduled based upon seating, vehicle and capacity availability.

**2. Same Day Scheduling** – Request for same-day service will be accepted from 8:00 a.m. to 3:30 p.m. Monday through Friday. The dispatcher will attempt to schedule both the origin and return trip into existing schedules utilizing the following criteria:

- a) The vehicle must have seating/mobility device space available.
- b) The vehicle must be in the near vicinity/location of the origin and destination in order to accommodate the request without disrupting the passengers already scheduled.
- c) Time must be available to allow the trip to be accommodated without disrupting the passengers already scheduled.
- d) The dispatcher may refuse the request for same-day service if it cannot be worked into the existing schedule or it otherwise causes operational problems for C.A.R.R.

The passenger will be advised, when accepting the same-day, that there may be considerable waiting time for a return vehicle during peak periods.

**G. Riding C.A.R.R.** – City And Rural Rides is a public transit system, providing rides for many passengers each day. Drivers cannot be at three or four pick-up points at one time and must allow for time to ensure that customer makes it from origin to destination by scheduled appointment time. Therefore, passengers must be ready for pick-up and allow for travel time for transportation to destination. For local scheduled trips, passengers should be ready at least one hour and 45 minutes prior to required arrival time at destination. In the event that a rider will be required to be ready earlier, then Dispatch will contact passengers by telephone as to the approximate pick-up time. CARR will attempt to drop off passengers no more than 1 hour prior to requested time. It is the responsibility of the public transit passenger to ensure the requested drop off destination will allow early entry. Drivers are permitted to drop off public transit passengers regardless of inclement weather and/or entry.

When passenger calls for return pick up, CARR will make every effort to pick them up within 1 hour of their call.

When the driver arrives at the pick-up location, he/she is not required to wait more than five (5) minutes for the public transit passenger, ten (10) minutes for medical transportation HHSC passenger. Drivers will honk, knock, and ask dispatch to make courtesy call if phone number is available. Drivers will leave a no-show card at passenger's home if it can be done safely and confidentially. A no-show card will simply notify the passenger that CTRTD arrived and left the pick-up location.

Service may not be rendered if origin or destination location cannot be accessed by the vehicle or if the location does not provide safe passage for the vehicle or safe access to and/or from the vehicle by the passenger. The driver shall attempt to make reasonable accommodations and if not possible then they shall immediately call the Dispatch office for further instruction in such a case. Steep driveways, low hanging trees/limbs, deteriorated sidewalks, backing situations, etc. may result in denial of service.

To increase efficiency, C.A.R.R. is a “shared-ride” service; passengers must often ride while other passengers are picked up and dropped off. Personal items must stay in the custody of the passenger; no items should be left unattended on the CARR vehicle at any time.

- Drivers are not responsible for lost, stolen or damaged items.
- Drivers are not permitted to lock/unlock passenger's door.
- Drivers may provide door-to-door service when requested at time of advanced scheduling, but are not permitted to enter a passenger's home.
- Drivers are not permitted to maneuver a mobility device up or down steps or along gravel areas.
- Drivers are not permitted to lift passengers.
- Drivers are not allowed to exit vehicle to assist or enter upon property (fences or porches) unless animals are restrained to avoid possibility of biting.
- Drivers have the discretion to assign seats and determine mobility device placement when necessary for the efficiency and/or safety of the operation.

## **H. Rules for Passenger Conduct**

Rules of conduct on City And Rural Rides Transit Vehicles are the same as the laws governing conduct in public places.

- The driver and all passengers are required to use seat belts. If a passenger refuses to wear his or her seat belt, the driver should call the dispatch office for further instructions.
- Proof of a physician's statement of a passenger's inability to wear a seat belt must be shown to waive this requirement.
- Passengers utilizing mobility devices will be required to have their mobility device properly secured with a six point tie down safety restraint system, including shoulder and lap belts. If the passenger is unable to wear a shoulder or lap belt due to medical reason, then they must provide proof of a physician's statement.
- If a passenger is unable to fit within the seat belt due to size, then an extension will be utilized. If an extension is unavailable at the time of transport, the driver will ask the passenger to sit in the furthest back seat possible for their safety before transporting. They will also notify the Operations Manager so that a seat belt extension can be ordered.

No person shall, while interacting with a C.A.R.R. employee and/or as a passenger on any vehicle that is operated by C.A.R.R. as a public conveyance, do any of the following acts:



- 3.** Smoke or possess any lighted or smoldering pipe, cigar, or cigarettes
- 4.** Consume any beverages, food, or alcohol (unless medically necessary).
- 5.** Intentionally deface, damage, write upon, or soil any part of the vehicle;
- 6.** Spit, urinate, or defecate in or upon any vehicle;
- 7.** Throw, deposit or place paper, bottles, cans or any other garbage or solid waste in or upon a vehicle;
- 8.** Throw any object of any kind within a vehicle or out any door or window of a vehicle;
- 9.** Play audio or video devices, unless played through headphones so that it is inaudible to other passengers and the driver;
- 10.** Bring any pet or animal on to a vehicle other than a guide dog accompanying a person with a disability, or an animal in a cage or approved standard pet carrier;
- 11.** Stand or walk around in a vehicle while it is in motion;
- 12.** Possess any explosives or carry any corrosive acid or flammable liquid not in a sealed container;
- 13.** Possess firearms, with the exception of law enforcement officers;
- 14.** Bring any laundry on board unless it is in an enclosed bag;
- 15.** Intentionally interfere or conduct any unnecessary conversation with the driver, so that the driver's attention will not be diverted from the safe operation of the vehicle;
- 16.** Use profane or abusive language toward the C.A.R.R. employee or other passenger or act in a hostile or threatening manner while on board the vehicle;
- 17.** Board intoxicated;
- 18.** Present a significant risk to the health or safety of others;
- 19.** Bring on board any baggage or articles which, due to their size, would restrict free movement of passengers;
- 20.** Bring on board gasoline or a gasoline container or any type of hazardous material. (Respirators and portable oxygen supplies are permitted

to be carried and used on board by a person needing them for health reasons);

**21.** Permit unauthorized passengers or hitchhikers;

**22.** Board with unreasonable personal hygiene;

**23.** Conduct any unnecessary conversations of a personal nature that could be viewed as offensive or harassment.

**24.** Conduct any unnecessary contact with self, driver and/or a passenger that could be viewed as offensive or harassment.

CTRTD may refuse to transport or may eject any persons violating the provisions contained above. If assistance is required, the driver should contact Dispatch or appropriate member of management.

**I. Monitoring and Surveillance** – For our customers’ safety and security, activities on and around CARR vehicles and facilities may be visually and audibly recorded.

Cameras protect passengers and employees from dangers by serving as deterrents, assisting in monitoring and training for employees regarding emergency situations, incidents/accidents, various training components to include customer service, and aiding in investigations as necessary. Drivers are to immediately notify the Information Technology Specialist, if unavailable then their immediate supervisor with any issues related to video surveillance equipment.

**J. Special Circumstances**

**1. Transportation of Children** – All children who are under eight years of age are required to be restrained in an approved child passenger safety seat unless the child is at least 4 feet, 9 inches in height as State law mandates. The passenger must provide the car seat. Children under 1 year of age should have child safety restraint rear-facing seat. Passengers traveling with infants, as their escorts will be required to provide their own infant carrier approved for use in vehicles. The passenger will be responsible for placing the infant into the carrier and securing the carrier with a safety belt.

The passenger and escort must both be ready at the door when the vehicle arrives. The infant will not be allowed to ride up the lift with a passenger utilizing a mobility device. The infant’s car seat will be secured by a safety belt to the vehicle seat during transport.

The minimum age for a child to travel alone aboard C.A.R.R. is fifteen (15) years of age. Children under the age of fifteen (15) must have an adult (18 years or older) attendant accompany them during transport. The General Manager may grant exceptions. If appointment necessitates that an adult attendant serve as personal care attendant such as medical and dental appointments then the condition will warrant a free ride for attendant.

**2. Accommodation of Mobility Devices** – C.A.R.R. will accommodate mobility devices, which do not exceed 30 inches in width and 48 inches in length when measured two inches above the ground.

Any passenger who utilizes a mobility device shall ensure the brakes on the device are in working order before transportation can be provided. City And Rural Rides will make every reasonable effort to accommodate various models available to passengers. However, due to the increasing size and weight of such equipment, some limitations will be necessary in order to ensure the safe transport of the mobility device and passengers.

**3. Personal Care Attendants** – C.A.R.R. allows a personal care attendant to accompany a passenger at no additional charge when such an attendant is required to utilize the C.A.R.R. service. Passengers are required to supply their own attendants at their own expense. Generally, the following conditions would warrant a fare-free attendant:

**Immobility** – If the passenger is unable to provide self-mobility, or if self-mobility is possible but a great risk of falling or physical injury exists, and the assistance of an attendant would provide mobility or lessen the danger of injury, then the passenger's attendant may accompany the passenger at no cost.

**Disorientation** – If the passenger, due to a visual or mental impairment, is unable to properly orient him/herself and navigate to reach a particular destination, and if the assistance of an attendant would overcome the problem, then the passenger's attendant may accompany the passenger at no cost.

**Non-Comprehension** – If the passenger, due to mental impairment, is unable to adequately perform those mental processes necessary to handle common occurrences or is unable to effectively control his/her own actions, and if the

assistance of an attendant would overcome the problem, then the passenger's attendant may accompany the passenger at no cost.

**Communication Impairment** – If the passenger is unable to effectively transmit or receive communications due to sensory or mental problems and if these problems would prevent the passenger from using the service, then the passenger's attendant may accompany the passenger at no cost.

**Other** – Other impaired passengers not included in these general guidelines may also be eligible if, in the opinion of a licensed physician, the passenger would be unable to use C.A.R.R. without the aid of an attendant. The reasons supporting this opinion should be clearly stated in writing by a physician and submitted to the General Manager. The General Manager has final determination of need for personal care attendants.

Personal care attendants are required to specifically assist the passenger. This assistance includes, but is not limited to, the following duties:

- Assisting the passenger from his/her door to the bus and back again;
- Opening doors;
- Pushing mobility device to and from the vehicle;
- Transfer assistance from mobility device to a seat;
- Carrying packages; and
- Communicating with the driver (if passenger is unable).

If an attendant does not specifically perform some type of assistance for the passenger, then that individual is not considered an escort and is charged the normal fare. Attendants are not to assist in mobility device boarding or securement; this is the driver's responsibility.

**4. Service Animals & Accommodation of Animals – C.A.R.R.** requires all animals to be secured in a pet travel carrier with the exception of service animals as described below.

It is the policy of C.A.R.R. to allow service animals to accompany their owner without restraint. Under the Americans with Disabilities Act of 1990, a service animal means any guide dog, signal dog, or other animal that is required to aid the owner and that is individually trained to do work or perform tasks for the benefit of an individual with impaired vision, alerting individuals with impaired hearing to intruders or sounds providing minimal

protection or rescue work, pulling a mobility device or retrieving dropped items.

The Americans with Disabilities Act of 1990 allows for the imposition of legitimate safety requirements that are necessary for the safe operation of C.A.R.R. C.A.R.R. can generally require use of a secured pet travel carrier for any animal that in the opinion of the General Manager or his/her designee is a health or safety hazard regardless of the training or function the animal serves for its owner. Handler maintains full responsibility of service animal.

**5. Carry-On Packages** – Passengers shall limit their carry-on packages to not more than the equivalent of five (5) brown paper grocery bags or ten plastic bags per person. An attendant may travel to assist with the loading/unloading of packages. Oversized packages will be refused for transport. Packages must be limited to no larger than a brown paper grocery bag. No one package shall weigh more than 20 pounds. Passengers must make other arrangements for delivery of any item larger than specified. Drivers may assist with carry-on packages but are not required to.

**6. Medical Oxygen for personal use** – Oxygen will be transported only when medically necessary. It will be in a cylinder maintained in accordance with the manufacturer’s instructions. The manufacturer’s instructions and precautions are usually printed on a label attached to the cylinder.

Drivers will inspect each cylinder to assure that it is free of cracks or leaks, including around the valve area and pressure relief device. Drivers will also listen for leaks. Leaking, dented, gouged, or pitted cylinders will not be transported. Cylinders will be limited to the extent necessary for the day’s trip. However, passengers must consider C.A.R.R. is a “shared-ride” service; passengers must often ride while other passengers are picked up and dropped off. Cylinders will be secured to prevent movement and leakage. They will not be placed in aisle or sources of heat or potential sparks. Under no circumstances should smoking or open flames (cigarette lighter or matches) be permitted in the passenger compartment when medical oxygen is present.

**7. Backing Policy** – CTRTD Operators are instructed to avoid BACKING UP if at all possible.

## **K. Service Suspensions and Terminations**

**1. Cancellations** – It is requested that passengers notify the dispatch office of any necessary cancellations at least two (2) hours prior to the scheduled trip. This allows the dispatch office to reassign that time to another passenger whose service request was previously denied. A cancellation is considered “late” if it is made less than two (2) hours prior to the trip (example: after 7:00 a.m. for those trips scheduled before 9:00 a.m.)

To encourage proper and timely cancellations, cancellations will be treated as no shows if not called within the time frame listed above.

**2. No Shows** – Central Texas Rural Transit District has implemented a No Show Policy for its Public Transit System known as City And Rural Rides (C.A.R.R.). A no show is defined as any instance in which a passenger does not keep their scheduled ride and fails to notify the C.A.R.R. office at least two hours prior to scheduled pick up time. Implementation of this policy has become necessary due to the rapidly increasing number of no shows. We have determined that no show trips affect not only the transit system, but also other customers. Our drivers make every effort to pick up all passengers on a timely basis, and when one of our customers is not there the drivers are required to spend time seeking out the person. This delay has caused our drivers to fall behind their anticipated daily schedules and has caused unnecessary delay for other passengers attempting to get to their scheduled destinations.

If a passenger no-shows from his/her origin, C.A.R.R. will not return to complete the trip. If a passenger later determines that they need a return trip, then they must call C.A.R.R. to attempt to schedule. C.A.R.R. will attempt to return at the earliest time possible, within service hours, depending upon vehicle availability. No guarantees of return are made. The General Manager or his designee reserves the right to authorize a driver to return for a pick up if circumstances warrant. The No-Show Policy for all Public Transportation customers will be as follows:

- a) Two no-shows within a one month period will result in a letter of notification and the passenger being placed on no-show status.
- b) A third no-show within a one month period will result in a review of past services provided and a customer's record on no-shows. This review could result in a letter of notification that riding privileges on City And Rural Rides has been suspended.
- c) If determined preventable, no-show will result in suspension of services for 1 week.
- d) A second occurrence of three no-shows within a one month period will result in a 2 week suspension.
- e) A third occurrence of three no-shows within a one month period will result in a month suspension.
- f) Suspension periods cannot be split or otherwise divided or altered without approval by the General Manager.
- g) No-shows for billed customers will be submitted to funding source for reporting purposes.

**3. Other Suspensions** – Passengers who in the judgment of the General Manager, demonstrates tendencies toward violent or destructive behavior through threats, verbal and/or physical behavior, shall have their C.A.R.R. service eligibility terminated.

**4. Appeals of Suspensions and Terminations** – Passengers may appeal their suspensions or terminations by written notification as outlined in Section IV Complaint Procedures.

The CTRTD Board of Directors and the General Manager shall have the discretion to alter the penalty as dictated by circumstances.

### **III. Complaint Procedures**

#### **Title VI Policy – Central Texas Rural Transit District – City And Rural Rides Commitment to Civil Rights**

Central Transit Rural Transit District (CTRTD) hereby gives public notice that it is CTRTD's policy to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the

participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with CTRTD. Any such complaint must be in writing or by phone and filed with CTRTD Title VI Coordinator within one hundred and eighty (180) days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complaint Forms may be obtained from this office at no cost to the complainant by calling 1.800.710.2277. You may file a complaint by calling 325.625.4491 ext. 227, or 1.800.710.2277, via email to [carrmgrs@cityandruralrides.com](mailto:carrmgrs@cityandruralrides.com), or by mail to: P.O. Box 712, Coleman, Texas 76834.

This notice is to be posted in the offices of CTRTD, on CTRTD website ([www.cityandruralrides.com](http://www.cityandruralrides.com)) and on all transit vehicles. Title VI Policy and Complaint forms are available in English and Spanish.

CTRTD does have a Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP). The plan is an attachment as part of the Title VI Program approved by the CTRTD Board of Directors, which governs activities of the District. CTRTD has no non-elected committees and councils.

### **Title VI Complaint Procedure**

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The Title VI Investigator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

Any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin, as prohibited by Title VI nondiscrimination provisions by CTRTD, may file a written complaint. A formal complaint must be filed within 180 calendar days of the alleged occurrence, or when the



alleged discrimination became known to the complainant. The complainant must meet the following requirements:

- a)** Submit the complaint in writing and signed by the complainant(s).
- b)** Present the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
- c)** Present a detailed description of the issues including name(s) and job(s).

Allegations received by fax or email will be acknowledged and processed, but a signed, original copy of the complaint with the identity(ies) of the complainant(s) and the intent is required to be mailed to CTRTD to be able to process it. Allegations received by telephone will be put into writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return to CTRTD for processing.

CTRTD will process all complaints that are completed and submitted in a timely manner. Once the complaint is received, CTRTD will review it to determine if CTRTD has jurisdiction. Complaints will be reviewed for:

- a)** Allegations involving discrimination based on race, color, or national origin;
- b)** Allegations involving a program or activity of a federal funding recipient, sub-recipient, or contractor;
- c)** The complainant(s) acceptance of reasonable resolution based on CTRTD's administrative authority.

A complaint may be dismissed if the Complainant requests the withdrawal of the complaint; fails to respond to repeated requests for additional information needed to process complaint; and/or cannot be located after reasonable attempts.

All Title VI complaints are to be sent to the Title VI Coordinator. The Title VI Coordinator will investigate the complaint. If the complaint is found to be valid, immediate measures will be taken to resolve the complaint. If the Title VI Coordinator finds the complaint to be invalid, it will be turned over to the General Manager. If the General Manager agrees with the Title VI Coordinator, the complainant will be notified that the complaint does not have merit.

If the complainant disagrees with CTRTD's response, the complainant may appeal the response by submitting a written appeal to the General Manager/CEO.

If the complainant is dissatisfied with the response or resolution to the complaint they may also file a complaint with the Texas Department of Transportation (TxDOT) or with the Federal Transit Administration (FTA) within 180 days of the alleged offense.

If you would like to file with TxDOT, please send a written complaint to: TxDOT Public Transportation  
3712 Jackson Avenue, Building 6; 5th Floor  
Austin, Texas 78731.

If you would like to file with FTA, please send a written complaint to:  
FTA Region VI  
819 Taylor Street; Room 8A36  
Fort Worth, TX 76102

A listing of Title VI complaints and/or lawsuits must be kept. This must include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by CTRTD in response to the investigation, lawsuit, or complaint. Any Title VI complaints or lawsuits must be included with the Title VI submission to FTA.

## **General Complaint Procedures**

As a recipient of Medical Transportation and Public Transportation funds, administered by the Texas Department of Transportation, CTRTD hereby attests that it will abide by the eligibility guidelines and service priorities, as stipulated and set forth in the Agency's Contracts.

In the event of a Public transportation complaint, the complainant should adhere to the complaint procedure that is listed below:

### **Complaint Procedure will be as follows:**

In the event of a complaint, the complainant should contact the Administrative office at (325)625-4491 or 1(800)710-2277 or by mail to P.O. Box 712, Coleman, TX 76834.

Upon receipt of the complaint, the CARR representative will request written detail of complaint or take an oral statement from the complainant. The complaint should include details regarding the situation: i.e. date, time, driver, problem, etc. All complaints or statements should be signed or if by telephone the actual complainant should be the person that calls. Complaints received by telephone will be investigated and resolved prior to ending the call. A written response will not be required if complainant is satisfied with the resolution. The General Manager will be notified upon receipt of all complaints, and the Operations Manager or an assigned staff member will conduct an investigation into written complaints. Upon completion of the investigation, a decision regarding the complaint will be rendered and a written response issued to the complainant no later than ten days after receipt of the complaint. A copy of the complaint and action taken will be forwarded to the funding source offices as required, and a copy will be kept on file at the CTRTD Administrative office.

In the event, the complainant is not satisfied with the decision and action taken by the Operations Manager, the complainant should notify the General Manager in writing at the below listed address.

J.R. Salazar, General Manager

Central Texas Rural Transit District – City And Rural Rides

P.O. Box 712, Coleman, TX 76834

1(800)710-2277 or Email: [jrs@cityandruralrides.com](mailto:jrs@cityandruralrides.com)

The General Manager will review all information regarding the complaint and shall have the discretion to form an impartial panel of reviewers to assist him – comprised of: Transit District Board members, or public and private social service representatives. Following a review of the complaint, the General Manager shall inform the complainant of the findings of the review panel or his decision and action to be taken regarding complaint. A decision regarding the complaint will be rendered and a written response issued to the complaint no later than ten days after the General Manager receives the complaint.

### **Additional Complaint Information**

**Medical Transportation under HHSC:** Customers must contact HHSC at 1-877-633-8747, Monday thru Friday, 8:00 a.m. – 5:00 p.m.

Upon receipt, the Operations Manager investigates the complaint by speaking with appropriate personnel involved in the incident. A copy is forwarded to the General Manager.

Upon completion, the Operations Manager documents the response via electronic mail within the specified time frame following receipt of complaint. A hard copy of the complaint (including response) is kept by the Operations Manager.

CTRTD personnel will at no time, follow up on a complaint directly with the complainant.

CTRTD shall ensure that its staff shall not retaliate or give the appearance of retaliation against an individual who has submitted a complaint against CTRTD or submitted a negative comment on the recipient survey.

### **IV. Hearing Impaired**

The agency utilizes Relay Texas to ensure access to a telecommunications system for the deaf (TDD/TTY) to facilitate communication with hard of hearing, hearing impaired and deaf recipients. “Relay Texas”, a telecommunication service established for the sensory impaired by the 71st Texas Legislature in 1989, allows an individual to make and receive calls from anywhere in the United States. The toll free number will be printed on agency pamphlets/literature.

## **What is Relay Texas and How Does it Work?**

### **Relay Texas**

Relay Texas provides telephone interpreting service between people who can hear and those who are deaf, hard of hearing, deaf-blind, or speech-disabled. Relay Texas agents have computers that enable them to hear the voice user as well as read the signals from the TTY user. The service is available for Texans 24 hours a day, 365 days a year. There are no restrictions imposed on Relay Texas calls. Confidentiality for relay users and operators is assured by Texas Law.

### **Telecommunication Device for the Deaf (TTY)**

A TTY is a typewriter like device with a small display which attaches easily to a standard telephone or can be plugged directly into a telephone jack. Using a TTY, a person who is deaf is able to call another person with a TTY. Deaf persons use a TTY to call Relay Texas to make a call to a hearing person who does not have a TTY.

### **Procedure of TRS**

The Relay Texas Center has over 250 relay agents that can accept calls from both TTY users and non-TTY users (hearing persons who do not have TTY machines) at the same time. Example: you (voice user) call 1-800-735-2988 on your telephone and a relay agent will answer. Give the agent the phone number of the deaf person, and the agent will dial the number. The agent will act as a translator between you and the deaf person. Talk directly to the deaf person and pretend the relay agent is not there. The relay communication is thus carried out by both parties.

### **Cost of the Relay User**

Relay Texas allows you to place local calls at no charge. Long distance calls within Texas are priced at rates lower than the usual rate, if the contracted carrier is used for billing.

### **Relay Texas Telephone Numbers:**

To use Relay Texas:

Non-TTY Users (hearing persons) 1-800-735-2988

TTY Users (deaf, or speech-impaired) 1-800-735-2989

ASCII Users (deaf, or speech-impaired) 1-800-735-2991

VCO users (hard of hearing), use your own voice 1-877-VCO1RTX

## **V. Blind or Sight Impaired**

The District has its CARR Policies and Procedures available in Brail, and tape cassettes with CARR brochure information detailed. This information is available upon request by blind or sight impaired passengers.

## **VI. Other Useful Contact Information**

Texas Commission for the Deaf and  
Hard of Hearing  
P.O. Box 12904  
Austin, Texas 78711  
(512)407-3250 – Voice  
(512)407-3251 – TTY

Texas Rehabilitation Commission  
6400 Hwy 290 E, #201  
Austin, Texas 78723  
(512)451-9579  
1(800)687-2676

Texas Commission for the Blind  
4800 N. Lamar Blvd., Suite #340  
Austin, Texas 78756-3178  
1(800)252-5204